

Volusia County Schools



PROPOSAL INFO

Response to RFP No:
S-321TS
Custodial Services

Date:
April 5, 2013

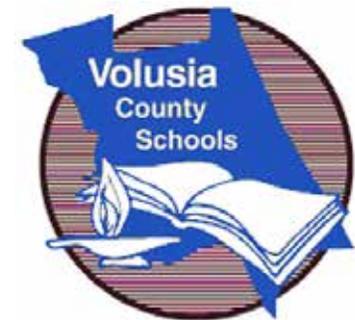
**Vice President of
Operations:**
Oliver Delgado
(267) 474-5339

ARAMARK Education
1101 Market Street
Philadelphia, PA 19107



PROPOSAL TO PROVIDE FACILITY MANAGEMENT SERVICES FOR COMPREHENSIVE CUSTODIAL SERVICES

**Healthier Environments,
Stronger Foundations**





April 3, 2013

Mr. Tom Sims
Director of Purchasing and Warehouse Services
Volusia County Schools
Purchasing Department — Facilities Management Building
3750 Olson Drive
Daytona Beach, Florida 32124

Dear Mr. Sims:

ARAMARK Education is pleased to submit our operations proposal for the Volusia County Schools Facility Services Program.

More than 25 years ago, Volusia County Schools and ARAMARK Education formed a partnership to create a world-class custodial program. At that time, the Board of Education and ARAMARK agreed that a focus on gradual, but constantly evolving changes in services, would achieve long-term, sustainable program success. Today, our partnership continues to thrive, as together we are realizing significant business achievements for the District.

- ARAMARK Education has ensured consistent innovation in Volusia County Schools Facility Services program. For example, in the past 10 years we have introduced:
 - Our Super Coach Back Pack vacuum cleaner to improve air quality;
 - A centralized carpet cleaning program (2004);
 - A Building Commissioning Program at Manatee Cover Elementary (2006) and at University High (2007);
 - Blue cleaning, with the innovative Orbio system, which eliminates the need for chemicals by producing electrically-charged water for cleaning (2011); and
 - QUAD Cleaning in the middle and high schools (2012), which has saved the District approximately \$600,000 per year in labor.
- Through effective workforce management solutions, ARAMARK has provided cost avoidance of at least \$1.4 million over the past six years.
- For ten years, we have proudly sponsored the Future's Education Foundation.

ARAMARK Education has the commitment and proven leadership to help your District realize its financial goals, while achieving your educational mission. With our proven service record and expertise, ARAMARK Education is ready to work together with Volusia County Schools through one of the most important changes in the District's history.

As your current partner, ARAMARK Education knows and understands Volusia County Schools. It would be our privilege to continue our partnership into a successful future.

Sincerely yours,


Dennis Maple
President

DENNIS MAPLE, PRESIDENT
1101 MARKET STREET, PHILADELPHIA, PENNSYLVANIA 19107
800-999-8989 | www.aramarkschools.com

STATEMENT OF CONFIDENTIALITY

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**Healthier Environments,
Stronger Foundations**

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EXECUTIVE SUMMARY

3.1

RETHINKING EDUCATION, RETHINKING CUSTODIAL SERVICES!

As Dr. Smith continues to challenge Volusia County Schools to rethink public education, ARAMARK Education believes we must rethink and reinvigorate our offerings of custodial services to Volusia County Schools.

Through our response to your Request for Proposal, ARAMARK Education will demonstrate our unwavering commitment to Volusia County Schools. ARAMARK Education's proposal is specifically designed to deliver substantive value for your students and faculty by exceeding expectations, thus having significant impact on the total educational experience for your students. Our goal is to help your students flourish.

ARAMARK Education has a proven record of successfully managing facilities for school districts. From aging buildings to underfunded budgets to facility employees stretched thin, we understand facilities challenges facing school districts. As your partner, we are acutely aware of the unprecedented \$30 million budget shortfall for 2014 that the District is facing. Your RFP outlined the important factors the district wants all proposers to consider. Our response meets and exceeds the goals outlined by the District.

Our expertise yields great returns and will assist you in achieving and exceeding your goals. ARAMARK will deliver a comprehensive custodial program to Volusia County Schools that:

- Maintains the overall cleanliness and appearance of the schools
- Ensures a seamless transition of employees from Volusia County Schools to ARAMARK Education
- Delivers a proactive asset preservation program
- Employs state-of-the-art equipment and microfiber throughout the District
- Provides best-in-class training
- Improves overall quality while delivering a financially responsible program
- Keeps an APPA Level II standard program



Volusia County Schools Objectives



In order to design a successful solution, it is important to understand the challenges and goals of Volusia County Schools. Through our experience with K-12 districts, the stated objectives in the RFP, and from being your partner for 25 years, ARAMARK understands the successful custodial management services provider must deliver on the following critical elements identified in your RFP:

- Maximize limited budgets.
- Achieve operational efficiencies.
- Increase responsiveness to daily service requests.
- Enhance the student learning environment.
- Continue improving the overall quality of district facilities.
- Increase employee supervision and accountability.
- Continue implementation and reinforcement of a service culture.
- Provide quality, professional management, and overall value.
- Identify and produce both short-term and sustained savings.
- Maintain high levels of cleanliness every day.
- Put employees first through a strong training, retention, and recognition program.

“We are asking our parents and community members to join us in partnering to make a meaningful difference for each and every one of our students. With the support and involvement of all of us, we will have a productive and positive school year.”

**—Margaret A. Smith, D.Ed.,
Superintendent of Volusia County
Schools**

OUR VISION FOR VOLUSIA COUNTY SCHOOLS INCLUDES OPERATIONAL CHOICE

ARAMARK has provided Volusia County Schools with three operational models as identified in the chart on the next page: the ARAMARK Standard Program with no day porters, RFP Compliant Model with Market Wages, and, finally, the RFP Compliant Model with Current District Wages. These three business models are by no means the only options available to Volusia County Schools. We are capable of designing several custom custodial programs that address the uniqueness of the District. All options include everyday cleaning. All options use our state-of-the-art Green Cleaning Program. Also, we will continue to implement blue cleaning (cleaning without any chemicals) throughout the District. Under all three options, ARAMARK will provide the necessary cleaning equipment.

OPTION 1 (ARAMARK STANDARD PROGRAM WITH NO DAY PORTERS)

This option provides the District the most substantial savings with a low APPA Level II/High III standard of cleaning. The day porters as noted in the RFP, will be retained on the Volusia County Schools general fund, and the cost of the day porters has not been included with this option.

- **The per square foot cost of this program is: \$0.8244 per square foot.**
- **There is estimated one-year savings of \$9.3 million and estimated 10-year savings of \$81.5 million.**

OPTION 2 (RFP COMPLIANT WITH MARKET WAGES)

This option provides the District significant savings based on employees receiving market wages. Under this option, benefits

will be provided for all full-time employees, and the cost of the day porters will be covered by ARAMARK. The standard of cleaning will once again be a low APPA Level II/High III.

- **The per square foot cost of this program is: \$0.9456 per square foot.**
- **This option provides an estimated one year savings of \$8.2 million, and an estimated 10-year savings of \$68.2 million.**

OPTION 3 (RFP COMPLIANT WITH CURRENT WAGES)

This option provides the District considerable savings and is compliant with all items requested in the RFP. ARAMARK will provide benefits for all full-time employees, and equipment and day porters will be covered by ARAMARK. This option provides a solid APPA Level II standard of cleaning.

- **The per square foot cost of this program is \$1.1568 per square foot.**
- **This option provides an estimated one year savings of \$6.12 million, and a 10-year savings of \$45 million.**

No matter which program Volusia County Schools selects, ARAMARK will deliver incremental value and future savings for the District, and ARAMARK will continue to raise the bar throughout the contract. The initial year will be a period of transformation, as we begin the transition for employees and the implementation of our programs. Once our program is fully implemented, we will begin the next phase of our partnership—delivering incremental value. We believe it is our responsibility to improve our performance each and every year of the contract.

As a result of our long-term partnership, if ARAMARK Education is selected, we would offer a \$3 million 10-year interest-free loan for Volusia County Schools to use to cover the cost of the employee transition expenses in the amount of \$2 million for the sick time payout and \$1 million unemployment.

Volusia County Custodial Options

	*excludes disposable supplies	Current (VCS)	ARAMARK Standard Program w/no day porters	RFP Compliant Model with Market Wages	RFP Compliant Model with Current Wages
Financial Metrics	Annual Cost	\$17.21M	\$7.90M	\$9.06M	\$11.09M
	Cost per SF	\$1.79	\$0.8244	\$0.9456	\$1.1568
	Year 1 Savings	\$0	\$ 9.3M minus cost of porters	\$8.14M	\$6.12M
	10 Year Savings (Assumes no increase to district's current costs)	\$0	\$81.46M minus cost of porters	\$68.13M	\$44.9M
People Impact	Equipment Inc.		✓	✓	✓
	Average Wage	\$11.53 (est.)	\$8.62	\$8.81	\$10.94
	Benefits for Full Time Employees	Current	✓	✓	✓
	Day Porters	0	Funded by VCS	✓	✓
Program Outcomes	Level of Cleaning	APPA Level 2	APPA Level 2/3	APPA Level 2/3	APPA Level 2
	Implementation Plan and History		✓	✓	✓
	Daily Cleaning	Yes	Yes	Yes	Yes
	Project Cleaning	Summer	Spring, Summer and Winter	Spring, Summer and Winter	Spring, Summer and Winter

Financial Summary



ARAMARK is pleased to provide the Volusia County School Board with a Custodial Services Program designed to deliver an immediate visual and financial impact. Following a thorough analysis of several operational and financial models, we were able to develop three proposals that will allow ARAMARK to deliver a qualitative, systematic custodial management program to the District.

The Annual Cost to Volusia County Schools for a comprehensive custodial program **without** supply costs are as follows:
(Custodial Services—All Inclusive)

OPTION 1 (ARAMARK Standard Program with no day porters):	\$7,902,947.28
OPTION 2 (RFP Compliant Model with Market Wages):	\$9,064,807.20
OPTION 3 (RFP Compliant Model with Current Wages):	\$11,089,434.12

The Annual Cost to Volusia County Public School for a comprehensive custodial program **with** supply costs are as follows:
(Custodial Services—Alternate)

Option 1 (ARAMARK Standard Program with no day porters):	\$8,374,593.48
Option 2 (RFP Compliant Model with Market Wages):	\$9,536,453.28
Option 3 (RFP Compliant Model with Current Wages):	\$11,561,080.32

Our two main goals will revolve around a partnership based on trust and our commitment to deliver on our promises.

INVESTMENT

ARAMARK will commit to an investment of up to \$2.1 million depending on the service option chosen, toward technology, custodial equipment, service vehicles, and handheld PC tablets for work order processing and communication. Our proposal also includes all costs associated with a seamless start-up.

VALUE-ADDED PROGRAMS (INCLUDED IN ALL THREE OPTIONS)

- Green and blue cleaning throughout the District
- Use of microfiber in all schools
- Industry-leading employee training
- Significant investment in equipment and technology

WE WANT TO CONTINUE TO BE YOUR PREFERRED PARTNER BECAUSE...WE TAKE RESPONSIBILITY SERIOUSLY.

- We have the experience that will assist us in understanding Volusia County School District's needs. We will continually develop solutions and strategies to bring the necessary resources to deliver a custodial management program focused on results that are meaningful to you.
- We are a company that focuses first on our people. We believe in the inherent dignity of the individual, so we seek ways to help employees realize their potential.
- We are a strategic partner who uses effective leadership, innovative service delivery, and technological advancement for the benefit of school district communities.
- We are committing to an investment of people to ensure a smooth transition. The minute we are awarded the contract, ARAMARK Education will have a team of people in the District to begin the transition. Please see the detailed transition plan in Section 7 of the proposal.

PEOPLE FIRST

As demonstrated in all of our ARAMARK Education employee accounts, we take care of the people who take care of your schools. ARAMARK knows the decision to privatize the Volusia County School District employees was difficult for the Board of Education. With ARAMARK Education you can be assured we will:

- Extend an offer to all current employees who are employed by Volusia County School District as of June 30, 2013, who have a minimum rating of “meets expectations” and are able to pass all pre-employment screenings.
- Attract the most qualified team members to serve your school district.
- Continue to train and develop the skills of all team members.
- Provide an environment where the best people want to work.
- Offer a competitive compensation, benefits, and retirement package to every full-time employee.



YOU KNOW US, WE KNOW YOU

Being your long-term partner we know you better than any of our competitors. Volusia County School District can be assured that we will:

- Maintain and enhance the current leadership team at Volusia County School District (with the five leaders identified they bring a total of 80 years of service to the partnership).
- Continue to grow our partnership with administration and staff by implementing schedules and deliverables.
- Enhance performance standards.
- Ensure an APPA Level II standard of cleaning.
- Continue our Monthly Joint Performance Review (MJR) with the District.
- Implement financial measurements and monitor controls.
- Uphold our commitment of support from the ARAMARK Education South Region and Corporate Teams.



ARAMARK BUILDING COMMUNITY

Just as in the past, Dr. Gwen High will continue leading our community engagement efforts at Volusia County Schools. We plan to implement in the following areas:

- The Future's Foundation main support will be with the Teacher of the Year Program.
- To the Commissioner's Academic Challenge, ARAMARK will donate to benefit the Challenge students.
- Regarding school beautification grants, we will continue this sponsorship as we have done in the past.
- Regarding Career Academic Academies, we will provide workforce development expertise.
- Regarding Homeless Children Assistance, ARAMARK would like to target some of our resources to assist homeless families in the Volusia community.
- Regarding guest reading, ARAMARK managers will volunteer to read in elementary classrooms over the course of the school year.
- Regarding Central Florida School Board Coalition Association, our commitment will be to belong to the consortium to collaboratively build on partnerships to develop future employees.



21ST CENTURY CUSTODIAL OPERATIONS EQUALS A 21ST CENTURY EDUCATION

As identified in the Volusia County Schools Back to School Presentation of 2012, we must “ensure that every student acquires the high level of skills needed to thrive in the dynamic world of the 21st Century.” ARAMARK Education believes we are a part of every student’s education. By offering a 21st Century Custodial program, we will ensure every student has the best environment to flourish.

We know that Volusia County Public School students deserve a program that provides a clean and safe environment—with ARAMARK Education that is exactly what you will get! We will work to improve your program daily, monthly, and yearly, through the use of measurable results.

We envision the expansion of our relationship between Volusia County Schools and ARAMARK to be one of working together in a mutually rewarding manner—with trust, competence, compatibility, and dedication. ARAMARK Education is genuinely committed to assisting Volusia County in reaching its true potential.

This proposal is about providing the children of Volusia County School District a healthy, clean, and safe learning environment. ARAMARK is sincere in its commitment to delivering just such a program.

We appreciate having the opportunity to present our proposal for custodial management services. We are confident that through our partnership we can achieve Volusia County Schools goal of becoming a “**Beacon of Excellence!**”



SOUTH REGION

ARAMARK CORPORATE AND REGIONAL SUPPORT ORGANIZATION CHART

AUTHORIZED CONTACT INFORMATION

The highlighted boxes indicate the authorized representatives able to speak on behalf of ARAMARK.

HEADQUARTERS

ARAMARK Corporation
1101 Market Street
Philadelphia, PA 19107
800-999-8989

REGIONAL OFFICE

ARAMARK Corporation
4790 Regent Blvd #150
Irving, TX 75063
972-462-6014

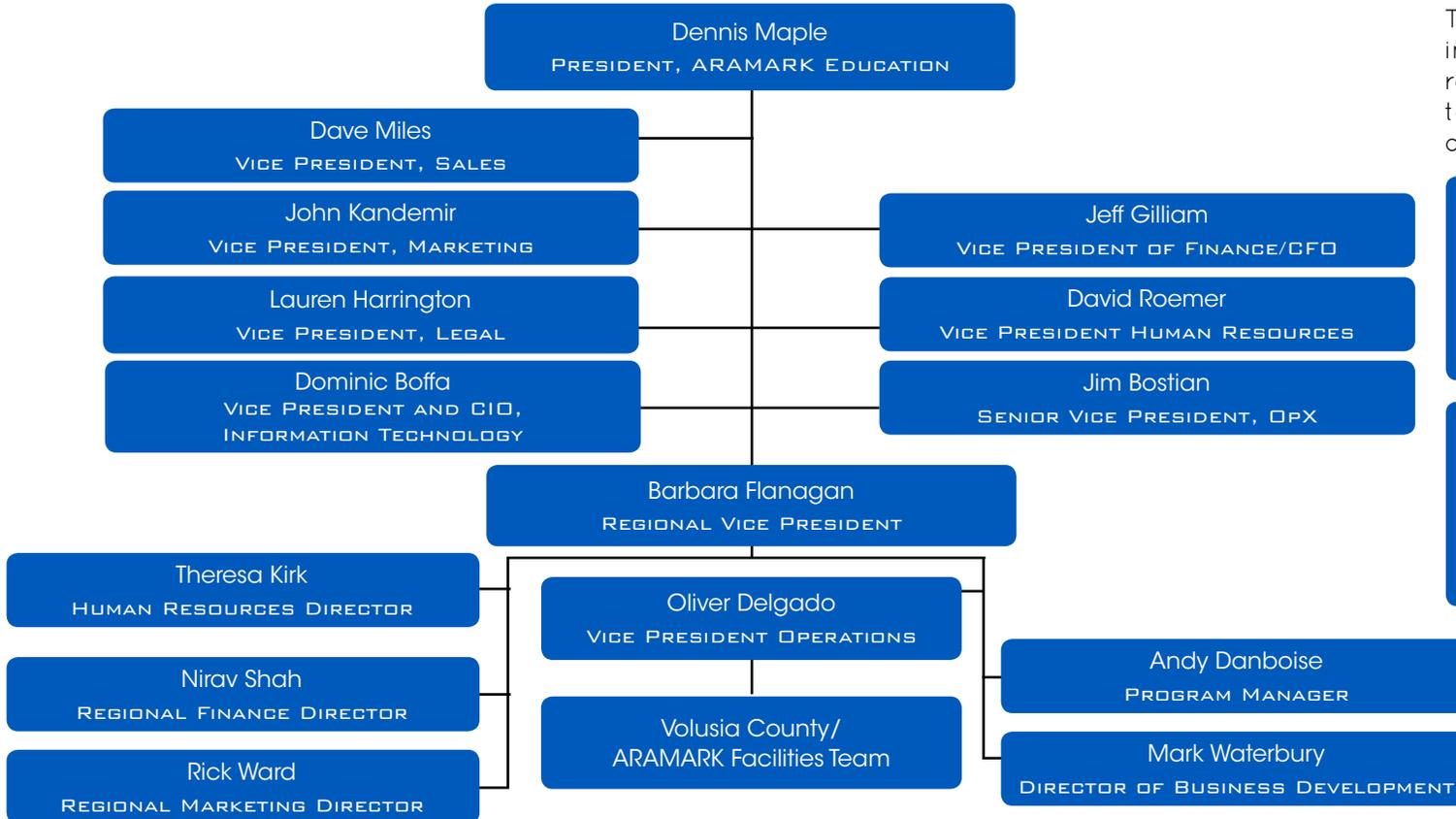
ARAMARK EDUCATION AUTHORIZED REPRESENTATIVES:

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215-238-4023

Barbara Flanagan,
Regional Vice-President
817-723-9989

Oliver Delgado, Vice-
President of Operations
267-474-5339

Mark Waterbury, Director of
Business Development
972-408-6799



CORPORATE SUPPORT STAFF

PURCHASING AND DISTRIBUTION
FACILITIES PLANNING AND DESIGN
LEGAL
HUMAN RESOURCES
DATA PROCESSING

RESEARCH AND DEVELOPMENT

- SAFETY AND SANITATION
- SECURITY

ENVIRONMENTAL

ACCOUNTING

- PAYROLL
- AUDITORS
- ACCOUNTS PAYABLE

TRAINING AND DEVELOPMENT
MARKETING AND MERCHANDISING
MANAGEMENT INFORMATION
SYSTEMS



COMMITMENT, CURRENT STATUS, AND QUALIFICATIONS

4.1

Describe in detail, your company's commitment in providing custodial services to government section accounts, especially in the K-12 educational area.

ARAMARK Management Services Limited Partnership ("ARAMARK") currently provides custodial services including, without limitation, labor, equipment and cleaning supplies, to 58 U.S. school districts. The total number of students and employees at all such institutions is 389,000 and 2,200 respectively, and total square footage is 58 million. Given the highly confidential and proprietary nature of the list, names of the institutions have been omitted and ARAMARK is happy to provide names separately upon request.

Current Account List

Include your company's current status in the custodial services arena in regard to number of colleges, universities or school district's, schools, students, and estimated square footage currently service. Only include those education accounts where you currently provide all labor, equipment and cleaning supplies.

Provide a list showing the name of the college, university, or school district and number of students and employees at each institution and total square footage.

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C=Custodial, P=Plant Operations & Maint., G=Grounds, F=Facilities Mgmt.

Customer Name and Address	Client Contact	Client Phone and Email	Enrollment/ Bldgs/ Sq. Feet	Service ¹	Start Date
East Baton Rouge Parish 1050 South Foster Drive Baton Rouge, LA 70806	Catherine Fletcher, Chief Business Operations Officer	225-922-5650 cfletcher@ebrschools.org	42,300 91 6,022,368	C G P Energy	3/1/1999
McKinney ISD #1 Duvall Street McKinney, TX 75069	Nancy James, Chief Operations Officer	469-742-4113 nfjames@mckinneyisd.net	23,843 37 4,640,000	C	6/1/2003
Providence Public Schools 797 Westminster Street Providence, RI 02903	Alan Sepe, Director of Public Property	401-421-7740 Asepe@providenceri.com	26,000 52 7,300,000	C, G F, P Energy	11/1/2005
Recovery School District 1641 Poland Avenue New Orleans, LA 70117	Patrick Dobard, Superintendent	504-373-6200 patrick.dobard@rsdla.net	40,000 77 8,230,800	F	4/1/2012
St. Louis Public School District 801 North 11th Street St. Louis, MO 63106	Dr. Kelvin Adams, Superintendent Roger CayCe, Exec. Dir., Ops. & Bldg. Commissioner	314-345-2500 Supt@slps.org Roger.CayCe@slps.org	25,500 78 7,214,007	F	7/1/2009



ARAMARK Building Community



VOLUSIA COUNTY SCHOOLS CLIENT AND COMMUNITY ENGAGEMENT

For several years, ARAMARK Education has supported outreach initiatives benefitting District students and staff beyond classroom instruction. We have contributed to the Futures Foundation, awarded school beautification grants to elementary and middle high schools, participated in drives benefitting homeless children, and contributed to needy families during special holidays. With an expanded operations program at Volusia County Schools, we are committed to doing even more to demonstrate our partnership and organizational alignment. We intend to enhance our support of programs and initiatives that are important to the District and help students flourish — something we believe strongly in.

The following is a synopsis of donations and community engagement we plan to implement if we are awarded a new contract with Volusia County Schools.

FUTURES FOUNDATION

Having contributed to this public education foundation for more than a dozen years, we want to be responsive to its goal of collecting donations and resources to help implement creative programming that enhances the quality of education for Volusia County Schools. To that end, we will continue our sponsorship at the Foundation's Chancellor's Level. In 2013, our contribution was used to support the Teacher of the Year program. Each year, we will work with Foundation staff to identify the area of greatest need, based on sponsorships and donations received, and accept their counsel on how best our donation can be used each year.

COMMISSIONER'S ACADEMIC CHALLENGE

For many years, Volusia County Schools has had student teams participating in this statewide academic “brain bowl” competition held each year at DisneyWorld. ARAMARK remains one of the few corporate sponsors still financially supporting the Challenge which annually involves student teams from more than 40 school districts across the state of Florida. Unfortunately, with diminished corporate sponsorship, the program has not been able to offer college scholarships as it once did to students on the winning district teams at the event. To combat that outcome and recognize the Volusia County students who win locally and are selected to represent VCS statewide, ARAMARK will set aside a fund to benefit the Challenge students. The funds can be used to cover travel costs the students must provide on their own and/or provide individual scholarships as a reward for their hard work and long hours of study to compete in the Commissioner’s Academic Challenge.



SCHOOL BEAUTIFICATION GRANTS

Two years ago, ARAMARK implemented a pilot districtwide campus beautification program focused on environmental stewardship and community involvement. We awarded grants to four schools selected to design and implement special grounds and landscape projects at their schools. Campus teams of students, staff, and in some instances, parents, worked closely with ARAMARK’s Grounds Manager to identify outdoor areas at their schools where the curb appeal or physical environments could be enhanced. The participating schools that received ARAMARK grants were Woodward Avenue Elementary, Heritage Middle School, David Hinson Middle, and Galaxy Middle. This project involved school administrators, student clubs, and parent groups working collaboratively to develop and sustain landscape improvements that would beautify their campuses and contribute to student pride. Continuation of this student/community engagement program was stalled when the ARAMARK Grounds Manager left the company due to family circumstances, and the replacement Grounds Manager was presented with another set of pressing priorities. But given the schools’ response to this pilot project and the impact it had on students learning about environmental stewardship, our intent is to implement this program on an annual basis, selecting at least four schools with student/staff teams that have a vested interest in beautifying the grounds and physical appearance of their schools through landscape enhancements.

In addition to the programs listed above, which have been supported in the past by ARAMARK at Volusia, we plan to provide additional resources to support District and ARAMARK initiatives in a variety of ways to positively impact the District’s students, staff, and the broader community. Our involvement will include special focus on homeless children, workforce development opportunities, and fun activities that promote student literacy. All are geared toward the local ARAMARK team living up to our line of business expectation to “help students flourish.”

CAREER ACADEMIC ACADEMIES

Volusia County Schools Career Academies is a source of great pride for the District. One of the ways we can support that program is to provide workforce development expertise to benefit those students who are enrolled in academic programs related to our areas of expertise in facilities services and grounds maintenance. We will meet with the District's Coordinator for Career and Technical Education to discuss how best to provide meaningful support. The most relevant programs may be the Horticultural, Environment, and Marine Science Academy at Atlantic High School, the Academy of Agriscience at New Smyrna Beach High School, and/or the Agriscience Education and Communications Academy at Pine Ridge. For instance, ARAMARK personnel can provide insights into Horticulture curriculum training and instruction on the following: plant disease, insects, perennial identification, weed identification, tree/shrub identification, chemical control methods, plant propagation, irrigation/drainage, installations/construction, design, and soils.

In addition to business acumen and hands-on instruction, the ARAMARK team can provide classroom presentations, job shadowing, and student mentoring, as well as HR workshops on skills such as résumé writing, interviewing, and soft skills. Rather than pre-determine all aspects of curriculum support we might offer, the best fit will be developed upon consultation with the District's CTE Coordinator.

HOMELESS CHILDREN ASSISTANCE

As families continue to struggle nationwide with the economic downturn, the number of homeless children at Volusia County Schools has increased, just as it has at countless school districts across the country. ARAMARK would like to work with the Homeless Liaison at VCS to develop a partnership with the District and one or more local agencies that are addressing this issue, and positively impacting the District's students. For instance, "Cudas Unhooked, the Bridge to Success" is a nonprofit program that offers shelter as well as support to homeless students in the form of counseling, mentoring, living expenses, job skills, and education. If that is the program recommended by the District, we will lend our resources to the program's homeless students, particularly those enrolled at New Smyrna High School. The nonprofit is listed as having a Habitat for Humanity component that helps to construct "Cuda Cottages". If that initiative is still offered, the ARAMARK team would be proud to participate in helping to build those structures.

In addition, the STAR Family Center, a Division of Halifax Urban Ministries, is a Daytona Beach homeless assistance facility where we can also lend our support. From collecting blankets and coats during winter time to helping to feed hungry people through food drives, or volunteering in other needed ways, ARAMARK would like to target some of our resources to assist homeless families that are a part of Volusia County Schools.

WORKFORCE DEVELOPMENT AND STUDENT INTERNSHIPS

One of the best ways we can demonstrate our commitment to youth development is by offering student employment through four to six paid summer internships that provide viable hourly and managerial type experiences. For instance, with our custodial program, we can offer high school juniors and seniors paid work experiences alongside hourly employees performing custodial services. In addition to learning how to be a responsible worker, the ARAMARK internships will create valuable opportunities for motivated VCS students who may not be interested in going on to postsecondary education. By teaching work/ life skills, our internships will support student learning.

In addition, some internships will be offered to 11th and 12th grade students who have an interest in professional services of the kind that ARAMARK delivers. For those students, we will customize the work to provide a variety of experiences, including job shadowing managers to learn more about facilities services, and performing needed office functions and tasks.

GUEST READING

ARAMARK managers will also volunteer to read in elementary school classrooms. This activity is a favorite of many ARAMARK accounts and allows our managers close-up experiences with young students on their turf. In our experience, this activity has been welcomed by classroom teachers because it offers an easy way for adults to support student literacy. It is especially appreciated during National Read Across America Day and when Dr. Seuss books are highlighted.

CENTRAL FLORIDA SCHOOL BOARDS COALITION

To maintain organizational alignment, ARAMARK will seek to join the dozens of committed businesses and higher education institutions that meet regularly in partnership to discuss how to promote career readiness and workforce development by enhancing education and business opportunities for graduating students. Belonging to the consortium would allow ARAMARK to work collaboratively and in partnership with other entities that have a vested interest in developing future employees skilled and capable to be successful in STEM as well as other careers and jobs they pursue.

In summary, we look forward to an enhanced partnership with Volusia County Schools to deliver the kind of safe, clean learning environments that are conducive to teaching and learning. We also look forward to extending the partnership by demonstrating our desire to be more than a vendor — giving back to the school communities by serving students, staff, and families in unexpected, but appreciated ways.





REFERENCES AND EXPERIENCE

5.1

5.1.1) Provide the names of at least three (3) school districts or other educational institutions, similar in size to the District, where you have provided custodial services. With at least two of these references, the proposers must have provided all manpower, equipment, and cleaning supplies. Provide the institutions' names, addresses, contact persons and phone numbers, plus email addresses for each reference.

State the year your company began servicing each of the references, and when the contract expired or is expected to expire. No reference may be used with a contract that expired prior to January 1, 2008.

All of this information follows as required per RFP.

Similar School Districts or Education Institutions

ARAMARK HIGHER EDUCATION

FACILITIES PARTNERSHIPS

FLORIDA

Florida International University

Miami

Mr. Mark Salemi, Senior Superintendent of

Landscape

305.348.4650

mark.salemi@fiu.edu

Partnered since: 1996

Services provided: Grounds

Florida Memorial University

Opa Locka

Dr. Harold R. Clarke, Vice President of Administration

305.623.1452

pclarke@fmuniv.edu

Partnered since: 1990

Services provided: Comprehensive Facilities Mgt.,
POM

REFERENCES AND EXPERIENCE

*** ARAMARK CONFIDENTIAL AND PROPRIETARY ***
NOT FOR RELEASE WITHOUT ARAMARK'S PRIOR WRITTEN CONSENT

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C=Custodial, P=Plant Operations & Maint., G=Grounds, F=Facilities Mgmt.

Customer Name and Address	Client Contact	Client Phone and Email	Enrollment/ Bldgs/ Sq. Feet	Service ¹	Start Date
East Baton Rouge Parish 1050 South Foster Drive Baton Rouge, LA 70806	Catherine Fletcher, Chief Business Operations Officer	225-922-5650 cfletcher@ebrschools.org	42,300 91 6,022,368	C G P Energy	3/1/1999
McKinney ISD #1 Duvall Street McKinney, TX 75069	Nancy James, Chief Operations Officer	469-742-4113 nfjames@mckinneyisd.net	23,843 37 4,640,000	C	6/1/2003
Providence Public Schools 797 Westminster Street Providence, RI 02903	Alan Sepe, Director of Public Property	401-421-7740 Asepe@providenceri.com	26,000 52 7,300,000	C, G F, P Energy	11/1/2005
Recovery School District 1641 Poland Avenue New Orleans, LA 70117	Patrick Dobard, Superintendent	504-373-6200 patrick.dobard@rsdla.net	40,000 77 8,230,800	F	4/1/2012
St. Louis Public School District 801 North 11th Street St. Louis, MO 63106	Dr. Kelvin Adams, Superintendent Roger CayCe, Exec. Dir., Ops. & Bldg. Commissioner	314-345-2500 Supt@slps.org Roger.CayCe@slps.org	25,500 78 7,214,007	F	7/1/2009

Cancelled Accounts

5.1.2) Provide the names of schools or districts that have canceled the contract prior to the ending date.

List any contracts for educational institutions; meaning colleges, universities, or K-12 school districts, where the contract was canceled prior to the original contract binding date.

List only the contracts that were canceled after January 1, 2008.

As required by the RFP, the following districts/educational institutions were cancelled prior to the original contract binding date:

LIST OF LOST ACCOUNTS

ARAMARK Management Services Limited Partnership ("ARAMARK") has not had any Florida K-12 facilities contracts terminated or not renewed after January 1, 2008.

"Terminated" is defined as the District or ARAMARK ended the contract in the middle of the term pursuant to the termination provision provided in the contract. The termination could be for cause or convenience. "Non-Renewal" is defined as ARAMARK provided services for the initial contract term (and any renewal term) and, at the expiration of the term, the District and /or ARAMARK elected not to renew the contract as provided in the contract.



FINANCIAL STABILITY

6.1

Proposer(s) must provide acceptable year-end financial statements (or audits) from the last two (2) years that demonstrate the financial well-being of the bidder. Proposers are only required to provide one (1) copy of these financial statements with the original proposal.

Please find the ARAMARK 10-K on CD as well as the completed Financial Stability Questionnaire on the following pages.

From time to time, ARAMARK Management Services Limited Partnership (ARAMARK) is a party to various legal actions involving claims incidental to the conduct of our business. Based on information currently available, advice of counsel, available insurance coverage, established reserves and other resources, we do not believe that any actions would, individually or in the aggregate, jeopardize the financial condition of ARAMARK or impair its ability to meet the terms of this proposal.

ARAMARK's Audited Financial Statement (Form 10K)





IMPLEMENTATION, TIMELINE, AND LICENSES

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Provide your company's timeline to meet the needs of this proposal with an implementation date of July 1, 2013.

Include copies of any licenses required of the proposer(s) to fulfill this contract.

Copies of the licenses may be provided any time prior to implementation date.

ARAMARK Education has a wide range of experience managing change processes in school districts across the country. We understand that organizations tend to have a heightened level of awareness during the time of transition. As a result, we have developed the skills and tools needed to help organizations cope and even thrive during periods of great change.

During the transition period, we will collaboratively assemble a flexible and focused transition plan for Volusia County Schools. This plan will draw on the expertise of our technical and management staff.

SPECIFICALLY, WE WILL:

- Provide dedicated resources and a detailed time line as we transition.
- Analyze how current operations tie directly to the customized plan for the District.
- Focus on employee and student experience (with minimal distraction).
- Create an ongoing communication via 30-60-90 day action plan.

FOCUS ON EMPLOYEES

Over the past few years, we have transitioned hundreds of employees and developed a well-defined transition process. Our goal is to ensure transitioning employees are paid accurately and on time and we strive for timely health and wellness plan enrollment.

THE PROCESS

The 30-day period following the award of the contract will include meetings with District constituents and facility services personnel, installing operating and financial control systems, and building confidence in the new management. During that period, we will finalize a customized transition plan for Volusia County Schools.

CUSTOMIZED TRANSITION PLAN

The events of an effective transition and our involvement prior to commencement of services are identified in the transition or start-up schedule. This schedule has been developed over time and has proven to be successful in all of our engagements. We ensure that all personnel, systems, and preparations are in place prior to the start of service. Our intent is to create a seamless transition between management organizations so that your District experiences no disruption in service delivery and facility services staff members are comfortable with new leadership.

Following the start-up of a new engagement, we identify major programmatic areas for attention. These are typically consolidated into a 30/60/90-day implementation plan. The objective of this plan is to identify and address the highest priority areas to facilitate change and improvement.

TRANSITION PLAN IMPLEMENTATION

ARAMARK Education provides Volusia County Schools with maximum control over the timing and magnitude of the outcomes you want to achieve.

PREIMPLEMENTATION SUPPORT

Following contract award, an opening action plan that identifies the tasks to be accomplished during each stage of the implementation is created. Our regional staff and support resources play a critical role during the transition process and remain closely involved with the on-site team throughout implementation.

COMMUNICATION PLAN

Prior to implementation, ARAMARK Education works with you to communicate to your staff and community the reasons for change, the value of those changes to the organization, and any individual personal impact. We work with your human resources team to build a unified team such that all who participate in the transition feel valued, wanted, and welcome.

IMPLEMENTATION

Our on-site and transition team works closely with your organization to minimize disruption, ensuring that all feel they are an integral part of the process. Employees have ample opportunity to learn how our services will affect their work and personal life and voice any concerns. Your staff participates in employee orientation meetings, completes an aptitude survey, and receives frequent communications explaining changes. They also receive extensive training.

EMPLOYEE TRANSITION

We carefully transition current staff to our payroll and benefits systems and orient them to ARAMARK. The ARAMARK Education Regional Management and Human Resources Team will meet with facility services employees to discuss the transition, share our vision for the District, and answer employee questions. We recognize that change can be difficult, and this meeting will help develop a climate of open communication and demonstrate that ARAMARK values each employee. In some situations, current employees may be joining the ARAMARK payroll. In that case, our first meeting also will focus on addressing important topics such as wages, benefits, school assignments, and training.

OPERATIONS

- Understand operational activities of the current organization.
- Develop a team partnership with the current staff.

BUDGET AND CONTROL SYSTEMS

- Implement financial measurement and monitoring controls.
- Develop performance standards.
- Develop a financial strategic plan.

PERFORMANCE REPORTING, MONITORING, AND QUALITY ASSURANCE

- Ensure quality of historical financial information.
- Develop schedules and deliverables with customers.

CUSTODIAL

- Identify and develop service standards, schedules, and assignments.
- Inventory chemicals and supplies.
- Develop standard supply lists.
- Inventory manual and powered equipment.
- Inspect facilities and document initial building condition.
- Identify and schedule high-visibility, priority projects.



IMPLEMENTATION, TIMELINE, AND LICENSES

School District of Volusia County Account Opening Checklist



Today's Date: 4/2/2013

Current Week: -13

Durations and tasks based on an AVERAGE sized account of 1,000,000 sq. ft.

(Days remaining () or since first day of operations)

-90

KEY	Past Due
	Due within two Weeks
	Editable Cells

Function	Category	Priority	Approx Time (Hours)	Task / Deliverable	Person Responsible (legend located at bottom of sheet)	Completed? (enter a for complete)	Date Completed	START Number of Weeks Out	END Number of Weeks Out	Comments / Related Issues
PMO	Transition Planning	X	1	Kick-off Call: Hold an internal transition meeting between the Director of Business Development, District Manager, VP of Operations, Regional Finance Director and HR to review Proposal and client/ARAMARK objectives for the site.	PMO			-7	-7	
Sales	Sales Transition Planning	X	3	Prepare Contract Request Form and Submit to Region for RVP Approval (include all applicable Exhibit information available, e.g. budget, school locations list, capital investment information, and opening inventory).	DBD or DM			-7	-7	
IT	Hardware	X	0.25	PMO to order STAR computer and hardware. (Order Details: New Component Info, Desktop, Install FACILITIES Applications, Laser Printer, and Comments: Install MTK Multi-User.)	PMO	✓	3-Jan	-7	-7	Already complete: Incumbent.
Operations	Cellphone	X	1	Identify internal management communication methods and secure resources (cell phone, e-mail etc.). Client-supplied cell phone available? If not, access Telecommunications for further details.	SME-IT	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	0.25	Identify office space	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	0.25	Identify phone and fax numbers in offices	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Equipment	A	1	Determine capital equipment needs from Proforma	STL			-7	-7	
Operations	General Admin	A	1	Ensure any applicable business licenses are current/posted	STL	✓		-7	-7	Already complete: Incumbent.
Operations	General Admin	A	6	Site Assessment / Profile / Data Gathering by school (i.e. Service Hours, Principal Name, Phone Numbers etc.): 1/2 hr per site	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	0.5	Complete survey of equipment, office space and furniture.	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	0.25	Obtain District site map	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	3	Security - Complete security review of storage/closet areas in individual buildings: 15 minutes/site	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	0.5	Security - Complete security review of office areas.	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	C	0.25	Security - If necessary, have locks re-keyed to improve security	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	0.5	Security - Present security findings to the client.	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	0.25	Security - Speak with site contacts to determine security clearance for vendors	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Sales Transition Planning	A	0.25	Provide client with list of ARAMARK contacts	STL	✓		-7	-7	Already complete: Incumbent.
Finance	Other	A	2	Capital Equipment Requisition - All CERs should be completed and match the investment amounts in the Proforma and Contract Request Form. The CER should follow the eCER process. Please click on the link to access the form and see available training options.	STL			-7	-7	
Operations	General Admin	C	0.25	Determine parking procedures and issues	STL	✓		-7	-7	Already complete: Incumbent.
Operations	General Admin	A	0.5	Disaster Preparedness - Secure District procedures	STL	✓		-7	-7	Already complete: Incumbent.
Operations	General Admin	B	2	Establish account filing system	STL	✓		-7	-7	Already complete: Incumbent.
Operations	General Admin	B	16	Obtain Blueprints, Floor Plans and Schematics All Buildings.	FLM and STL	✓		-7	-7	Already complete: Incumbent.

IMPLEMENTATION, TIMELINE, AND LICENSES

Operations	Sales Transition Planning	X	2	If ARAMARK is responsible for health permits or operating licenses, contact local health department and obtain all required applications. If corporate officer is required to sign the application, contact licensing paralegal for assistance.	FLM	✓		-7	-7	Already complete: Incumbent.
Marketing	Communication Plans	X		Develop overall, comprehensive Communication Plan and activities for direct client, board, principals, administration/faculty, parents, students, employees, and external community	STL	✓		-7	-7	Already complete: Incumbent.
IT	Software - Timekeeping System	X	8	Request a Timekeeping System	FLM			-7	-7	
IT	Hardware	A	1	Install and setup new hardware when it arrives.	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	A	1	New vendor setups for payment through Vendor Control.	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	A	1	Supplier authorizations from Supply Chain Management .	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	A	1	Vendor approvals through Vendor Control.	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	B	2	Identify and Review Preferred Vendor List	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	B	4	Identify and Review Contract Services List (HVAC, Controls, Inspections, Tests, etc.)	FLM	✓		-7	-7	Already complete: Incumbent.
Operations - Safety	Safety	X	1	Review Minimum Safety Standards and PPE requirements.	FLM	✓		-7	-7	Already complete: Incumbent.
Operations - Safety	Safety	C	3	Conduct safety needs assessment of the workplace. Complete safety implementation checklist.	FLM			-7	-7	Already complete: Incumbent.
Operations - Safety	Safety	A	0.25	Establish a slip resistant shoe program	FLM			-7	-7	
Operations	Procurement	X	1	Contact Supply Chain Management to have them setup a master vendor list	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	A	2	Create order guides for all vendors	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	B	1	Determine if there are any pre-existing client vendor contracts that must be honored if so complete a supplier action request form	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Procurement	A	1	Send letter to distributors with location information	FLM	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	A	2	Create a calendar to identify each school and how often they will receive orders	STL	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	A	1	Determine which vendors can be set up on electronic posting to AP.	FLM	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	A	1	Develop a process for reconciliation of credit memos etc... for each vendor	FLM	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	X	2	Outline segregation of accounts payable responsibilities.	STL	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	A	1	Procedure: Set up a procedure for recording and reconciling "unbilled" purchases	FLM	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	B	2	Provide a written request to all vendors, requesting weekly statements.	SME - Payment services	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	B	1	Set up an Invoice Log to identify missing invoice prior to month end close.	FLM	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Payable	B	2	Set up vendor statement reconciliation process	FLM	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Receivable	B	1	Prepare Advance Billing to the Client if applicable by the contract.	STL	✓		-7	-7	Already complete: Incumbent.
Finance	Accounts Receivable	B	2	Set up Electronic Funds Transfer payment with client.	FLM / SME Accounting			-7	-7	
Finance	Budgetary items	X	3	Populate Budget Module with information from Proposal	RFD			-7	-7	
Finance	Budgetary items	A	3	Review Client Budget and Assumptions.	STL			-7	-7	
Finance	Budgetary items	A	8	Review Proforma/ARAMARK Budget and Assumptions.	STL			-7	-7	
Finance	Other	A	2	Make sure usable inventory is properly accounted for and paid for as outlined in our contract.	STL	✓		-7	-7	Already complete: Incumbent.
Operations	Office Setup	A	2	Order start-up office supplies through approved vendor(s) for central office	STL	✓		-7	-7	Already complete: Incumbent.
HR	Benefits	A	0	Confirm if you are transitioning employees, hiring new employees or a combination of the two and communicate this to the benefits department.	STL			-7	-7	
HR	Payroll & Admin	A	1	If Labor Conversion, schedule initial conf call to include the payroll coordinator, regional HR Director, operations, benefits coordinator with in 24 hours of receiving startup form.	SME-HR			-7	-7	

IMPLEMENTATION, TIMELINE, AND LICENSES

Operations - HR	Recruitment	X	1	Interview, select and hire (if new) resident management team.	FLM	✓		-7	-7	Already complete: Incumbent.
Operations	General Admin	A	16	Establish Service Expectations for Facilities using contract exhibits.	FLM			-7	-7	
HR	Payroll & Admin	A	1	Convey transition timelines to appropriate parties including benefits and payroll.	SME-HR			-7	-7	
Operations - HR	Benefits	A	1	Complete Indicative data sheet.	STL			-7	-7	
Operations - HR	Benefits	X	1	HRSS will input SOC into benefit system upon receipt of benefit offering confirmation from start-up leader.	STL			-7	-7	
IT	Networking	X	1	Assess client network	STL			-7	-7	
Operations	Compliance	X	2	Review and complete Department of Transportation Checklist and Driver Qualification Forms (if applicable)	STL			-7	-7	
Operations	Equipment	A	3	Contact vendors to review current equipment agreements; revise as necessary	FLM	✓		-7	-7	Already complete: Incumbent.
Operations - HR	Recruitment	X		Develop staffing chart to assign hourly employees (refine at two weeks out prior to return of employees)	STL			-7	-7	
Operations - Safety	Safety	A	1	Order required PPE from "The Source" based on PPE Requirements Standards	FLM			-7	-7	
Operations - Safety	Safety	A	0.25	Order Safe STEF and "Let's Get to Work Safely" Orientation DVDs	FLM	✓		-7	-7	Already complete: Incumbent.
Operations - Safety	Safety	A	0.25	Order STK Training DVDs for modules not available in, or if you are not intending to use ARAMARK Pure Safety Webinars. See Modules listed below	FLM	✓		-7	-7	Already complete: Incumbent.
Marketing	Communication Plans	A	8	Employee Welcome/Training Meeting	STL			-7	-6	
Marketing	Communication Plans	A		Admin/Faculty Intro Letter/Packet: Prepare materials	FLM			-7	-6	
Marketing	Communication Plans	A		Admin/Faculty Intro Letter/Packet: Review with client / receive approval	STL			-7	-6	
Marketing	Communication Plans	A		Admin/Faculty Intro Letter/Packet: Send to audience	FLM			-7	-6	
Marketing	Communication Plans	A		Board member Intro Letter/Packet: Prepare materials	FLM			-7	-6	
Marketing	Communication Plans	A		Board member Intro Letter/Packet: Review with client / receive approval	STL			-7	-6	
Marketing	Communication Plans	A		Board member Intro Letter/Packet: Send to audience	FLM			-7	-6	
Marketing	Communication Plans	A		Employee Introduction to ARAMARK: Letter communication	FLM			-7	-6	
Marketing	Communication Plans	A		Employee Introduction to ARAMARK: Review with client / receive approval	STL			-7	-6	
Marketing	Communication Plans	A		Principal Intro Letter/Packet: Prepare materials	FLM			-7	-6	
Marketing	Communication Plans	A		Principal Intro Letter/Packet: Review with client / receive approval	STL			-7	-6	
Marketing	Communication Plans	A		Principal Intro Letter/Packet: Send to audience	FLM			-7	-6	
Operations	Custodial	A	80	Start Custodial Program	STL	✓		-7	0	Already complete: Incumbent.
Operations	General Admin	B	10	Conduct Initial Photos and Inspections	SME-SLE	✓		-7	0	Already complete: Incumbent.
Operations	Grounds	A	80	Start Grounds Program	STL	✓		-7	0	Already complete: Incumbent.
Finance	Payroll	A	2	Outline segregation of Payroll responsibilities	STL			-7	-7	
Operations - Safety	Safety	C	0.25	Identify your location's Preferred Medical Providers via the attached link. Follow instructions under "Medical Provider Panels"	FLM			-7	-7	
HR	Recruitment	A	1	Advertise for key recruitment needs and set up a career fair if applicable.	HRD/TA			-7	-6	
HR	Payroll & Admin	X	0.5	Complete new account pre-employment setup. (Truescreen)	SME-HRSS			-7	-6	
HR	Recruitment	A	1	Prepare job descriptions and job codes. Templates found in Peopleworks.	FLM			-7	-6	
Operations - HR	Recruitment	A	1	Communicate all job opportunities to potential candidates including current transitioning employees.	STL			-7	-6	
Operations - HR	Recruitment	A	0.5	Convey application/interview schedule.	STL			-7	-6	
Operations -	Recruitment	A	1	Prepare communication documents. This can include brochures, timetables and interview opportunities	STI			-7	-6	

IMPLEMENTATION, TIMELINE, AND LICENSES

Operations	Equipment	A	1	Order MSDS sheets from Ecolab	FLM	✓		-6	-6	Already complete: Incumbent.
Operations	Office Setup	B	0.25	Order ARAMARK Stationary/Business Cards	FLM	✓		-6	-6	Already complete: Incumbent.
HR	Recruitment	A	16	Conduct initial interview for all exempt, non-exempt and hourly positions. Employees will fill out applications, learn general information regarding ARAMARK and employee benefits. Utilize quick hire tool. 20 minutes per employee if required. In most cases we will be extending offers to all employees that meet the ARAMARK Education pre-employment screening process.	STL			-6	-5	
HR	Hiring	A	0.25	Extend offer letters to successful applicants and transitioning employees. This will be managed by the HRSS office by extracting offer letter information from new hire forms. Letters will be sent directly to employees and copies to STL.	HRSS			-6	-5	
HR	Hiring	A	2	Insure completion of applicant register tally.	FLM			-6	-5	
HR	Payroll & Admin	X	0.25	Send request for new hire paperwork to HRSS.	FLM			-6	-5	
HR	On-Boarding & Orientation	B	1	Use template to create hourly Employee Handbook. Place copies of acknowledgement in employee files. Template is emailed to HRSS for approval. Process details found in Peopleworks.	SME-HRSS			-6	-5	
Marketing	Surveys & Advisory Committees	B	1	Baseline Principal Survey: Create	SME	✓		-6	-5	Already complete: Incumbent.
Marketing	Communication Plans	B		Community-at-large Intro: Prepare materials	FLM			-6	-4	
Marketing	Communication Plans	B		Community-at-large Intro: Review with client / receive approval	STL			-6	-4	
Marketing	Communication Plans	B		Community-at-large Intro: Send to audience	FLM			-6	-4	
HR	Hiring	X	0.5	Complete Background check authorization forms (consent forms). Fax to PMO at 1 215 413 8815 for processing centrally. Use Online Truscreen Background checks.	FLM			-6	-3	
HR	Hiring	A	5.2	Complete PIF (people information form) for facilities employees or a new hire form for food service employees. 1 PER EMPLOYEE	FLM			-6	-3	
HR	Hiring	A	5.2	Complete WOTC call for each new hire and record on PIF or new hire form. 1 PER EMPL	FLM			-6	-3	
HR	Payroll & Admin	X	0.25	Establish employee sign-in sheets for initial payroll tracking. Templates found in Peopleworks.	STL			-6	-3	
HR	Hiring	X	0.25	Indicative Data Spreadsheet to HRSS for entry into Peoplecenter.	HRSS			-6	-3	
HR	Hiring	X	5.2	Provide employees with fingerprint information. Confirm with School District's fingerprint procedures. Contact HRSS with questions	STL			-6	-3	
HR	On-Boarding & Orientation	A	0.5	Schedule New Hire Orientation meetings with new employees	FLM			-6	-3	
HR	Hiring	A	0.25	Send Direct Deposit forms to payroll	FLM			-6	-3	
HR	Hiring	A	5.2	Verify I-9 express eligibility of each new or transitioning employees. If required by the state work with employee relations to set up e-verify on-line account. 1 PER EMPL	FLM			-6	-3	
HR	Hiring	X	0.25	Order state, federal and ARAMARK required postings. Process found in Peopleworks.	FLM			-6	0	
HR	On-Boarding & Orientation	C	2	Assess technical and developmental training needs of staff and create training curriculum/calendar	FLM			-6	5	
HR	On-Boarding & Orientation	C	1	Establish employee evaluation procedure	FLM			-6	10	
Finance	Client Considerations	B	1	Develop a process to record and document any budget exceptions during the school year.	STL / SME RFD			-5	-5	
Finance	Client Considerations	B	3	Financial Reporting Templates	STL / Client	✓		-5	-5	Already complete: Incumbent.
Finance	Client Considerations	B	3	Monthly Reporting: Secure client expense detail	STL / Client	✓		-5	-5	Already complete: Incumbent.
Finance	Client Considerations	B	3	Monthly Reporting: Secure client payroll and benefits detail	STL / Client			-5	-5	

IMPLEMENTATION, TIMELINE, AND LICENSES

Marketing	Surveys & Advisory Committees	B		Baseline Principal Survey: Conduct survey	STL	✓		-5	-3	Already complete: Incumbent.
Finance	Accounts Receivable	A	1	Determine process for submitting the monthly invoice to the client. Recommendation is to add this to the Monthly Joint Review meeting with client.	STL	✓		-4	-4	Already complete: Incumbent.
Finance	Accounts Receivable	A	1	Determine within the client's organization who has the authority to approved and process payments. Establish invoicing and payment rules of the game.	STL	✓		-4	-4	Already complete: Incumbent.
Finance	Accounts Receivable	B	1	Outline segregation of accounts receivables responsibilities	STL			-4	-4	
Finance	Accounts Receivable	A	1	Set up procedures on billing interest on late payments (as per contract terms).	SME Accounting			-4	-4	
Finance	Accounts Receivable	B	2	Set up special events billing procedures.	FLM			-4	-4	
Finance	Sales Transition Planning	X	1	Complete Unit Data Sheet/Profit Center Profile and send to regional office	STL			-4	-4	
Operations	General Admin	B	24	Prepare a District Information and Calendar/Event Binders.	FLM			-4	-4	
Operations	Other	A	16	Meet with Client to provide update on progress in preparing for opening of school. Set up MIR schedule	STL			-4	-4	
Operations - HR	Hiring	X	16	Conduct Employee New Hire Paperwork Sessions, during which: presentation shown, employees will complete new hire paperwork, SSN will be verified, WOTC will be completed, I-9s will be completed and indicative data will be collected. (20 min per employee)	STL			-4	-4	
Operations - HR	On-Boarding & Orientation	X		Finalize employee training schedule--arrange for needed materials, presenters, etc. SECURE A LOCATION FOR TRAINING	STL			-4	-4	
Operations - HR	On-Boarding & Orientation	A		Train resident team--send to existing account if possible to observe processes, procedures, ARAMARK systems, etc.	DM	✓		-4	-4	Already complete: Incumbent.
PMO	Compliance	A	1	Complete and Submit application for performance bond to Simkiss	PMO			-4	-4	
Operations	General Admin	A	24	Set-up Operations Manuals. (Operations, Schedules & Logs, Account Records)	FLM	✓		-4	-1	Already complete: Incumbent.
Operations	General Admin	B	12	Set-up Department and District Committee Records & Manuals.	STL	✓		-4	-1	Already complete: Incumbent.
Operations	General Admin	A	1	Conduct Monthly Staff Meetings	FLM	✓		-4	4	Already complete: Incumbent.
Finance	Payroll	B	1	Monthly Reporting: Set up split week accrual process as driven by your billing cycle	FLM / SME FSA			-3	-3	
Finance	Payroll	B	1	Monthly Reporting: Set up vacation holiday accrual	FLM			-3	-3	
Finance	Payroll	B	3	Payroll - Install review and approval process for timesheets and payroll registers	STL			-3	-3	
Finance	Payroll	A	1	Payroll - Locate a secure location for all payroll records	STL			-3	-3	
Finance	Payroll	C	1	Understand manual check process.	STL			-3	-3	
IT	Software - Insight	X	2	Setup insight	STL			-3	-3	
Operations - Safety	Safety	C	12	Download ARAMARK Safety Manual - Enter site specific information based on scope of work and identified risks.	FLM	✓		-3	-3	Already complete: Incumbent.
Operations - Safety	Safety	C	3	Review General Safety Manual for reference. Includes all aspects of general safety program information.	FLM	✓		-3	-2	Already complete: Incumbent.
Operations - Safety	Safety	C	0.25	Implement incident reporting procedure document	FLM			-3	-2	
HR	Hiring	C	2	File new hire paperwork according to Aramark policy.	STL			-3	5	
Finance	Accounts Payable	A	2	Train Accounts Payable Clerk.	FLM	✓		-2	-2	Already complete: Incumbent.
Finance	Accounts Payable	A	2	Train individuals on the reconciliation of procurement card / petty cash account.	FLM	✓		-2	-2	Already complete: Incumbent.
Finance	FLM Finance Training	A	60	Complete FLM Finance Training	STL	✓		-2	-2	Already complete: Incumbent.
Operations	Equipment	A	2	Coordinate Installation: Ecolab	FLM	✓		-2	-2	Already complete: Incumbent.
Operations	Equipment	A	3	Determine uniform, matting, laundry needs/ Order from AUS	FLM	✓		-2	-2	Already complete: Incumbent.
PMO	Compliance	X		Ensure Performance bond received from Simkiss	PMO			-2	-2	
Operations - Safety	Safety	C	0.25	Request access to DMM (ADAM) and training from District or Regional Safety Leader, or Safety & Risk Control.	FLM	✓		-2	-1	Already complete: Incumbent.

IMPLEMENTATION, TIMELINE, AND LICENSES

Operations - Safety	Safety	C	0.25	Download and review the workers compensation reference guide for supervisors from A Net/Claims. Look particularly at Pgs 7-8 for state waiting period and directed care.	FLM				-2	0	
Operations	General Admin	B	4	Establish a Customer Feedback Program.	SME-MKG	✓			-2	4	Already complete: Incumbent.
Community Outreach	Planning	A	0.25	Post statement in ARAMARK office of K-12 Community Relations Vision & Mission	FLM	✓			-1	-1	Already complete: Incumbent.
Marketing	Surveys & Advisory Committees	B	2	Baseline Principal Survey: Compile and share results	FLM	✓			-1	-1	Already complete: Incumbent.
Operations	Other	X	?	Assign additional ARAMARK staff to specific tasks, building assignments, etc.	STL				-1	-1	
Operations	Other	X	4	Assure client everything has been completed in the preparation plan and share plans for site coverage on day-one.	STL				-1	-1	
Operations	Other	X	2	Meet with client to determine any last minute district needs--- provide update on progress toward opening day.	STL				-1	-1	
Operations	Other	X	3	Resident team meets at the end of the day to map their strategy of what each member will oversee on opening day.	STL				-1	-1	
Operations	Other	A	8	Resident team visits all sites, meets principals, identifies any last minute needs, addresses any last minute "hot spots"	STL				-1	-1	
Operations - Safety	Safety	A	2	Asbestos Awareness Training(Intro for Custodial, Intro & 1-3 For POM) (Login - "aramark" / Password - "safety")	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	2	Blood Borne Pathogens (BBP) Training (Login - "aramark" / Password - "safety")	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	2	Confined Spaces Training (STK DVDs Only - Order info above)	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	2	Control of Hazardous Energy (Lockout/Tagout) Training (Login - "aramark" / Password - "safety")	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	2	Fall Prevention Training(Login - "aramark" / Password - "safety")	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	2	Hazardous Communications Right-To-Know (HAZCOM) Training (Login - "aramark" / Password - "safety")	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	2	Personal Protective Equipment Training (PPE) (STK DVDs Only - Order info above)	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	2	Respiratory Protection Training (STK DVDs Only - Order info above)	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	B	1	Print Safety Commitment, copy, distribute to each school, review with employees and have them sign off.	FLM	✓			-1	-1	Already complete: Incumbent.
Operations - Safety	Safety	A	0.5	Conduct safety orientation training for all employees including at minimum "Safe STEP" and "Let's Get to work Safely" - Conduct via video link or using DVDs ordered above.	FLM	✓			-1	-1	Already complete: Incumbent.
Operations	Compliance	X	0.5	Confirm health/operating permits are on site	FLM				-1	0	
Operations	Compliance	A		Print Records Management Guidelines and review with each site leader	FLM				-1	0	
Operations	Compliance	A	2	Review Business Conduct Policy: print copy for each location and instruct employees to review and follow	FLM				-1	0	
Operations	Compliance	A	2	Review Travel Policy	FLM				-1	0	
Community Outreach	Planning	A	2	Attend at least one school board meeting each month to learn interests of school board members and district strategic goals & initiatives	FLM	✓			-1	4	Already complete: Incumbent.
Community Outreach	Planning	A	1	Review school district website for opportunities for ARAMARK alignment for community outreach, e.g., Community Coordinator, Education Foundation, PTA & volunteer opportunities	FLM	✓			-1	4	Already complete: Incumbent.
Operations	General Admin	B	12	Review & Implement Department Monthly Joint Review Process.	STL	✓			-1	4	Already complete: Incumbent.
Operations	Other	A	24	Ensure time system is being utilized correctly	SME-IT				0	0	
Operations	Other	X	1	Resident team debriefs at end of day and sets their strategy and priorities for day two and balance of week if possible.	SME-IT				0	0	
Operations	Other	X	4	Touch base with client regarding day one performance.	STL				0	0	

IMPLEMENTATION, TIMELINE, AND LICENSES

Operations - Safety	Safety	A	1	Print Daily Safety Brief calendar and briefs for each week of the current month and distribute to each location	FLM			0	0	
Operations - Safety	Safety	C	0.25	Verify the OSHA 300 log is available and current (Contact School District Administration or past contractor)	FLM			0	0	
Operations - Safety	Safety	C	2	Perform Environmental Risk Profile - E-mail with link will be sent directly to the FLM	FLM			0	2	
Operations - Safety	Safety	C	1	Take Environmental Awareness Training for Facility Managers - E-mail with link will be sent directly to the FLM	FLM	✓		0	2	Already complete: Incumbent.
Operations	Other	C	24	Coordinate a strategy, expectation session with new client contacts	FLM			0	4	
Operations	Other	C	12	Provide a recap of client meetings to all vested individuals	FLM			0	4	
Operations	Other	X	24	Develop working relationships with district functional areas, site administrators, central administration, health dept., etc.	STL	✓		0	4	Already complete: Incumbent.
Operations	Other	X	16	Ensure required documentations are being maintained-- financial, Safety, etc.	STL			0	4	
Operations - Safety	Safety	C	1	Establish a safety committee - TBD	FLM			0	4	
Finance	Payment Services	A	3	Instructions on how to call in first payroll for new profit center.	FLM			1	1	
Finance	Payment Services	C	0.5	Payroll Forms	FLM			1	1	
Operations	Other	X	8	Ensure WebTMA or other CMMS and financial data and documentation are completed for week one.	STL	✓		1	1	Already complete: Incumbent.
Operations	Other	X	4	Meet with client to review week one; review accomplishments, identify opportunities, ensure district expectations are being met.	FLM			1	1	
Operations	Other	X	4	Resident team conducts a "End of the Week" review to identify problems, areas needing improvement	FLM			1	1	
Operations	Other	A	24	Resident team contacts all site administrators for input on performance during first month and identification of needed changes.	STL			1	4	
Finance	Payment Services	B	0.5	eRegister - Access payroll registers online.	FLM			2	2	
HR	Payroll & Admin	C		Ensure compliance with wage and hour requirements	STL			4	4	
Operations	Compliance	X	0.5	Confirm executed Contract has been sent to legal and a copy is in Region office and on site.	DM			4	4	
Operations	Other	C	16	Develop a schedule of contract review meetings with ARAMARK and Client	STL			4	4	
Community Outreach	Planning	A	1	Meet with district's parent/community/strategic partnerships coordinator to learn more about valued district outreach initiatives	FLM	✓		4	8	Already complete: Incumbent.
Community Outreach	Planning	X	2	Develop written Client/Community Engagement Plan using template on Community Relations aramark.net page	FLM	✓		10	12	Already complete: Incumbent.

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Person Responsible Legend:	
DBD	Director of Business Development
DM	District Manager
FLM	Front Line Manager
PM	Program Manager
PMO	Program Management Office
RFD	Regional Finance Director
RSL	Regional safety Liaison
SME	Subject Matter Expert
STL	Startup Leader

Licenses

State of Florida

Department of State

I certify from the records of this office that ARAMARK MANAGEMENT SERVICES LIMITED PARTNERSHIP, a Delaware Limited Partnership, is authorized to do business in the State of Florida on July 2, 1992.

The document number of this Limited Partnership is A33141.

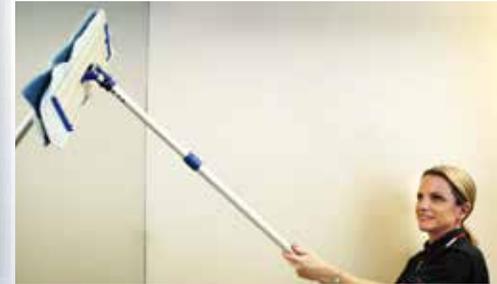
I further certify that said Limited Partnership has paid all filing fees due this office through December 31, 2002, and its status is active.

Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capitol, this the
Nineteenth day of July, 2002


CR2EO22 (1-99)

Katherine Harris
Katherine Harris
Secretary of State





COMPANY ORGANIZATIONAL CHART

8.1

Include an organizational chart showing the assigned staff members and their responsibilities in regard to this proposal.

Include the resumes of the key staff members with job descriptions.

Include your projected custodial staffing for each site listed (see Appendix D).

As required by the RFP, we are including our suggested organization chart for our continued partnership for Custodial Services at Volusia County Schools. We have included key staff members resumes as well as our projected custodial staffing per site.

ARAMARK Organization



ARAMARK Education is a leader in the industry, creating environments that support the dedication to ensure student achievement. We provide a wide range of facility and food and nutrition services to more than 500 K-12 school districts. The ultimate goal of our presence is to create an environment of shared vision that allows students and faculty to flourish.

ARAMARK Education is comprised of:

- **Facility Services**—Includes maintenance, custodial, grounds, energy management, construction management, and building commissioning. We help to create clean, safe, comfortable, well-maintained learning environments to support student achievement.
- **Food and Nutrition Services**—Includes national school feeding programs, 12 Spot, U.B.U. Lounge, Java City, and comprehensive nutrition and health initiatives. We help increase student meal participation, improve service, increase student satisfaction, and achieve cost reduction.

FACILITY SERVICES K-12 OVERVIEW

ARAMARK Education is the leading provider of facility management services to K-12 education for more than 50 years, serving approximately 200 districts. As a company, we are distinguished by our understanding of the K-12 environment and the issues you face. Whether it is operational challenges, aging buildings, underfunded budgets, or facility employees stretched thin, we provide the expertise that yields superior results in the following outcomes—budget management, service excellence, employee development, and community commitment.

FOOD AND NUTRITION SERVICES K-12 OVERVIEW

ARAMARK Education is the leading provider of professional food and support management services to K-12 school districts in the United States, serving more than 2 million students in nearly 400 school districts. We help client school districts increase student meal participation, improve service, boost student satisfaction, and achieve cost reductions.

At ARAMARK, taking care of business means helping clients take care of their facilities. In addition to education institutions, ARAMARK offers facility, food, and other support services to the healthcare, corporate and industrial, corrections, and sports and entertainment markets. Our broad portfolio of services enables us to provide effective support to clients in education; healthcare; and business, sports and entertainment, and corrections sectors. Services include comprehensive facility management and leadership of all facility operations functions.

INTERNATIONAL PRESENCE

ARAMARK also provides clients with various food and support services around the world, delivering consistent standards of quality in an environment of global business and cultural variety. Overall, ARAMARK has operations in 22 countries including the United States, Argentina, Azerbaijan, Belgium, Canada, Chile, China, Columbia, Czech Republic, Germany, India, Ireland, Japan, Korea, Luxembourg, Mexico, Netherlands, Peru, Qatar, Spain, United Arab Emirates, and the United Kingdom. Our services abroad are similar to those in the United States, but vary by country.

We also provide lodging, food service, and commissary and facility management in remote sites, such as oil drilling platforms and mining camps. Our largest international operations are in Canada, the United Kingdom, and Germany, where we are among the top three food service providers. We also maintain a top-three position in Spain and Mexico.

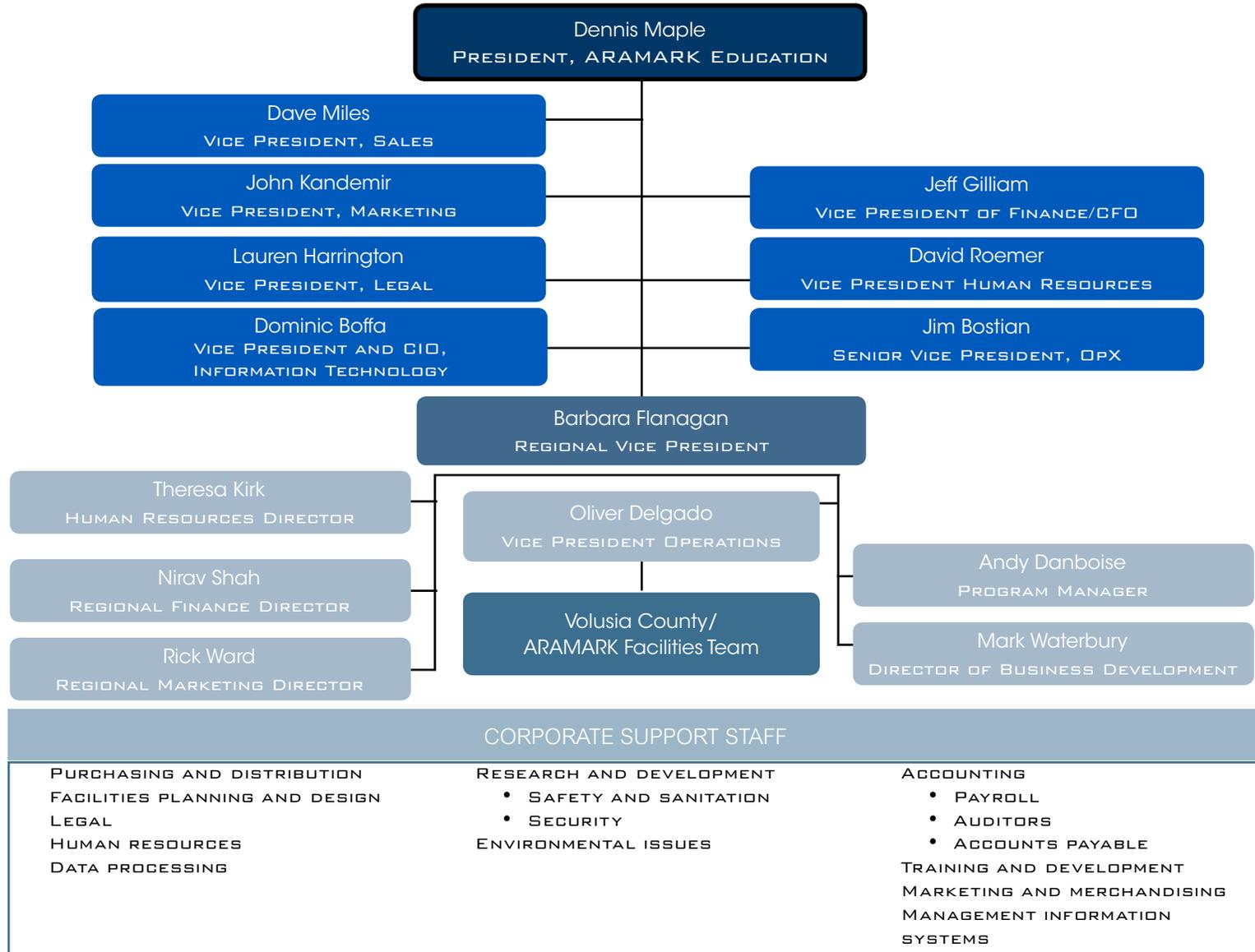
Recently, we built additional coverage overseas through strategic joint ventures, such as Campbell Bewley in the United Kingdom and Ireland, and Central de Restaurantes in Chile, so that our customers may enjoy the same ARAMARK managed services excellence wherever they do business.

ARAMARK Overview

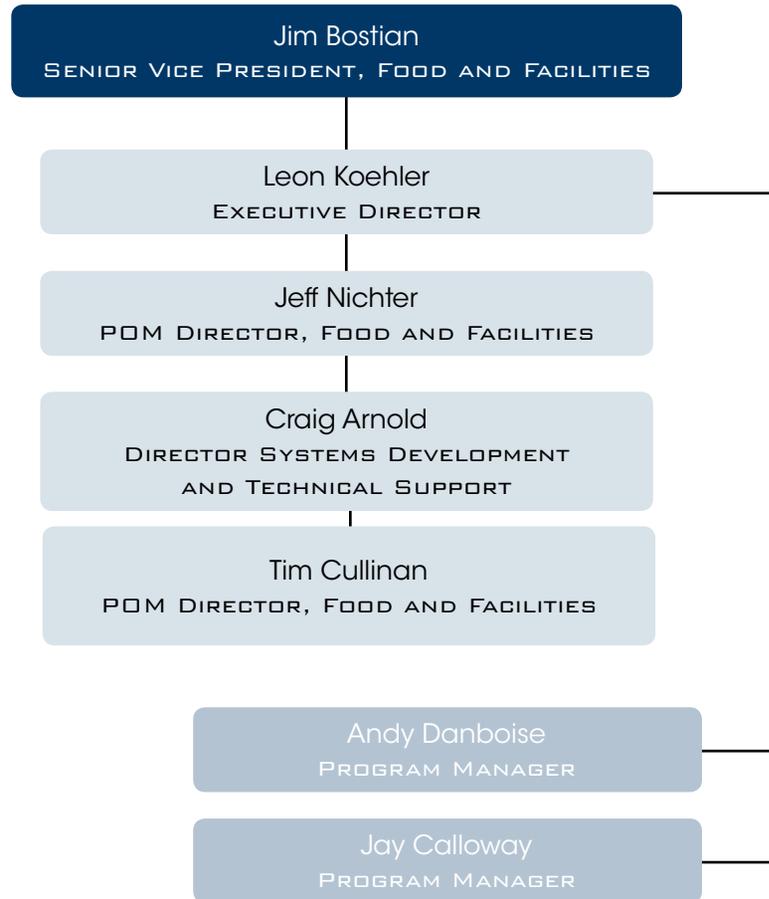


SOUTH REGION

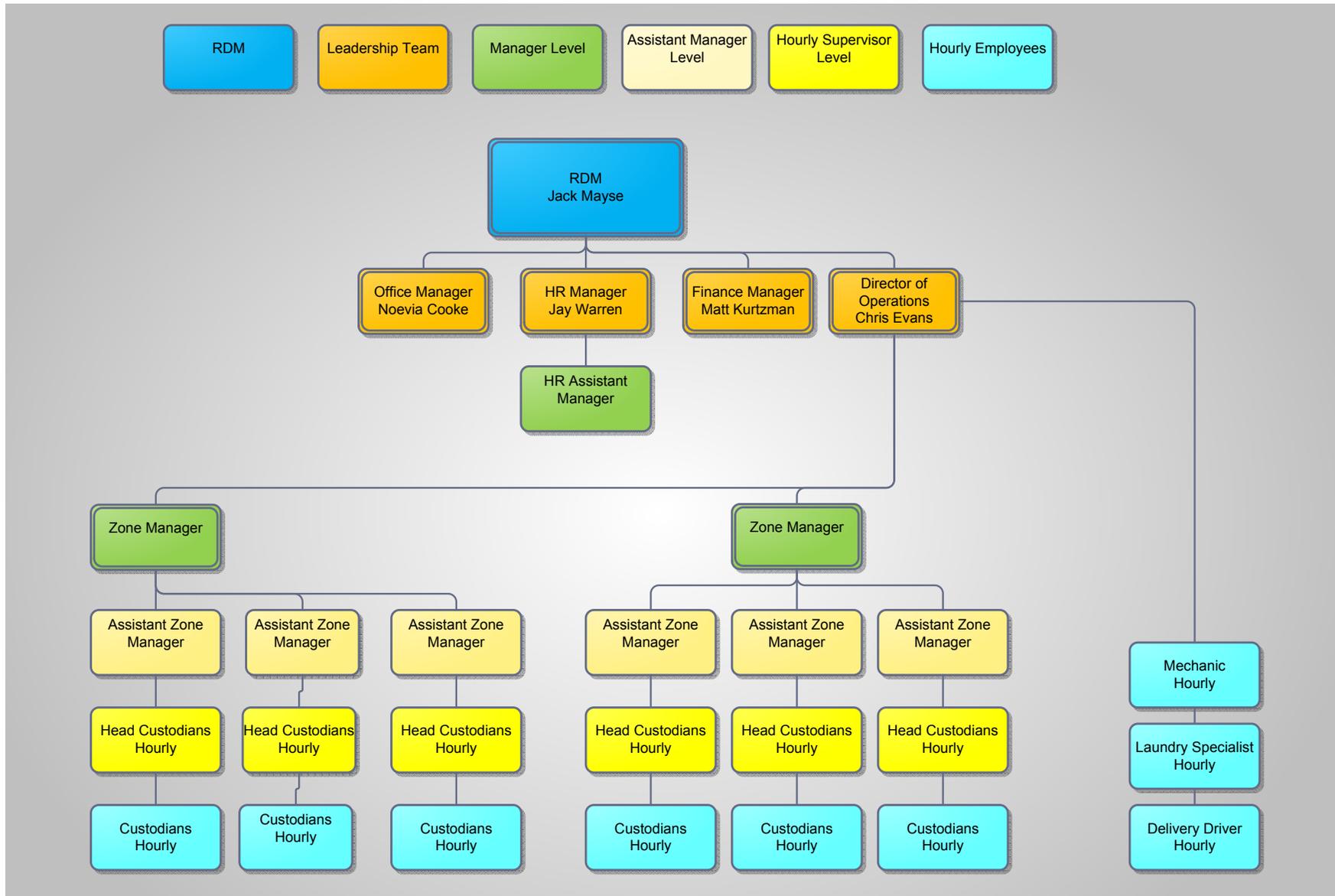
ARAMARK CORPORATE AND REGIONAL SUPPORT ORGANIZATION CHART



ARAMARK EDUCATION FACILITIES SUPPORT ORGANIZATION CHART



PROPOSED SCHOOL DISTRICT OF VOLUSIA ORGANIZATION CHART



In addition to the on-site team, the ARAMARK regional and corporate support team will provide initial and ongoing assistance for School District of Volusia County. This team of managerial and technical staff will provide:

- Leadership
- Technical support
- Financial planning assistance
- Human resources management assistance
- Other specialized support

This team’s involvement in the on-site survey, start-up, and ongoing support of our operational and financial plan will provide continuity throughout our partnership. The following regional group of experienced leaders will play an important role in the transition to ARAMARK and visit your facility regularly to provide support.

Professional biographies for identified individuals are provided at the end of this section.

- **Regional Vice President**—Barbara Flanagan is responsible for all of ARAMARK facilities in the South Region for Education. She is available to confer with you on the success of the facility services functions and ensure that the service meets your objectives and timetable. Barbara makes regular visits and conducts regional meetings to train and update our/your managers. Barbara brings you the latest in trends and research, offers state-of-the-art service options, and helps you devise long-and short-term goals based on collective experience.
- **Vice President of Operations**—Oliver Delgado provides overall planning, direction, training, and control to our customers within the South Region. His actions support client satisfaction and growth for our facility services in the region. Oliver will play an important role in the transition to ARAMARK and will visit your facility regularly to provide support. Our goal is to respond to your needs quickly and effectively. In addition to reporting to School District of Volusia County management, your ARAMARK general manager will report to him. He has the overall responsibility to see that the objectives of School District of Volusia County are met. Oliver has the responsibility of ensuring that the appropriate ARAMARK resources are applied to provide you with the highest-quality, most cost-effective service possible.
- **Regional Human Resources Director**—Theresa Kirk supports your resident management staff by providing ongoing training programs. In addition, Theresa assists with labor planning and recruitment services and methods. Theresa is also involved in compensation and benefit surveys, design and administration, and management development. Other responsibilities include management succession planning, human resources audits, employee opinion surveys, EEO compliance, and affirmative action plans. Finally, Theresa is responsible for ensuring that effective recognition programs are in place to build morale and develop employee pride.

- **Director of Business Development**—Mark Waterbury is responsible for sales and marketing within the South Region. He plays a key role in the transition from your current method of operation to the ARAMARK way, while ensuring that client service expectations are met during the transition and throughout the relationship.
- **Technical Program Manager**—Andy Danboise has years of experience managing and supporting accounts of varied complexity and assists the on-site team with program implementation, training, and technical support.
- **Region Finance Director**—Measuring and monitoring performance, whether energy consumed or expenditures to budget, is a high priority. Tracking expenditures and interpretation of key variances require an experienced financial manager who understands not-for-profit accounting and facility services management. Nirav Shah will be responsible for the development and implementation of all performance measurement and monitoring systems. Examples may include financial status, energy cost and consumption, employee productivity, project expenditure and status, customer satisfaction, and benchmarking.

ARAMARK's support structure is a distinguishing benefit. We have invested heavily in the leadership quality of our support resources—both systems and people. We stay on the leading edge and set the standard for the industry. In areas other than quality, standards, and compliance, flexibility is virtually unlimited in the application of our systems and support. Our responsiveness is the key to your control.

PROFESSIONAL CREDENTIALS

JACK A. MAYSE

SUMMARY

Talented, results-oriented leader with a proven record of progressive responsibility and accomplishments in budget model development for sales and operations, new business transition, organic growth, business retention, operations, and people management and development for 22 years. Demonstrated success in leadership, client relationship management, sales assistance, operational excellence, business development, and talent acquisition.

RELEVANT PROFESSIONAL EXPERIENCE

ARAMARK Corporation ~ January 2012 – Present

Resident District Manager – Volusia County Public Schools, Volusia County, Florida
Reporting to the Director of Facilities for the client and the Regional Vice President for ARAMARK, leading an organization of 480 employees providing complete operational oversight of facility custodial and grounds programs for a 9.5 million square foot, 2,000, acre K-12 facility with over eighty (80) locations. Full multi-site profit and loss responsibility overseeing total direct operations, with responsibility for more than 480 employees and a total managed volume of more than \$17m. Responsibilities include ensuring operational excellence, contract compliance, financial reporting, budgeting, talent acquisition, on-boarding, personnel development, performance management, safety, and compliance. Set operational joint monthly reviews to review operating goals and successes for the client's daily operations.

ARAMARK Corporation ~ August 2007 – January 2012

Director of Operational Excellence Education K-12- Philadelphia, Pennsylvania
Reporting to the Vice President of Operational Excellence, led and managed the national Operations Excellence team on sales support, new business start ups, program development, and retention efforts. Provided leadership on employee development, client retention, and program enhancement to drive savings to the client's operational budgets contributing to significant budget reductions in operations thereby diverting limited financial resources back to the classroom. Participated in more than one hundred new business model designs and presentations.

ARAMARK Corporation ~ March 2002 – August 2007

Director of Operational Excellence Higher Education-Philadelphia, Pennsylvania
A similar position as stated above this focus was identical to the K-12 market with a heavy emphasis on large Higher Education institutions nationally building business models, supporting sales, and focusing on growth and retention.

**KEY STAFF MEMBER
RÉSUMÉS AND JOB
DESCRIPTIONS**

ARAMARK/ServiceMaster ~ August '97 – March '02

Director of Operational Excellence

Reporting to the Vice President of Operations responsibilities included recruitment and development of next generation leadership of District Managers and future leaders which resulted in promotions to leadership positions for members of our team. Mentoring operations managers, district leaders, and regional leadership on program enhancing outcomes, leadership development of management teams, client retention program strategies, and operating cost effectiveness that contributed to multiple successful client retention efforts while driving budget savings for our clients.

Responsibilities also included implementation of Operating Standards across all facilities accounts resulting in program standardizations and enhancements that drove program outcomes and client satisfaction while contributing to financial operating efficiencies. Developed "Managing the Middle" strategies that allowed for standardization of operating procedures which captured strategic financial operating efficiencies while enhancing manager performance. Responsibilities also included the development of operations models for new clients that could quantify outcomes and expectations while meeting client budget requirements.

The ServiceMaster Corporation~ March '95 – August '97

Director of Operations

As stated above - As a District Manager with ServiceMaster, managed all aspects of client relationships for district. Ensured operation team's compliance with all client and corporate initiatives. Lowered cost of operations by more than 10% at key accounts by addressing staffing inefficiencies and focusing on delivering client value proposition. Successfully attained 100% client retention.

- Responsibilities included overseeing a large team of facility managers and assistant managers in 19 K-12 & Higher Education institutions in Ohio and Indiana resulting in 100% client retention.
- Managed a diverse team with an emphasis on facilities program delivery in both union and non union environments.
- Reviewed program operations and measured outcomes of all standard operating procedures on an annual basis at every client location ensuring program viability, safety of employee work force, and OSHA regulatory compliance thereby mitigating client risk
- Developed and implemented policies and procedures on client satisfaction reporting (with strong client input) resulting in standardized communication processes
- Responsibilities also included management of client's facilities operating budgets resulting in clear and concise budget management and responsible budget forecasting
- Recipient of the 1993 Quality Standard Award

PROFESSIONAL CREDENTIALS

Chris Evans

Experience:

2010 – Present Volusia County Schools Deltona, FL

Director of Operations, ARAMARK Education K-12

- Implement training programs for custodial operations
- Update and manage the ISISpro software programs
- Manage and oversee 69 schools throughout the district
- Oversee the DMM safety programs for ARAMARK
- Conduct quality inspection reports throughout the district
- Assist with ordering of supplies and equipment for the district facilities

2008-2010 Lowndes County Schools Valdosta, GA

Director, Environmental Services, ARAMARK Education K-12

- Directly responsible for managing housekeeping and maintenance personnel.
- Maintain and oversee all OSHA & NFPA requirements.
- Prepared budgets for customer and ARAMARK.
- Training programs implemented for all employees.
- Implement ISISPro system countywide to track expenses, purchases, employee information, utilities, and maintenance on equipment.
- Maintain supply inventory for maintenance and custodial personnel.

2003-2008 Lowndes County Schools Valdosta, GA

Director, Custodial Services, ARAMARK Education K-12

- Directly responsible for managing housekeeping personnel.
- Maintain and oversee all OSHA & NFPA requirements.
- Prepared budgets for customer and ARAMARK.
- Training programs implemented for all employees.
- Implement preventive maintenance program for all custodial equipment.
- Implement recognition programs awards for custodial staff.

1996–2003 Norfolk Academy Norfolk, VA

Director, Environmental Services, ARAMARK Education

- Directly responsible for managing maintenance, housekeeping and grounds personnel.
- Maintained and upgraded Integrated Service Information System (ISIS) to track employee data, work requests, energy bills, projects, budget, etc.
- Oversee all inspections and repair work completed by outside contractors.
- Prepared budgets for customer and ARAMARK/ServiceMaster.
- Maintain and oversee all OSHA & NFPA requirements.
- Training programs implemented for all employees.

1989–1996 Central State University Wilberforce, OH

Director, Environmental Services, ARAMARK Higher Education

- Directly responsible for managing plant operation and maintenance, housekeeping, water plant and grounds personnel.
- Managed \$90 million capital construction projects school-wide.
- Implemented training programs for employees and students in dormitory facilities.
- Maintain computerized C-Plus programs to track employee data, work requests, energy bills, projects, budgets, etc.
- Prepared budgets.
- Maintain and oversee all OSHA & NFPA requirements.
- Training programs implemented for all employees.

1987–1989 Mount Sinai North Hospital Chicago, IL

Director, Environmental Services, ARAMARK Healthcare

- Directly responsible for managing plant operation and maintenance, housekeeping, grounds, and laundry distribution programs.
- Managed \$2 million capital improvement program throughout the hospital.
- Maintain computerized C-Plus programs to track employee data, work requests, energy bills, projects, budget, etc.
- Prepared budgets.
- Maintain and oversee all OSHA & NFPA requirements.
- Training programs implemented for all employees.

1987–1987 Mile Square Health Center Chicago, IL

Director, Environmental Services, ARAMARK Healthcare

- Directly responsible for managing maintenance and housekeeping personnel.
- Oversee ten (10) satellite facilities throughout west side of Chicago, IL
- Developed and implemented training programs for all employees.
- Maintain computerized C-Plus programs to track employee data, work requests, energy bills, project, budget, etc.
- Prepared budgets.
- Maintain and oversee all OSHA & NFPA requirements.

1985–1987 St. Therese Hospital Waukegan, IL

Maintenance Supervisor, ARAMARK Healthcare

- Directly responsible for supervising maintenance and grounds personnel.
- Oversee small capital projects throughout the hospital.
- Implement training programs for all employees.
- Updated all preventative maintenance equipment into C-Plus computerized program.

Education

2001–2003 Tidewater Tech Virginia Beach, VA

- AAS, Business Management. GPA: 3.98

PROFESSIONAL CREDENTIALS

JAY WARREN

EDUCATION

- **Master in Business Administration**, Pfeiffer University, Misenhiemer, North Carolina
- **Bachelor of Science**, Francis Marion University
Major: Political Science, Minor: History

PROFESSIONAL EXPERIENCE

ARAMARK Corporation

1995-Present

Senior Human Resource Manager, ARAMARK Education K-12, Facility Services District
October 2009-Present

Provide human resource leadership to FLM within district. Support multiunit facility accounts in Texas, Florida and Georgia

Regional Human Resource Manager, ARAMARK Education K-12, South Central Region
October 2006-October2009

Provided human resource support and leadership to over 3,000 employees in Florida, Texas, Oklahoma and New Mexico. Oversaw day-to-day human resources for field and partnered with Regional Leadership Team.

Regional Human Resource Manager, Facility Services, South East
December 2004-October 2006

Provided human resources support and leadership to 3,500+ employees in 55 facility services accounts in Texas, Oklahoma, Arkansas, Louisiana, Georgia, Florida, North Carolina, South Carolina and Tennessee. Oversaw day-to-day human resources for field and partnered with Regional Leadership Team.

Human Resource Manager, Detroit Public Schools, Detroit, Michigan
August 2001- December 2004

Provided HR leadership for 1,200 union employees in one school district with 274 schools, who belonged to multiple unions, including ASFME and Teamsters. Oversaw/led HR department supervising three employees.

Human Resource Manager, Campus Services, Cleveland, Ohio
November 2000- August 2001

Lead Human Resource Manager for the food services department at Case Western Reserve University, proving HR generalist duties for 300 non-union employees.

Human Resource Manager/Assistant Food Service Director, Campus Services, Winston-Salem, North Carolina

November 1996-November 2000

Human Resource Manager, 1997 to 2000, Assistant Food Service Director, 1996 to 2000, for the food services department at Wake Forest University and Winston-Salem State University (HR, 1999).

Assistant Manager/Location Manager, Campus Services, Greensboro, North Carolina
August 1995- October 1996

Operational leader of a team of 100 employees. Was a fast-track Manager moving from Assistant Manager position to Location Manager within several months.

PROFESSIONAL AFFILIATION

- Society of Human Resource Management
- Dallas Human Resource Management Association
- DHRA Professional Emphasis Group

PROFESSIONAL CREDENTIALS

NOEVIA L. COOKE

OBJECTIVE

To contribute my professional skills in the K-12 market as an administrative assistant.

PROFESSIONAL EXPERIENCE

ARAMARK Education K-12, Volusia County Public Schools, FL 2000 - Present
Senior Clerk

Assist in both ARAMARK and Volusia County Schools' day-to-day functions, such as human resource issues, payroll, accounts payable, handling all word processing and typing, scheduling ancillary and substitute custodians, sending out uniform authorization notifications to schools, reviewing and submitting uniform invoices to be paid by VCSB, entering data for reports, and invoicing, shipping and receiving of products. I maintain a computerized database of all custodians in Volusia County schools; answer the telephone, and represent the company in a professional and businesslike manner.

Volusia County School Board, Deland/Deltona/Daytona Beach, FL 1989 - 2000
Secretary II / Administrative Aide / Secretary to Director / Clerk II

During my employment with VCSB, I had four levels of responsibilities, each integrating with the skills and knowledge I now possess. The training received in the Personnel Department contributed to my role in the Fiscal Office/Staffing Department in making decisions on employee start dates, hiring requirements, etc. Working at Galaxy Middle School gave me the opportunity to assist faculty, staff and students, while using the knowledge of my previous roles to run the school smoothly with my varied responsibilities. At the Juvenile Assessment Center, I used the skills learned at the middle school to effectively communicate and work with parents and students.

- 1998-2000 – Secretary II, Volusia Juvenile Assessment Center
- 1993-1997 – Administrative Aide, Galaxy Middle School
- 1990-1993 – Secretary to Director, Fiscal Office/Staffing Dept.
- 1989 – 1990 – Clerk II, Personnel Dept.

Accomplishments:

- Superintendent Challenge Award Winner, August 1997

SKILLS

- Excellent organizational skills
- Strong customer relations skills
- Computer proficiency
- Data entry
- Word processing and typing
- 10-key calculator
- Filing
- **Computer:** Microsoft Word, Excel and Access; Adobe Acrobat, WordPerfect, Lotus 1-2-3, TCS, MTK, IDC

EDUCATION

- Various Workshops offered by Volusia County School Board 1989 - 2000
(i.e., Customer Relations, Handling Multiple Tasks, Bloodborne Pathogens, Technology classes)
- **Diploma** 1974
- Miami Coral Park Senior High School, Miami, FL

PROFESSIONAL CREDENTIALS

MATTHEW H. KURTZMAN, MBA/CPA

SUMMARY

Results-oriented finance executive with a focus on improving financial and operational performance. Strong record of diagnosing and solving complex business problems, presenting successful strategies, and implementing cost-saving solutions. Extensive financial modeling experience including budgeting, forecasting, reporting packages, mergers/acquisitions, and contract presentations. Significant experience with corporate restructuring, bankruptcy and business start-ups.

KEY ACCOMPLISHMENTS

- Rebuilt FP&A team at Rexel after 50% turnover prior to arrival; process involved physical hiring, restructuring of team responsibilities, and mentoring of new personnel while learning business.
- Created automated budget/forecast tool encompassing all aspects of compensation and benefits; reduced standard analysis time by 50%; model now utilized by Rexel USA parent and sister company Gexpro.
- Evaluated and selected information used in Cadbury Schweppes monthly President's Letter submitted to corporate CEO and executive management of parent company, CSPLC; report summarized business unit financial results and contained commentary and strategic analysis on CSAB and its competition.
- Presented ad hoc strategic analyses and made recommendations to Fleming executive team for distribution center consolidation and closure decisions.
 - Developed closedown/transfer financial plan for \$350 million distribution center.
 - Prepared analysis of \$400 million distribution center, saving company \$10 million annually.
- Worked with ServiceLane founders in search and negotiations for potential business partners; developed financial models for restructuring an internet company to become a home remodeling company prior to merger with a division of Owens Corning.

PROFESSIONAL EXPERIENCE

ARAMARK Education K-12 Food and Facilities, Dallas, TX
Regional Finance Manager, 2012 – Present

- Responsible for providing business support to South Region K-12 group.
- Create monthly financial reports for line of business, interpret operating results and provide commentary.
 - Generate monthly projection package for region; evaluate district forecasts and consolidate information into a summary vision for K-12 senior management.
 - Prepare weekly analysis of anticipated monthly results; discuss expectations with District Managers and provide guidance and feedback for adjustments.
 - Participate in miscellaneous financial projects with the goal of improving top line and bottom line operations; deliver support across the business line for marketing, operations and human resources.

MPK CONSULTING (financial consulting firm), Dallas, TX
Consultant, 2011 – 2012

Provide business and financial consulting services to public, private, and non-profit businesses.

- Long term project for a retail chain included evaluation and reorganization of corporate structure, automation of financial reporting, development and implementation of new financial policies and procedures, creation of dashboard metrics, negotiation for new bank line of credit, negotiation and renewal of general and health insurance contracts, strategic evaluation of acquisition targets, and general oversight of all operations.
- Ongoing treasury, forecasting and cash management services for a non-profit institution; produce monthly financial statements and reports for Executive Committee and Board of Directors; assist in creation of annual budgets; prepare actual vs. budget variance analysis.
- Lead facilitator of FP&A networking group for senior level financial executives.

REXEL, INC. (electrical building component distribution), Dallas, TX
Director of FP&A / Sr. Manager Finance, 2006 – 2011

Responsible for ad hoc financial analysis and project management of a \$2 billion business; directed financial reporting, budgeting and forecasting processes; supervised managers and analysts on FP&A team.

- Prepared quarterly Management Disclosure & Analysis reports for external auditors, highlighting key statistics and drivers, and providing business commentary on Rexel, Inc. and market conditions.
- Managed reporting of product category pricing effects on business; implemented new reporting tool to utilize available data from the Data Warehouse; produced evaluation tools to verify accuracy of results.
- Consolidated daily sales information of operating divisions and prepared statement for senior management.
- Organized reporting packages for semi-annual Board of Directors and Audit Committee meetings; set agendas with Paris head-office; reviewed and edited financial information submitted by all departments.
- Administered compliance with the Rexel SA Book of Guidelines; 4-month project involved coordinating responses from department heads, liaising with Paris administrators, organizing shortfall plans for guidelines not adhered to, and providing ongoing project status updates throughout the year.
- Generated 3-year corporate strategic plan; gathered data from finance, marketing, sales, and operations teams and built a financial model to project operational results.
- Created numerous new reports for monthly, quarterly, annual, and ad-hoc reporting that helped management identify key business trends, act on them, and monitor resulting changes.

EDUCATION/CERTIFICATION

UNIVERSITY OF CHICAGO, BOOTH SCHOOL OF BUSINESS, Chicago, IL

- Masters of Business Administration. Concentrations in Finance and Marketing.

BROOKLYN COLLEGE, Brooklyn, NY

- Bachelor of Science in Accounting, Cum Laude.

CERTIFIED PUBLIC ACCOUNTANT, NY

- Currently inactive but can reactivate on request.

RESIDENT DISTRICT MANAGER—JACK MAYSE

Reports to: Regional Vice President of Operations

Position Summary: Provides overall planning, direction and control to achieve operating and financial goals at an assigned client contract that has multi-sites and a managed volume level greater than \$1 million (generally). Provides guidance and motivation to on site ARAMARK Management team/Facility Services team and potentially other District staff. Establishes and maintains effective customer rapport.

Responsibilities:

- Interprets and ensures compliance with ARAMARK policies, procedures, and guidelines to promote their consistent application.
- Conducts operational audits and designs improvements to optimize financial performance, quality and operational productivity. Auditing assist too ensure conformance with ARAMARK, government and accrediting agency standards, regulations and codes.
- Has total responsibility (management and direction) for the facility service function or functions at the component and manages through the on site ARAMARK team all applicable facility service functions such as custodial/housekeeping, maintenance, grounds, and energy may be bundled together in various ways or stand alone services.
- Develops realistic and accurate client forecasts. Monitors development of realistic and accurate unit forecasts. Ensures that each unit's financial performance meets ARAMARK and client forecasts.
- Establishes and maintains effective client and customer relations. Identifies client's needs, communicates progress, operating problems, and new ARAMARK programs to client. Interprets ARAMARK financial reports for clients. Ensures that clients are aware of current applicable government regulations.
- Participates in the sales process as needed. Will be an active participant in any related client negotiations and agreement renegotiations. Coordinates documentation of contract changes.
- Ensures consistent and equitable administration of policies, procedures and guidelines to facilitate effective employee relations.
- Partners with Talent Acquisition and HR on matters of talent acquisition and human resource related items. Identifies District training requirements. Develops team to meet staffing and succession planning needs, as well as to insure optimum utilization of district employees.
- Plans and conducts district meetings for the ARAMARK facilities on site team and other appropriate personnel. Coordinates use of regional and line of business resources.
- Coordinates union contract negotiations.
- Establishes and maintains effective community relations.

Requirements / Experience:

- Educational achievement equivalent to a Bachelor's Degree in a facility related field. Business Administration or other related fields is preferred.
- Target experience level is five years plus.

DIRECTOR OF OPERATIONS—CHRIS EVANS

Reports to: Resident District Manager

Position Summary: Within the framework of ARAMARK’s four corporate objectives, the DO is responsible and accountable for the overall operational leadership and direction of a specified Healthcare district and for achieving superior results in the Key Focus Areas of:

- ➔ **Customer Relations**
- ➔ **Operation and Growth of the Business/Profitability**
- ➔ **Selecting/Leading/Developing Managers**

Because this is an **executive leadership position**, only those tasks and actions that directly support these KFAs will be engaged in by the DO. Other activities that indirectly support the achievement of the KFAs will be accomplished by/delegated to operational, technical support, People Services, or administrative teammates at the local and/or corporate level. A sample list of these activities is attached.

- **Customer Relations:** Creating and maintaining a loyal customer base and 100 percent retention of that base within the district; understanding and closing the gap between expectation and service provided.
- **Operation and Growth of the Business/Profitability:** Increasing revenue and profit through new and vertical sales, meeting/ beating budgets, creating customer opportunities, managing district-wide operational efficiencies designed to enhance financial outcomes, and improving on the delivery of Service Excellence.
- **Selecting/Leading/Developing Managers:** Establishing and maintaining a climate of managerial excellence, maximizing the skills and contribution of each manager, and providing a platform for manager growth through training and development.

Responsibilities/Requirements/Qualifications:

Customer Relations

- Establish and maintain positive, ongoing relationships at both the customer CEO and customer “direct-report” levels through regular contact. The DO must build relationships at the locus of decision-making in the customer organization so as to be perceived as a true business partner rather than provider of service.

- Ensure that vision and value are marketed to the customer at every opportunity with a view to creating “win-win” situations that solidify the business.
- Sufficiently understand all the services we provide, in depth, along with each customer’s expectations of service, so customers can rely on the DO as a ready source of answers and information. Regularly review these expectations with the customer and your managers.
- Understand each customer’s business, the setting in which it operates, and the pressures (financial, organizational, etc.) affecting how the customer views ARAMARK’s delivery of service. Regularly review and monitor customer satisfaction measurement tools to discover trends. Apply leadership as necessary to respond to areas needing focus.
- Develop, implement and continuously update the renewal strategy plan with particular emphasis on large-GP customers and challenging renewals requiring special attention.
- Monitor the implementation and maintenance of line-of-service core programs as the basis for meeting and exceeding customer expectations.

Operation and Growth of the Business/Profitability

- Design detailed business plans for the district that will enable the accomplishment of strategic goals.
- Assist and monitor the actions of managers in developing opportunities for vertical sales/expansion of existing services.
- Plan and coordinate marketing strategies within the district; participate as appropriate in marketing opportunities (i.e.: trade shows, customer events, etc.). Partner with Sales teammates in the creation of a strategic sales plan targeting new customers in the district and stay abreast of new programs/developments to help you achieve this goal.
- Capitalize on existing customer relationships to discover unmet needs as well as unserved customers.
- Monitor manager performance/maintain standards of accountability in all aspects of the financial controls of the business and delivery of core programs.
- Monitor quality at each account/in each line of service to ensure standards are being met and that operational efficiencies are in place to improve profit performance.

DIRECTOR OF OPERATIONS (CONTINUED)

Selecting/Leading/Developing Managers

- Establish and maintain a strong working and personal relationship with the lead manager in the district to enable support, mentoring, and development; create a climate of open communication and trust while maintaining accountability for results.
- Regularly review lead manager performances on an informal as well as formal basis; know manager strengths and areas of focus.
- Coordinate with the Director for People in the creation and execution of an annual district-wide training plan for managers as well as development plans for key managers (focus on Feeding The Roots, Safety Tool Kit, computer literacy, financial skills, technical competencies, business planning skills, and appraisals).
- Insist that managers upgrade their computer literacy skills as appropriate so that they can become regular users of/contributors to Network To Knowledge.
- Coordinate with managers, the Director for People, other DOs, and the VPO in creating and updating appropriate succession planning information for the district.
- Consistently provide recognition to managers for superior performance and encourage their participation in company-wide recognition programs (PRT/MIP).
- Participate in the recruitment & selection process for new managers hired into the district.
- Support the initial training of newly hired managers in the district.
- Ensure that key managers have a written Position Description and Standards of Performance in place.
- In coordination with People Services, ensure that manager compensation and incentive eligibility are equitable and performance-based.
- The Recruiter (People Services) should assume full responsibility for all aspects of bench management, including budget accountability, and there must be a continuous availability of three to five highly qualified candidates in each line of service who can start within two weeks.
- The Director for People should expand his/her involvement of training management down to and including the account level.
- The Regional Director of Finance must ensure that costings are accurate and, in coordination with the Director for People, should assist in upgrading manager competency in controlling expenses and understanding/working with Fast Financials.
- The Vice President of Operations must focus on DO workload and performance but not be an extension of or substitute for the DO.
- The Executive Vice President and Market Leader must ensure that a mind-set change occurs within the unit and at the corporate level about the expectations for the DO position and the need to engage resources other than the DO whenever possible.
- There should be formed an Action/Response Team in each VPO business unit to assist in difficult startups, work on challenging renewals, and address accounts with multiple problems. The team would consist of Ops, Sales, Technical Support, and People Services representatives.
- Facility managers, supported by People Services, must upgrade their competency levels and be prepared to operate more independently (less handholding).
- Many administrative, support, and logistics-type tasks must either be shifted away from the DO, done away with, or at least shared in by others. This will mean additional work for other positions that support or interact with the operational leader role. Task-shifting may require an FTE increase at the regional office level, will certainly mean revision to existing position descriptions for operational support people, and may mean a compensation review as workloads increase.

Supporting Tasks, Activities, and Functions:

There are ten critical success factors involving other people/functional areas that will determine the ability of the DO to succeed in this redefined role:

- There must be a seamless working relationship with Sales to ensure successful start-ups with new customers as well as the smooth integration of vertical sales into the mix.

CUSTODIAL ZONE MANAGER

Reports to: Director of Operations

Position Summary: Manage and direct all custodial functions for multiple buildings. Directs, trains and mentors three Zone Assistant Custodial Managers that are their direct charges. Directs Custodial Technical personnel; Coordinates with Training Manager for workshops, new hire training and on-going training; Direct the performance and provide operational leadership that is consistent with the Client's mission of providing clean and well maintained, physical building structures; Responsible for maintaining an effective and efficient organization.

Experience – Candidates for position must have:

- Three to seven consecutive years of verifiable managerial/ supervisory experience in the custodial/housekeeping operations industry, repair or maintenance of commercial, industrial, or school facilities.
- Experience working with and managing various custodial functions, training, write and understand work schedules and plans, and direct and mentor Managers.
- Demonstrate the ability to plan, estimate and schedule facility and custodial services.

Responsibilities:

- Assist with hiring and evaluating the performance of personnel in assigned geographic area.
- Knowledge of all custodial operation, occupational groups and contractors in your assigned area in order to be in compliance with client policies and procedures.
- Establish and communicate standards and standard operating procedures to assigned personnel.
- Coordinate short term planning for custodial services of each facility in assigned area.

- Ensure cleaning products used to be in compliance with Federal, State and City laws.
- Perform periodic inspections of project work completed in assigned area.
- Perform monthly inspections of all facilities in assigned area. Take corrective action when necessary
- Coordinate, schedule and monitor training programs in assigned area.
- Coordinate training of site personnel.
- Maintain regular communication with all clients within assigned area.
- Recognize and correct unsafe working conditions and habits.
- Monitor and communicate repair needs of assigned area.
- Maintain appropriate records as required for all work, work-orders, requisitions, payroll, theft and damage reports, inspections, status reports and others as required.
- Provide summary reports of projects, work orders and personnel.
- Perform other duties and responsibilities as assigned by immediate supervisor.
- Maintaining effective relationship with client and demonstrating knowledge of contents of current ARAMARK/client contract.
- Provide supportive leadership; a feeling of complete trust, security, and satisfaction through demonstrations of competence and willingness to serve.
- All departmental spaces to include custodial supply and administrative spaces are to be kept in accordance with the ARAMARK and the facility standards of cleanliness and appearance; all equipment clean, labeled and kept in good repair.
- Assist in maintenance of all controls for each of the ARAMARK programs, to include: Operations Logs, Records, and Weekly Inspections

CUSTODIAL ZONE MANAGER (CONTINUED)

Requirements:

- Have a valid Driver's License at time of application. A COPY OF LICENSE MUST ACCOMPANY APPLICATION
- Ability to read and interpret facility schedules.
- Demonstrate effective oral and written communication skills.
- Ability to estimate custodial costs including labor and equipment needed.
- Ability to supervise multiple buildings and supervisor.
- Ability to develop scope of services, coordinate and manage work of outside contractors.
- Demonstrate a high standard of personal and professional integrity.
- Ability to communicate and work in cooperation with client site personnel and headquarters administration.

Qualifications:

Demonstrable computer skills and proficient workable knowledge with Microsoft Office. Demonstrate oral and written communication skills. Must have at least three to seven consecutive years of verifiable managerial/supervisory experience in the custodial/housekeeping operations industry.

HUMAN RESOURCE MANAGER

Reports to: Resident District Manager

Position Summary: Administers the human resource policies and procedures for an assigned unit or client account. Administers two or more of the following areas for the component: wage and salary administration, recruitment, training, employee relations, EEO, affirmative action, benefits administration, and risk management.

Responsibilities:

- Assists unit management in determining staffing needs. Recommends and implements recruiting, hiring and retention strategies for unit.
- Reviews resumes and screens appropriate applicants. Conducts screening interviews with job applicants to determine if they are suited for the position. When necessary oversees employment tests. Conducts reference checks on potential employees. Ensures new hire paperwork is processed.
- Counsels employees relative to transfers, promotions, terminations and various work items.
- Conducts exit interviews with employees.
- Ensures payroll is submitted to Payroll Department. Monitors employees time away from work (i.e., sick days, vacation days and paid time off). Monitors employee's hours worked. Ensures overtime is paid according to state and federal laws.
- Ensures unit complies with all federal, state and local laws concerning human resources (such as, Federal and State Minimum Wage Laws, Affirmative Action, Immigration Reform Control Act, Equal Employment Opportunity Act).
- In conjunction with regional human resource staff, may respond to charges of discrimination. Meets with the appropriate individuals

in an effort to resolve the case under investigation. Attends all necessary hearings as a representative for the company.

- May work with benefits staff in administration of benefit plans and policies. Ensures Schedule Of Coverage (SOCs) is correct for the unit. May assist unit staff in resolving complex benefit problems.
- In conjunction with risk management staff, administers policies and procedures for a safe work place. Works with risk management staff in developing region specific programs. Ensures all accidents and injuries are reported to the appropriate parties.
- Performs other job-related duties as assigned.

Status and Scope:

Position reports to General Manager or Top Unit Manager. Works independently following company policies as well as professional standards. Interfaces on a daily basis with unit management and staff. Works with Corporate and Regional staff on selected issues. Strong communication and interpersonal skills are essential.

Qualifications:

Position requires a Bachelor's Degree in Business Administration, Human Resources or equivalent with a two years of experience in a Human Resource Generalists roles and/or Food Service Operations. Human Resources experience must include specific employment and recruiting experience. Computer literacy is a plus.

OFFICE MANAGER

Reports to: Resident District Manager

Position Summary: Position provides administrative and project management support to the custodial services department.

Responsibilities:

- Support Facility Manager and department with administrative needs.
- Provide oversight to HR activities including posting of jobs, phone screening, first level interviews, background checks, DVR, drug screen, fingerprints, badges, PIFs, and file maintenance, the tracking of performance appraisals, maintain personnel files, training schedules, and related confidential information.
- Maintain all records to include attendance/vacation records, financial, training logs, invoices, etc.
- Payroll – overtime, corrections, checks, timesheets, direct deposits, balance payroll, etc.
- Provide solid financial acumen/cost analysis, office management experience, and experience with office equipment including phones, copiers, printers, computers, email systems, scheduling systems, and the office environment.
- Oversee the process of ordering and maintaining office supplies, mail and mail routing, ordering uniforms, badges, receptionist activities, checking in and out of keys, vehicles, maintenance of the department calendar, bulletin boards, and vendor data bases
- Communicate department activities regularly to the Facility Manager
- Input or oversee data input into financial systems, accounting systems, time keeping, accident reporting systems, HR systems, etc., and produce reports as needed from these systems.
- Accounts payable/accounts receivables
- Assists in the reporting/communicating with client and school community.
- Reviews and approves work request
- Effectively communicate with the client and the school community regarding work order status and completion

- Prepares and communicates estimates of time and materials required to accomplish jobs
- Coordinates with all maintenance supervisors and keeps Facility Manager informed of work plans and status of ongoing work
- Manages outside contractor relationships and ensure project follow up and completion
- Other duties as assigned.

Status and Scope:

- Team building skills
- Analytical and problem solving skills
- Decision making skills
- Effective oral, written, and listening skills
- Attention to detail
- Interpersonal skills
- Computer skills including spreadsheets, email, and word processing at a highly proficient level
- Organizational Skills
- Stress management skills
- Time management skills

Qualifications:

Bachelors Degree preferred with two to three years experience with office environment, office equipment, project management and office services at account is required. Experience directing skilled, semi-skilled and non-skilled personnel in a union and/or non-union environment is also required. Strong computer skills with financial analysis skills, report preparation and interpretation skills are preferred. Handle a wide range of administrative support related tasks and will be able to work independently with little or no supervisor. Must be well organized, flexible and enjoy administrative challenges of supporting a small office of diverse people and programs. Must be able to interact with staff (at all levels) in a fast paced environment, sometimes under pressure, remaining flexible, proactive, resourceful and efficient, with a high level of professionalism and confidentiality. Excellent level written and verbal communication skills, strong decision making ability, and attention to details.

Custodial Staffing Charts by Location

STAFFING CHART BY LOCATION

TOTAL STAFFING BY SITE

LOCATION	OPTION 1: ARAMARK	OPTION 2: RFP	OPTION 3: RFP
	Standard Option With No Day Porters	Compliant Model with Market Wages	Compliant Model with Current Wages
ADMINISTRATIVE CENTER	3	3	4
ATLANTIC SENIOR HIGH	12	12	12
BICENTENNIAL PARK	0	0	0
BLUE LAKE ELEMENTARY	4	5	5
BREWSTER CENTER	2	2	2
CAMPBELL MIDDLE	9	9	9
CENTRAL WAREHOUSE & TRANSPORTATION	2	1	1
CHAMPION ELEMENTARY	5	5	5
CHISHOLM ELEMENTARY	3	4	4
CITRUS GROVE ELEMENTARY	5	5	5
CORONADO BEACH ELEMENTARY	3	3	3
CREEKSIDE MIDDLE	9	9	9
CYPRESS CREEK ELEMENTARY	5	5	5
DAVID C. HINSON SR.	9	10	10
Daytona Transportation	2	1	1
DEBARY ELEMENTARY	5	5	6
DELAND MIDDLE	9	9	10
DELAND SENIOR HIGH	19	18	18
DELTONA LAKES ELEMENTARY	5	5	6
DELTONA MAINTENANCE & TRANSPORTATION	1	1	1
DELTONA MIDDLE	9	9	9
DELTONA SENIOR HIGH	15	15	15
DISCOVERY ELEMENTARY	5	5	6

TOTAL STAFFING BY SITE

LOCATION	OPTION 1: ARAMARK Standard Option With No Day Porters	OPTION 2: RFP Compliant Model with Market Wages	OPTION 3: RFP Compliant Model with Current Wages
EDGEWATER PUBLIC ELEMENTARY	4	5	5
EDITH I STARKE ELEMENTARY	3	4	4
ENTERPRISE ELEMENTARY	4	5	5
FACILITIES SERVICES	3	3	3
FOREST LAKE ELEMENTARY	5	5	5
FREEDOM ELEMENTARY	5	5	5
FRIENDSHIP ELEMENTARY	4	5	5
GALAXY MIDDLE	10	10	10
GEORGE W MARKS ELEMENTARY	3	4	4
HERBERT STREET CENTER	1	1	1
HERITAGE MIDDLE	9	9	9
HIGHBANKS LEARNING CENTER WEST	1	1	1
HOLLY HILL SCHOOL	9	8	9
HORIZON ELEMENTARY	5	5	5
INDIAN RIVER ELEMENTARY	5	5	5
LOUISE S MCINNIS ELEMENTARY	3	4	4
MAINLAND SENIOR HIGH	17	16	16
MANATEE COVE ELEMENTARY	5	5	5
NEW SMYRNA BEACH HIGH SCHOOL (NEW)	10	10	10
NEW SMYRNA BEACH MIDDLE	17	15	15
ORANGE CITY ELEMENTARY	4	4	4
ORMOND BEACH ELEMENTARY	3	3	3
ORMOND BEACH MIDDLE	10	10	10
ORMOND BEACH TRANSPORTATION	1	1	1
ORTONA ELEMENTARY	2	3	3
OSCEOLA ELEMENTARY	3	3	3
OSTEEN ELEMENTARY	5	5	5
PALM TERRACE ELEMENTARY	7	6	7
PATHWAYS ELEMENTARY	5	5	5
PIERSON ELEMENTARY	4	5	5

TOTAL STAFFING BY SITE

LOCATION	OPTION 1: ARAMARK Standard Option With No Day Porters	OPTION 2: RFP Compliant Model with Market Wages	OPTION 3: RFP Compliant Model with Current Wages
PINE RIDGE SENIOR HIGH	14	13	14
PINE TRAIL ELEMENTARY	5	5	5
PORT ORANGE ELEMENTARY	3	3	3
PRIDE ELEMENTARY	5	5	6
R J LONGSTREET ELEMENTARY	3	3	3
READ-PATTILLO ELEMENTARY	3	4	4
RIVER SPRINGS MIDDLE SCHOOL	11	10	10
RIVERVIEW LEARNING CENTER	2	1	1
SEABREEZE SENIOR HIGH	14	13	13
SILVER SANDS MIDDLE	10	10	10
SOUTH DAYTONA ELEMENTARY	6	6	7
SOUTHWESTERN MIDDLE	7	7	7
SPIRIT ELEMENTARY	5	5	6
SPRUCE CREEK ELEMENTARY	5	5	5
SPRUCE CREEK SENIOR HIGH	16	16	16
SUGAR MILL ELEMENTARY	5	5	5
SUNRISE ELEMENTARY	5	5	5
SWEETWATER ELEMENTARY	5	5	5
T D TAYLOR MIDDLE HIGH	11	11	11
TIMBERCREST ELEMENTARY	5	5	6
TOMOKA ELEMENTARY	5	5	5
TURIE T SMALL ELEMENTARY	3	4	4
TURNBULL TRANSPORTATION	1	1	1
UNIVERSITY HIGH SCHOOL	19	17	17
VOLUSIA PINES ELEMENTARY	4	5	5
WALTER A HURST ELEMENTARY	2	3	3
WESTSIDE ELEMENTARY	4	5	5
WOODWARD AVENUE ELEMENTARY	4	5	5
Floaters and Substitutes	18	18	6
Totals	508	511	511

Manpower Shortage Coverage

In Options 2 (RFP Compliant Model with Market Wages) and 3 (RFP Compliant Model with Current Wages) ARAMARK will provide a group of full time Ancillary Custodians that will rotate to primary school locations on a routine daily basis with emphasis on elementary schools or those schools with significant absenteeism in a given day. Additionally ARAMARK will proactively create a Substitute Custodian pool that will be activated on an as needed basis.

In Option 1 (ARAMARK Standard Program with no Day Porters), there are no full-time substitutes included. ARAMARK will use a call in sub pool to cover openings.





PEOPLE FIRST—HUMAN RESOURCES, BENEFITS, AND RECRUITMENT

9.1

The proposer(s) must offer a retirement plan for the District custodial employees required to be hired under this RFP in accordance with Section 1-1, with some level of matching contribution by the contractor. The proposal shall explain in detail the cost to said employees for participation in the retirement plan and summary of benefits of participation.

Explain in detail any proposed health insurance plan for custodial personnel that will perform services to the District under the Contract. Description of any and all additional benefits proposed to be offered to the custodial personnel that will perform services to the District under the Contract must be submitted with this proposal.

Include a full custodial staff compensation schedule and show all hourly rates and how those rates change with years of service and/or experience.

Provide a proposed plan for the transition of District custodial employees described in section 1-1 of this RFP to employment by the proposer/contractor. Said transition plan shall specifically address how the proposer intends to coordinate with the District to ensure the orderly hiring of said employees on or before the commencement of services rendered to the District under the Contract.

Describe how the proposer intends to recruit future employees to meet the needs of this contract.

Explain and demonstrate how the proposed compensation and benefits COMPARE to those offered in the custodial services industry. The source of information relied on by the proposer shall be included in the explanation.

The current operational plan of the District has sixteen (16) ancillary custodians to fill in for schools or departments where staff members are either sick or on leave. Explain how your company intends to cover manpower shortages resulting from absenteeism of employees.

ARAMARK Education puts our employees first! We have provided an overview of our benefits program, our suggested compensation schedule, and our comprehensive plan covering an effective and seamless employee transition.



COMPENSATION, BENEFITS, AND TRANSITION PLAN

9.A.1



The employees at Volusia County Schools provide the services and create the environments where students can focus, learn, and flourish. With ARAMARK Education, you can be assured we will:

- Attract the most qualified team members to serve your school district.
- Develop and enhance the skills and capabilities of our/your team members.
- Retain team members with a positive and engaging work environment.

Ultimately, our vision is to be a company where the best people want to work.

Our compensation and benefits philosophy is to be market competitive to ensure we attract and retain the best people.

Compensation Schedule and Wage Rates



We support our commitment to the delivery of quality service by providing a competitive total compensation package to attract, retain, and motivate high performing and talented employees. We use third-party vendors such as TowersWatson, Hay Group, and the Economic Research Institute (ERI) to create and validate our compensation packages.

ANNUAL MERIT REVIEW BASED ON PERFORMANCE

ARAMARK conducts annual compensation reviews for all employees. The purpose of the review is to determine what, if any, changes need to be made to an employee's current compensation package based on performance, the position within the salary range, and overall market conditions.

Volusia County Proposed Wages

Job Title	ARAMARK Standard Program with no day porters			RFP Compliant Model with Market Wages			RFP Compliant Model with Current Wages		
	\$.842 sq ft			\$.945 sq ft			\$1.155 sq ft		
	Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
Mechanic	\$13.00	\$15.38	\$16.00	\$13.00	\$15.38	\$16.00	\$13.00	\$15.38	\$16.00
Laundry	\$10.00	\$11.00	\$12.00	\$10.00	\$11.00	\$12.00	\$10.00	\$11.00	\$12.00
Delivery	\$11.00	\$13.00	\$14.00	\$11.00	\$13.00	\$14.00	\$11.00	\$13.00	\$14.00
Substitute / Ancillary Custodians	\$8.00	\$8.00	\$10.00	\$8.00	\$8.00	\$10.00	\$8.00	\$8.00	\$10.00
FT Day Custodians 36 Weeks	\$9.00	\$9.25	\$11.00	\$9.00	\$9.25	\$11.00	\$9.75	\$10.75	\$12.00
FT Lead Custodians 52 Weeks	\$9.75	\$10.00	\$12.00	\$9.75	\$10.00	\$12.00	\$10.50	\$11.75	\$13.00
2nd Shift Staff 52 Weeks	\$8.00	\$8.50	\$10.00	\$8.00	\$8.50	\$10.00	\$9.75	\$10.75	\$12.00

*Annual Increases will be based upon merited performance

Health Benefits and Retirement Plan



We offer a broad range of Benefit Programs designed to support employees' Health and Well-Being including medical, prescription drug, dental, vision, disability, life, educational assistance, and more. We routinely benchmark our programs to the marketplace to ensure competitive plan design, cost, and contribution structures. In addition to our philosophy of offering a wide range of benefits to meet diverse needs, our healthcare strategy includes this commitment to: Encourage employees and family members to take action to enhance their health, build a culture for health and wellness promotion, provide employees with tools to make informed healthcare decisions, and provide affordable, accessible, and quality healthcare.

In addition to the health benefits described in the booklet on the next page, all full-time employees will be provided paid time off benefits.

- Three Paid Time Off (PTO) days for illness and/or urgent personal business will be granted to all full-time employees as of the first day of each school year and will expire and the end of each school year.
- Five vacation days will be granted to all full-time employees on October 1 of each calendar year. Vacation balances shall not exceed 15 days.
- All full-time employees will receive the following paid holidays:
 - ➔ Thanksgiving day
 - ➔ Christmas Eve day
 - ➔ Christmas day
 - ➔ New Year's day
 - ➔ One Floating Holiday

All full-time employees are eligible for a comprehensive benefits program.

STANDARD BI-WEEKLY RATES FOR HOURLY EMPLOYEES-MEDICAL, DENTAL, AND VISION									
	POS Plus	POS	Aetna HMO	Other SIHMO's (1)	Consumer Choice Plus	Consumer Choice Plan	Option H	Dental	Vision
Employee Only	123.20	126.30	127.30	107.30	100.70	106.30	104.70	15.20	2.90
Employee + SP	234.00	244.10	249.40	209.40	195.70	205.70	204.40	26.80	4.50
Employee + Child(ren)	175.20	184.00	188.60	168.60	141.90	150.70	149.50	28.90	4.60
Employee + Family	329.00	329.00	353.10	313.10	270.60	287.60	247.70	39.50	7.40

(1) Health Partners, Southern Health, Scott & White

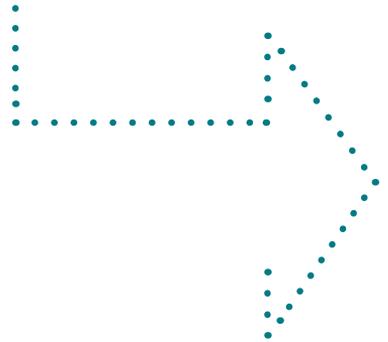
Take Care

HEALTH ◦ FAMILY ◦ FINANCES ◦ FUTURE



2013 Benefits Highlights

HOURLY



Para español, vea las páginas 8 a 17.

We are proud to be recognized by the National Business Group on Health as a "Best Employer for Healthy Lifestyles."



BENEFITS HIGHLIGHTS

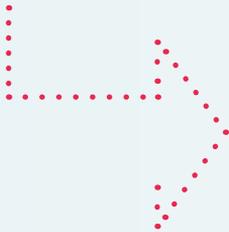
ARAMARK offers employees a wide array of comprehensive benefit programs and services. Recognized by the National Business Group on Health as a “Best Employer for Healthy Lifestyles,” ARAMARK has designed its benefits to promote a culture of well-being, and provide you with the plans, resources, and tools to help you Take Care of your Health, Family, Finances, and Future.

This Benefits Highlights booklet briefly summarizes the benefits generally available to benefits-eligible hourly employees of ARAMARK domestic Food, Hospitality and Facility Services, Corporate, or other participating groups.*

Important: Your eligibility for benefits depends on the Schedule of Coverage (SOC) in effect at your location, your eligibility status, and where you live and/or work. Not all plans described here are offered at every location.

Employee benefits determined by a collective bargaining agreement in place at the location, vary from location to location. Any questions concerning employees covered under a collective bargaining agreement should be directed to their local manager.

* Your **Benefits Enrollment Snapshot**, found in your Enrollment Package, and the Benefits Enrollment Website will specify the health and welfare plans for which you are eligible to enroll, your cost for coverage, and any additional credits or premiums that may apply (e.g. Health Screenings/Health Assessment Credit, Non-Smoker credit, and Working Spouse Premium). Unless otherwise noted, plans generally require enrollment. For more information on eligibility, enrollment, and required contributions, contact Benefit Services at 1-800-729-5432, option 4 or visit www.mybenefits.aramark.com.



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Dental Plan	
Vision Plans	
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ePay	
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HEALTH AND WELLNESS

Medical Plans

ARAMARK offers a choice of plans to meet a variety of health needs and budgets. Benefits are subject to an annual deductible, unless noted otherwise.

	Consumer Choice Plus*	Point-of-Service Plus*	HMO (Aetna)**	Option H Plus*
Deductible (varies by annual pay and the number of people covered)	<ul style="list-style-type: none"> \$1,300 – \$1,800 Single \$3,250 – \$4,500 Family 	<ul style="list-style-type: none"> \$300 – \$500 Single \$750 – \$1,250 Family 	N/A	<ul style="list-style-type: none"> \$550 Single \$1,250 Family
Company-Funded Personal Account (annual)***	<ul style="list-style-type: none"> Employee Only: \$500 Employee + Spouse/Domestic Partner: \$1,000 Employee + Child(ren): \$1,000 Employee + Family: \$1,500 	N/A	N/A	N/A
Preventive Exams and Screenings (well-baby care, mammograms, pap tests, immunizations, etc.)	100% (no deductible or co-pays)	100% (no deductible or co-pays)	100% (no co-pays)	100% (no deductible or co-pays)
Office Visits (for illness/injury) (plan pays/you pay)	80%/20%	<ul style="list-style-type: none"> Plan pays 100% after \$20 co-pay (primary care) Plan pays 100% after \$30 co-pay (specialist care) No deductible required 	<ul style="list-style-type: none"> Plan pays 100% after \$20 co-pay (primary care) Plan pays 100% after \$30 co-pay (specialist care) 	<ul style="list-style-type: none"> Plan pays 100% after \$15 co-pay (primary care) Plan pays 100% after \$30 co-pay (specialist care) No deductible required
Diagnostic Lab Work, Tests (plan pays/you pay)	80%/20%	80%/20%	80%/20%	75%/25%
Hospitalization (plan pays/you pay)	80%/20%	80%/20%	80%/20%	75%/25%
Surgery (plan pays/you pay)	80%/20%	80%/20%	80%/20%	75%/25%
Annual Out-of-Pocket Maximum	<ul style="list-style-type: none"> \$5,000/person \$15,000/family 	<ul style="list-style-type: none"> \$3,500/person \$10,500/family 	<ul style="list-style-type: none"> \$5,000/person \$14,250/family 	<ul style="list-style-type: none"> \$5,000/person \$10,000/family
Maximum Medical Benefit (per person)	Unlimited lifetime benefits	Unlimited lifetime benefits	Unlimited lifetime benefits	\$2,000,000 per calendar year
Out-of-Network Coverage	Yes*	Yes*	No	Yes*

* Where applicable, coverage levels shown assume use of participating network health care providers. Coverage is generally reduced for out-of-network care; non-network preventive care is not covered. For more details, see the online Enrollment Guide at www.mybenefits.aramark.com.

** Aetna HMOs follow a standard benefit schedule. Other HMOs are offered throughout the country, and may have different benefits from those listed here.

*** Balance rolls over each year if not exhausted.

Prescription Drug Coverage

There is no deductible required.

Type of Medication	Minimum Retail Co-pay*	Maximum Retail Co-pay*	Mail Order Co-pay**
	Up to 30-day supply		Up to 90-day supply
Generic	\$15	\$25	\$40
Brand name, formulary	\$30	\$45	\$60
Brand name, non-formulary	\$50	\$70	\$115

* You pay 20% of cost, subject to minimums and maximums shown.

** A mandatory home delivery program for maintenance medications is in effect.

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For more information on medical and prescription drug coverage, call:

- Aetna at 1-800-996-5624 or go to www.aetna.com
 - Cigna at 1-800-Cigna24 or go to www.cigna.com
 - UnitedHealthcare at 1-800-842-6563 or go to www.myuhc.com
 - Express Scripts at 1-800-538-8090 or go to www.express-scripts.com
-



Dental Plan

Plan Feature	Amount*
Deductible	\$25/person
Diagnostic and Preventive Services (no deductible)	Plan pays 100%
Basic Services (plan pays/you pay)	80%/20%
Major Services (plan pays/you pay)	50%/50%
Oral Surgery (plan pays/you pay)	80%/20%
Endodontic (plan pays/you pay)	80%/20%
Periodontic (plan pays/you pay)	80%/20%
Prosthodontic (plan pays/you pay)	50%/50%
Orthodontic (plan pays/you pay)	50%/50% (\$2,500 lifetime maximum/person)
Maximum Annual Benefit	\$1,800/person
Out-of-Network Coverage	Yes*

* Coverage levels shown assume use of participating Delta Dental network dentists. Coverage is reduced for out-of-network care. For more details, see the online Enrollment Guide at www.mybenefits.aramark.com.

For more information, call Delta Dental at 1-800-932-0783 or go to www.deltadentalins.com.

Note: ID cards are not issued for the Dental Plan. The group number is 2497.

Vision Plans

VSP Plan

- No deductible
- Annual eye exams: you pay a \$10 co-pay with participating VSP providers
- Annual dollar allowances for eyeglasses or contact lenses
- Discounts on additional eyeglass options and laser vision correction

Note: ID cards are not issued for the Vision Plan. The group number is 12221565.

VSP Discount Plan

- No enrollment required
- Discounts on eye exams, eyeglasses, contact lenses, and laser vision correction

For details on the Vision Plans, see the online Enrollment Guide at www.mybenefits.aramark.com, call VSP at 1-800-877-7195, or go to www.vsp.com.

Note: ID cards are not issued for the VSP Discount Plan. The group number is 12313941.



Health and Wellness Programs

Free, confidential programs and services for Medical Plan participants.* These plans are coordinated through **ActiveHealth Management**, an independent health management company.

- **24/7 Nurseline:** Answers from RNs to your health questions
- **Healthy Steps:** One-on-one support from a personal nurse care manager for chronic illnesses and conditions
- **Health Screenings/Health Assessment:** Screenings for you and your spouse/domestic partner that can tell you if you are at higher risk for heart disease, diabetes, and stroke. Enter the results in your online Health Assessment to save on medical premiums
- **MyActiveHealth:** Single, online storage place for health information, treatment history, and provider contacts
- **Care Considerations:** Alerts on potential gaps in care and issues to discuss with your doctor
- **Weight Management:** Support from nurses, dietitians, and fitness experts for those whose weight poses health risks

For more information, call ActiveHealth Management at 1-888-227-6191.

• **ARAMARK partners with the American Cancer Society to help you kick the habit:**

- **Smoking Cessation Program:*** Confidential support to help you quit, and free smoking cessation aids (e.g., patches, gum, lozenges) and prescription medications. Non-smokers will save on their medical premiums.

• **For more information, call the American Cancer Society Quit for Life® Program at 1-866-QUIT-4-LIFE or go to www.quitnow.net/ARAMARKCorporation.**

To learn more, go to the Health and Wellness Programs eMagazine under "A Healthier You" at www.mybenefits.aramark.com.

* The ActiveHealth Management Programs are available to employees and dependents enrolled in an ARAMARK Medical Plan or HMO administered by Aetna, Cigna, or UnitedHealthcare. The Smoking Cessation Program is available to employees and spouses/domestic partners enrolled in any ARAMARK Medical Plan or HMO.

Flexible Spending Account (FSA)

A Health Care FSA allows you to set aside pre-tax dollars (\$50 minimum to \$2,500 maximum deposit per year) to pay for qualified expenses.

For more information, contact UnitedHealthcare at 1-800-331-0480 or go to www.myuhc.com.

LIFE AND DISABILITY

Life and Accident Insurance

ARAMARK offers company-paid:

- Employee Basic Life Insurance
- Employee Basic Accidental Death and Dismemberment (AD&D) Insurance
 - ▷ Spouse/Domestic Partner AD&D – 50% of employee amount
 - ▷ Dependent Children AD&D – 10% of employee amount

Coverage is automatic. See your manager for the amount of coverage in effect at your location.

For information on Life and Accident Insurance, call Benefit Services at 1-800-729-5432, option 4.

Disability Coverage

Short-Term Disability pays 60% of your weekly base pay after seven consecutive calendar days of a medically-certified disability due to a non-work related illness or injury. Benefits are paid up to a maximum of 26 weeks (including the seven-day waiting period), as long as you remain medically certified as disabled. If you become disabled during the first 12 months of coverage and you received treatment in the 3-month period before your coverage began, no benefit is payable for the duration of that disability for that condition.

For information on Disability Coverage, call UNUM at 1-888-637-9432.

RETIREMENT BENEFITS

Hourly 401(k) Plan

- After completing one year of service, you can contribute 1% to 25% of eligible earnings pre-tax.
- You are offered a wide choice of investment funds.
- Any earnings grow tax free while they remain in the plan.

For information on the Hourly 401(k) or to enroll, call Fidelity Investment Services at 1-877-236-9472 or go to www.401k.com.

VOLUNTARY BENEFITS

You may participate in the following voluntary benefits at discounted or group rates (where applicable) through Marsh PersonalPlans:

- Auto, home, renters, motorcycle, and boat insurance
- Long term care insurance
- Limited medical insurance*
- Disability insurance*
- Life insurance

* Not available if you are enrolled in an ARAMARK Medical or Disability Plan.

For more information, call 1-800-642-5746 or go to www.personal-plans.com/aramark. For Limited Medical Insurance, call Cigna at 1-800-220-3635 or visit www.starbridge.com/info/aramark.

For Home Mortgage Programs, call Wells Fargo at 1-800-553-9988 or go to www.employeemortgage.com/loans/aramark1559.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

You are automatically eligible for 24/7 confidential professional counseling, information, referrals, and support services administered through Cigna Behavioral Health:

- Adoption assistance
- Balancing work and personal life
- Child and elder care services
- College financial aid
- Communicating with family
- Depression
- Eating disorders
- Financial planning
- Identity theft support
- Legal issues
- Mental health
- Mood disorders
- Prenatal health
- Relationship issues
- Spending issues
- Stress
- Substance abuse

For assistance, call 1-888-636-6717, any time day or night, or go to www.cignabehavioral.com and use "aramark" as the Employer ID.

COMMUTER CONNECTION BENEFIT

Save up to 40% by paying for your public transit and/or parking expenses through pre-tax payroll deductions.

- Bus, rail, streetcar, trolley, subway, ferry, or water taxi
- Vanpool
- Parking at or near work, or near public transportation

For more information or to enroll, call WageWorks at 1-877-924-3967 or go to www.wageworks.com.

PERKS

Education Assistance

Scholarship Program

Employees' children may apply for a \$1,000 renewable scholarship toward any 2- or 4-year college or technical school tuition. There are 25 awards granted annually.

Matching Gifts

ARAMARK matches your contribution to colleges or other non-profit organizations.

Call your HR Representative for information on the programs above.

Service Awards Program

ARAMARK honors your milestone anniversaries with a gift.

For more information, call Benefit Services at 1-800-729-5432, option 4.

Working Advantage Discounts

You can receive discounts on a variety of products and services, such as:

- Amusement parks
- Cell phones
- Clothing and accessories
- Computers
- Gift certificates
- Health and beauty products
- Home and garden items
- Hotel rooms
- Movie tickets
- Museums
- Restaurants
- Ski tickets
- Sporting events
- Theater
- Travel packages
- Zoos and aquariums

Call 1-800-565-3712 or go to www.workingadvantage.com/aramark and use Company Member ID #168182568 to register.

Most ARAMARK employees receive pay electronically, choosing either Direct Deposit or Paycard.

Direct Deposit: Your pay is conveniently transferred to your checking or savings account at your financial institution.

Paycard: With the Paycard option, you don't need a bank account. Your pay is received on a debit card.

Call Payment Services at 1-800-729-5432, option 1, or go to www.aramark.net and click on "Payment Services," then "Payroll," then "ePay."

Preferred Banking

Use Direct Deposit with partner banks and receive preferred services* such as:

- Free checking
- Preferred mortgage and loan rates
- Waiver of loan origination fees
- Reduced interest charges on credit card balances
- Waiver of annual fees

*Services vary by bank.

Program Title	Contact
Bank of America Direct Benefits	1-800-622-8731, www.bankofamerica.com/directbenefits
Chase at Work	1-866-612-3366, www.chaseatwork.com
PNC Workplace Banking	1-888-PNC-BANK, www.pncbank.com/wpb
Wells Fargo at Work	1-800-869-3557, www.wellsfargo.com/checking/at-work/welcome

International Travel Assistance

ARAMARK offers these services when you travel more than 100 miles from home. This service can also help secure medical care when you are outside of the U.S.

Services, available 24/7, include:

- Pre-trip advice, such as vaccination requirements and health alerts
- Referrals to English-speaking medical and dental providers
- Emergency evacuation to medical facilities (if adequate care is not available locally)
- Medical expense guarantees in emergencies
- Dispatch of prescription medicine
- Legal assistance
- Emergency telephone translations

In the event of an emergency, contact the nearest International SOS 24 Hour Center:*

- **From within the U.S.:** call 1-800-523-6586
- **From Mexico, or Central or South America,** call 1-215-942-8226
- **From Europe, CIS, or the Middle East,** call 44-20-8762-8008
- **From Asia, Australia, or the Pacific Rim,** call 65-6338-7800

*Call collect where available.

Visit www.internationalsos.com and enter 11BCPA000237 as your Membership Number.

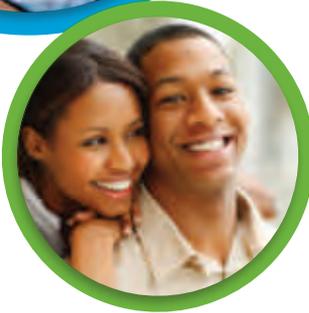
Corporate Discount Program

Take advantage of valuable discounts through ARAMARK partners on vehicles, electronics, learning programs, and more.

<p>Apple (special pricing on Apple products, free shipping on orders over \$50, and free engraving on new iPods and iPads)</p>	<p>1-877-377-6362 or http://store.apple.com/us/go/eppstore/aramark</p>
<p>ARAMARK Conference Centers (discounted rates for vacation and leisure travel)</p>	<p>www.aramark.net/acc</p>
<p>ARAMARK Parks and Destinations (\$59 per night on lodging and 25% discount on activities, for employees; \$99 per night on lodging and 10% discount on activities, for friends and families)</p>	<p>www.aramarkparksanddestinations.com/employeediscounts</p>
<p>Avis Car Rental (Leisure Pass offers specialized rates and personalized time-saving services)</p>	<p>www.avis.com/AvisWeb/html/bridge/go.ex?A487100 (use A487190 as your Discount Code)</p>
<p>Brenthaven (discounts on computer cases, bags, and backpacks)</p>	<p>www.brenthaven.com/aramark_corp</p>
<p>Budget Truck Rental (15% off truck rental)</p>	<p>1-800-566-8422 or www.budgettruck.com/aramark (use 56000126121 as your employee discount code)</p>
<p>Chrysler (vehicle purchase discounts)</p>	<p>1-888-444-4321 or www.chrysleraffiliates.com (use S74200 as your Company Code)</p>
<p>Dell (desktops and laptops)</p>	<p>1-800-695-8133 or www.dell.com/aramark (use GS13375974 as your Member ID)</p>
<p>1-800-Flowers (15% discount)</p>	<p>www.1800flowers.com/aramark</p>
<p>Ford Motor Company (vehicle purchase discounts)</p>	<p>1-877-294-7554 or www.fordpartner.com (use XC232 as your Partner Code)</p>
<p>Franklin Covey (discounts on workshops and online programs for improving effectiveness and leadership skills)</p>	<p>1-800-236-5285 or www.franklincovey.com/online_learning_reg/?url=aramark</p>
<p>General Motors (vehicle purchase discounts)</p>	<p>1-800-235-4646 or www.gmsupplierdiscount.com/ip-gmsupplier/ (use 847107 as your Company Code)</p>
<p>Hewlett Packard (notebooks, pocket PCs, televisions, digital cameras, and printers)</p>	<p>1-866-433-2018 or www.hpshopping.com/epp (use 1434 as your Company Code)</p>
<p>Lenovo (desktops and laptops)</p>	<p>1-800-426-7235, ext. 5156 or www.lenovo.com/shop/deals/5156</p>
<p>Sprint PCS–Personal Liab (Sprint and Nextel cell phone discounts) These phones are not part of the ARAMARK Consolidated Account.</p>	<p>1-866-639-8354 or www.sprint.com/aramark</p>
<p>Verizon Wireless–Personal Liab (cell phone discounts) These phones are not part of the ARAMARK Consolidated Account.</p>	<p>1-877-810-1380 or http://solutions.vzwshop.com/b2e/ne/aramark/</p>
<p>ViewSonic Store (LCD displays, LCD TVs, and accessories)</p>	<p>http://store.viewsonic.com/partner/aramark</p>

Proteja

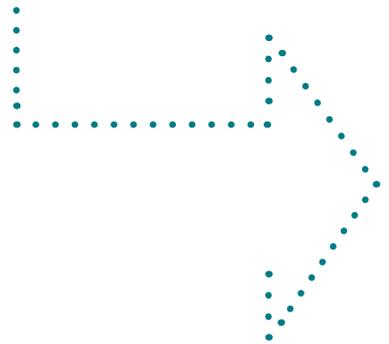
SALUD ◦ FAMILIA ◦ FINANZAS ◦ FUTURO



2013

Resumen de beneficios

JORNALEROS



Para inglés, vea las páginas 1 a 7.

Nos enorgullece ser reconocidos por el Grupo Nacional de Negocios para la Salud como un “Mejor Empleador para Estilos de Vida Saludables.”



RESUMEN DE BENEFICIOS

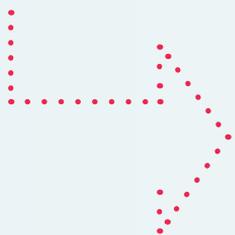
ARAMARK ofrece a los empleados una amplia variedad de programas y servicios de beneficios completos. Reconocidos por el Grupo Nacional de Negocios para la Salud como un “Mejor Empleador para Estilos de Vida Saludables,” ARAMARK ha diseñado sus beneficios para promover una cultura de bienestar y proporcionarle los planes, recursos e incentivos para ayudarle a Proteger su Salud, Familia, Finanzas y Futuro.

Este Resumen de Beneficios presenta una descripción breve de los beneficios generalmente disponibles para los empleados jornaleros elegibles para beneficios de las unidades de Comidas, Hospitalidad y Servicios de Instalaciones, Corporativo u otros grupos domésticos participantes de ARAMARK.*

Importante: Su elegibilidad para beneficios depende del Programa de Cobertura (SOC) en vigor en su sitio, su condición de elegibilidad y el lugar donde usted vive y/o trabaja. No todos los planes aquí descritos se ofrecen en cada sitio.

Los beneficios de empleados determinados por un convenio colectivo de trabajo en vigor en el sitio, varían de un sitio a otro. Cualquier pregunta relativa a los empleados cubiertos bajo un convenio colectivo de trabajo debe dirigirse a su gerente local.

* Su *Captura Instantánea de Inscripción de Beneficios*, que se encuentra en su Paquete de Inscripción, y el Sitio Web de Inscripción de Beneficios especificarán los planes de salud y bienestar en los cuales usted puede inscribirse, su costo para la cobertura y cualquier prima adicional que puede aplicarse (por ejemplo, Crédito para las Pruebas de Salud/Evaluación de la Salud, crédito para No Fumadores y Prima del Cónyuge que Trabaja). Salvo que se indique de otro modo, los planes generalmente requieren inscripción. Para más información sobre elegibilidad, inscripción y aportaciones requeridas, comuníquese con Servicios de Beneficios al 1-800-729-5432, opción 4, o visite www.mybenefits.aramark.com.



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SALUD Y BIENESTAR

Planes Médicos

ARAMARK ofrece una selección de planes para satisfacer una variedad de necesidades de salud y de presupuestos. Los beneficios están sujetos a un deducible anual, salvo que se indique de otro modo.

	Consumer Choice Plus*	Point-of-Service Plus*	HMO (Aetna)**	Option H Plus*
Deducible (varía según el salario anual y el número de personas cubiertas)	<ul style="list-style-type: none"> ▪ \$1,300 – \$1,800 Individual ▪ \$3,250 – \$4,500 Familiar 	<ul style="list-style-type: none"> ▪ \$300 – \$500 Individual ▪ \$750 – \$1,250 Familiar 	N/A	<ul style="list-style-type: none"> ▪ \$550 Individual ▪ \$1,250 Familiar
Cuenta Personal Financiada por la Compañía (anual)***	<ul style="list-style-type: none"> ▪ Empleado solamente: \$500 ▪ Empleado + cónyuge / pareja doméstica : \$1,000 ▪ Empleado + hijo(s): \$1,000 ▪ Empleado + familia: \$1,500 	N/A	N/A	N/A
Exámenes y Pruebas Preventivas (cuidado de bebé sano, mamografías, pruebas Pap, inmunizaciones, etc.)	100% (sin deducible ni copagos)	100% (sin deducible ni copagos)	100% (sin copagos)	100% (sin deducible ni copagos)
Visitas a Consultorios (por enfermedad/ lesión) (el plan paga/ usted paga)	80%/20%	<ul style="list-style-type: none"> ▪ El plan paga 100% después de \$20 de copago (atención primaria) ▪ El plan paga 100% después de \$30 de copago (atención de especialista) ▪ No se requiere deducible 	<ul style="list-style-type: none"> ▪ El plan paga 100% después de \$20 de copago (atención primaria) ▪ El plan paga 100% después de \$30 de copago (atención de especialista) 	<ul style="list-style-type: none"> ▪ El plan paga 100% después de \$15 de copago (atención primaria) ▪ El plan paga 100% después de \$30 de copago (atención de especialista) ▪ No se requiere deducible
Análisis, Pruebas de Laboratorio (el plan paga/ usted paga)	80%/20%	80%/20%	80%/20%	75%/25%
Hospitalización (el plan paga/ usted paga)	80%/20%	80%/20%	80%/20%	75%/25%
Cirugía (el plan paga/ usted paga)	80%/20%	80%/20%	80%/20%	75%/25%
Máximo de Bolsillo Anual	<ul style="list-style-type: none"> ▪ \$5,000/persona ▪ \$15,000/familiar 	<ul style="list-style-type: none"> ▪ \$3,500/persona ▪ \$10,500/familiar 	<ul style="list-style-type: none"> ▪ \$5,000/persona ▪ \$14,250/familiar 	<ul style="list-style-type: none"> ▪ \$5,000/persona ▪ \$10,000/familiar
Máximo de Beneficio Médico (por persons)	Beneficios ilimitados de por vida	Beneficios ilimitados de por vida	Beneficios ilimitados de por vida	\$2,000,000 por año calendario
Cobertura Fuera de la Red	Sí*	Sí*	No	Sí*

* Donde sea aplicable, los niveles de cobertura mostrados suponen el uso de proveedores de atención médica participantes de la red. La cobertura generalmente se reduce para la atención fuera de la red; la atención preventiva fuera de la red no está cubierta. Para más detalles, vea la Guía de Inscripción en www.mybenefits.aramark.com.

** Los HMO de Aetna siguen un programa de beneficios estándar. A través del país se ofrecen otros HMO que pueden tener beneficios diferentes a los enumerados aquí.

*** El saldo se transfiere cada año si no se ha agotado.

Cobertura de Medicamentos de Receta

No se requiere deducible.

Tipo de Medicamento	Copago Mínimo en Farmacia*	Copago Máximo en Farmacia*	Copago de Pedidos por Correo**
	Suministro de hasta 30 días		Suministro de hasta 90 días
Genérico	\$15	\$25	\$40
De marca, farmacopea	\$30	\$45	\$60
De marca, no farmacopea	\$50	\$70	\$115

* Usted paga el 20% del costo, sujeto a los mínimos y máximos mostrados.

** Hay en vigor un programa obligatorio de entrega en el hogar para los medicamentos de mantenimiento.

Para más información sobre la cobertura médica y de medicamentos de receta, llame a:

- Aetna al 1-800-996-5624 o vaya a www.aetna.com
- Cigna al 1-800-Cigna24 o vaya a www.cigna.com
- UnitedHealthcare al 1-800-842-6563 o vaya a www.myuhc.com
- Express Scripts al 1-800-538-8090 o vaya a www.express-scripts.com



Plan Dental

Característica del Plan	Cantidad*
Deducible	\$25/persona
Servicios de diagnósticos y preventivos (sin deducible)	El plan paga 100%
Servicios básicos (el plan paga/usted paga)	80%/20%
Servicios mayores (el plan paga/usted paga)	50%/50%
Cirugía bucal (el plan paga/usted paga)	80%/20%
Endodoncia (el plan paga/usted paga)	80%/20%
Periodoncia (el plan paga/usted paga)	80%/20%
Prostodoncia (el plan paga/usted paga)	50%/50%
Ortodoncia (el plan paga/usted paga)	50%/50% (\$2,500 máximo de por vida/persona)
Beneficio Máximo Anual	\$1,800/persona
Cobertura Fuera de la Red	Sí*

* Los niveles de cobertura mostrados suponen el uso de dentistas participantes de la red Delta Dental. La cobertura se reduce para la atención fuera de la red. Para más detalles, vea la Guía de Inscripción en www.mybenefits.aramark.com.

Para más información, llame a Delta Dental al 1-800-932-0783 o vaya a www.deltadentalins.com.

Nota: No se emiten tarjetas de identificación para el Plan Dental. El número del grupo es 2497.

Planes de la Visión

Plan VSP

- No hay deducible
- Exámenes anuales de la vista: Usted paga un copago de \$10 con proveedores VSP participantes.
- Asignaciones anuales de dinero para lentes regulares o lentes de contacto
- Descuentos en opciones de lentes adicionales y corrección láserica de la vista

Nota: No se emiten tarjetas de identificación para el Plan de la Visión. El número del grupo es 12221565.

Plan de Descuento VSP

- No se requiere inscripción
- Descuentos en exámenes de la vista, lentes regulares, lentes de contacto y corrección láserica de la vista

Para detalles de los Planes de la Visión, vea la Guía de Inscripción en www.mybenefits.aramark.com, llame a VSP al 1-800-877-7195 o visite www.vsp.com.

Nota: No se emiten tarjetas de identificación para el Plan de Descuento VSP. El número del grupo es 12313941.



Programas de Salud y Bienestar

Programas y servicios gratis confidenciales para participantes de Planes Médicos.*

Estos planes son coordinados a través de **ActiveHealth Management**, una compañía independiente de administración de salud.

- **Línea de Enfermería 24/7:** Respuestas de enfermeros registrados a sus preguntas de salud
- **Programa Healthy Steps:** Apoyo individual de un enfermero administrador de la atención personal para enfermedades y afecciones crónicas
- **Pruebas de Salud/ Evaluación de la Salud:** Pruebas para usted y su cónyuge/pareja doméstica que le pueden decir si tiene riesgo elevado de enfermedad del corazón, diabetes o apoplejía. Entre los resultados en su Evaluación de la Salud en línea para ahorrar en sus primas médicas.
- **My ActiveHealth:** Un sitio único de almacenamiento en línea de su información de salud, historial de tratamientos médicos y contactos de proveedores
- **Consideraciones de la Atención:** Alertas sobre brechas potenciales en la atención y problemas para examinar con su médico

- **Control del Peso:** Apoyo de enfermeros, dietéticos y expertos en acondicionamiento físico para las personas cuyo peso presenta riesgos a la salud

Para más información, llame a **ActiveHealth Management** al **1-888-227-6191**.

ARAMARK se asocia con la Sociedad Americana del Cáncer para ayudarle a abandonar el hábito:

- **Programa para Dejar de Fumar:*** Apoyo confidencial para ayudarle a dejar de fumar y productos de ayuda (p. ej., parches, chicles, pastillas) y medicamentos de receta gratis para dejar de fumar

Para más información, llame al **Programa Quit for Life®** de la **Sociedad Americana del Cáncer** al **1-866-QUIT-4-LIFE** o visite www.quitnow.net/ARAMARKCorporation.

Para averiguar más, visite la Revista electrónica de los Programas de Salud y Bienestar bajo "A Healthier You" en www.mybenefits.aramark.com.

* Los Programas ActiveHealth Management están disponibles para los empleados y dependientes inscritos en un Plan Médico o HMO de ARAMARK administrado por Aetna, Cigna o UnitedHealthcare. El Programa para Dejar de Fumar está disponible para los empleados y cónyuges/parejas domésticas inscritos en cualquier Plan Médico o HMO de ARAMARK.

Cuenta de Gastos Flexible (FSA)

Una FSA de Atención Médica le permite separar dólares antes de impuestos (depósito mínimo de \$50 hasta \$2,000 máximo por año) para pagar por gastos calificados.

Para más información, comuníquese con UnitedHealthcare al 1-800-331-0480 o vaya a www.myuhc.com.

VIDA Y DISCAPACIDAD

Seguro de Vida y Accidentes

ARAMARK ofrece las siguientes coberturas pagadas por la compañía:

- Seguro de Vida Básico para el Empleado
- Seguro de Muerte y Desmembración Accidentales (AD&D) Básico para el Empleado
 - ▷ AD&D para cónyuge/pareja doméstica – 50% del importe del empleado
 - ▷ AD&D para hijos dependientes – 10% del importe del empleado

La cobertura es automática si se ofrece en su sitio de trabajo. Vea a su gerente para averiguar la cantidad de cobertura vigente en su sitio de trabajo.

Para más información sobre el Seguro de Vida y Accidentes, llame a Servicios de Beneficios al 1-800-729-5432, opción 4.

Cobertura de Discapacidad

La Discapacidad de Corto Plazo paga el 60% de su sueldo básico semanal después de siete días calendarios consecutivos de discapacidad médicamente certificada debido a una enfermedad o lesión no relacionada con el trabajo. Los beneficios se pagan hasta un máximo de 26 semanas (incluyendo el período de espera de siete días) siempre que se le certifique médicamente como discapacitado. Si usted queda discapacitado durante los primeros 12 meses de cobertura y ha recibido tratamiento en el período de 3 meses antes de que comenzara su cobertura, no hay ningún beneficio pagadero por la duración de la discapacidad que surja de dicha afección.

Para más información sobre la Cobertura de Discapacidad, llame a UNUM al 1-888-637-9432.

BENEFICIOS DE JUBILACIÓN

Plan de Jubilación 401(k) de Jornaleros

- Después de completar un año de servicio, usted puede aportar del 1% al 25% de su sueldo elegible antes de impuestos.
- Se le ofrece una amplia variedad de fondos de inversión.
- Cualquier ganancia crece libre de impuestos mientras se quede en el plan.

Para más información sobre el Plan 401(k) de Jornaleros o para inscribirse, llame a Fidelity Investment Services al 1-877-236-9472 o vaya a www.401k.com.

BENEFICIOS VOLUNTARIOS

Usted puede participar en los siguientes beneficios voluntarios a tarifas descontadas o de grupo (donde sea aplicable) a través de Marsh PersonalPlans:

- Seguro de auto, vivienda, arrendatarios, motocicletas y embarcaciones
- Seguro médico limitado*
- Seguro de discapacidad*
- Seguro de cuidados de largo plazo
- Seguro de vida

* No disponible si usted está inscrito en un Plan Médico o de Discapacidad de ARAMARK

Para más información, llame al 1-800-642-5746 o vaya a www.personal-plans.com/aramark. Para Seguro Médico Limitado, llame a Cigna al 1-800-220-3635 o visite www.starbridge.com/info/aramark.

Para Programas de Hipotecas Residenciales, llame a Wells Fargo al 1-800-553-9988 o visite www.employeemortgage.com/loans/aramark1559.

PROGRAMA DE ASISTENCIA A EMPLEADOS (EAP)

Usted es elegible automáticamente para consejería profesional 24/7, información, referencias y servicios de apoyo administrados a través de Cigna Behavioral Health:

- Asistencia para adopción
- Depresión
- Trastornos del estado de ánimo
- Equilibrio entre trabajo y vida personal
- Trastornos alimenticios
- Salud prenatal
- Servicios de cuidado de niños y adultos mayores
- Planificación financiera
- Problemas de relaciones
- Ayuda financiera para universidad
- Apoyo de robo de identidad
- Problemas de gastos
- Comunicación con la familia
- Asuntos legales
- Estrés
- Salud mental y abuso de sustancias
- Abuso de sustancias

Para ayuda, llame al 1-888-636-6717, en cualquier momento del día o la noche, o vaya a www.cignabehavioral.com y use "aramark" como Identificación de Empleador.

BENEFICIO COMMUTER CONNECTION

Ahorre hasta el 40% pagando sus gastos de transporte público y/o de estacionamiento a través de deducciones de nómina antes de impuestos.

- Autobús, tren, tranvía, trolebús, metro, transbordador o taxi acuático
- Colectivo
- Estacionamiento en o cerca del trabajo o cerca del transporte público

Para más información o para inscribirse, llame a WageWorks al 1-877-924-3967 o visite www.wageworks.com.



EXTRAS

Asistencia de Educación

Programa de Becas

Los hijos de los empleados pueden solicitar una beca renovable de \$1,000 para el pago de matrícula de cualquier colegio universitario de 2 o 4 años o escuela técnica. Anualmente se otorgan 25 becas.

Donaciones Equivalentes

ARAMARK iguala la donación que usted haga a universidades u otras organizaciones sin fines de lucro.

Llame a su Representante de Recursos Humanos para información sobre los programas descritos arriba.

Programa de Premios de Servicio

ARAMARK le honra con un regalo en cada aniversario importante.

Para más información, llame a Servicios de Beneficios al 1-800-729-5432, opción 4.

Descuentos Working Advantage

Usted puede recibir descuentos sobre una variedad de productos y servicios, tales como:

- Parques de diversiones
- Teléfonos celulares
- Ropa y accesorios
- Computadoras
- Certificados de regalo
- Productos de salud y belleza
- Artículos para el hogar y el jardín
- Habitaciones de hotel
- Entradas a cines
- Museos
- Restaurantes
- Boletos para esquí
- Eventos deportivos
- Teatro
- Paquetes de viajes
- Zoológicos y acuarios

Llame al 1-800-565-3712 o vaya a www.workingadvantage.com/aramark y use la Identificación de Miembro de la Compañía #168182568 para inscribirse.

ePay

La mayoría de los empleados de ARAMARK reciben su sueldo electrónicamente, seleccionando el Depósito Directo o la tarjeta Paycard.

Depósito Directo: Su sueldo se transfiere convenientemente a su cuenta corriente o de ahorros en su institución financiera.

Paycard: Con la opción Paycard, usted no necesita una cuenta bancaria. Su sueldo se deposita en su tarjeta de débito de Chase.

Llame a Servicios de Pagos al 1-800-729-5432, opción 1, o vaya a www.aramark.net y haga clic en "Payment Services," después "Payroll," después "ePay."

Banca Preferida

Use el Depósito Directo con bancos asociados y reciba servicios preferidos*, tales como:

- Cuenta corriente gratis
- Tasas preferidas de hipotecas y préstamos
- Exención de honorarios de generación de préstamos
- Cargos de interés reducidos en saldos de tarjetas de crédito
- Exención de honorarios anuales

*Los servicios varían por banco.

Título del Programa	Contacto
Bank of America Direct Benefits	1-800-622-8731, www.bankofamerica.com/directbenefits
Chase at Work	1-866-612-3366, www.chaseatwork.com
PNC Workplace Banking	1-888-PNC-BANK, www.pncbank.com/wpb
Wells Fargo at Work	1-800-869-3557, www.wellsfargo.com/checking/at-work/welcome

Asistencia de Viaje Internacional

ARAMARK ofrece estos servicios cuando usted está de viaje a más de 100 millas de distancia de su hogar. Estos servicios también pueden ayudarle a obtener atención médica cuando usted está fuera de Estados Unidos.

Los servicios, disponibles 24/7, incluyen:

- Consejos previos al viaje, tales como requisitos de vacunación y alertas de salud
- Referencias a proveedores médicos y dentales que hablan inglés
- Evacuación de emergencia a instalaciones médicas (si la atención adecuada no está disponible localmente)
- Garantías de gastos médicos en emergencias
- Envío de medicamentos de receta
- Asistencia legal
- Traducciones telefónicas de emergencia

En caso de emergencia, comuníquese con el Centro Internacional SOS de 24 horas más cercano:*

- **Dentro de Estados Unidos**, llame al 1-800-523-6586
- **Desde México o Centro o Sudamérica**, llame al 1-215-942-8226
- **Desde Europa, el CIS, África o el Mediano Oriente**, llame al 44-20-8762-8008
- **Desde Asia, Australia o la Margen del Pacífico**, llame al 65-6338-7800

*Llame al cobro donde esté disponible.

Visite www.internationalsos.com y entre 11BCPA000237 como su número de membresía.



Programa de Descuentos Corporativos

Aproveche valiosos descuentos a través de asociados de ARAMARK sobre vehículos, equipos electrónicos, programas de aprendizaje y más.

<p>Apple (precios especiales en los productos de Apple, envío gratis para los pedidos superiores a \$50 y grabado gratis en los nuevos iPod e iPad)</p>	<p>1-877-377-6362 o http://store.apple.com/us/go/epstore/aramark</p>
<p>Centros de Conferencia ARAMARK (con descuentos para las vacaciones y viajes de placer)</p>	<p>www.aramark.net/acc</p>
<p>Parques y Destinos de ARAMARK (\$59 por noche para alojamiento y descuento de 25% sobre las actividades, para empleados; \$99 por noche para alojamiento y descuento de 10% sobre las actividades, para amistades y familias)</p>	<p>www.aramarkparksanddestinations.com/employeeediscounts</p>
<p>Avis Car Rental (Leisure Pass ofrece tarifas especializadas y servicios personalizados que ahorran tiempo)</p>	<p>www.avis.com/AvisWeb/html/bridge/go.ex?A487100 (use A487190 como su Código de Descuento)</p>
<p>Brenthaven (descuentos sobre estuches para computadoras, bolsas u mochilas)</p>	<p>www.brenthaven.com/aramark_corp</p>
<p>Budget Truck Rental (15% de descuento en alquiler de camiones)</p>	<p>1-800-566-8422 o www.budgettruck.com/aramark (use 56000126121 como su código de descuento de empleado)</p>
<p>Chrysler (descuentos en la compra de vehículos)</p>	<p>1-888-444-4321 o www.chrysleraffiliates.com (use S74200 como su Código de Compañía)</p>
<p>Dell (computadoras de escritorio y portátiles)</p>	<p>1-800-695-8133 o www.dell.com/aramark (use GS13375974 como su ID de Miembro)</p>
<p>1-800-Flowers (15% de descuento)</p>	<p>www.1800flowers.com/aramark</p>
<p>Ford Motor Company (descuentos en la compra de vehículos)</p>	<p>1-877-294-7554 o www.fordpartner.com (use XC232 como su Código de Socio)</p>
<p>Franklin Covey (descuentos sobre talleres y programas en línea para mejorar la eficacia y destrezas de liderazgo)</p>	<p>1-800-236-5285 o www.franklincovey.com/online_learning_reg/?url=aramark</p>
<p>General Motors (descuentos en la compra de vehículos)</p>	<p>1-800-235-4646 o www.gmsupplierdiscount.com/ip-gmsupplier/ (use 847107 como su Código de Compañía)</p>
<p>Hewlett Packard (computadoras portátiles, de bolsillo, televisores, cámaras digitales, impresores)</p>	<p>1-866-433-2018 o www.hpshopping.com/epp (use 1434 como su Código de Compañía)</p>
<p>Lenovo (computadoras de escritorio y portátiles)</p>	<p>1-800-426-7235, ext. 5156 o www.lenovo.com/shop/deals/5156</p>
<p>Sprint PCS–Personal Liable (descuentos en teléfonos celulares Sprint y Nextel) Estos teléfonos no son parte de la Cuenta Consolidada de ARAMARK.</p>	<p>1-866-639-8354 o www.sprint.com/aramark</p>
<p>Verizon Wireless–Personal Liable (descuentos en teléfonos celulares) Estos teléfonos no son parte de la Cuenta Consolidada de ARAMARK.</p>	<p>1-877-810-1380 o http://solutions.vzwshop.com/b2e/ne/aramark/</p>
<p>ViewSonic Store (pantallas LCD, televisores LCD y accesorios)</p>	<p>http://store.viewsonic.com/partner/aramark</p>

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It is the policy of ARAMARK and its affiliated companies to provide equal employment opportunity to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or disabled veteran or Vietnam-era veteran status.

This booklet includes certain key features of ARAMARK's benefit programs. It does not, however, cover every detail included in the plan documents or other contracts that govern the plans. Every attempt has been made to ensure the accuracy of the information in this booklet. If there is any discrepancy between the contents of this material and the official plan documents and contracts, the plan documents and contracts will govern. ARAMARK reserves the right to change, amend, or terminate its plans at any time for any reason.

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Retirement Plan

HOURLY 401 (K) PLAN HIGHLIGHTS *(as of March 28, 2013)*

All Non-Union Hourly Employees

Eligible Employees ARAMARK hourly employees are immediately eligible to participate

Employee Contributions Employees can elect to contribute from 1 percent to 25 percent of Eligible Earnings* up to the IRS dollar cap:
- \$16,500 in 2013, plus
- \$5,500 Catch-Up for participants age 50 and over

* Eligible Earnings include base salary overtime, commissions, shift differentials, pay allowances, and paid time off for holidays, vacation, and sick leave but exclude bonuses, deferred compensation, and fringe or welfare benefits.

Company Contributions MatchUp to Vesting Company Matching Contributions—50 percent up to the first 6 percent

Full Years of Service Contributions	Vested Percentage of Company
1 year	10%
2 years	20%
3 years	40%
4 years	60%
5 years	80%
6 years	100%

Investment Options Participants may direct the investment of their contributions and the Company's matching contributions among the Plan's Investment options.

If no investment election is made, contributions will be invested in the target date retirement fund that most closely corresponds to the year in which the participant will reach age 65.

Loans

Participants may have up to one outstanding loan.

Withdrawals

Participants may withdraw funds from their accounts before leaving the Company provided they meet IRS requirements:

- Prior to age 50 1/2, withdrawals are permitted for reasons of financial hardship
- After age 50 1/2, available upon request

Payment Options

After leaving the Company, participants can elect:

- Lump sum distribution
- Rollover to another company's retirement plan or IRA
- Defer payment until age 70 1/2 if account balance is greater than \$1,000

Employee Transition Plan

HOURLY EMPLOYEE TRANSITION PLAN

At ARAMARK Education, we understand the importance of a seamless transition —change is not always easy. ARAMARK is an expert at leading change and successful transitions. This is a partnership and that partnership begins with a collaborative, flexible and focused transition plan. We will tailor a step-by-step plan to minimize disruptions for your students and staff. Critical components of our labor transition include: our expert transition team, collaborative communication plan, employee hiring and integration plan, and onboarding plans and activities.

Engaging employees from the start is integral to a successful transition. We work together to support communication to the staff and community and the reasons for the change, the value of those changes and any individual personal impact. We have found that teachers, parents, principles and students like and want consistency in the faces that they see day to day and not strangers in their schools. We don't want to disrupt the program we want a smooth transition. To that end, ARAMARK is committed to retaining the staff contingent upon passing pre-employment processes of criminal background checks, fingerprinting and drug screening. We partner to build a unified team such that all who participate in the transition feel valued, wanted, and welcome.

We will work with your District to ensure that we address the most immediate needs of the transitioning staff and will also outline our ongoing commitment to communication to the team. Immediately following the awarding of the contract we will meet with the client to review the transition plan, gather feedback and make adjustments as needed. This collaborative approach to ongoing communication ensures that both ARAMARK and the school district are in alignment, understanding of priorities, celebration of successes, and status of overall team results.



Our detailed Onboarding Program reinforces the changeover for employees. The ARAMARK Education Regional Management and Human Resources Teams meet with all employees to introduce them to ARAMARK Education. We discuss the transition, share our vision for the District, and answer employee questions. We strive for open communication and demonstrate our respect for each employee. With more than 60 years of experience, we have a proven track record of helping current employees transition smoothly to the ARAMARK payroll and benefits system. We have always demonstrated our appreciation and value of our front line associates. Our first meeting with transitioning employees addresses wages, benefits, school assignments, training, and more. We provide each employee with the knowledge and skills to become productive and ultimately provide results. We offer many innovative training and development programs.

Our team will provide:

- Group and individual employee meetings to educate them on ARAMARK and answer questions they have
- A hiring process to ensure that all pre-employment checks are conducted and paperwork is completed
- Payroll and benefits set up
- Coordination of onboarding, new hire training and ongoing training and development

TRANSITION MANAGEMENT TOOL

To help manage the change we use a detailed planning tool that creates a specific timeline and approach to include the multiple milestones and priorities. This plan is based on our years of experience successfully managing and transitioning employees (actual plan follows this page). The plan is discussed with the client and necessary functions within the clients' organization for alignment, transparency and additional customization that may be required based on the account priorities.

Volusia County Schools

Status Report

STATUS KEY		
● Planned	● Behind	✓ Complete

STATUS	MILESTONES	2013					Responsible	Notes
		MAY	JUNE	JULY	AUG	SEPT		
	Pre-Hire Process							
	PEOPLE STRATEGY							
	Comprehensive People Strategy - Communication, Sourcing; Recruitment; Onboarding; Training	Planned					Operations Team/HR team Project Team	Salaried and Hourly Recruitment Strategy. Identify hiring needs by position, hourly, salaried, wages
	COMMUNICATION STRATEGY							
	Immediately following contract award HRD to meet with VCS & District HR to review people strategy & transition plan	Planned					HRD	Meeting March 15th
	a.) Gain insight and feedback	Planned					HRD	
	b.) Coordinate Fingerprinting process	Planned					HRD	
	c.) Establish ongoing communication protocols	Planned					HRD	
	Presentation to Employees following Board award of contract	Planned					HRD, RVP, VPO, HR Team support	Board Meeting May 14th - meetings May 15th - May 18th; Coordinate presentation - roles and talking points; Plan to hand out employee packets with job descriptions, applications, new hire paperwork
	a. Prepare candidate packet/contingent offer process - job description, application, fingerprinting, background, drug screen	Planned					HRD, RVP, VPO, HR Team support	Schedule for follow up
	b. Offer Packet Paperwork completed	Planned					HR TEAM	
	c. Paperwork reviewed and filed	Planned					HR TEAM	
	d. Contingent Offer letters given to candidates. Letter to contain dates and needed materials for new hire paperwork	Planned					HR TEAM	
	e. Complete Mass Hire form or input into HCMS	Planned					HR TEAM	
	f. Complete Applicant Tracking Form	Planned					HR TEAM	
	SOURCING & RECRUITING STRATEGY							
	Identify workforce dimensions	Planned					OpX/HR TEAM	HR and Operations to review and Finalize
	a.) Review Total # of Positions and Org Structure	Planned					OpX/HR TEAM	
	b.) Determine Position Classifications/Titles (Salaried/Hourly/SNE) and associated job codes & descriptions	Planned					OpX/HR TEAM	
	c.) Determine Work Schedules	Planned					OpX/HR TEAM	
	Validate workforce dimensions against RFP/Proposal & District employee listing	Planned					OpX/Region HR TEAM	
	HOURLY RECRUITING PROCESS							
	Create all Hourly recruiting event resources/materials	Planned					Operations Team/HR team Project Team	
	Develop Interview Questions/Rating forms by position for External Interviews	Planned					Operations Team/HR team Project Team	Collect Facilities questions from FLM;existing questions. Partner with ADM/DM to finalize
	Develop external communications - Job Fair marketing (Ad)	Planned					HR TEAM	On Site Interviews
	Identify and Secure all dates/locations for external Job Fair - if needed	Planned					Operations Team/HR team Project Team	FLM to secure location and communicate dates
	Identify local external community sources. Develop plan to ensure postings of positions, etc with these organizations	Planned					Operations Team/HR team Project Team	Contact local community agencies for partnership
	Advertise additional hourly positions - if needed	Planned					HR TEAM	

Volusia County Schools

Status Report

● Planned
 ● Behind
 ✔ Complete

STATUS	MILESTONES	2013					Responsible	Notes	
		MAY	JUNE	JULY	AUG	SEPT			
	a.) Suggestions: Local Newspapers; Diversity papers and web sites(Monster, Simply Hire, Indeed.com); Craig's List; Workforce Florida; Community Agencies; smaller target newspapers and web sites; AAP Outreach agencies							HR TEAM	
	Develop f/u Letter to send with posting for community organizations							HR TEAM	
	HOURLY CAREER FAIR (if needed)								
	Develop Job Fair process (interviewers, logistics, sep up,etc). Determine process flow for event.							HR TEAM	
	Develop People Resources Matrix - Identify Event Support Resources							HR TEAM	Reach out to HR LOB team for support. Align support team to conduct Interviews with HR Team
	Create Event Support Materials							HR TEAM	FAQs - Employees (process for externals); overview of hourly positions available (including job responsibilities, schedules, skills needed etc.)
	Secure corporate marketing material/props - Brand							HR TEAM	Benefit overview, Diversity. Banners, table tops, videos . Contact HRSS this
	Manage pre-employment process for drug, background and fingerprinting							HR TEAM	Work with VCS for process on fingerprinting, background and drug screening
	Prepare and manage all application paperwork (English, Spanish), process and organization							HR TEAM	Determine costs, shipping , production, filing, etc
	Order Give- aways, trinkets							HR TEAM	ARAMARK pens
	Hourly Recruiting/Offer Process								
	Conduct interviews with external candidates							Operations Team/HR team Project Team	
	Assess positions and available candidates, make offers							Operations Team/HR team Project Team	
	Contingent Offer letters prepared and sent to candidates. Letter to contain dates and needed materials for new hire paperwork							HR TEAM	
	Manage contingent offer process for all positions							HR TEAM	HRSS to prepare and send offer packets track and communicate results
	a. Manage pre-employment process for drug, background and fingerprinting							HR TEAM	
	1.) Input Background into Truescreen							HR TEAM	
	2.) Receive and/or adjudicate background check in Truescreen							HR TEAM	
	b. Complete Mass Hire form or input into PeopleCenter							HR TEAM	
	c. Complete Applicant Tracking Form							HR TEAM	
	HOURLY HIRING PROCESS								
	Welcome Presentation							HR TEAM	
	New Hire Packets prepared and completed							HR TEAM	
	New Hire paperwork session requirements, etc							HR TEAM	
	I9 completion							HR TEAM	
	Handbook review							HR TEAM	
	SALARIED RECRUITING								
	Source external candidates Application and interview process communicated							TA	
	Advertise management positions in-house and outside							TA	
	Conduct interviews and select final candidates							DM/HRD	
	ON BOARDING								
	Orientation							HR and OPS TEAM	

Volusia County Schools

Status Report

● Planned
 ● Behind
 ✔ Complete

STATUS	MILESTONES	2013												Responsible	Notes	
		MAY	JUNE	JULY	AUG	SEPT										
	a.) Welcome Presentation *Welcome - Client and Operator														HR and OPS TEAM	
	b.) ARAMARK Overview														HR and OPS TEAM	
	c.) HR Training - Handbook Review														HR and OPS TEAM	
	d.) Customer Service Training														HR and OPS TEAM	
	e.) Flourish Our Promise														HR and OPS TEAM	
	f.) Blood borne pathogen training														HR and OPS TEAM	
	g.) Microfiber and Dry Cleaning - Overview														HR and OPS TEAM	
	h.) Break Outs - I9; Uniforms, Benefits														HR and OPS TEAM	
	i.) Q & A														HR and OPS TEAM	
	ON BOARDING														HR and OPS TEAM	
	a.) Welcome and building assignment														HR and OPS TEAM	
	b.) Meet with Lead/FBMS/and Manager														HR and OPS TEAM	
	c.) Review schedules; assignments														HR and OPS TEAM	
	d.) Review expectations														HR and OPS TEAM	
	Managers & Supervisors to Leadership training														HRM	
	Implement new Site-Based Operational Standards														Ops Team & HR	
	MISC HR RESPONSIBILITIES															
	Handbook template sent to HRD														HRM	
	Required Posters ordered														HRM	
	HR postings, hotline, handbook preparation														HRM	
	Enter employees into HCMS														HRM	



POLICIES AND TRAINING

9.B.1

OUR Promise is ARAMARK Education's commitment to employees to provide:

- A clear understanding of their roles
- A respectful and engaging work environment
- Familiarity with resources that will facilitate learning and growth
- Recognition for a job well done

Through our Flourish pillars of Job, Team, Growth, and Pride, ARAMARK Education will seek to fulfill our promise at School District of Volusia County to improve service levels, student and staff satisfaction, and employee retention.



We want every team member to understand his or her role and how it fits into the larger picture of student and district success. This clarity enables employees to meet their objectives.



We develop diverse team environments that foster respect, transparency, and two-way feedback to create a culture where everyone is an engaged member, continually improving performance and providing the highest level of service.



Training and development programs enhance skill sets and promote short- and long-term career growth, including leadership opportunities. We seek to create opportunities for employees to learn and grow in their current roles while creating foundations for career growth.



Individual and team recognition and rewards for achievement, sharing expertise, and delivering outstanding service to our clients reinforce employees' personal value.



Recruitment, Transition, Orientation, and Performance Management



OUR Job is to ensure all employees are connected to student growth and achievement, which requires:

- Attracting and selecting the best talent
- Pre-employment screening processes
- A smooth transition process
- Orientation and onboarding
- Clarity of role and accountabilities

RECRUITMENT

Our recruitment and staffing processes deliver a cost-effective, world-class candidate experience while branding ARAMARK as an employer of choice. The team uses innovative search capabilities and technology, combined with our leadership competency framework, to employ the right people. We help current employees advance to new positions through succession planning and internal job postings. ARAMARK also encourages employee referrals to fill management and non-management positions with referral bonuses ranging from \$500 to \$5,000.

RECRUITING SOURCES INCLUDE:

- Internal job postings on aramark.net
- Colleges and universities via ARAMARK College Relations
- Historically black colleges and universities via ARAMARK College Relations
- Networking—cold calling
- Internet—niche sites and major job boards—back-end web sourcing, including Monster, CareerBuilder, and industry-specific job boards
- Military training assistance program (TAP)
- Career fairs
- Specialized media advertising
- Newsletters
- Community organizations
- External career website on aramark.com

ARAMARK uses the latest technology to select the best candidates for your District. Since 2003, we've partnered with Taleo to provide our Applicant Tracking System solution, which is used company-wide.

BusinessWeek

**• BEST •
PLACES TO LAUNCH
A CAREER**

ARAMARK Education fills salaried positions in less than 30 days.

ACQUIRING DIVERSE TALENT

We continuously develop a pool of diverse candidates at all levels of employment. The range of opportunities for skills development and career enhancement positions ARAMARK as a company where the best people want to work. We promote a culture of inclusion that welcomes employees from different backgrounds and beliefs and ensures they feel highly valued.

We use multiple strategies to hire employees who reflect the unique demographics of our client districts.

Nearly 60 percent of salaried positions are filled internally providing career growth to existing employees.

ON SITE SOURCING & RECRUITING STRATEGY

As part of our ongoing commitment to meeting the needs of the District we will maintain appropriate staffing levels based on continued review of workforce dimensions and the organization structure. With an on-site human resources manager, we will create a proactive sourcing and recruiting approach that will include outreach through local media, community resources and Workforce Florida. In addition, we have found success in holding Job Fairs that are geared towards filling numerous vacancies.

ARAMARK COLLEGE RELATIONS

ARAMARK College Relations partners with:

- Colleges and universities across the country
- Historically and predominantly black colleges and universities, including Virginia State, North Carolina Central University, and University of Maryland–Eastern Shore. We also partner with the National Society of Minorities in Hospitality, a professional organization for minority hospitality students, which has also been an additional feeder of African American student hires
- Hispanic-serving institutions, including University of Houston, New Mexico State University, and San Diego State University, as well as the National Society of Minorities in Hospitality and the Hispanic Association of Colleges and Universities
- Communities to provide opportunities for high school students through the ARAMARK Career Training (ACT) Program



MANAGEMENT SELECTION RESOURCES AND TOOLS

Our commitment to School District of Volusia County is to provide an uninterrupted source of management personnel with the skill sets that make a difference in your facility's operations.

- The hiring process begins with an initial interview and survey that screens for work history, management style, dependability, cultural fit, work values, job stability, customer service orientation, honesty, motivational fit, compensation, education, and technical skills.
- We also use behavioral interviewing tools because we think past behavior is the best indicator of future performance.
- We focus on past performance using our leadership competency model.
- Potential candidates participate in multiple interviews before a hiring decision is made.

PEOPLE TRANSITION

With more than 60 years of experience, we have a proven track record of smoothly transitioning employees to the ARAMARK payroll and benefits systems. This success has been accomplished through a customized plan that ensures all employee concerns and questions are addressed.

We have organized the numerous tasks and activities into a well-defined process, with defined roles and responsibilities, and supported with effective tools.

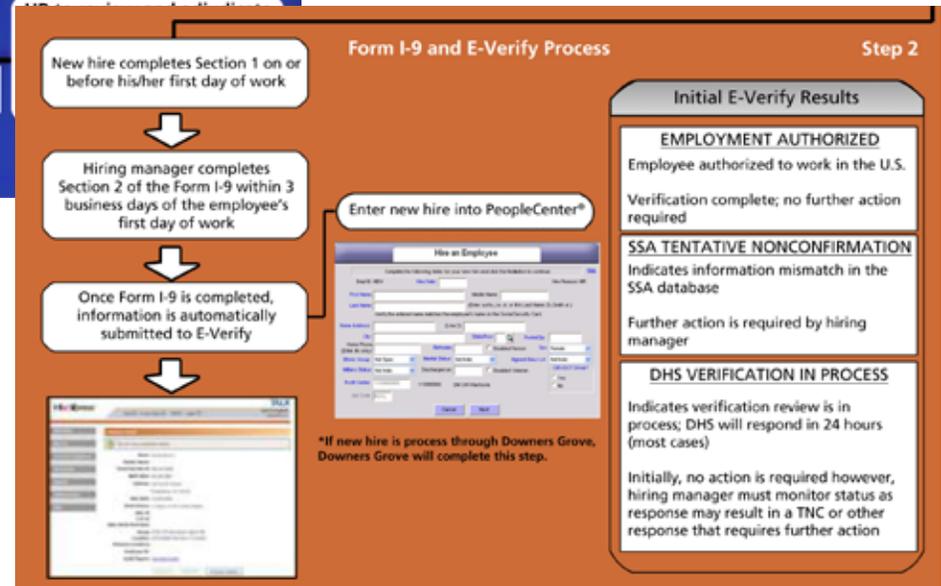
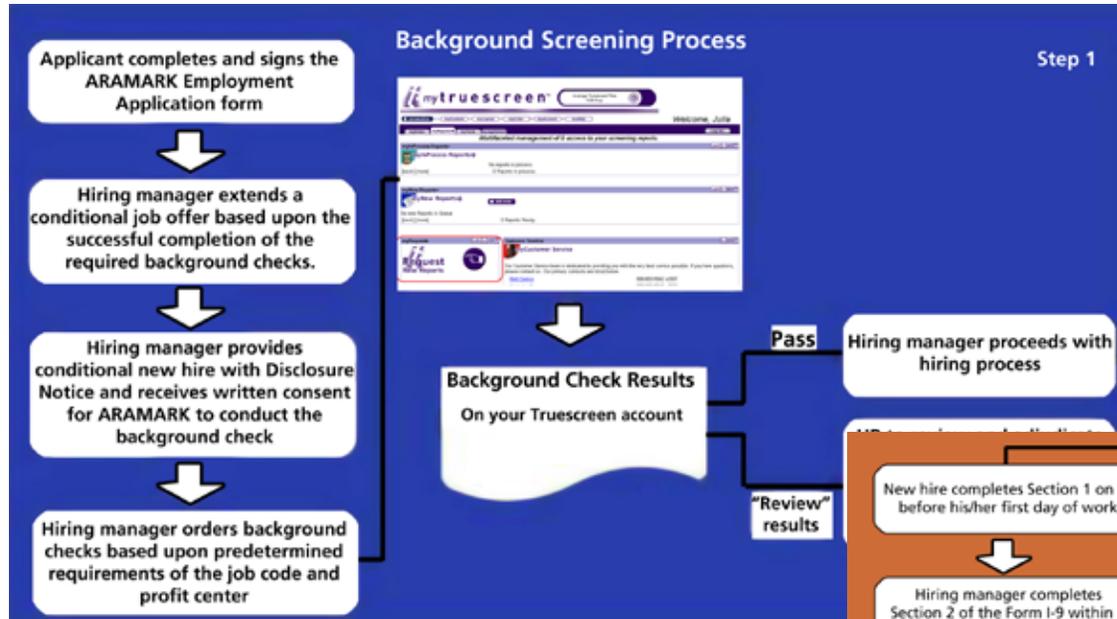
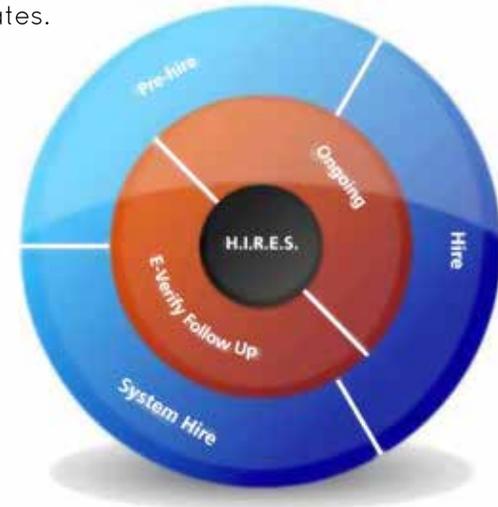
Our employee transition plan will provide School District of Volusia County:

- A communication strategy
- Process support to ensure all pre-employment checks are conducted and accurate set up of payroll and benefits.
- A staffing plan to ensure optimal service and program implementation.
- Coordination of employee orientation and training



ARAMARK's proprietary process H.I.R.E.S. uses a tracking system to screen and manage candidates against our required employment standards. We also continue to grow and use our diverse network of community organizations and business partners, which connects us to potential candidates.

ARAMARK H.I.R.E.S.



100 percent of new hires will undergo a thorough background check to support School District of Volusia County's students, staff, and employees' safety and protection.

ORIENTATION AND ONBOARDING

As with all employees, we will provide a comprehensive orientation for all new employees to introduce and welcome them to ARAMARK, provide an overview of our organization explaining our mission, values and focus. Our on-site HR support will spend time going over benefits, reviewing our employee handbook, setting expectations and answering employee questions. An onboarding plan will be initiated to include primary training focused on customer service, safety and standard operating principles.

FRONT-LINE MANAGER ORIENTATION AND ONBOARDING

New managers participate in a detailed process of hiring, orientation, and training. The process consists of these distinct phases:

WITHIN FIRST WEEK

- New hire payroll and benefit processing
- Welcome and introduction to the school district
- Meet-and-greet key resources

WITHIN FIRST 30 DAYS

- Job shadowing
- Specific job training
- Introduction to ARAMARK, through participation in “On Your Mark Program”

FIRST 90 DAYS

- Core ARAMARK management training, including participation in our ARAMARK Education Connections New Manager Onboarding Program
- Peer coaching
- 30-, 60-, and 90-day reviews

EDUCATION XPRESS:

Education Xpress is a five-week program that helps new managers who have recently graduated from college start off on the right track. In this program, managers will learn about the K-12 environment role expectations of facilities managers, and the tools and resources available to them. They are also introduced to important technical topics that will help them become more productive on the job. Upon completing the program, the new managers begin working in their assigned school districts.

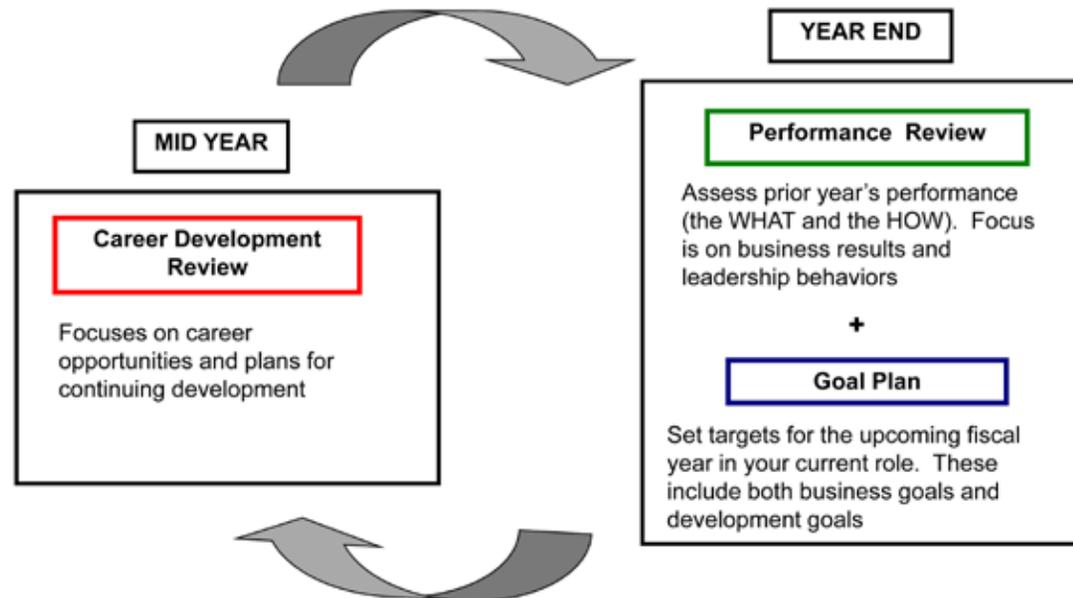


FRONT-LINE MANAGER JOB AND PERFORMANCE EXPECTATIONS

ARAMARK's performance management solutions are based on an ongoing communication process between the employee and his or her manager. It involves establishing expectations of essential job functions, setting goals, and then evaluating performance.

ARAMARK uses the Performance Management Process (PMP). This process occurs formally twice a year and informally on an ongoing basis to ensure each employee and his or her manager are on target to meet performance goals. Performance planning and evaluation, as well as employee development, are the joint responsibility of managers and employees.

Performance Management Process



FRONT-LINE EMPLOYEE ORIENTATION AND ONBOARDING

Hourly employees can expect to receive a site-specific, new-hire orientation to help them assimilate into the District. They will quickly understand important aspects of their jobs, including work schedule, role, responsibility, and safety.

Our onboarding training covers all aspects of job responsibilities, such as:

- Safe chemical and equipment handling
- Use and wear of personal protective equipment (PPE)
- Proper cleaning and maintenance techniques
- Human resources standards and compliance

FRONT-LINE EMPLOYEE JOB AND PERFORMANCE EXPECTATIONS

Job descriptions, which outline job responsibilities and accountabilities, are shared with front-line employees. Informal coaching and feedback on performance are provided throughout the year and a formal evaluation conducted on an annual basis.

We want every team member to understand his or her role and how it fits into the larger picture of student and district success.





Employee Feedback, Employment, and Business Policies



We develop diverse team environments that foster respect, transparency, and two-way feedback to create a culture where everyone is engaged and providing the highest level of service at our client districts.

We create an engaging work environment by:

- Listening to our employees and acting upon the feedback they share individually through surveys and focus groups
- Implementing and consistently applying appropriate employment policies and practices

MANAGER FEEDBACK: GALLUP ENGAGEMENT SURVEY

The ARAMARK Engagement Survey is administered among salaried employees and allows us to measure the level of engagement of our people. The results identify ways to improve satisfaction and create environments where people want to work and are fulfilled and empowered. This survey is administered by the Gallup Organization, the world's leading public opinion polling organization.

FRONT-LINE EMPLOYEE FOCUS GROUPS AND SURVEYS

Our front-line managers regularly conduct employee focus groups and surveys to understand and measure their employees' opinions, attitudes, motivation, and satisfaction.

Gallup is the world's leading public opinion polling organization, studying human nature and behavior for more than 70 years.

GALLUP

Ongoing employee feedback and two-way communication are critical to reducing employee turnover and providing the tools to enhance student and staff service satisfaction.

EMPLOYMENT POLICIES AND PRACTICES

Consistent and fair employment policies and practices are central to promoting a positive work environment, engaging employees, and ultimately retaining talented employees. ARAMARK has developed a set of policies, processes, and practices that ensure our employees are able to continuously operate within the necessary compliance regulations and laws, and maintain a safe, respectful, and professional work environment at all times.

BUSINESS CONDUCT POLICY

It is the continuing commitment of ARAMARK to conduct all company business with the utmost integrity. ARAMARK's policy is to comply with all domestic and foreign laws and conduct its business in an ethical manner.

EQUAL EMPLOYMENT OPPORTUNITY AND AFFIRMATIVE ACTION POLICY

ARAMARK is committed to ensuring equal employment opportunity.

It is the policy of ARAMARK to recruit, hire, train, promote, transfer, and terminate persons without regard to race, color, religion, national origin, age, gender, disability, sexual orientation, special disabled veteran, Vietnam Era veteran, other protected veteran status, or other classification protected by applicable federal, state, or local law. Fundamental to the Policy is the expectation that all personnel decisions will be made on the basis of qualifications, experience, and job performance.

Recognizing that equal opportunity can only be achieved through demonstrated leadership and aggressive implementation of a viable affirmative action program, ARAMARK's policy is to maintain Affirmative Action Plans that set forth the specific affirmative action and equal employment opportunity responsibilities for its officers, managers, and supervisors in accordance with federal laws applicable to federal government contractors.



POLICY AGAINST SEXUAL HARASSMENT AND OTHER WORKPLACE HARASSMENT

It is the policy of ARAMARK that sexual and other workplace harassment, in any form, is strictly prohibited and will not be tolerated in the workplace. ARAMARK is strongly committed to providing a professional working atmosphere free from sexual and other forms of harassment.

PRE-EMPLOYMENT SCREENING, COMPLIANCE, AND EMPLOYMENT BACKGROUND CHECK POLICY

ARAMARK seeks to ensure that its assets, and those of its clients, including property, employees, and information, are protected; that a safe working environment is maintained; and that hiring managers and human resources professionals are equipped to make employment decisions based on a thorough employment and pre-employment evaluation.

Additionally, ARAMARK complies with all state-specific background check requirements as mandated by state law.

- Background checks are required for all ARAMARK Education employees working at Volusia County Schools, and include a criminal history check, Social Security verification, a sanctions-based search, past address search, and sexual offender registry (national level).
 - ➔ We will coordinate with the Districts Office of Professional Standards to coordinate appropriate screenings required by the Jessica Lunsford Act pursuant to Florida Statutes Section 1012.32.
- Additionally, the hiring manager will conduct I-9 verification by examining documents that verify the individual's identity and employment authorization.
- In addition to the pre-employment screening and employment background checks, candidates may be required to undergo supplemental pre-employment screening and/or employment background checks.

DRUG-FREE WORKPLACE ACT POLICY

ARAMARK is committed to the maintenance of a drug-free workplace and ensuring compliance with the Drug-Free Workplace Act of 1988. Our policy prohibits the use of intoxicants and illegal drugs in the workplace in compliance with federal and state regulations. During orientation, all ARAMARK Education employees receive a copy of our drug policy in their employee handbooks. All ARAMARK Education employees working at Volusia County Schools will be subject to drug testing prior to assignment. Failure to submit to testing, cheating on a test, or failure to pass testing may result in disciplinary action up to and including termination.



OCCUPATIONAL SAFETY AND HEALTH REQUIREMENTS

ARAMARK is committed to a strict compliance to the regulations under the Occupational Safety and Health Administration (OSHA).

LABOR RELATIONS PHILOSOPHY

At ARAMARK, our philosophy is to deal with our employees fairly, honestly, and with respect. Open and frank discussion among employees and management is the most successful method for resolving issues. We prefer that our employees deal directly with management on issues that are important to them. In districts where collective bargaining relationships exist, we have always established and maintained sound working relationships with the involved union, keeping in mind the best interests of our employees, clients, customers, and our business operations.

ARAMARK recognizes the right of its employees to choose whether to be represented by labor organizations for the purpose of bargaining collectively for wages, hours, and other terms and conditions of employment. ARAMARK does not discriminate against any employee because of union membership or non-membership.

ARAMARK has developed and maintains sound employee relations programs. The goal of these programs is to have a motivated labor force within a cost structure necessary to maintain the District's operation efficiently and competitively.



Training and Career Development



ARAMARK Education provides training and development programs that enhance skills and promote short- and long-term career growth, including leadership opportunities.

Our programs include:

- Technical training
- Soft skills training
- Leadership competency training
- Coaching and feedback opportunities

FRONT-LINE EMPLOYEE TRAINING

Our broad-based training and development program for front-line staff members includes our proprietary technical courses, hands-on training, one-on-one coaching, and in-service continuing education sessions.



TECHNICAL TRAINING CURRICULUM

Our facilities managers and front-line employees participate in a developmental curriculum related to their specialty. They move from introductory material to more advanced levels, and in several areas, they can become certified in a specialty. Here is a sample curriculum for custodial employees:

Custodial Courses Sample			
100	101 Resilient Floor Care	102 Carpet Care	103 SpaceCare QL
200	201 FloorCare QL	202 CarpetCare QL	203 QuadCare QL
300	301 Tile and Grout QL	302 Marble and Terrazzo QL	303 Touchless Cleaning
400	401 Wood Gym Floor Care	402 Certified Pool Operators	
Specialty			
	OUTLast	Wall and Upholstery Care	Food & Dining Cleaning Programs
100/200/300 Combo			
	TechWEEK		

BACK TO SCHOOL WORKSHOP

At the beginning of every school year, ARAMARK Education conducts a School Opening Workshop for all employees. We share our objectives for the school year and provide training on topics such as human resources policies, safe work behaviors, marketing promotions, and customer service.

SITE VISITS AND ASSESSMENTS

Site visits provide an excellent opportunity for informal feedback and coaching. ARAMARK's informal coaching strategy is important for developing skills and techniques. It is an effective tool to ensure that all staff members are working toward the same goal. Our management staff visits the schools regularly to review the program, teach, and simply be available to assist the facility services staff. Additionally, we encourage employee suggestions regarding ways to improve and innovate our business.

QUARTERLY IN-SERVICES

All front-line employees receive quarterly in-service training on a variety of subjects to improve their knowledge and skills. Policies, procedures, and operational requirements specific to School District of Volusia County are incorporated into the training.



MANAGEMENT TRAINING AND DEVELOPMENT

Throughout their careers at ARAMARK, facility services directors are given a range of opportunities for professional development. A hallmark of our program is the ARAMARK Leadership Series, which provides state-of-the-art leadership development at all levels in the organization:

- Intensive skill-building modules
- Practical application
- Participation in action learning projects
- Interaction with ARAMARK executives and peers
- Preparation for integration of learning back-on-the-job

Managers also have access to courses in Strategic Selling, Targeted Selection, Quick Hire, and other human resources-related workshops. Through a partnership with New Horizons Computer Learning Centers, ARAMARK directors can take advantage of training courses in computer and technical applications and business skills. These courses are available via a classroom or online learning experience.

Skills-training also is available, related to new, job-specific initiatives and programs in Marketing, Human Resources, Finance, and Operational Excellence (OpX). These programs are provided quarterly at district manager meetings and annually at regional or national Summer Training Meetings. These meetings provide a great opportunity for facility services directors to network and share best practices with their counterparts from across the country.

ARAMARK'S LEARNING MANAGEMENT SYSTEM

ARAMARK has a new global system for learning registration, delivery, tracking, and reporting.

From required technical training to compliance and leadership development, this system supports all modes of training delivery, houses individual development plans and tracks training completion.

CAREER DEVELOPMENT

The mid-year part of our performance management process is all about development. This is a formal assessment and dialogue between a manager and his or her superior that focuses on abilities and aspirations. During this time, core leadership competencies are assessed, and development plans are put in place to support a manager's growth and ability to take on greater leadership responsibilities.





Recognition and Rewards



ARAMARK Education appreciates and recognizes work well done. Through the practice of informal and formal recognition, we are able to celebrate the success of our employees. Individual and team recognition and rewards for achieving goals, sharing expertise, and other successes reinforce the personal value that every employee brings to their school environment. Our signature formal recognition is called **OUR Pride**. The program offers “on the spot” recognition and quarterly and annual celebrations.

The **OUR Pride** recognition program reinforces behaviors and outcomes that support:

- Building a better team
- Enhancing community and environment
- Providing exceptional service
- Driving for results

ADDITIONAL AWARDS FOR RECOGNITION

- The Jefferson Awards acknowledge key community contributions.
- ARAMARK Service Awards acknowledge key tenure milestones with gifts of appreciation.
- Holiday and year-end celebrations acknowledge team and individual contributions.
- The President’s Leading with Safety Award recognizes a leader who has contributed significantly to shaping ARAMARK Education’s safety culture.



QUALITY CONTROL, TRAINING, UNIFORMS, AND ID BADGES

10.1

Provide in detail, your plan to ensure that District sites receive, at a minimum, APPA Level Two cleanings. Include samples of all inspection programs you will use, and copies of any forms that will be utilized.

The awarded propose(s) must have a training program specifically designed for custodians. The Training program must meet all local, state, and federal guidelines

A complete copy of the proposer's training program must be submitted as a part of this RFP.

The awarded proposer(s) will be responsible fro submitting a list of all employees who have completed training on a quarterly basis. This list must include employee's names, positions, course title, and number of hours completed.

Provide pictures or samples of the uniforms your employees will wear as a requirement of this RFP.

Provide a sample Photo ID badge that all employees will be required to wear as a requirement of this RFP.

As requested in the RFP, we have provided our overview of the Custodial Program that will ensure quality control and training of the employees. The program meets APPA Level II Standard. We have provided a sample of the proposed uniform and ID badge for the employees.

The ARAMARK Education Custodial Program



The ARAMARK Custodial Program is an integrated system, designed to employ state-of-the-art technologies and cleaning methods to ensure a healthy learning and working environment that promotes learning. We'll help maintain comfortable, clean facilities; reduce School District of Volusia County's environmental footprint; and decrease upkeep costs.

OUR CUSTODIAL PROGRAM DRIVES THE FOLLOWING RESULTS:

- Clean, safe, healthy environments for learning and working
- Maximization of asset life
 - Preserving the quality and longevity of your District's floors, floor coverings, and other surfaces
 - Increasing building quality and ensuring consistency throughout the District
- Budget management and savings optimization
 - Controlling costs and improving overall departmental efficiencies with industry-leading cleaning systems
 - Leveraging national discount programs for supplies and chemicals
- Enhanced employee training, development, productivity, and engagement, which leads to:
 - Improved response time
 - Reduced turnover and increased morale among support employees
- Reduction of the use of chemicals through green technology that uses electrically activated water to yield superb results
- Elevated customer satisfaction among your District's stakeholders, students, faculty, staff, and community, due to clean and healthy environments



OUR CUSTODIAL PROGRAM APPROACH:

- Employs industry-leading, proprietary cleaning systems
- Designs and implements clearly defined work schedules using proven and field-tested work standards
- Introduces a fully integrated process for project execution and a corresponding training program, which address appropriate equipment, cleaning products, and procedures
- Develops and practices standard operations policy and procedures that incorporate requirements made by all applicable state and federal agencies
- Trains staff members to continually evaluate their work, ensuring that the result is best-in-class service
- Continually seeks out solutions that support environmental stewardship and sustainability



QUANTUM LEAP

ARAMARK Education has invested extensive resources into the research and development of our **proprietary Quantum Leap InnovationSM professional cleaning systems.**

The ARAMARK Quantum Leap Innovation (QL) platform is a **results-oriented, systems-approach to cleaning that provides the most innovative support solutions** to our school district clients. Each QL cleaning system:

- Is developed with a focus on innovation and the use of state-of-the-art technology in four areas—product, process, equipment, and training
- Undergoes extensive lab testing and field verification and is supported before, during, and after implementation by a team of corporate cleaning professionals

For your District, the ARAMARK comprehensive Quantum Leap cleaning system will:

- Determine the optimal strategy for service delivery.
- Maximize quality, productivity, and safety.
- Increase asset preservation for District facilities.
- Enhance the skill level and job satisfaction of custodial employees.



QUANTUM LEAP PROPRIETARY PROGRAMS

As part of a successful Custodial Program for School District of Volusia County, ARAMARK Education will implement our proprietary systems, including:

SPACECARE QL

An innovative, integrated system for routine, daily cleaning of rooms, SpaceCare QL improves quality and productivity by using new concepts that shift the focus of routine cleaning; reducing the number of products, tools, and supplies; and simplifying cleaning processes and training. The flexibility of the SpaceCare QL System allows for detail work on a weekly basis and the completion of urgent or emergency tasks.

SPACECARE QL BENEFITS INCLUDE:

- Improved quality
- Higher productivity
- Reduced costs
- Easy training
- Reduced product, process, and equipment confusion

CARPETCARE QL

An innovative system to clean and maintain the appearance of commercial carpets, this unique system of high-speed equipment and specific products has been designed to reduce labor and increase productivity for maintenance on carpeted surfaces.

CARPETCARE QL BENEFITS INCLUDE:

- Clean, well-maintained carpet
- Reduced maintenance costs
- Productivity increases ranging from 20 to 80 percent
- Improvement in morale, due to improved job execution processes



CarpetCare QL benefits include productivity increases ranging from 20 to 80 percent.

FLOORCARE QL

The next generation in advanced resilient floor maintenance, this proprietary system employs high-speed equipment and specific finishes, designed to reduce labor and increase productivity for maintenance on resilient flooring.

TOUCHLESS CLEANING QL

Touch-free surface cleaning brings together the leading-edge technology of the EnVerros products from Ecolab, innovative Kaivac equipment, and the ARAMARK Touchless Cleaning System. Employed exclusively in ARAMARK-managed facilities, this specialized system is for use in wet cleanable areas. It includes general purpose and neutral cleaners, degreasers, and disinfectants, and is designed to clean restrooms, locker rooms, showers, corridors, and classroom areas.

TOUCHLESS CLEANING QL BENEFITS INCLUDE:

- **Productivity enhancement** by allowing workers to clean large restrooms in about half the time required with manual procedures
- **Improved cleaning quality** due to the ability to clean places that traditional cleaning processes do not reach, such as behind wall-mounted objects, in corners, and under sinks and toilets (These areas harbor bacteria that can produce malodors, detracting from an otherwise clean-looking area.)
- **Improved employee morale and elevation of worker dignity** by providing employees with a method to clean restrooms more effectively and more quickly, while enabling them to complete the task without physically touching the toilets or urinals
- **Improved safety while ensuring effective results**
- **Improved ergonomics**



If appropriate for your District, we also will use:

TILE AND GROUT QL

The system uses new concepts to bring out the beauty of unglazed ceramic tile floors without the application or maintenance requirements of using a floor finish. With a two-step process using an enzyme-activated cleaner, this system produces a level of cleanliness and appearance that cannot be matched by conventional procedures.

TILE AND GROUT QL BENEFITS INCLUDE:

- Digestion of soils and prevention of buildup that cause stains and odors, to keep floors smelling clean and fresh
- Reduction of project labor hours
- Efficient, long-lasting process, requiring only minimal routine maintenance
- Easy-to-learn system

MARBLE AND TERRAZZO QL

This innovative system improves the appearance of natural stone floors, such as marble and terrazzo, without the application or maintenance requirements of using a floor finish. With an easy-to-use, low-odor special paste that polishes floors much like a rubbing compound brings out the natural shine on a car's finish, the system produces excellent results on most types of marble, cement-based, and epoxy-based terrazzo floors.



M

MONDAY
LUNES

TU

TUESDAY
MARTES

W

WEDNESDAY
MIÉRCOLES

TH

THURSDAY
JUEVES

FR

FRIDAY
VIERNES



ORDER OF YOUR ROUTE

BUILDING 1 - FLOOR 1
110, 111, 112, 114, 116, 118, 117, 124, 115,
113, 121, 105, 103, 102, 104, 107, 108

BUILDING 2 - FLOOR 1
102

BUILDING 2 - FLOOR 1
103, 106, 107, 108, 109, 110, 113, 115, 116,
117, 114, 118, 119, 124, 121, 120

BUILDING 3 - FLOOR 1
104, 105, 108, 120

BUILDING 3 - FLOOR 1
122, 123, 126, 135, 136, 138, 144, 101B,
131, 130, 128, 116, 113, 112, 111, 103, 101A

BUILDING 3 - FLOOR 2
201A, 204, 205, 208, 220, 222, 223, 226,
235, 236, 238

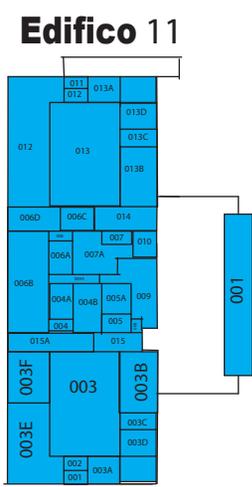
BUILDING 3 - FLOOR 2
243, 201B, 231, 230, 228, 216, 213, 212,
211

M MONDAY LUNES	TU TUESDAY MARTES	W WEDNESDAY MIERCOLES	TH THURSDAY JUEVES	FR FRIDAY VIERNES
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Orden de ruta



Empezar



Tiempo de empezar - 8:00 AM
 Primer receso - 10:00 AM - 10:15 AM
 Almuerzo - 12:00 PM - 12:30 PM
 Segundo receso - 2:00 PM - 2:15 PM

Limpiar todas las areas asignadas todos los dias. El color simplemente significa el dia de la semana que se limpiara con detalle.

Edificio 20, Piso 1 - 101, 101A, 102,103,103A, 104, 104A,104B,105,105A, 106,108,108A,107, 101A,111,110,109

Edificio 18,Piso 1 - 100
Edificio 12, Floor 1 - 001,001A,001B,001C,002, 002A,003,003A,004,005, 005A,006,006A
Bldg 18, Floor 1 - 100

Edificio 11, Piso 1 - 011,012A,012,013,013A, 013D,013C,013B,014, 010,007,007A,009,009A, 006B,006,006A,004A, 004,004B,005,005A,015, 008,015A,003,003B, 003C,003D,003A,002, 001,003E,003F
Edificio14, Piso 1 - 001

Inspeccionar las areas atleticas y recoger basura encontrada en el terreno de estas areas.

Edificio 7 - Piso 1
 117 - Area de comer en el Patio.
Edificio 8 - Piso 1
 Desempolvar el pasillo fuera de la cafeteria con el desempolvador de piso y trapear las orillas y esquinas.

Edificio 6 - Piso 1
 110A, 113
Edificio 8 - Piso 1
 104, 105, 105A, 105B, 115, 115A, 115B, 116, 117, 117A, 117B

Inspeccionar las areas de comer asignadas.

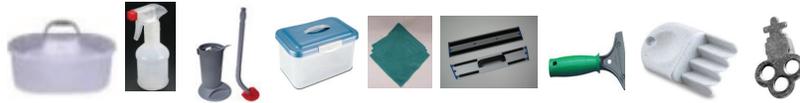
Responder a las necesidades de Administracion durante el dia.

Cutodial Cart Set Up



Top Shelf:

- Caddy containing RTU solutions: APC 2, SM 4, LDC 4, Bowl Mop Container filled with SM 4 and Bowl Mop
- Covered bin with Micro-fiber Towels and SM 4 and APC 2 solution
- Hand Trowel
- Scraper blade
- Keys for paper cabinets



Side Hooks

- High duster
- Micro-fiber mop pole and pad holder
- Dustpan
- Micro-fiber Pad Cleaning Brush
- Vacuum (if floors are carpeted)



Top Shelf

Hanging from Cart:

- Trash bag holder & nylon bag
- "Wet Floor" signs (2)



Side Hooks

Hanging from Cart:

- Trash bag holder & nylon bag
- "Wet Floor" signs (2)



Second Shelf

Second Shelf:

- Extra micro-fiber towels
- Plastic liners (small, medium, large)
- Paper towels, toilet tissue, facial tissue, vending machine supplies, soap, and other supplies.



Bottom Shelf

Front Shelf

Bottom Shelf:

- High Duster heads
- Bag for soiled micro-fiber pads and micro-fiber towels
- Bag for soiled cleaning towels and micro-fiber pads
- Scrub 'N Shine™ Plus
- Bowl Care product
- Carpet & Upholstery Spotter and SolvOil (8 oz bottle)

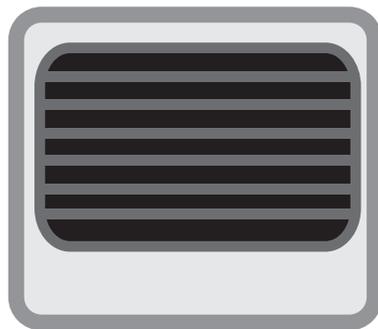
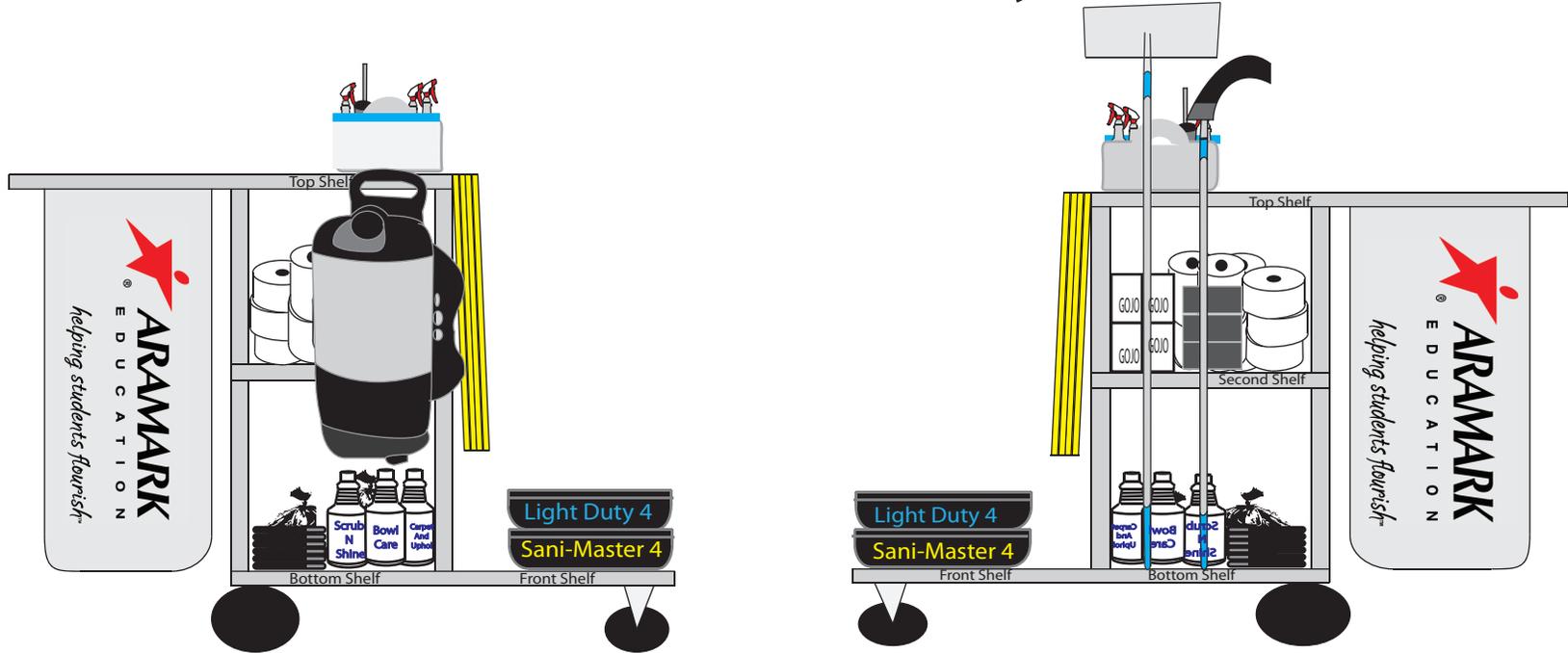


Front Shelf:

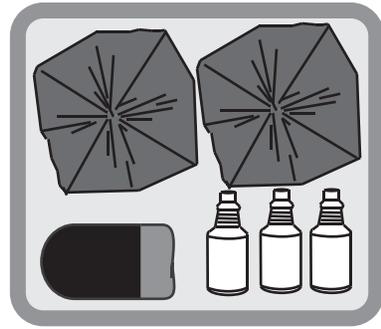
- Covered bins with Micro-fiber Pads with SM 4 and LDC 4 solutions



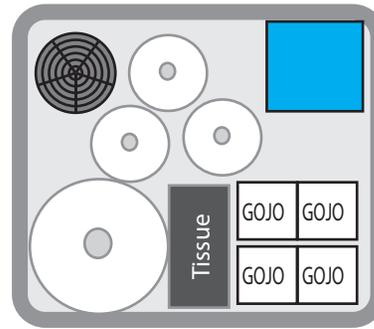
Custodial Cart Shelf Layout



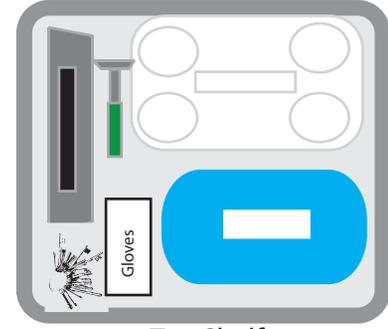
Front Shelf



Bottom Shelf



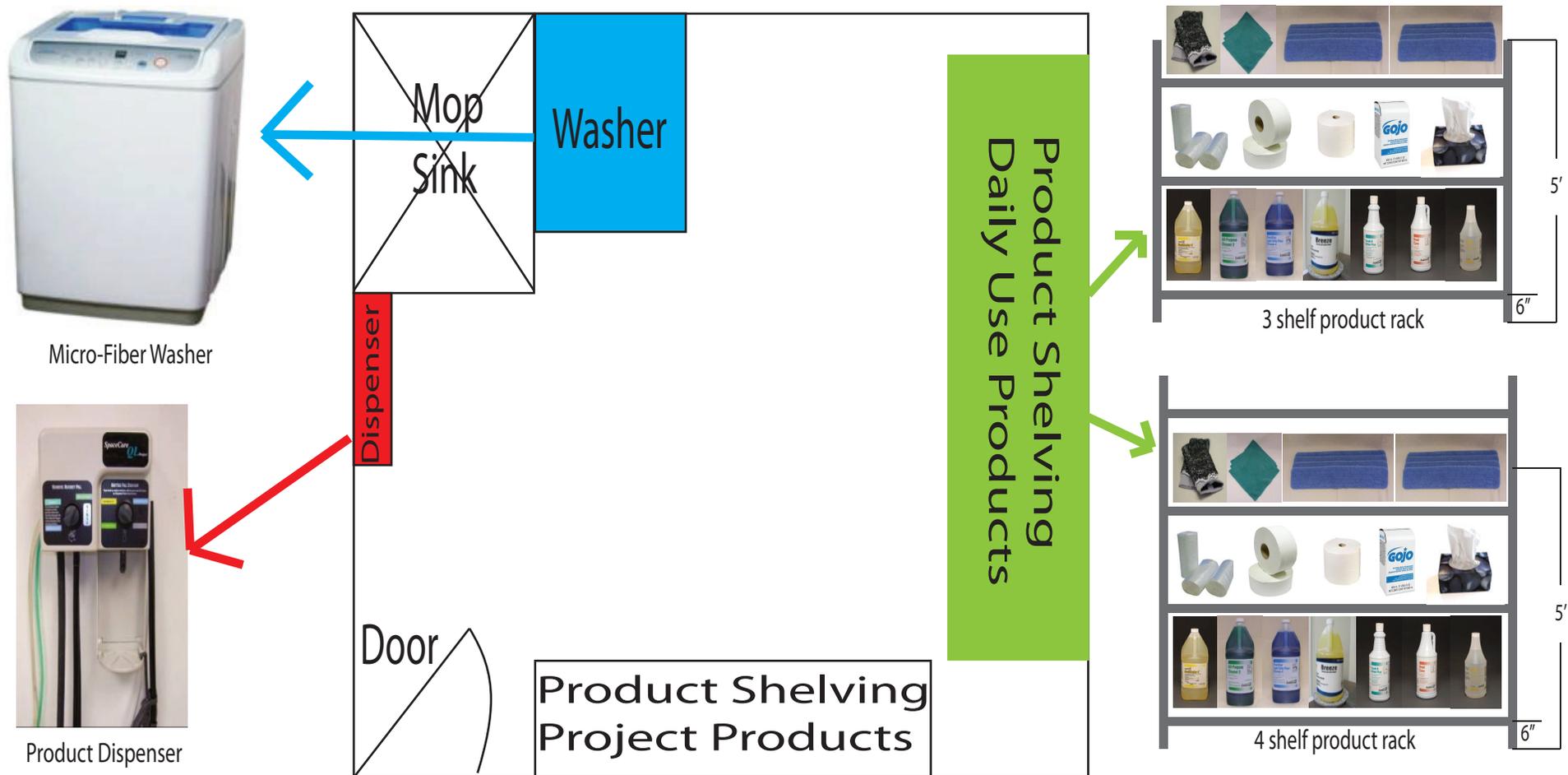
Second Shelf



Top Shelf

Legend

	Trash Bags		Trash Bags		Micro Fiber Cloths		Trowel		Bottle Caddy
	High Dusters		Paper Towels		Hand Soap		Keys		Sterlite Container for Micro Fiber Towels
	Daily Chemicals		Toilet Tissue		Facial Tissue		Hand Scraper		Disposable Gloves
	Micro Fiber Pad Bin								



Custodial Closet Rules

The diagram above shows a custodial closet layout . Product Dispenser should be placed next to mop sink on the side closest to the door. Washer should be placed next to the mop sink furthest from the door. the diagrams below illustrate how product shelving should be organized. Bottom shelf must be 6" from floor. Do not store anything over 5' high. Notice the 4 shelf rack has nothing on the top shelf.

Ownership: All Custodial Employees with access to a particular closet are in charge and accountable of maintaining the organization and cleanliness of the closet. We will work as a TEAM!

Using Closets: Closets can be used as Custodial Offices for the Employees. When equipment and supplies are not in use they should be properly stored and secured. When Custodians are on the job they may leave personal objects (coats, hats, mittens, etc) in a designated location inside the closet.

Carts & Inventory: Maintaining custodial carts is the responsibility of each Custodian. Review for completeness at the beginning and end of each shift every day.

Inventory Counts & Maintenance: On a monthly basis custodial closets will be inspected and inventoried.

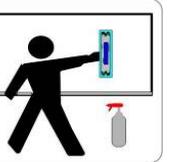
Project Clean: On a monthly basis the Custodial Closet will be thoroughly cleaned and disinfected.

Prep Specialist

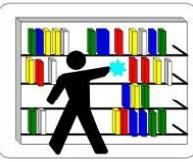
Daily Routine Cleaning - ALL SPACES

M	Daily Service Actions								
TU									
W									
TH									
F		S.T.E.P.							

Weekly Detail Cleaning - QUAD SPACES

M	Weekly Service Actions				
TU					
W					
TH					
		S.T.E.P.			

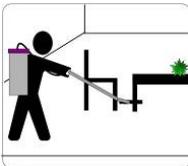
Monthly Project Cleaning - QUAD SPACES

F1	Monthly Service Actions		
F2			
F3			
F4			
		S.T.E.P.	

Daily Routine Cleaning - ALL SPACES

M
TU
W
TH
F

Daily Service Actions



S.T.E.P.



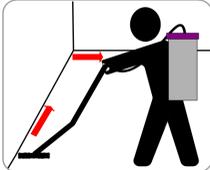
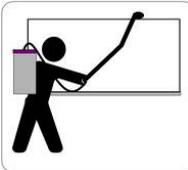
M

TU

W

TH

Weekly Service Actions



Weekly Detail Cleaning - QUAD SPACES

S.T.E.P.



F1

F2

F3

F4

Monthly Service Actions

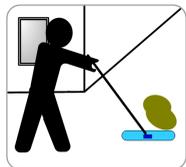
S.T.E.P.

Monthly Project Cleaning - QUAD SPACES

Daily Routine Cleaning - ALL SPACES

M
TU
W
TH
F

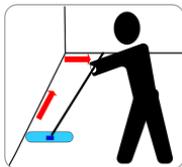
Daily Service Actions



S.T.E.P.

M
TU
W
TH

Weekly Service Actions



Weekly Detail Cleaning - QUAD SPACES



S.T.E.P.

F1
F2
F3
F4

Monthly Service Actions

Monthly Project Cleaning - QUAD SPACES

S.T.E.P.

Daily Routine Cleaning - ALL SPACES

M	Daily Service Actions								
TU									
W									
TH									
F	S.T.E.P.								

Weekly Detail Cleaning - QUAD SPACES

M	Weekly Service Actions			
TU				
W				
TH				
TH	S.T.E.P.			

Monthly Project Cleaning - QUAD SPACES

F1	Monthly Service Actions
F2	
F3	
F4	
F4	S.T.E.P.

Daily Routine Cleaning - ALL SPACES

M
TU
W
TH
F

Daily
Service
Actions



S.T.E.P.



Weekly Detail Cleaning - QUAD SPACES

M
TU
W
TH

Weekly
Service
Actions

S.T.E.P.

F1
F2
F3
F4

Monthly
Service
Actions

S.T.E.P.

Monthly Project Cleaning - QUAD SPACES

		<i>Twice Weekly Cleaning - ALL SPACES</i>	
M	Daily Service Actions		
TU			
W			
TH			
F		S.T.E.P.	

		<i>Weekly Detail Cleaning - QUAD SPACES</i>	
M	Weekly Service Actions		
TU			
W			
TH		S.T.E.P.	

		<i>Monthly Project Cleaning - QUAD SPACES</i>	
F1	Monthly Service Actions		
F2			
F3			
F4		S.T.E.P.	

Daily Routine Cleaning - ALL SPACES

- M
- TU
- W
- TH
- F

Daily Service Actions



S.T.E.P.



Weekly Detail Cleaning - QUAD SPACES

- M
- TU
- W
- TH

Weekly Service Actions

S.T.E.P.

- F1
- F2
- F3
- F4

Monthly Service Actions

S.T.E.P.

Monthly Project Cleaning - QUAD SPACES

ARAMARK FACILITY SERVICES
EVS / CUSTODIAL / HOUSEKEEPING EQUIPMENT CATALOG

Automatic Floor Scrubbers

T3 Autoscrubber: 20" w ec-H2O

T5 Autoscrubbers: 24, 28, 32" w ec-H2O

T7 Autoscrubber: 26 or 32" Rider w ec-H2O

T1 Cord Electric Scrubber: 15"

T3 Autoscrubber: 20 inch with ec-H2O

The T3 scrubber delivers an advanced state of safety and cleanliness available with ec-H2O Technology. Improve environmental health in your facility with an exclusive Hygenic tank. This tank allows for easy access and sanitization, reducing mold, bacteria and other contaminants that can grow in enclosed tanks. Leave behind no cleaning solution around 180-degree turns, as the T3's equal-pressure, parabolic squeegee recovers all cleaning solution from the floor.

ec-H2O technology activates regular tap water to perform like a powerful detergent without the use of chemicals. It begins as water and ends as water.

Other Features:

- No handling, mixing or training compared to standard chemicals.
- Uses 70% less water than traditional scrubbers
- Protects users and clients by eliminating health issues associated with harsh chemicals; no touching, breathing, splashing, or disposing of chemicals.
- Scrubbed floors immediately dry and safe for traffic reducing the risk of slip and fall
- Easily cleanable, sanitary Hygenic 10.5 gallon solution and recovery tanks
- 75% lower sound level (68.5 dba)
- No tool brush and squeegee change
- Unit includes: Solid tires, pad driver or wash brush, squeegee blade, 155 AH battery pack and 20 amp on-board charger.
- NFSI Certified



SPECIFICATIONS	
Dimensions:	50"L x 43"H x 30"W
Weight:	343 lbs.
Color:	Grey

ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #.	9004015 T3 20" Walk Behind Autoscrubber with ec-H2O with Brush

OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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**ARAMARK FACILITY SERVICES
EVS / CUSTODIAL / HOUSEKEEPING EQUIPMENT CATALOG**

T5 Autoscrubbers: 24", 28" and 32" ec-H2O

The T5 walk behind scrubber delivers an advanced state of safety and cleanliness utilizing the FaST Foaming Technology. Improve environmental health in your facility with exclusive Hygienic tanks. The tanks allow for easy, complete access for sanitization, reducing mold, bacteria and other contaminants that can grow in enclosed tanks. Leave behind no cleaning solution even around 180-degree turns, as the T5's equal-pressure; parabolic squeegee recovers all cleaning solution from the floor.

ec-H2O technology activates regular tap water to perform like a powerful detergent without the use of chemicals. It begins as water and ends as water.

Features include:

- No handling, mixing or training compared to standard chemicals.
- 75% lower sound level (67 dba)
- Use 70% less water than traditional scrubbers
- Protects users and clients by eliminating health issues associated with harsh chemicals; no touching, breathing, splashing, or disposing of chemicals.
- 22.5 gallon solution and 27 gallon recovery tanks.
- 235 AH battery pack and 25 amp on-board charger.
- Protects users and clients by eliminating health issues associated with harsh chemicals; no touching, breathing, splashing, or disposing of chemicals.
- No tool brush and squeegee change
- Includes key, hour meter, and pad drivers or wash brushes.



SPECIFICATIONS	
Dimensions:	24" :53"Lx44"Hx36"W, 28": 56"Lx44"Hx42"W, 32":59"Lx44"Hx47"W
Weight:	24": 580 lbs. 28": 609 lbs. 32": 621 lbs.
Color:	Grey
ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #:	9004124B T5 24" Autoscrubber with ec-H2O with Brushes
Part #:	9004125B T5 28" Autoscrubber with ec-H2O with Brushes
Part #:	9004126B T5 32" Autoscrubber with ec-H2O with Brushes
OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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**ARAMARK FACILITY SERVICES
EVS / CUSTODIAL / HOUSEKEEPING EQUIPMENT CATALOG**

T7 Ride-On Autoscrubbers: 26 and 32 inch- ec-H2O

The T7 rider scrubbers deliver an advanced state of safety and cleanliness available with ec-H2O Technology. ec-H2O technology electronically activates tap water to behave like a powerful detergent and has a cleaning effectiveness that is the same or better than general purpose cleaners without the environmental or health impacts of chemicals. Improve environmental health in your facility with an exclusive Hygenic tank. This tank allows for easy access and sanitization, reducing mold, bacteria and other contaminants that can grow in enclosed tanks. Leave behind no cleaning solution since even around 180-degree turns, the T7's equal-pressure, parabolic squeegee recovers all cleaning solution from the floor.



Features include:

- Scrubbed floors immediately dry and safe for traffic reducing the risk of slip and fall
- 75% lower sound level (67 dba)
- Uses 70% less water than traditional scrubbers
- Easily cleanable, sanitary Hygenic 29 gallon solution and recovery tanks
- Unit includes: Solid tires, pad driver or wash brush, squeegee blades
- 335 AH battery pack and 25 amp stand-alone charger.
- Standard Options include: Key Switch, Hour Meter, choices of pad driver or wash brushes, and linatex squeegee blades.
- NFSI Certified

SPECIFICATIONS	
Dimensions:	26" unit is 60"L x 33" W x 50"H 32" unit is 60"L x 39"W x 50"H
Weight:	26" and 32": 975 lbs w/ batteries
Color:	Teal

ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #:	9001406ECB T7 Ride On 26" Scrubber with ec-h20 with Brushes
Part #:	9001408ECB T7 Ride On 32" Scrubber with ec-h20 with Brushes

OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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T1 Scrubber: 15 Inch Cord Electric Cylindrical Scrubber

Deliver superior cleaning results in small spaces you couldn't clean before – with compact design, powerful scrubbing action, excellent solution recovery, and fully cleanable Hygenic tanks. Increase cleaning efficiency in all areas of your facility using a cylindrical scrub head that allows you to meet your demanding cleaning needs (grout cleaning, tile, VCT, terrazzo, and sealed hard floors). Scrubber has 15" cleaning path.



Other Features:

- **Compact, maneuverable design:** Safely and easily clean while traveling forward, in reverse, and turning into tight spaces, with highly maneuverable four-caster design and Insta-Adjust™ handle.
- **Dramatically improve floor cleanliness:** Thoroughly and effortlessly clean congested hard floor spaces, like you never have before, with small, powerful design.
- **Easy to use and maintain:** Easy-to-fill, -empty, and -clean Hygenic tanks offer a unique compact design. Ergonomic handles and grips ensure easy handling.
- **Increase machine life and lower the total cost of ownership** with the industry's only cast aluminum frame & scrub head in this category which resists corrosion and impacts unlike the painted steel competitive alternatives.
- **Decrease operator training time through simplified machine operation.** All scrubbing operations begin with the touch of a button and a grip of the handle - brush rotates, water flows and vacuum fan starts.
- 3.0 Gallon Solution/4.5 Gallon Recovery Tank
- dBA sound level 72
- Power supply: 120V / 230V
- 50ft power cord

SPECIFICATIONS	
Dimensions:	50"L x 43"H x 30"W
Weight:	97 lbs without water; 121 lbs with water
Color:	Teal

ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #.	9004191 T1 15" Cord Electric Cylindrical Scrubber

Source:	OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark
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ARAMARK FACILITY SERVICES
EVS / CUSTODIAL / HOUSEKEEPING EQUIPMENT CATALOG
Large Area Vacuums

- [3610 Battery Sweeper](#)
- [S9 Wide Area Battery Sweeper](#)
- [Chariot IVAC Stand On Vacuum](#)
- [6100 Rider Sweeper](#)

[3610 Battery Power Vacuum Sweeper](#)

The opportunity to clean anytime, anywhere whether soft or hard flooring is handled with this sweeper. This unit has a **24"** cleaning path with front side brush. Cordless vacuum/sweeper is ideal for offices, healthcare, and educational environments. Designed to clean both surfaces without any modification or operator intervention.

Features include:

- Extremely quiet, sleek, compact size.
- Cordless, means greater safety and less frustration by eliminating the risk of trip and falls.
- For operator comfort and storage, the handle is fully adjustable with a simple locking mechanism that sits flush to the machine.
- Lightweight push forward design and a sealed maintenance free (gel) battery and on-board charger that conveniently plugs into any nearby outlet.
- Optional Battery Kit is available. This will extend your run time by 2 – 2 ½ hours. **However, please note that if this kit is installed, the UL Listing is revoked.**



SPECIFICATIONS	
Dimensions:	29"L x 37"H x 24"W
Weight:	115 lbs.
Color:	Teal

ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #:	614214
Part #:	9001612

OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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S9 Large Battery Walk-Behind Sweeper

This unit has a 35" cleaning path with TwinMax™ sweeping technology. This technology allows you to clean your floors in a single pass with counter rotating brushes. This technology allows you to capture both small and large debris in one pass.

Features include:

- Maximum productivity and debris pick-up with TwinMax™ sweeping technology and dual side brushes for consistent edge sweeping.
- Clean large areas quickly and easily with constant broom and drive motor, large path width, and 2.2 ft³/60L hopper capacity.
- Self-propelled operation makes sweeping large areas quick and easy.
- No-tool, fully adjustable side dual brushes.
- Maintenance free batteries.



SPECIFICATIONS	
Dimensions:	42.7"L x 26"H x 31"W
Weight:	300 lbs.
Color:	Teal

ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #:	1071366 S9 Battery Walk-Behind Sweeper

OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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Chariot iVac ATV Stand-On Vacuum

The Chariot offers unsurpassed maneuverability and increased productivity. The vacuum system ensures top notch vacuuming performance, and the **34"** wide cleaning path gives maximum cleaning coverage in the minimal amount of time. The unique brush system features two counter-rotating cylindrical brushes, operating at 975 rpm, to effectively clean and agitate the carpet surface. This stand on vacuum has a transport speed of 3.5mph. The Chariot iVacuum comes with a value pack that allows an extra battery set to be exchanged in less than a minute, thus increasing your productivity. Cordless vacuum/sweeper is ideal for retail, healthcare, and educational environments. Designed to clean both indoors or out, over hard floor or carpet.

Features include:

- Includes a standard 13" side broom. (34" is the overall width).
- Value Pack provides you with interchangeable 215 A/H battery packs and two battery exchange carts, allowing you to use one machine for all three shifts.
- Designed to produce a dBA of 68 or less.
- Gear drive for quieter operation
- The floating suspension system provides consistent brush contact over uneven surfaces for unmatched cleaning with no operator adjustment needed.



SPECIFICATIONS	
Dimensions:	31.5"W x 50.75" H x 51.5" L
Weight:	585 lbs.
Color:	Blue
dBA:	68

ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #:	9.840-960.0 Chariot Ivac 34" ATV stand-on vacuum w/ Productivity Pack

OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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6100 Rider Sweeper

The compact size and maneuverability of the 6100 means it goes almost anywhere. It easily handles congested facilities and many other applications. The unit can move between floors using a standard passenger elevator and can turn around in a six foot aisle or hallway and fit through a standard door. In tight spots, corner rollers help protect property and machine.

The 6100 is designed to clean various surfaces. It can effectively clean carpets and is CRI green label approved and can also be used on concrete or VCT tile.

A unique glide-out hopper with large, built-in wheels easily moves and empties debris. The VCS™ filter-shaking system effectively cleans the dual filter and the fail-safe filter seal ensures dust control.

No-tool brush and filter change minimize downtime. Utility tray behind operator carries cleaning supplies to enhance productivity. Cleaning path: (one side brush) 30".



SPECIFICATIONS	
Dimensions:	60" L x 32" W x 46" H
Weight:	619 lbs. without batteries 1,009 lbs. with batteries
Color:	White and Teal

ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #:	17007
	6100 Rider Sweeper

OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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Roto Floor Machines

[7 3/4" MotorScrubber, Battery](#)

[Glide Roto, 17", 1.5 HP, w/Drive Block](#)

[Glide Roto, 20", 1.5 HP, w/Drive Block](#)

[7 3/4" MotorScrubber, Mini Battery Roto](#)

This lightweight cleaning machine is excellent for those hard to reach areas. The MotorScrubber cleaning system includes the scrubber head and handle, backpack and battery, 5 ft. coil cord, pad holder, an assortment of interchangeable twist-lock scrub brushes, and battery charger.

Additional features:

- ◆ Soft-grip handle
- ◆ 12-volt rechargeable backpack battery
- ◆ Scrubber head is immersible in water



SPECIFICATIONS	
Dimensions:	30" overall height
Weight:	3 lbs.
Color:	Black and Red

ORDERING INFORMATION	
Source:	SMARTCART
Part #:	992-1004 7 3/4" MotorScrubber Battery Roto

ARAMARK FACILITY SERVICES
EVS / CUSTODIAL / HOUSEKEEPING EQUIPMENT CATALOG
17" & 20" E-Glide Electric Roto



Designed for constant duty and operation, the E-Glide Roto now has a larger, more reliable motor delivering superior performance, exceptional durability and many hours of fast and efficient floor and carpet care. To be used in conjunction with Marble and Terrazzo Care QL and FS Tile and Grout QL programs.

The large stationary wheels allow greater maneuverability when transporting the machine, particularly in deep pile carpet and stairways. The optional splashguard has been designed to contain chemicals under the machine in order to reduce splashing on baseboards and walls.

Additional maintenance features include:

- ◆ Easy access handle assembly
- ◆ Solution tank and cord.
- ◆ Replaceable cord holder
- ◆ UL and CUL listed

FEATURES	BENEFITS
Special steel coupling between the motor and gearbox	Allows the unit to be utilized in severe applications where a molded coupling would fail. Reduces the risk of damage to the gears
Totally Enclosed Motor	Inhibits the external environment from damaging the motor
Heavy Gauge Steel Epoxy Powder Coated Frame	For chemical resistance and strength
Chrome Plated Steel Brush Cover	For chemical resistance and strength
Cam-Action Quick Release Lever	Permits easy handle adjustment
Polyethylene Solution Tank	Chemical resistance
Electro Valve	Permits fingertip controlled flow
Safety Lock	Prevents accidental start-ups

SPECIFICATIONS			
Style	Diameter	HP	RPM
17" E Glide	17"	1 ½	160
20" E Glide	20"	1 ½	160
Color:	Grey		
	Cord	Weight	
	50'	122 lbs	
	50'	132 lbs	

ORDERING INFORMATION	
Source:	Supply Chain Management Via CER
Part #:	AR517
Part #:	AR520
	17" E-Glide Roto includes drive assembly
	20" E-Glide Roto includes drive assembly
OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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ARAMARK FACILITY SERVICES
EVS / CUSTODIAL / HOUSEKEEPING EQUIPMENT CATALOG

Touchless Restroom Cleaning

[KaiVac® No-Touch Cleaning™ System KV1750](#)

[KaiVac® No-Touch Cleaning™ System KV1750](#) (replaces the KZ300Q & the KZ500Q)

The KaiVac 1750 combines high capacity and compact size to deliver the highest value possible in this fast growing category. This unit includes a new removable “black box” engine compartment for rapid repair.

Designed for total soil removal, the KaiVac 1750 No-Touch Cleaning combines an indoor pressure washer, chemical injection and wet vacuum technologies onto a single space-efficient platform. Workers simply spray cleaning solution on fixtures and floors, blast the soils to the floor with a high-pressure water spray, then vacuum the floor dry. This enables them to deep clean restrooms, kitchens, stairwells, classrooms, hallways and many other areas in one-third the time—without ever having to touch a contaminated surface. Besides cleaning better, it also cuts labor and chemical costs while raising worker morale and image. The KaiVac KV1750 system also accommodates a wide range of accessories, making it perfect for a variety of jobs anywhere in the building.

Its’ highly maneuverable design accommodates easy van loading and stair climbing, and completely removes soils from hard surfaces. The system reduces labor and chemical costs and improves job satisfaction.

Features include:

- Dual chemical injection
- **17 gal. water tank**
- 500 psi pump
- **17 gal. recovery tank**
- 130 in vacuum water lift
- 112 cfm air flow
- 120 volt 14.5 amp
- 45 ft. pressure line
- 45 ft. vacuum hose
- 50 ft. electric cord w/ GFCI
- 33 ft. slinky blow hose
- 8” flat proof non-marking tires

System includes the following:

- **HEPA Filtration**
- KaiHose-fill hose
- Vacuum wand
- Wet squeegee tool
- KaiBrush with handle
- Pack of metering tips
- Owner’s manual
- GFCI
- **Muffler (65 decibels)**
- Placard system
- KaiDrain (instant drain)
- Rotationally molded tanks
- Window squeegee complete
- Stair climbing/van loading design
- Molded-in quart and gallon bottle holders
- Safety cap system
- Toilet dumping capability
- UL approval
- **Kaivac, Inc. has multiple patents and patents pending on its No-Touch Cleaning equipment and methods.**
- 5” locking casters
- Quick-connect gun with variable spray and pressure
- Drain hose dump
- Dry vacuum tool
- ***NEW *** Removable “black box” engine compartment for rapid repair.



SPECIFICATIONS	
Weight:	123 lbs.
Color:	Yellow
ORDERING INFORMATION	
Source:	Supply Chain Management via CER Process
Part #:	KV1750 KaiVac No-Touch Cleaning System
OPTIONAL ACCESSORIES, EQUIPMENT REPLACEMENT PARTS & SPARES	
Source:	USA-Clean, Inc. (800) USA-CLEAN or via online parts look up at www.usaclean.com/aramark

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ARAMARK GREEN CLEANING PRODUCTS



TYPE	PARTS NUMBER	COMPANY	NAME	Green Seal	Energy Star	NFSI	Design for the Environment	Eco-Logo	CRI Seal of Approval	CRI Green Label	Existing Building LEED	Post Consumer Recycled Content	Recycled Content
Floor Finish	6100026	ECOLAB	Low Maintenance Floor Finish										
Floor Stripper	6100034	ECOLAB	Heavy Duty Low Odor Floor Finish Remover										
Floor Stripper	6100023	ECOLAB	Linoleum Floor Finish Remover										
All Purpose Cleaner	65332980	ECOLAB	All Purpose Cleaner 2										
Glass Cleaner	65332980	ECOLAB	All Purpose Cleaner 2										
Carpet Cleaner	61495060	ECOLAB	Revitalize Carpet & Upholstery Prespray										
Carpet Cleaner	61495074	ECOLAB	Revitalize Carpet & Upholstery Extraction Cleaner										
Bathroom Cleaner	6100111	ECOLAB	Bowl Care Concentrate										
Neutral Cleaner	9001908	TENNANT	Floorstar Light Duty Cleaner with FAST										
	65332914	ECOLAB	FloorStar Light Duty Cleaner 4										

EnVerros

CUSTOMIZED CLEANING AND SANITATION PRODUCTS

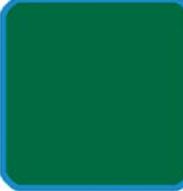


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Products with this symbol meet Green Seal's environmental standard for industrial and institutional cleaners based on their reduced human and aquatic toxicity and reduced smog production potential.

FLOORCARE QL

floor finishes



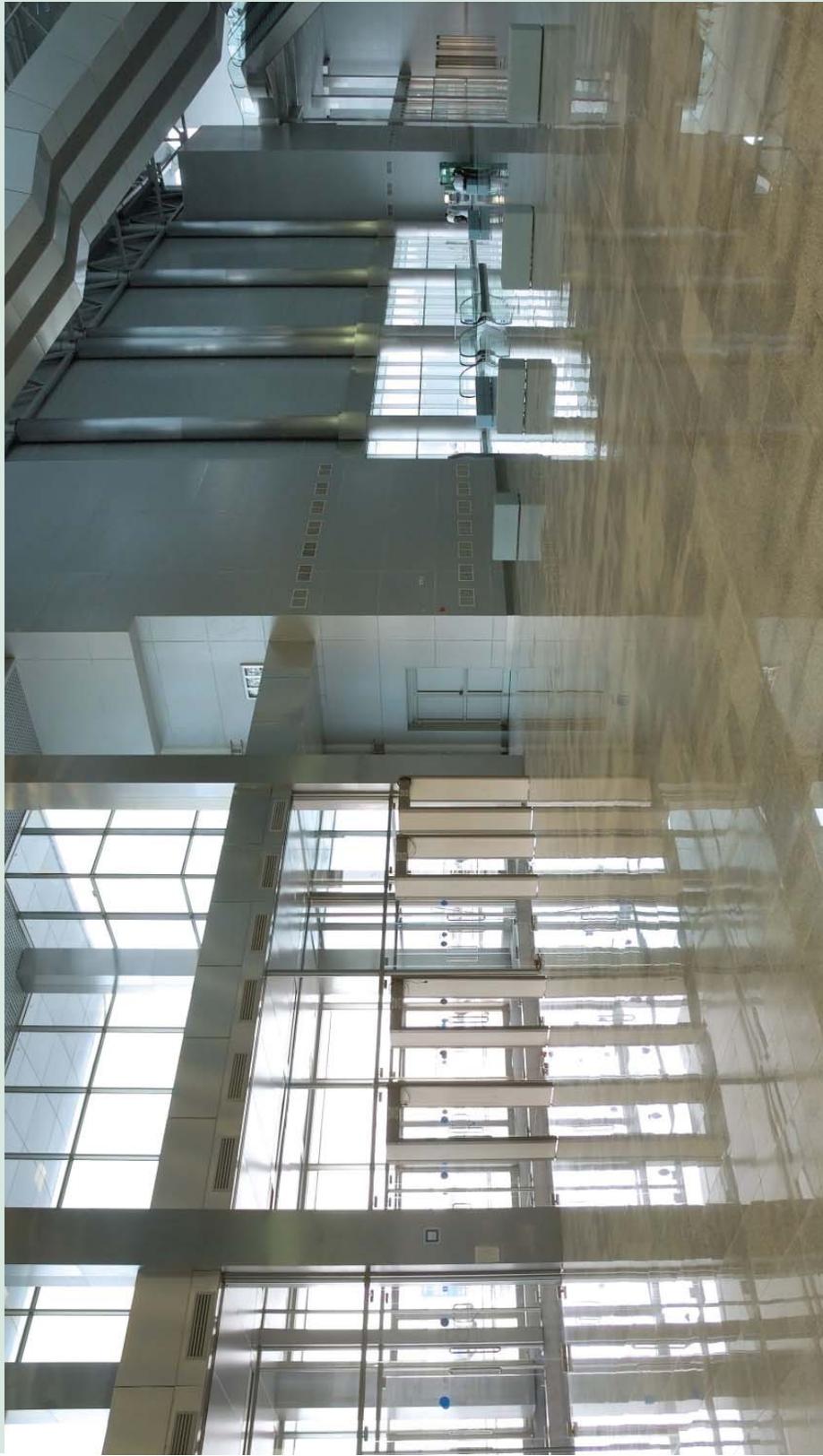
FloorStar® Premium 25

A durable, long-wearing, 25 percent solids finish provides excellent gloss on initial application. This product has excellent black heel mark resistance and scuff resistance and dries in 45 to 60 minutes between coats.

Coverage: 1 gal./2,000 sq. ft.

Dilution rate: RTU

SKU	Unit of Measurement
65332420	30 gal. drum
65332422	2.5 gal.
65332423	55 gal. drum
65332425	5 gal. pail





Matte Floor

This product has matte finish for specialty applications in hospitals or nursing homes.

Coverage: 1400–1800 sq. ft./gal.

Dilution rate: RTU

SKU	Unit of Measurement
6100025	2.5 gal.



FloorStar® Superior 30

This 30 percent solids floor finish provides excellent gloss and durability and requires fewer coats to maintain gloss levels than traditional finishes. This can be applied through an applicator or with a microfiber mop and SHOULD NOT BE APPLIED WITH A STRING MOP.

Coverage: 1,500–2,000 sq. ft./gal.

Dilution rate: RTU

SKU	Unit of Measurement
14656	5 gal. pail
14657	30 gal.



FloorStar® Waterseal with Stain Seal

Designed for use as a sealer/undercoat for finished floors, this durable, non-yellowing sealer will provide long-lasting protection. This product seals out stains before they can penetrate and permanently damage floor.

Coverage: 1 gal./2,000 sq. ft.

Dilution rate: RTU

SKU	Unit of Measurement
65332145	5 gal. pail





FloorStar® PowerStrip Finish Remover

This total finish remover quickly wets and penetrates through multiple coats of finish. There is easy cleanup with wet vacuum, mop, or autoscrubber. This product will remove WaterSeal.

Dilution rate: Light to Normal Buildup: 20 oz.-32 oz./gal.
Heavy Buildup: 40 oz./gal.

SKU	Unit of Measurement
65332955	5 gal. pail



FloorStar® TFR Low Odor

This total finish remover with minimum odor aggressively attacks burnished finish and buildup on hard surface floors. Easy cleanup with wet vacuum, mop, or autoscrubber. This product will remove WaterSeal.

Dilution rate: Light Buildup: 24 oz./gal.
Normal Buildup: 40 oz./gal.
Heavy Buildup: 64 oz./gal.

SKU	Unit of Measurement
65332245	5 gal. pail
65332240	30 gal. drum



FloorStar® Outlast Remover

This very aggressive floor stripper is specifically formulated to remove FloorStar® Outlast Floor Coating. Product will not damage underlying floor, and has very low odor. Easy cleanup with wet vacuum, mop, or autoscrubber.

Dilution rate: RTU

SKU	Unit of Measurement
65332995	5 gal. pail



FloorStar® Conquer

This is a powder concentrate total finish remover for conventional floor finishes. It is specially formulated without odor. Safe for use on asphalt tile. Note: Conquer is not designed to remove FloorStar® WaterSeal.

Dilution rate:
 Normal Buildup: 1–1½ cups/gal.
 Heavy Buildup: 2 cups/gal.



SKU	Unit of Measurement
65332083	24 lb. pail

FloorStar® BFR (Baseboard Finish Remover)

This heavy-duty penetrating aerosol stripper quickly and effectively removes wax, finish, and dirt buildup around baseboards, corners, and other hard to reach areas. The product clings to surface without running and has a pleasant odor.

Dilution rate: RTU

SKU	Unit of Measurement
65332169	Case 12x20 oz.



FloorStar® DuoClene

This moderately alkaline, concentrated dual-purpose detergent/cleaner may be safely used for damp mopping or shower scrubbing depending upon dilution rates. Phosphate free.

Dilution rate:
 Mopping: 0.5–1.0 oz./gal.
 Shower Scrubbing: 1–4 oz./gal.



SKU	Unit of Measurement
703299	RTU label
65332154	Case 4x1 gal.
65332155	5 gal. pail



FloorStar® Light Duty Cleaner 4

This is a concentrated, neutral pH cleaner for hard surface floors. Removes soil without attacking the floor finish. Equally effective in both hard or soft water. Requires no rinsing. Phosphate-free, biodegradable, and Green Seal Certified.

Dilution rate:
 Damp Mopping: 0.5 oz./gal.
 Automatic Floor Machine: 4.5 oz./18 gal. of water



SKU	Unit of Measurement
703304	RTU label
65332910	30 gal. drum
65332914	Case 4x1 gal.
65332915	5 gal. pail



SaniMaster® 4

An EPA-registered quaternary-based cleaner/disinfectant approved for use on a wide variety of bacteria, including methicillin-resistant staphylococcus aureus (MRSA) and vancomycin-resistant enterococci (VRE), viruses, and fungi. This disinfectant is for use in hospitals and other facilities where controlling the risk of cross-contamination is of great importance. Use with cold water. See label for detailed information on specific claims.

Dilution rate: 1 oz./gal.

SKU	Unit of Measurement
703312	RTU label
442444	24 oz. bottle silk-screened
65332960	30 gal. drum
65332964	Case 4x1 gal.
65332965	5 gal. pail



FloorStar® Glaze Restorer 2

A one-step cleaner and restorer used in auto scrubbing and burnishing systems. Fills surface scratches and removes scuff marks.

Dilution rate:

Auto Scrubber: 6 oz./gal.

Wet Mop: 32 oz. to 2.75 gals. (3 gals. of RTU solution)

SKU	Unit of Measurement
65332444	Case 4x1 gal.



FloorStar® Degreaser 2

A strong alkaline degreaser and cleaner for use on hard surfaces, equipment, and utensils. Readily dissolves grease and oils such as carbon, soot, resins, gum, ink, dyes, and hard soap scum.

Dilution rate:

Light Soil: 2–3 oz./gal.

Floors and Heavy Soils: 12 oz./gal.

Walls, Counter Tops, Equipment, and Utensils: 1–2 oz./gal.

SKU	Unit of Measurement
65332030	55 gal. drum
65332032	Case 4x1 gal.
65332035	5 gal. pail



FloorStar® Tile and Grout Sealer

This ready-to-use water-based penetrating sealer prevents liquids from soaking in and staining grout and other porous surfaces.

Estimated coverage: 800–1,000 sq. ft./RTU gal.

Dilution rate: RTU

SKU
65332664

Unit of Measurement
Case 4x1 gal.





Marble Polishing Compound

This unique, user-friendly paste is used to polish, restore, and maintain worn marble, travertine, limestone, agglomerates, and other calcium-containing materials. It also helps to enhance water and stain resistance.

Dilution rate: RTU

SKU	Unit of Measurement
62725211	10 lb. pail



Ceramic Tile Polish-1

This is the first part of a two-step program that freshens grout lines and prepares tile for polishing to a high-gloss with the use of Ceramic Tile Polish-2.

Dilution rate: RTU

SKU	Unit of Measurement
62725603	10 lb. pail



Ceramic Tile Polish-2

This product is the second step in a two-part program that promotes a high-gloss on most vitrified, unglazed ceramic, porcelain, and quarry tile floors.

Dilution rate: RTU

SKU	Unit of Measurement
62725608	10 lb. pail



All-Purpose Cleaner 2



This concentrated cleaner is for use in routine cleaning of multiple surfaces. Use on glass, metal, ceramic, laminate, and painted surfaces. Phosphate free, biodegradable, and Green Seal certified.

Dilution rate: 5oz./gal.

SKU	Unit of Measurement
714652	RTU label
407469	24 oz. bottle silk-screened
65332980	Case 4x1 gal.



WallGlide® Plus

This moderately alkaline, concentrated liquid detergent readily loosens soils from detergent-cleanable interior surfaces, such as painted walls, ceilings, woodwork, painted wood, and metal cabinets and appliances.

Dilution rate:
 Spot Cleaning/Light Soil: 2 oz./gal.
 Medium Soil: 5–7 oz./gal.
 Heavy Soil: 7–10 oz./gal.

SKU	Unit of Measurement
703317	RTU label
442445	24 oz. bottle silk-screened
65323244	Case 4x1 gal.
65323245	5 gal. pail



WallGlide® Tile Cleaner

Industrial strength concentrate is ideal for cleaning dirt, removing lime scale, soap, and other bath residues. Quickly removes hard water scale organic buildup and stains and is gentle on hard surfaces.

Dilution rate:
 Spot Cleaning/Light Soil: 2 oz./gal.
 Medium Soil: 6 oz./gal.
 Heavy Soil: 12 oz./gal.

SKU	Unit of Measurement
715678	RTU label
65333954	Case 4x1 gal.



WallGlide® DeepClene

This low-foaming additive to WallGlide® Plus is for use in removal of heavy soot and grease from walls, ceilings, and greasy kitchen surfaces.

Dilution rate: 6–8 oz./gal.

SKU	Unit of Measurement
65323505	5 gal. pail



WallGlide® Graffiti Remover

This ready-to-use aerosol spray removes wall graffiti. Dispenses as a foam and clings to the surface. Especially effective on spray paint, crayon, paint, magic marker, lipstick, and various inks.

Dilution rate: RTU

SKU	Unit of Measurement
65323519	Case 12x20 oz.



GlideRinse III Disinfectant

This EPA-registered liquid disinfectant and deodorizer is an effective germicidal, fungicidal rinse on surfaces that have just been cleaned. See label for detailed information on specific claims.

Dilution rate: 1 oz./gal.

SKU	Unit of Measurement
706612	RTU label
65323194	Case 4x1 gal.



OdorGo Room Deodorant Pro

All-purpose cinnamon fragrance room deodorant can be used as an additive in mopping solutions; is compatible with UltraPro, DuoClene, and WallGlide® Plus. Effective for use as a topical spray to control odors in localized areas.

Dilution rate: 16 oz./gal.

SKU	Unit of Measurement
703327	RTU label
65323259	Case 12x1 pint



OdorGo Room Deodorant Citrus

All-purpose citrus fragrance room deodorant can be used as an additive in mopping solutions; is compatible with UltraPro, DuoClene and WallGlide® Plus. Effective for use as a topical spray to control odors in localized areas.

Dilution rate: 16 oz./gal.

SKU	Unit of Measurement
703331	RTU label
65323269	Case 12x1 pint



WallGlide® Mildew Stain Remover Plus Detergent

This chlorine and detergent-based, dual-purpose, ready-to-use cleaner removes mildew stains while dissolving soap scum and hard water deposits. Clinging action. Rinses clean.

Dilution rate: RTU

SKU	Unit of Measurement
65323289	Case 12x24 oz.





WallGlide® White Board Cleaner

This cleaner is designed to remove markings from white boards, vinyl, slate boards, enamel, and porcelain. It removes ghosting, shadowing, grease, dirt, adhesives, and permanent markers.

Dilution rate: RTU

SKU	Unit of Measurement
65323188	Case 4x16 oz.





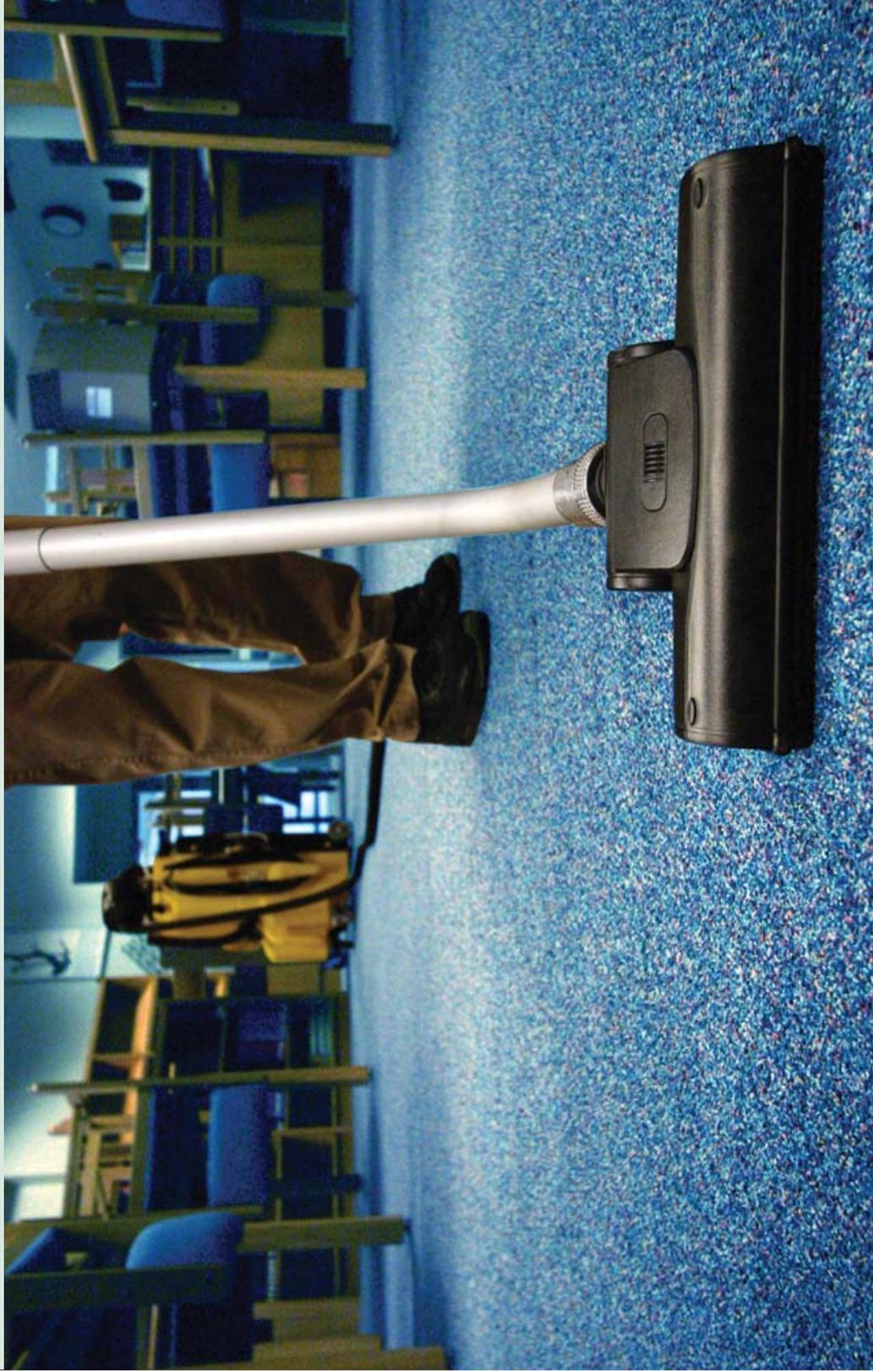
FiberFresh® UltraClean Extraction Cleaner

This multi-purpose powdered extraction detergent is excellent for general carpet cleaning or traffic lane areas. Can be used as a pre-spray or in extractors.

Dilution rate:

- .5 oz./gal. Pressure Sprayer (Moderate)
- 2-5 oz./gal. Pressure Sprayer (Heavy)
- 1 oz./8 gal. Extractor (Light)
- 1 oz./4 gal. Extractor (Heavy)

SKU	Unit of Measurement
65323385	20 lb. pail





FiberFresh® Grease Soil Lifter (GSL)

This cleaning additive to FiberFresh® detergent will loosen heavy grease, oil, and asphalt residues from carpet and wet, cleanable upholstery.

Dilution rate: Extraction cleaning: up to 8 oz./gal.
Other types of cleaning: up to 2 oz./gal.

SKU	Unit of Measurement
14658	Case 4x1 gal.



FiberFresh® Stain Erase and Stain Erase Additive

Stain Erase expertly removes a broad range of water-based stains from carpeting and upholstery. FiberFresh® Stain Erase will remain active and effective in a ready-to-use (RTU) solution for up to three months. For additional cleaning power, use Stain Erase Additive with Stain Erase. For specific stains, see label.

Dilution rate: 1.5 tsp. of Stain Erase Additive to 24 oz. of Stain Erase Solution

SKU	Unit of Measurement
703292	RTU label
65323339	Stain Erase Additive (6 oz. jar)
65323514	Case 4x1 gal.



FiberFresh® Carpet & Upholstery Spotter

This ready-to-use spotter removes water-based stains on all types of carpet with no rinsing and no soapy residue.

Dilution rate: RTU

SKU	Unit of Measurement
65326979	Case 12x24 oz.



FiberFresh® Jet Rinse

FiberFresh® Jet Rinse is a routine rinsing agent that effectively removes scale, hard water deposits, and dried detergent from feed lines and the tips of extraction equipment.

Dilution rate: 32 oz./gal. or as otherwise stated on label.

SKU	Unit of Measurement
65323284	Case 4x1 gal.



FiberFresh® Quick Dri (QD)

This blend of volatile, water-soluble solvents reduces drying time of carpet cleaning processes.

Dilution rate: 8–16 oz./gal.

SKU	Unit of Measurement
65323324	Case 4x1 gal.



Foam Control

Foam Control is designed for use in the vacuum tools, hoses, and receiving tank during wet shampoo extraction of carpets and upholstered furniture to act as a foam suppressant.

Tech Tip: Also can be used in tank vacuums to control foam during floor finish removal.

Dilution rate: 8 oz./gal.

SKU	Unit of Measurement
65323039	Case 12x1 qt.



FabRinse AN

This is a mild acidic rinse for conditioning upholstery fabric after shampooing. Also used to condition and stabilize wool and synthetic carpets.

Dilution rate: 3 oz./gal.

SKU	Unit of Measurement
65323444	Case 4x1 gal.





Citric Acid

This is a mild neutralizing rinse for removal of yellow discoloration on stain-resistant nylon carpets. Also excellent for use on hard surface floors as a neutralizing rinse after finish removal.

Tech tip: Handy to remove tracked-in residues from calcium chloride-based ice melters

Dilution rate:
Stain-resistant carpet: 2 oz./gal.
Hard-surface floors: 6 oz./gal.

SKU	Unit of Measurement
65323902	Case 4x4 lb. jars



Solvoil

This revised formula has been updated to meet all current VOC restrictions while maintaining its superior spot removing performance. The citrus scent has been removed but the effectiveness on a wide range of oil based spots from carpet, upholstery and other fiber surfaces remains.

Dilution rate: RTU

SKU	Unit of Measurement
10402	Case 12x8 oz.



FiberFresh® Gum Remover

This aerosol gum remover effectively and easily removes chewing gum and candle wax from carpet, upholstery, and most hard surface floors.

Dilution rate: RTU

SKU	Unit of Measurement
65323329	Case 12x5 oz.



SaniMaster® Carpet Sanitizer

This is an EPA-registered sanitizing product intended for use on carpets. Can be used with both extraction and bonnet cleaning equipment. Cannot be used with additives. See label for detailed information on specific product claims.

Dilution rate:

Extraction: 2 oz./gal.

Bonnet: 4 oz./gal.

SKU	Unit of Measurement
65323664	Case 4x1 gal.



Revitalize™ Anti-soil Treatment

This is an anti-soil and stain treatment for protection of carpets. Repels oil and water- based stains. Contains DuPont Teflon and is non-combustible.

Dilution rate:

RTU

SKU	Unit of Measurement
61495025	Case 4x1 gal.





All-Purpose Cleaner 2

This concentrated cleaner is for use in routine cleaning of multiple surfaces. Use on glass, metal, ceramic, laminate, and painted surfaces. Phosphate free, biodegradable and Green Seal certified.

Dilution rate: 5oz./gal.

SKU	Unit of Measurement
714652	RTU label
407469	24 oz. bottle silk-screened
65332980	Case 4x1 gal.



SaniMaster® 4

This is an EPA-registered quaternary-based cleaner/disinfectant approved for use on a wide variety of bacteria, including methicillin-resistant staphylococcus aureus (MRSA) and vancomycin-resistant enterococci (VRE), viruses, and fungi. This disinfectant is for use in hospitals and other facilities where controlling the risk of cross-contamination is of great importance. Use with cold water. See label for detailed information on specific claims.

SKU	Unit of Measurement
703312	RTU label
442444	24 oz. bottle silk-screened
65332960	30 gal. drum
65332964	Case 4x1 gal.
65332965	5 gal. pail



FloorStar® Light Duty Cleaner 4

This is a concentrated, neutral pH cleaner for hard surface floors. Removes soil without attacking the floor finish. Equally effective in both hard or soft water. Requires no rinsing. Phosphate-free, biodegradable, and Green Seal Certified.

Dilution rate: Damp Mopping: 0.5 oz./gal.
Automatic Floor Machine: 4.5 oz./18 gal. of water.

SKU	Unit of Measurement
703304	RTU label
65332910	30 gal. drum
65332914	Case 4x1 gal.
65332915	5 gal. pail



Bowl Care Concentrate

EnVerros Bowl Care Concentrate is a new formula pending Green Seal certification that is based on a unique blend of citrates and specialty surfactants for efficient removal of soap scum, light rust from toilet bowls, urinals, and shower room walls and floors. This new concentrated product can replace Bowl Care in your daily restroom cleaning process and reduce your cost significantly.

Dilution rate: 8 oz. per gal. (Aqua .018 tip)

SKU	Unit of Measurement
6100111	Case 4x1 gal.
408424	32 oz. Bottle Bowl Care RTU
469107	Flip-top Cap for RTU bottle



Bowl Care Plus

Bowl Care Plus is a phosphoric acid cleaner designed to chemically and physically remove light to moderate buildup of hard water scale, rust, uric acid stains, and organic soils from toilet bowls.

Dilution rate: RTU

SKU	Unit of Measurement
10397	Case 12x1 qt.



Bowl Descaler Pro

Bowl Descaler Pro is a 23 percent hydrochloric acid cleaner that chemically and physically removes severe buildup of hard water scale, rust, uric acid stains, and organic soils from toilet bowls and urinals.

Dilution rate: RTU

SKU	Unit of Measurement
65323989	Case 12x1 qt.



GlideRinse III Disinfectant

This EPA-registered liquid disinfectant and deodorizer is an effective germicidal, fungicidal rinse on surfaces that have just been cleaned. See label for detailed information on specific claims.

Dilution rate: 1 oz./gal.

SKU	Unit of Measurement
706612	RTU label
65323194	Case 4x1 gal.



SaniMaster® 4

This EPA-registered quaternary-based cleaner/disinfectant is approved for use on a wide variety of bacteria, including methicillin-resistant staphylococcus aureus (MRSA) and vancomycin-resistant enterococci (VRE), viruses, and fungi. This disinfectant is for use in hospitals and other facilities where controlling the risk of cross-contamination is of great importance. Use with cold water. See label for detailed information on specific claims.

Dilution rate: 1 oz./gal.

SKU	Unit of Measurement
703312	RTU label
442444	24 oz. bottle silk-screened
65332960	30 gal. drum
65332964	Case 4x1 gal.
65332965	5 gal. pail



FloorStar® Degreaser 2

This is a strong alkaline degreaser and cleaner for use on hard surfaces, equipment and utensils. Readily dissolves grease and oils such as carbon, soot, resins, gum, ink, dyes, and hard soap scum.

Dilution rate:

Light Soil: 2–3 oz./gal.

Floors and Heavy Soils: 12 oz./gal.

Walls, Counter Tops, Equipment, and Utensils: 1–2 oz./gal.

SKU	Unit of Measurement
65332030	55 gal. drum
65332032	Case 4x1 gal.
65332035	5 gal. pail



All-Purpose Cleaner 2

This is a concentrated cleaner for use in routine cleaning of multiple surfaces. Use on glass, metal, ceramic, laminate, and painted surfaces. Phosphate free, biodegradable, and Green Seal certified.

Dilution rate: 5oz./gal.

SKU	Unit of Measurement
714652	RTU label
407469	24 oz. bottle silk-screened
65332980	Case 4x1 gal.



SaniMaster® 4

This is an EPA-registered quaternary-based cleaner/disinfectant approved for use on a wide variety of bacteria, including methicillin-resistant staphylococcus aureus (MRSA) and vancomycin-resistant enterococci (VRE), viruses, and fungi. This disinfectant is for use in hospitals and other facilities where controlling the risk of cross-contamination is of great importance. Use with cold water. See label for detailed information on specific claims.



SKU	Unit of Measurement
703312	RTU label
442444	24 oz. bottle silk-screened
65332960	30 gal. drum
65332964	Case 4x1 gal.
65332965	5 gal. pail

SaniMaster® Q

This is a ready-to-use EPA registered tuberculocidal disinfectant, cleaner and deodorizer. Effective against various microorganisms. Meets the requirements for both hospital disinfection and OSHA Bloodborne Pathogen Standard. SaniMaster® Q is a recommended alternative product for SaniMaster® Phenolic. See label for detailed information on specific claims.



Dilution rate: RTU

SKU	Unit of Measurement
703883	RTU label
65332104	Case 4x1 gal.

SaniMaster® Carpet Sanitizer

This is an EPA-registered sanitizing product intended for use on carpets. Can be used with both extraction and bonnet cleaning equipment. Cannot be used with additives. See label for detailed information on specific product claims.



Dilution rate: Extraction: 2 oz./gal.
Bonnet: 4 oz./gal.

SKU	Unit of Measurement
65333664	Case 4x1 gal.



SaniMaster® Phenolic

This is an EPA-registered phenolic based disinfectant/cleaner that is effective on a broad range of microorganisms. It is a tuberculocidal and complies with OSHA requirements. See label for detailed information on specific claims.

Dilution rate: 1 oz./gal.

SKU	Unit of Measurement
703887	RTU label
65323674	Case 4x1 gal.



GlideRinse III Disinfectant

This is an EPA-registered liquid disinfectant and deodorizer. It is an effective germicidal, fungicidal rinse on surfaces that have just been cleaned. See label for detailed information on specific claims.

Dilution rate: 1 oz./gal.

SKU	Unit of Measurement
706612	RTU label
65323194	Case 4x1 gal.





Scrub-n-Shine Plus

This mild abrasive cream cleanser gives deep cleaning and scouring action without harming or scratching the surface. Clinging action excellent for vertical surfaces. Excellent for use on hard surfaces such as bathroom tile, porcelain, brushed stainless steel, and enameled surfaces.

Dilution rate: RTU



SKU	Unit of Measurement
65323249	Case 12x1 qt.

FloorStar® Degreaser 2

This strong alkaline degreaser and cleaner is for use on hard surfaces, equipment, and utensils. Readily dissolves grease and oils such as carbon, soot, resins, gum, ink, dyes, and hard soap scum.

Dilution rate: Light Soil: 2–3 oz./gal.
Floors and Heavy Soils: 12 oz./gal.
Walls, Counter Tops, Equipment, and Utensils: 1–2 oz./gal.



SKU	Unit of Measurement
65332030	55 gal. drum
65332032	Case 4x1 gal.
65332035	5 gal. pail

Creamy Stainless Steel Cleaner Polish

This is a ready-to-use, water-based cleaner containing solvents and detergents for the routine maintenance of brushed stainless steel. Removes light smudges and soiling, leaves a beautiful clean shine.

Dilution rate: RTU



SKU	Unit of Measurement
706615	RTU label
65323911	Case 4x1 qt.



Duster and Protector

This is a water-based silicone polish formulated for cleaning of furniture and most non-porous surfaces. Simply spray on and wipe off.

Dilution rate: RTU

SKU	Unit of Measurement
65323908	Case 12x24 oz.

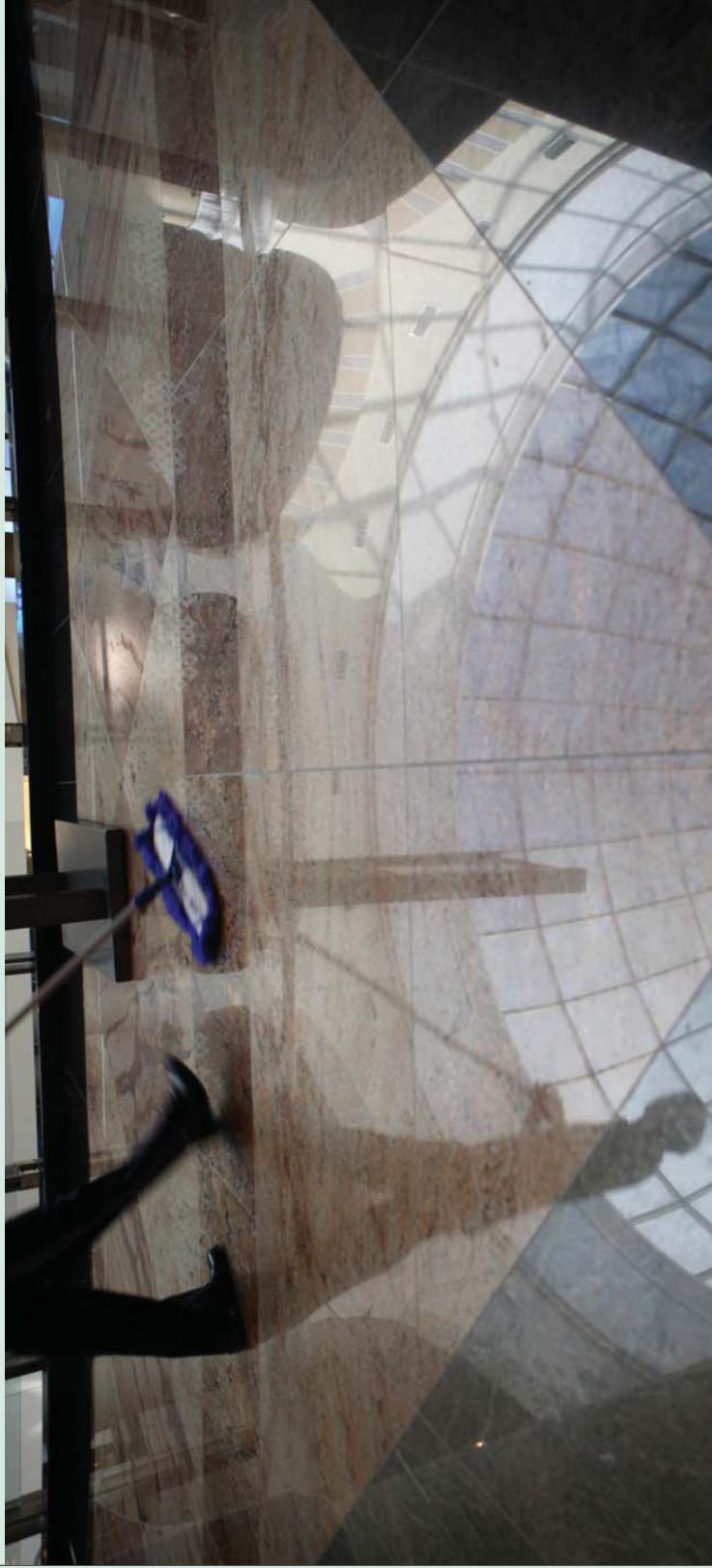


Dry Mop Treatment

This is a ready-to-use dry mop treatment for dust control. Easily applied directly to the mop or can be applied to mops at the final laundry rinse cycle.

Dilution rate: RTU

SKU	Unit of Measurement
703890	RTU label
65323905	5 gal. pail





Behold Lemon Furniture Polish

Cleans, polishes, moisturizes, and protects wood furniture and other types of surfaces. The special professional formula penetrates dust, oil, and wax to remove stains and smudges to give furniture and equipment a clean shine. This hard wax finish protects surfaces and adds new luster.

Behold is a registered trademark of Sara Lee Corporation.

SKU
61196406

Unit of Measurement
6x16 oz.





WoodGlo Tackasol

This blended solvent is used in removing all traces of dust and abrasive residue after sanding or disk-ing a wood floor. It should be used immediately before sealing and finishing operations.

Dilution rate: RTU

SKU	Unit of Measurement
65332335	5 gal. pail



Classic 50 Ultra Gym Finish

A 50 percent solids, oil-modified, ready-to-use urethane product developed for wood sport floors. Delivers a high gloss finish.

Coverage: Approximately 400 sq. ft./gal.

Dilution rate: RTU

SKU	Unit of Measurement
61012265	5 gal. pail



WoodGlo Super Sport Floor Finish

This two-component, water-based urethane finish is used on maple sport floors, such as gymnasiums, dance floors, and stages. Cross-linking additive component included in case.

Coverage: 1 gal./500–600 sq. ft. Dries in approximately 2–3 hours.
Recoat: 2–3 hours.

Dilution rate: RTU

SKU	Unit of Measurement
65332394	Case 4x1 gal.



Supplies

SKU	Description	Unit of Measurement
65440252	1 oz. for 5 gal. pail	Each
469107	Flip-top cap for RTU bottle	Each

Bottles

SKU	Description	Unit of Measurement
408424	32 oz. Bottle Bowl Care RTU	Each
442444	24 oz. bottle SaniMaster® 4	Each
442445	24 oz. bottle WallGlide® Plus	Each
407469	24 oz. bottle All Purpose Cleaner 2 Green RTU	Each
65445003	24 oz. bottle Generic	Each

RTU labels

SKU	Description	Unit of Measurement
703065	RTU label—Generic Write-on	Each
714652	RTU label for All-Purpose Cleaner 2 Green	Each
703292	RTU label for FiberFresh® Stain Erase	Each
703299	RTU label for FloorStar® DuoClene	Each
703304	RTU label for FloorStar® Light Duty Cleaner 4	Each
703312	RTU label for SaniMaster® 4	Each
703317	RTU label for WallGlide® Plus	Each
715678	RTU label for WallGlide® Tile Cleaner	Each
703327	RTU label for OdorGo Room Deodorant Pro	Each
703331	RTU label for OdorGo Room Deodorant Citrus	Each
703883	RTU label for SaniMaster® Q	Each
703887	RTU label for SaniMaster® Phenolic	Each
703890	RTU label for Dry Mop Treatment	Each
706612	RTU label for GlideRinse III Disinfectant	Each
706615	RTU label for Stainless Steel Cleaner Polish	Each

Dispensers

SKU	Description	Unit of Measurement
41800	Dispenser for 8 Station Spacecare QL	Each
41801	Dispenser for 4 Station Spacecare QL	Each
41804	Rack for Spacecare QL Dispensers	Each
38331	Dispenser for AccuDose 1 Button High Flow	Each
38301	Dispenser for AccuDose 1 Button Low Flow	Each
117	Rack for AccuDose Dispensers	Each

Note: Order through USA Clean Customer Service at: (800) 872-2532 or via SMART CART.



ECOLAB CUSTOMER SERVICE

Phone: 877-232-6522
Fax: 800-253-7686

ONLINE ORDERING:

SMART CART
www.myeocolab.com



Custodial Training Programs



ARAMARK understands that a comprehensive, well-executed, professional training program for our on-site managers and production employees is critical to an effective, efficient, and quality Custodial Program. So, we employ highly specialized curriculum training for our managers, and then we follow up with a focused and seamlessly integrated Train-the-Trainer Program to ensure that the appropriate skills and processes reach the on-site production employees who must deliver our quality program to School District of Volusia County.

ARAMARK TECHWEEK

ARAMARK Education's training features **TechWEEK**, an internal weeklong technical training certification program designed to train and develop ARAMARK leadership, managers, and staff on the innovative systems, processes, and procedures used to operate efficiently and effectively. Held several times a year, TechWEEK provides a comprehensive week of Custodial Program instruction, with a full course load, hands-on training, team interaction, and application of processes, for an optimal learning experience. Current managers reattend TechWEEK minimally once every three years.

Facility managers attend this specialized training to learn the core fundamentals of our custodial systems, such as SpaceCare QL, FloorCare QL, CarpetCare QL, and Marble and Terrazzo Care QL. Additionally, TechWEEK provides an overview of carpet care, tile and grout maintenance, and a touchless cleaning system for restrooms, locker rooms, and showers. The course curriculum has been developed to introduce new innovative cleaning procedures, products and equipment that will continue to improve quality while providing opportunities to identify more effective use of limited resources.



Participants can expect a vigorous schedule, starting at 8:00 AM each day and not finishing until 7:00 PM on some evenings. Attendees should be prepared for intense study during all the sessions and after each, there is a test. Certification for the entire training is dependent on passing each session. It is suggested that this training should be completed by all custodial managers every three years.

AREAS OF FOCUS FOR TECHWEEK CUSTODIAL TRAINING

In TechWEEK and through consistent on-site training, ARAMARK Education enhances the skills of our employees, with specialized focus on areas such as:

- Equipment and chemical use training
- One-on-one process training
- Safety training
- Certification training in carpet care, hard floor care, wall and upholstery care, and other innovative systems
- Proper waste handling and management

IN-DEPTH COURSES PROVIDED TO SCHOOL DISTRICT OF VOLUSIA COUNTY CUSTODIAL STAFF:

- **Wood Floor Care**—Covers proper care and maintenance procedures for wood floor surfaces (Topics include floor construction, floor materials, terminology, daily and weekly maintenance procedures, and project work processes.)
- **Hard Surface Floors**—Focuses on the types of hard surface flooring, principles of soiling, maintenance programs, equipment, troubleshooting, and cleaning processes
- **Wall and Upholstery**—Explains the proper care and maintenance of upholstered walls and furniture (Topics include fabric construction, principles of soiling, equipment, stain removal, troubleshooting, and cleaning processes.)
- **Carpet Care**—Covers the construction and manufacturing of carpet, principles of soiling, maintenance program, equipment, stain removal, troubleshooting, and cleaning processes

Additionally, a complete library of technical bulletins is continually provided for on-site use. These technical bulletins cover a variety of subjects to assist the on-site manager in diagnosing and remedying a situation that may not be covered by our normal operating standards.

ARAMARK TECHNICAL TRAINING CENTER

ARAMARK's Technical Training Center, our state-of-the-art training lab in Downers Grove, is home to TechWEEK. With carpeted areas and terrazzo, marble, ceramic, and epoxy floors, this highly specialized, one-of-a-kind center allows for hands-on training in settings that simulate actual cleaning environments. Since the opening in 2009, many TechWEEK training classes have been conducted, including the 200th TechWEEK class, which was conducted in June 2010. The Center has also hosted tours from Japan, Ireland, Brazil, Chile, Taiwan, and Singapore.

The Center is also used to host meetings and tours with some of our largest customers like East Baton Rouge Parish School District, St. Louis School District, and District Manager Fall Conferences. Additionally, the Center is used as a lab to work on the development of new and innovative technology with our key partners at Tennant, Kaivac, Windsor, Ecolab, NSS and ProTeam. Some of the innovations that were tested in the lab include the Ec-H2O cleaning system, Electrically Activated Water (EAW), Superior 30 floor with Ecolab and the micro fiber washer.



"We identify products and supplies, the costs of implementation, return on investment, impact on labor, and the quest for consistent execution."

*—Craig Arnold,
Chief facilitator of training*



Uniforms

Provide pictures or samples of the uniforms your employees will wear as a requirement of this RFP.

Attached is a sample of our proposed uniforms for the team members at Volusia County Schools.

Uniforms will be purchased for each employee and refreshed as needed.



Photo ID Badges

Provide a sample Photo ID badge that all employees will be required to wear as a requirement of this RFP.

As required per the RFP, attached is a sample of a type of photo ID Badge we would require all of our team members to wear.





RISK AND SAFETY MANAGEMENT

10.A.1

THE ARAMARK EDUCATION SAFETY PROGRAM

Schools today are challenged with an environment of increasingly complex safety, regulatory compliance, and accident prevention. Managing this exposure is critical to your success. ARAMARK combines 50 years of facility services experience with proven, powerful risk exposure expertise, systems, and analytics tools.

Our safety solutions are shaped by expert guidance from our Executive Safety and Risk Control Steering Teams, which develop annual Strategic Loss Improvement Plans based on prioritized risks and established goals. These proven safety solutions will be customized for your District, with specific focus on occupational safety and health and environmental risk. Continuous benchmarking and monitoring will drive sustainable safety and risk control for The School District of Volusia County.

**ARAMARK combines
50 years of
facility services
experience with
proven, powerful risk
exposure expertise,
systems, and
analytics tools.**

OCCUPATIONAL SAFETY AND HEALTH

ARAMARK's unique safety-enabling tools and systems aim to mitigate the major loss drivers within ARAMARK businesses and ensure compliance with OSHA and other regulatory requirements. Our occupational safety and health tools and systems include:

- SafeSTEP (Slip, Trip, Elimination Process) is designed to prevent slip, trips, and falls that lead to frequent and severe injuries to our people.
- The ErgoTEC (Targeted Exposure Control) process is designed to reduce exposure to the ergonomic risks that lead to musculoskeletal injuries.
- Our proprietary 5S process (Sort, Set in Order, Shine, Standardize, Sustain) is designed to address workplace clutter and improve physical organization. In addition to reducing trip hazards, the process has led to improved operating efficiency. This process also provides a link between SafeSTEP and ErgoTEC, since many of the risk exposures controlled through this process can lead to slips, trips, and falls and musculoskeletal injuries.
- ARAMARK's compliance-enabling tools address common OSHA regulations. These tools include procedures, simplified checklists, training processes, quick start guides, and self-assessment processes. Examples of these processes are hazard communication, personal protective equipment (PPE), bloodborne pathogens, and energy isolation.
- ARAMARK uses the 5 Whys process of incident investigation as a simple root cause analysis tool. The process involves defining a problem and asking "why" five (or more) times until the root cause is found. Once the root cause is identified, corrective actions are implemented to prevent future occurrences of the problem. Locations are required to report all accidents within a 48-hour time frame of occurrences, and the manager of the injury location is required to complete a 5 Whys analysis. The root-cause information and lessons learned are shared with the other team members and locations during monthly safety calls.

Safe S.T.E.P. Slip Trip Elimination Process



		BP 01-01 Quick Start Guide
Title: Bloodborne Pathogens Form: Quick Start Guide	Number: ES-2 Form: BBP 01-01	
Quick Start – Bloodborne Pathogens Program		
	STEP 1 Program Administration & Designated First Aiders <ul style="list-style-type: none"> • Select a Program Administrator • Complete designation of Program Administrator on Program Administrator and At-Risk Notification Form (Form BP 01-02) 	
	STEP 2 At-Risk Tasks & Jobs and Obtain Supplies <ul style="list-style-type: none"> • Identify job tasks and at-risk workers on Program Administrator and At-Risk Notification Form (Form BP 01-02), including any third-party providers • Obtain Stock Bloodborne Pathogens Kits, PPE, decontaminant, and other supplies required to cleanup after an incident 	
	STEP 3 Training and Communication <ul style="list-style-type: none"> • Conduct BBP and PPE training for all employees – Reference Training Outline • Document in Training Agenda and Roster (Form BP 01-03) 	
	STEP 4 Hepatitis B Vaccine <ul style="list-style-type: none"> • Offer HBV to all at-risk employees – to be administered by ARAMARK's designated occupational health service provider. • Document offer using Hepatitis B Vaccine Form (Form BP 01-04) 	
	STEP 5 Review and Check <ul style="list-style-type: none"> • Evaluate and update the Bloodborne Pathogen Process annually (Form BP 01-05) • Determine the Goals and Objectives for BBP Process 	

SAFETY MANUAL AND SAFETY TOOLKIT

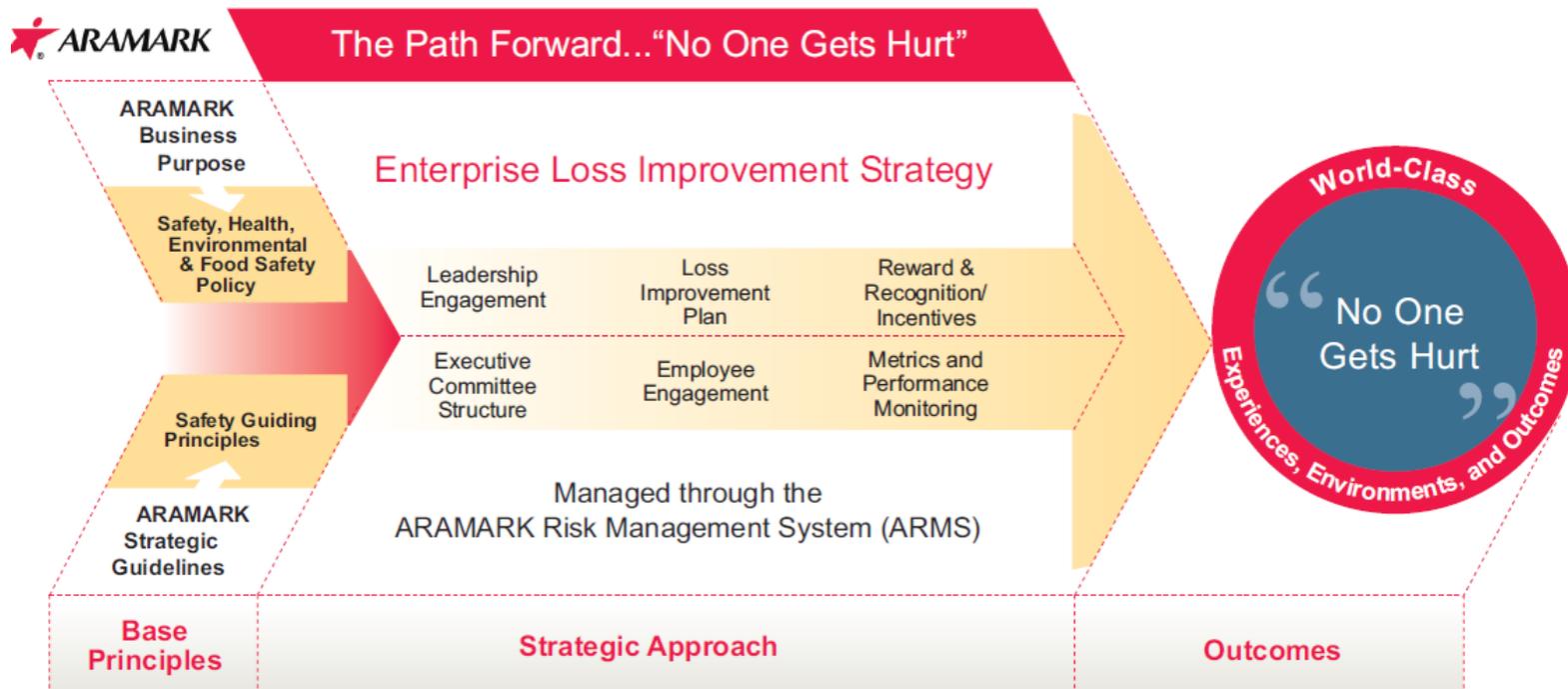
The Safety Program is comprised of the Safety Manual and the Safety Toolkit.

- Our formal, documented Safety Manual integrates written policies and procedures, records, and work instructions. It consists of a step-by-step approach to compliance and contains written programs that can be tailored to the services we are providing at School District of Volusia County.
- The Safety Toolkit contains adult-learning style training modules with built-in learning activities. It includes training on the following topics:
 - ➔ Safety Orientation
 - ➔ Hazard Communication
 - ➔ Bloodborne Pathogens
 - ➔ Lockout/Tagout
 - ➔ Asbestos Awareness
 - ➔ Personal Protective Equipment
 - ➔ Respiratory Protection
 - ➔ Confined Space Entry
 - ➔ Fall Protection

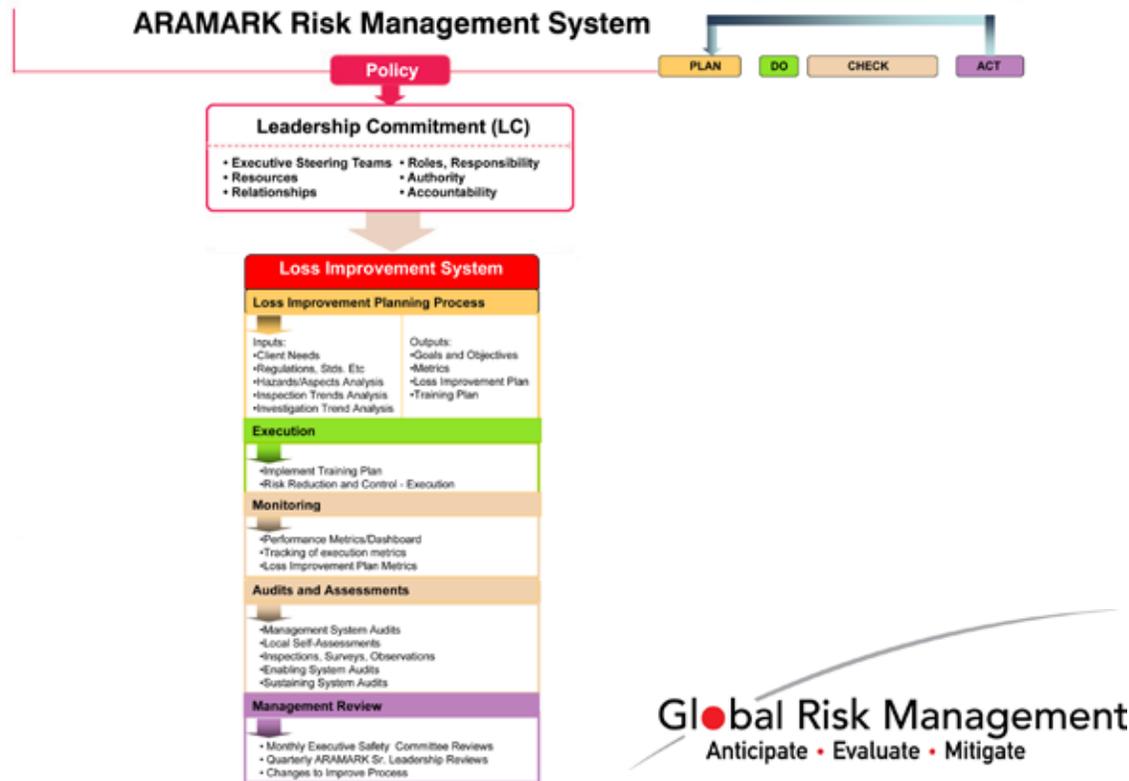
ARAMARK RISK MANAGEMENT SYSTEM

ARAMARK has long been committed to protecting our employees, clients, customers, and the environment from harm. This commitment is demonstrated by ARAMARK's long-term strategy to drive continuous and sustainable safety and risk control performance across the entire enterprise. Stated simply, our vision is to provide and sustain a workplace where "No one gets hurt."

Our strategy, shown below, is closely aligned with the ARAMARK business purpose and guiding principles. By putting "our people first" and using safety as a path to meaningful employee engagement at all levels, we will build a workplace where people can reach their full potential to deliver world-class experiences, environments, and outcomes.



As part of our strategy and approach to safety and risk control, ARAMARK has developed an ARAMARK Risk Management System (ARMS) which identifies, evaluates, manages, and controls risk to ensure continuous improvement throughout the organization.



ARAMARK is committed to continuous reduction of risk exposure during our operations now and into the future. We will partner with School District of Volusia County to build an environment of continuous and sustained sanitation and safety performance improvement.

ENVIRONMENTAL

We have developed a comprehensive environmental strategy to increase environmental awareness and provide training, compliance tools, and guidance to our front-line managers and their teams. The strategy is aligned and integrated within the ARAMARK risk management system. Environmental compliance requirements are integrated into our Operational Excellence platform and support ARAMARK's overarching management system approach.

We will work with School District of Volusia County to identify specific requirements that can be integrated into your programs, provide opportunities for continuous improvement, and address any other environmental aspects unique to your operations.

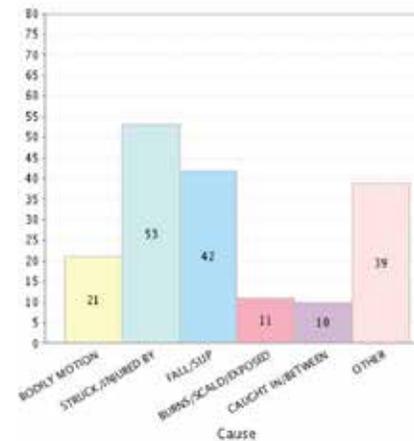
OUR DECISION METRICS AND MONITORING SYSTEM (DMM)

ARAMARK has developed a powerful analytic system to assist our school districts with managing and monitoring the complex safety, health, environmental, and food safety processes. Our front-line district managers can easily generate dashboards and scorecards to monitor execution and overall results of the various risk control processes on a daily basis. These managers can work with School District of Volusia County to report details of performance on a consistent basis—monthly, quarterly, or annually. This information and metrics will provide School District of Volusia County with background for solid decision making and optimal functioning of your risk control system.

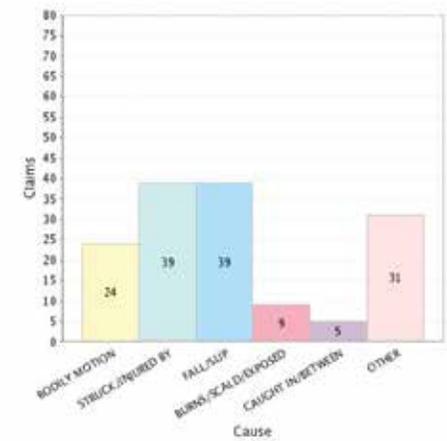
SAFETY LEADERSHIP



FY2009 as of 03/04/2009
Total claims: 176



FY2010 as of 03/04/2010
Total claims: 147



While our Executive Safety and Risk Control Steering Teams provide rigorous safety and risk control guidance, we also support each individual District with targeted safety leadership. As part of our Safety Leaders Program, School District of Volusia County's front-line manager will serve as the safety leader reporting to our regional safety leader and their respective district manager.

- The safety leader, with support from the general manager, will be responsible for forming and facilitating a Safety Committee, comprised of both management and hourly employees, to assist with your District's overall safety effort.
 - ➔ The group meets on a monthly basis and focuses on safety performance and a range of safety topics, such as OSHA regulations, Material Safety Data Sheets (MSDS), and evacuation plans.
 - ➔ All meetings are documented and forwarded to the safety director for review.

ENCOURAGING AND RECOGNIZING LEADERSHIP IN SAFETY

As part of a corporate-wide Safety Excellence Plan Program, ARAMARK North America Food, Hospitality and Facility Services created two safety awards.

- The two awards are the President's Safety Leadership Award and Safety Innovation Award.
- These awards are intended to recognize leaders within each business for their efforts that go beyond what is expected to create a workplace where "No One Gets Hurt."

INCENTIVE PROGRAMS

Each district establishes a safety incentive program that reinforces safe behaviors, rewards performance, and demonstrates that safety can be fun. Safety goals and objectives focused on safety performance and prevention also are established for all managers as part of the performance appraisal process.

AS PART OF OUR APPROACH TO ACHIEVE A SAFE, WELL-RUN DISTRICT ENVIRONMENT:

- Safety is part of every manager's job responsibility. Managers are trained, provided the tools to be successful, and held accountable for safety performance at their locations.
- Management bonuses are tied to safety performance, and supervisors are held accountable for the timely reporting of incidents.

TRAINING TOOLS FOR THE ARAMARK EDUCATION SAFETY PROGRAM INCLUDE:

- A written program section containing step-by-step compliance requirements written in common language descriptions
- A leader's guide with a complete lesson plan for conducting training using videos and group learning activities that contains pre- and post-tests, and training documentation
- A participant's handbook for employees during the training session, available in English and Spanish
- A glossary section containing technical terms interpreted in layperson's language for easy understanding

ARAMARK Education places great emphasis on safety; we bring a proven, comprehensive approach to safety training and cost containment, providing measurable results.

BENEFITS OF THE ARAMARK EDUCATION SAFETY PROGRAM INCLUDE:

Through our “no one gets hurt” approach, we will work with you to protect the asset that together we value most—Volusia County Schools community.

Our safety performance will provide significant benefits to School District of Volusia County, including:

- Safer environments for everyone present at our clients’ facilities
- Financial benefits to clients based upon operational efficiencies and safer environments
- An engaged workforce able to reach their full potential in producing world-class experiences, environments, and outcomes
- The protection of your staff, students, and assets, so that your District is better able to focus on core missions

*In the past several years, our sanitation and safety solutions have achieved a **25 percent reduction** in work-related injuries.*



REPORTING AND TRACKING

10.C.1

CMMS SOFTWARE

To support our managerial responsibility, ARAMARK Education advocates the use of our state-of-the-art management tool, Integrated Service Information System (ISISpro). This leading-edge solution integrates many of the often disparate facility management functions. ISISpro provides an integrated approach to improving service levels, employee performance, and asset management. The system facilitates the optimization of resources and the improvement of daily operation.

Additionally, ISISpro provides a wealth of quantitative and qualitative data to facilitate decision making. For example, productivity measurement tools track your labor hours and dollars against predetermined standards. A detailed asset inventory, service requirements, and a supply history help extend the useful life of your custodial equipment. The system has an extensive selection of pre-written reports and the flexibility to create reports specific to your District. This system is easy to use and implemented quickly due to its standardized processes and nomenclature. ISISpro is a standard, integrated feature in our management services portfolio—not an expensive add-on.



ISISpro is a standard integrated feature in our management services portfolio—not an expensive add-on.

ISISpro FEATURES

CUSTODIAL SCHEDULING

- Details inventory of all facility spaces along multiple variables
- Develops cleaning schedules based on space attributes
- Offers space modeling for schedule changes
- Captures handheld space information





REPORTING AND TRACKING

10.C.3



TIME AND LABOR MANAGEMENT

ARAMARK's AccuVantage is a web-based time and labor management system used to efficiently and effectively collect and manage School District of Volusia County's service associates' time. AccuVantage's labor management processes are automated with accuracy and accountability.

ACCUVANTAGE'S FEATURES INCLUDE:

- Automated employee tracking
- Web-based time sheet submittal
- Collection interface
- Enforcement of schedules to limit overtime
- Multi-level approvals, including employee, supervisor, and administrator
- Powerful security configurations
- Real-time reporting
- Automated report processing and delivery
- Report configuration with filtering, sorting, and grouping options

With AccuVantage, Volusia County Schools can determine use of labor resources, assess job costing, control departmental costs, monitor staffing, and track benefit accruals. Volusia County Schools will realize benefits from increased productivity to improved payment.



Performance Measurement



At ARAMARK Education, we know that School District of Volusia County has set clear expectations for performance delivery. ARAMARK Education provides the necessary measurement of performance and regular reporting to support the achievement of your outcomes.

OUR APPROACH TO ACHIEVE AND SURPASS THESE EXPECTATIONS:

- Operating and financial performance measurement systems are sensitive and flexible to meet managerial requirements, and able to generate performance information, are an integral component of our program.
- Facilities budget and accounting reports compare current year's performance to budget (as well as last year's actual), work order output identification, energy consumption, and cost monitoring are all critical to ensure resources are optimized, customers are satisfied, and desired outcomes are being achieved.
- Key managerial tools enable the Facility Services Department to promote and achieve excellence in the communication and control of service delivery.

Our system enables comparisons of your District's metrics to regional and national averages.

QUANTITATIVE MEASUREMENT TOOLS

Equally important, performance measurement is a reflection of ARAMARK Education's ability to deliver agreed-on objectives. ARAMARK Education regularly employs several measurement tools to monitor performance. These performance measurements ultimately fall within four basic categories: labor productivity, service responsiveness and customer satisfaction, budget integrity, and benchmarking and comparative indices.

LABOR PRODUCTIVITY

The ability to assume greater workloads or provide additional services without sacrificing quality and customer satisfaction is a reflection of a more productive workforce. Improvement in productivity may be the result of improved training and the improved or expanded use of technology. Productivity increases may result in actual cash savings and/or avoided costs.

BUDGET INTEGRITY

As stewards of financial resources, we have an obligation to maximize the current budget. K-12 district budgets are almost always limited, which requires us to help schools manage them for maximum benefit, including:

- Analyzing expenditures for custodial services and implementing necessary adjustments to maximize such spend
- Improving operating processes for higher productivity and lower costs
- Measuring and monitoring the current program against performance benchmarks

Through our proven processes, training techniques, and analytical tools, we will help operating staff create cost efficiencies in time and materials that reflect well upon your management of District funding.

BENCHMARKING AND COMPARATIVE INDICES

Benchmarking is an essential measuring tool in the facility manager's portfolio, which identifies the appropriate baseline against which performance results, such as gross square footage per custodian are compared. This baseline could represent the prior year's actual results, current year's budget, or any other measurement criteria most relevant to you.

As part of our BenchMARK Performance Measurement Program, ARAMARK Education employs more than 35 measurements in the facilities management area and routinely applies them in the delivery of service.



As part of our BenchMARK Performance Measurement Program, ARAMARK Education employs more than 35 measurements in the facilities management area and routinely applies them in the delivery of service.

OUR DATABASE CONSISTS OF MEASURES IN SUCH AREAS AS:

- Expenditure control
- Qualitative budget spending
- Staffing and labor productivity
- Service response and customer satisfaction
- Utility costs and consumption levels
- Deferred maintenance indices
- Space utilization measures



OUR PROCESS

- On an annual basis, we conduct an extensive survey of all our client accounts.
- We then compare actual operating statistics against historic unit performance and other relevant benchmarks on a regional and national level.
- We also provide independent affirmation of performance by tracking industry trends and performance standards published by third-party research groups and associations.
- ARAMARK's database is used to measure trends and performance over the life of the engagement.
- Given our experience with similar districts, we are also able to benchmark or compare School District of Volusia County to others, and thereby, further demonstrate the progress.
- Additionally, we capture comparators and trends performance in areas such as student, visitor, and staff satisfaction; employee satisfaction and turnover rates; and work order completion rates.

Benchmarking measures are then used to focus additional assessment efforts, highlight areas for inquiry or improvement, and set standards and goals for future service delivery, to ensure District satisfaction and program fiscal integrity.

QUALITATIVE ASSESSMENT TOOLS

ARAMARK uses the following programs to further ensure quality control and refine our service delivery as needed to meet your specific needs:

- **Operations Performance Assessment** reflects ARAMARK's high standards and forms the basis of all operations training. To establish, maintain, and ensure measurable quality, the

operations performance assessment details expectations for every aspect of support service delivery. Specific quality control procedures are defined for key operational measures. Our district managers and support staff continually monitor standards compliance. When stringently followed, these operational standards ensure we deliver demonstrably better service, consistent performance, and uncompromising quality.

- **District Manager Assessments** are conducted annually in all facilities. We examine all areas of the operation, including accounting, inventory control, licensing, payroll policies, business conduct policy adherence, and adherence to other policies and procedures. If problems are found, a plan for corrective action is developed and implemented.
- **Program Manager Audits** are conducted periodically to ensure that operations meet organization and client objectives. The reviews are performed by an experienced Program Manager. Using a fresh eyes approach, the Program manager examines all aspects of support service operations and interviews key management to identify service enhancement opportunities. A follow-up is conducted and documented to ensure timely resolution.
- The Peer Review Program is an annual review process that strengthens service programs while ensuring compliance with





REPORTING AND TRACKING

10.C.9



EQUIPMENT, CLEANING SUPPLIES, AND GREEN INITIATIVES

11.1

Proposer(s) shall include a list of all chemicals, chemical dispensing equipment as well as any other equipment that will be used to assist in the services performed under this RFP.

State any programs your company will provide that are recognized as green initiatives or environmentally friendly.

At ARAMARK, we have a deep respect for and commitment to protecting and improving the environment. Throughout all levels of our organization, we strive to incorporate practical solutions to help our employees and clients minimize their environmental impact on their schools and communities. To that extent, we have created an environmental stewardship platform called Green Thread™.

Our Green Thread platform is designed around four pillars that directly involve facilities:

Green Buildings and Operations



Energy and Water Conservation



Waste Stream Management



Responsible Procurement



Through our expertise and practical solutions, we will work with School District of Volusia County in these four key areas, to reduce the District's environmental impact.

Green schools use, on average, 30 to 50 percent less energy.
Source: Kats, "Greening America's Schools," 2006



INNOVATION AND INTELLIGENCE

11.B.1

ARAMARK Education is committed to ongoing innovation to stay on pace with industry trends while always providing a cost-effective, highly efficient, and environmentally sound program for School District of Volusia County. We continually invest in state-of-the-art research and development practices that encompass product development, systems development, testing, and process and procedures implementation.

Over the years, the ARAMARK Education has led the charge for innovation and cutting-edge industry changes, which have kept our service systems ahead of conventional programs.

ARAMARK Education has developed 17 revolutionary innovations that have helped shape the custodial services industry and are providing significant benefits to the K-12 education community.



Research and Development



We have developed and maintain numerous successful partnerships with industry-leading companies, such as Tennant, Kaivac, Ecolab, Windsor, Hawk, 3M, and Rubbermaid.



We are also an active, engaged member of recognized industry associations, such as the Cleaning Industry Research Institute (CIRI) National Wood Floor Association (NWFA), National Swimming Pool Foundation (NSPF), Underwriters Laboratories Inc. (UL), and the International Sanitary Supply Association (ISSA).



OUR PROCESS

- Detailed procedures are developed by our Product Development Group specifically for the chemicals and equipment to be used. They are then tested extensively on premises to ensure effectiveness.
 - ➔ Only after extensive testing and refinement does a procedure become a technical process included in one of our systems.
- The ARAMARK systems significantly reduce labor and supply costs.
 - ➔ High-speed, precise, multi-functional equipment is used to perform tasks that were historically performed manually.
 - ➔ By replacing physical labor with mechanical labor, our systems provide School District of Volusia County with a cleaner facility, requiring fewer work hours and generating labor savings.
 - ➔ Tasks are less labor intensive for your employees.

SAMPLES OF RECENT INNOVATIVE ARAMARK-DEVELOPED PROGRAMS



ELECTRICALLY ACTIVATED WATER SYSTEMS (EAWS)

Evolving innovations include electrically activated water system (EAW) technology, which converts normal tap water into multiple-stream, powerful cleaning solutions by using a salt-and-water brine with an electrical current to separate the positive and negative ions in water.

- These streams are known as anolyte and catholyte or acidic and alkaline water.
- This new innovative technology is being improved with ARAMARK’s researchers to develop cost-effective commercial cleaning equipment that eliminates the environmental impact of producing, packaging, transporting, and disposing of traditional cleaning products.
- EAW also reduces labor involvement, training, and product handling liability; it begins with water and ends with water.

We support your on-site managers with technical updates and new procedures that adhere to federal, state, and local regulations. All this support is provided at no additional cost and is available only through ARAMARK.



TOUCHLESS CLEANING QL

Touch-free surface cleaning brings together the leading-edge technology of the EnVerros products from Ecolab, innovative Kaivac equipment, and the ARAMARK Touchless Cleaning System. Employed exclusively in ARAMARK-managed facilities, this specialized system is for use in wet cleanable areas. It includes general purpose and neutral cleaners, degreasers, and disinfectants, and is designed to clean restrooms, locker rooms, showers, corridors, and classroom areas.



TOUCHLESS CLEANING QL BENEFITS INCLUDE:

- **Productivity enhancement** by allowing workers to clean large restrooms in about half the time required with manual procedures
- **Improved cleaning quality** due to the ability to clean places that traditional cleaning processes do not reach, such as behind wall-mounted objects, in corners, and under sinks and toilets (These areas harbor bacteria that can produce malodors, detracting from an otherwise clean-looking area.)
- **Improved employee morale and elevation of worker dignity** by providing employees with a method to clean restrooms more effectively and more quickly, while enabling them to complete the task without physically touching the toilets or urinals
- **Improved safety while ensuring effective results**
- **Improved ergonomics**

EC-H2O

The environmental benefits of this electrically converted water include reduced chemical production and reduced water consumption by up to 70 percent. Floor scrubbers deliver an advanced state of safety and cleanliness available with ec-H2O technology.

IONATE SPRAY

The ionator™ EXP is an enhancement of ec-H2O technology in a spray device. Using advanced technology, the ionator EXP transforms tap water into a powerful, general-purpose cleaner. This transformation frees your School District and the environment from the impact of chemicals.

One ionator EXP can replace most common, daily-use cleaning chemicals. ionator EXP kills 99.9 percent of common bacteria including 2009 pandemic H1N1 influenza A virus with six-second spray of ionized water.



GREEN BUILDINGS AND OPERATIONS

Building operations are a large consumer of natural resources and a major contributor to greenhouse gas emissions. In our own operations, and in partnership with our clients, we help create and operate buildings that are increasingly environmentally friendly, energy efficient, and healthy.

Our approach includes:

- Implementing preventive maintenance programs for all equipment and assets to improve efficiency and life span
- Following standard operating procedures that are aligned with the U.S. Green Building Council's (USGBC's) Leadership in Energy and Environmental Design (LEED) certification for all services—grounds, maintenance, and custodial



ARAMARK has helped our clients achieve LEED certification for more than 15 million square feet of building space.

ENERGY AND WATER CONSERVATION

Our operations depend on safe and reliable energy and water sources. Nearly all of the energy we consume is supplied by finite natural resources, the generation of which contributes to climate change and affects the environmental quality of the communities we serve. We advocate for and partner with school districts to bring a range of energy and water conservation programs to the places we operate.

CONSERVATION TACTICS INCLUDE:

- Purchasing ENERGY STAR-rated equipment whenever possible
- Developing and implementing an energy conservation policy regarding lighting and computer use
- As budgets permit, reviewing possible energy management opportunities with ARAMARK to further reduce overall consumption



Council Rock School District of Pennsylvania, in partnership with ARAMARK, has been awarded ENERGY STAR Partner of the Year 2008 and 2009.

WASTE STREAM MANAGEMENT

One of the first steps in minimizing our environmental footprint is reducing the amount of garbage we create. We focus on the 3 R's—reduce, reuse, and recycling—in our operations and those of our partner districts.

KEY STEPS INCLUDE:

- Establishing a formalized recycling program
- Encouraging students and staff to implement a green classroom policy, with strategies such as:
 - Purchasing and using reusable products (such as dishes, mugs, and silverware)
 - Providing recycling containers
 - Printing all documents double-sided to reduce paper consumption



The energy saved from recycling one 12-ounce aluminum can is enough to power a laptop for five hours.

Source: U.S. Environmental Protection Agency, iWARM Calculator, 2010

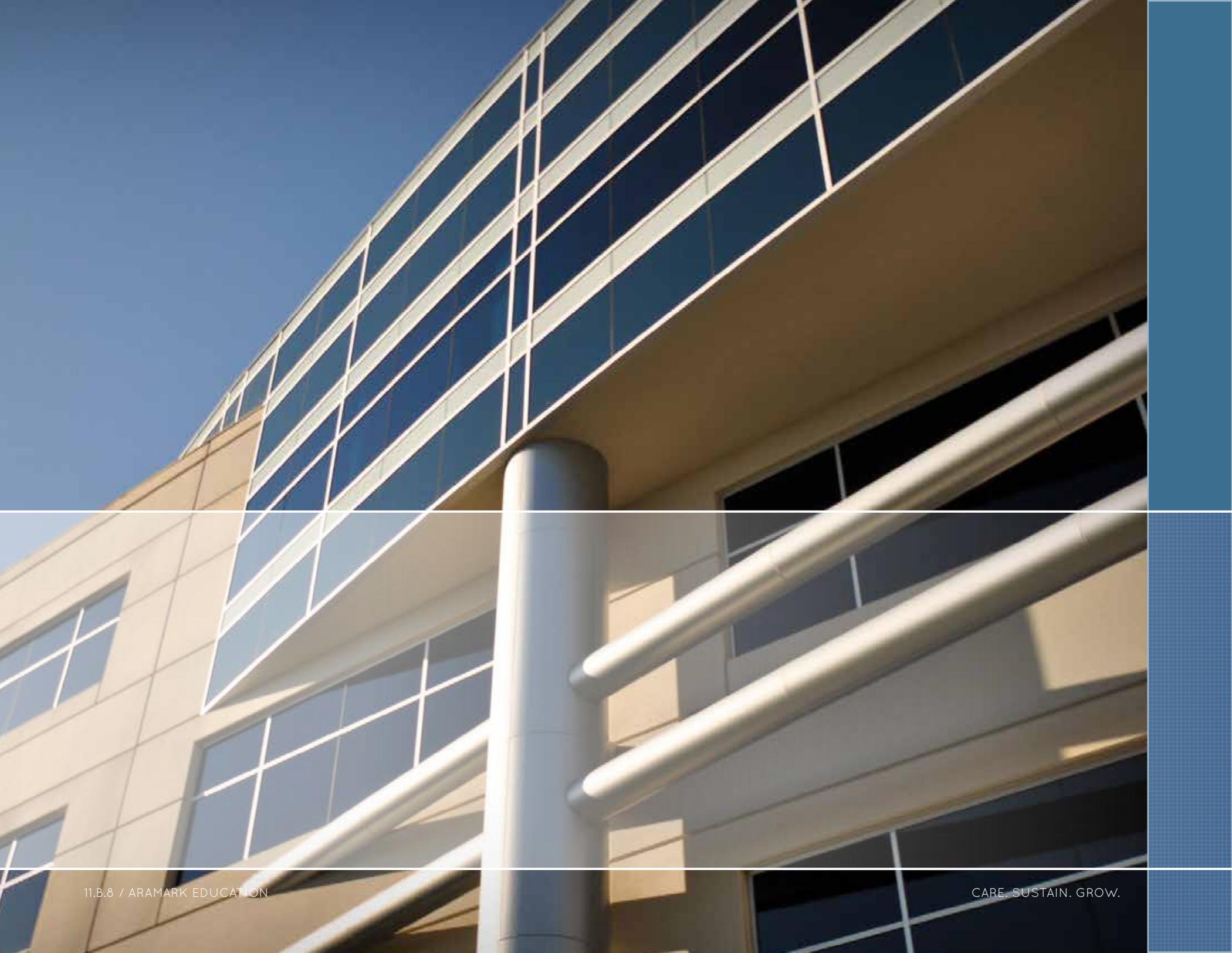
RESPONSIBLE PROCUREMENT

At ARAMARK Education, we seek to purchase and use environmentally preferable products and services and recognize suppliers who reduce environmental impacts in their production and distribution systems or services. We partner with our suppliers, customers, and environmental experts to understand the impacts of available products and services on the environment and communities and continuously identify better solutions and alternatives.

WHENEVER POSSIBLE, WE STRIVE TO PURCHASE EQUIPMENT, PRODUCTS, AND SUPPLIES:

- With recycled content or substance that can be reused or recycled at the end of their lifespan
- That are Green Seal and LEED-aligned, when applicable
- From renewable resources such as corn products or bamboo
- That can be reused—such as microfiber for cleaning that can be laundered after each use







CERTIFICATION SUPPORT

11.C.1

LEED® CERTIFICATION

INTERESTED IN BECOMING A LEED SCHOOL?

ARAMARK has extensive familiarity and experience commissioning sustainable design, or green buildings. In recent years, we have commissioned 80 LEED projects, including \$3.8 billion in project costs. As part of these efforts, we support our clients' holistic goals of sustainability and also their practical need to achieve Leadership in Energy and Environmental Design (LEED) certification and deliver functional facilities.

For those clients seeking formal LEED for Existing Buildings: Operations and Maintenance (LEED EB O&M) certification, we are a trusted companion in satisfying the commissioning prerequisite and achieving an additional commissioning point credit. We have in-depth LEED expertise as well as a broad network of green building tools and resources. ARAMARK is a member of the U.S. Green Building Council (USGBC), promoting the design, construction, and operation of buildings that are environmentally responsible and healthy places to live and work.

GREEN CLEANING

LEED EB O&M requires all buildings to have a green cleaning policy as a prerequisite to applying for certification. During the green cleaning policy review, we will work with you to determine your desired level of green cleaning within the LEED EB O&M rating system and ensure all your needs are adequately covered.

Achieving LEED certification demonstrates School District of Volusia County's commitment to the health and safety of your students, teachers, staff, and the community.

More specifically, LEED EB O&M criteria that pertain to green cleaning operations include:

- **High-Performance Cleaning Program**—ARAMARK will assist in implementing a high-performance cleaning program, supported by a green cleaning process that will:
 - ➔ Provide an appropriate staffing plan.
 - ➔ Provide personnel with training on the hazards, use, maintenance, disposal, and recycling of cleaning chemicals, dispensing equipment, and packaging.
- **Custodial Effectiveness Assessment**—ARAMARK will conduct an audit in accordance with APPA Leadership in Educational Facilities’ (APPA) “Custodial Staffing Guidelines,” to determine the appearance level of the facility.
- **ARAMARK has a newly developed facilities assessment tool** that can support your APPA audit and contribute toward a LEED credit.

- **Sustainable cleaning products, materials purchases**—ARAMARK will implement sustainable purchasing for cleaning materials and products, disposable janitorial paper products, and trash bags. For example, we will use products that meet applicable Environmental Protection Agency (EPA), Green Seal, or Environmental Choice standards.



- **Sustainable Cleaning Equipment**—ARAMARK will implement a program for the use of janitorial equipment that reduces building contaminants and minimizes environmental impact.

ARAMARK has an extensive list of third-party certified green products, equipment, supplies, and procurement programs that can help you customize your Custodial Program to achieve LEED credits.

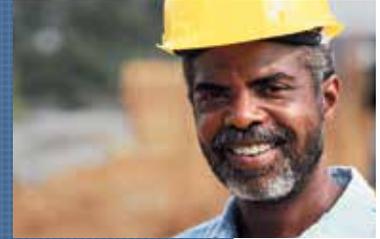
THROUGH OUR GREEN SERVICES, WE CAN PROVIDE:

- **Indoor Chemical and Pollutant Source Control**—ARAMARK will employ permanent entryway systems and appropriate disposal of hazardous waste.
- We will ensure that School District of Volusia County’s buildings have at least 10 feet of adequate mats, grills, or grates at each public entryway to help capture dust and other particles that may enter the building.
- We will ensure all drains are plumbed for appropriate disposal of hazardous waste, if they are in places where laboratory work or other work with chemical concentrate is being conducted.
- **Indoor Integrated Pest Management**—We will develop, implement, and maintain an indoor integrated pest management (IPM) plan that takes into account human health and the surrounding environment.

LEED EB O&M offers up to 110 credits, 6 of which are green-cleaning specific.

Information on supporting maintenance programs and system upgrades for LEED EB O&M credits can be found in the Technical Services section of the proposal.

Certifications



ARAMARK's facility certifications establish knowledge standards, recognize individuals who meet those standards, provide industry-wide credentials, and encourage continuing education. Certifications are administered in-person or via our internet portal.

CERTIFIED POOL OPERATOR (CPO)

This certified course offered by the National Swimming Pool Foundation, covering pool calculations, circulation, water sanitation, pool management, pool and spa maintenance, energy management, renovation and modernization, and disease and accident prevention



CERTIFIED PLANT MAINTENANCE MANAGER (CPMM) PROGRAM

More than ever before, maintenance professionals are engaged in diverse issues and concerns as school districts work diligently to manage budgets and enhance their overall educational offerings.

The CPMM Program is an additional certification opportunity for School District of Volusia County's supervisors and managers to help expand their capabilities in an ever changing world.

- With this program, managers are certified by the Association for Facilities Engineering (AFE).
- The CPMM Program also helps managers stay current on the evolving techniques and technologies in maintenance management.
- The topics covered in this certification program include maintenance management, preventive maintenance, inventory and procurement, work orders, workflow planning and scheduling, computerized maintenance management system, training and work cultures, predictive maintenance, reliability-centered maintenance, total productive maintenance, maintenance financials, and return on investment.



CERTIFIED PLANT SUPERVISOR (CPS) TRAINING

This training focuses on the Certified Plant Supervisor certification, as defined by the Association for Facility Engineers (AFE). The certification covers 11 areas of knowledge including Role of Supervisor, Leadership and Motivation, Time Management, Business Law, Conflict Resolution, and other topics.



FLOOR PLAN

1/4" = 1'-0"



TECHNICAL SERVICES

11.D.1

With more than 30 years of experience in the education market, ARAMARK Education has proven expertise in developing and implementing the right combination of mission-driven technical solutions to achieve our clients' goals. While these services are not included in the RFP response, however they could be provided as an add-on service as part of our partnership with Volusia County Schools.

ARAMARK Education consists of 125 technical professionals, including Professional Engineers (PEs), Certified Energy Managers (CEMs), LEED Accredited Professionals (LEED APs), Certified Commissioning Professionals (CCPs), Qualified Commissioning Process Providers (QCxPS), Certified Building Commissioning Professionals (CBCPs), Registered Architects (RAs), and Project Management Professionals (PMPs).

Our portfolio of technical solutions includes:

- Project management
- Building commissioning
- Strategic facilities planning



Project Management



Management of major construction or renovation programs demands technical and financial skills that few districts possess in house. ARAMARK is an experienced partner that will represent your financial and operational interests throughout the entire project. ARAMARK's project management services ensure that planning, design, construction, and turnover of a new or renovated facility meet all of your expectations and remain on task, on time, and on budget.

We have unique capabilities in construction, engineering, systems design, and facilities operations, which ensures unmatched value in the capital project process. Additionally, we are a member of U.S. Green Building Council, with proven ability to support Leadership in Energy and Environmental Design (LEED) certification.

BENEFITS TO YOUR DISTRICT

Our project management services ensure efficient project delivery, with projects delivered on time and within budget, without burdening the existing facilities operations organization.

ARAMARK delivers:

- Cost-saving processes that return real value to the project and your District
- Confidence that your interests are protected by having a single point of contact throughout the entire process
- Assurance that the final project will work according to the needs of those who must operate and maintain it

In addition, we will support your District's environmental stewardship goals and attainment of LEED certification status. Our design process results in efficient building operation and indoor environments that are conducive to the health and well-being of your students, teachers, administration, and guests.

ARAMARK has managed more than 430 capital projects for educational entities.

APPROACH

Our approach supports the major components and timeline requirements required for successful project management. From project planning to building commissioning, we focus on the key processes and milestones.

PROJECT PLANNING

In the project planning phase, ARAMARK ensures project plans meet budget and operational needs. We oversee a total project control budget that identifies all project costs from the outset. ARAMARK provides expert advice in project sequencing to achieve maximum value and minimal disruption to your District. Our project planning also supports environmental and green building ideals.

DESIGN MANAGEMENT

During the design management phases, ARAMARK oversees architect selection and develops the design services Request for Proposal (RFP). We focus on developing an owner-favorable design contract that protects against cost overruns. Key processes in the Design Management phase include:

- Managing the project budget and schedule through the design process
- Implementing an online system to enhance communications between the owner, architect, and other consultants and to track project progress
- Bringing an educational perspective, best practices, and constructability knowledge to design reviews
- Ensuring functional success and complete design from an operational and capital perspective
- Supervising design and consultant teams, and overseeing the contractor selection process

CONSTRUCTION PHASE MANAGEMENT

During the construction management phase, ARAMARK ensures projects are delivered on time and within budget through management of project delivery and supervision of design and construction teams with our web-based system. We create project advocacy by regularly communicating among all parties and the District. ARAMARK also leads the team in obtaining LEED certification with the U.S. Green Building Council.



Building Commissioning Services



School District of Volusia County's new or renovated buildings should perform to expectations from day one. Our commissioning services ensure they do. ARAMARK approaches commissioning from the perspective of the operator—the ultimate owner. Our unique understanding and expertise in engineering, systems design, construction, and facilities operations ensures that the owner's interests are protected at every stage of the project process. Our commissioning experts are involved from the initial design stage through construction and turnover. We make sure your new or renovated facility meets design intent and runs as efficiently as possible.

Our industry-leading CxMS® web-based software promotes design and construction team accountability through real-time reporting of issues identified during the commissioning process.

BENEFITS TO YOUR DISTRICT

Our building commissioning services result in capital and operating efficiencies and reduce your environmental footprint.

We realize capital and operating efficiencies by:

- Maintaining budget integrity by avoiding unnecessary capital design and construction costs
- Realizing long-term financial success with lower operating and energy costs
- Protecting your investment with a highly trained maintenance and operations staff
- Creating a building environment with enhanced occupant safety and comfort

With a portfolio of more than 400 projects including more than 80 green or LEED buildings, ARAMARK is a leader in commissioning educational facilities.

WE REALIZE A SMALLER ENVIRONMENTAL FOOTPRINT BY:

- Assisting School District of Volusia County with obtaining LEED certification by the U.S. Green Building Council
- Optimizing fresh-air introduction to maintain occupant health and comfort while minimizing energy consumption
- Minimizing greenhouse gas (GHG) emissions through energy-efficient operation

APPROACH

PRE-CONSTRUCTION AND DESIGN REVIEW

ARAMARK performs operational design review to verify minimal energy use and cost. We avoid unnecessary capital costs by ensuring mechanical equipment is properly sized. We avoid costly change orders that can result from incomplete design information. We verify that the needs of maintenance and operations staff are incorporated into the design.

INSTALLATION INSPECTIONS

We protect against post-construction issues by verifying that equipment adheres to design specifications and is installed correctly. ARAMARK inspects systems for compliance, performance, and maintenance exposures.

SYSTEM PERFORMANCE VERIFICATION

ARAMARK verifies new systems work by testing them under various loads and seasonal conditions. We coordinate corrective actions that result in positive outcomes for the District. In addition, we provide operations reviews before equipment warranty expiration.

MAINTENANCE AND OPERATIONS TRAINING

ARAMARK verifies long-term success with comprehensive systems training for maintenance and operations staff. In addition, we confirm operations and maintenance manuals adhere to project specifications.

Strategic Facilities Planning



With more than 30 years of experience meeting the strategic facility needs of school districts, ARAMARK can help you realize your District's long-term vision. Our experienced staff members from a variety of disciplines work together to plan and assess the condition of your facilities, determine a strategic course of action, and ensure long-term sustainability. We use our analytical perspective, benchmarking abilities, and strategic practices to deliver actionable plans to improve your overall facility performance and resource use.

Our experienced interdisciplinary staff includes engineers, architects, energy managers, sustainability experts, and building systems operators. Our unsurpassed analysis and analytical tools include proprietary web-based software. We have a balanced technical and operational perspective to ensure strategic plans are realistic, affordable, and actionable.

BENEFITS TO YOUR DISTRICT

Our building commissioning services result in capital and operating efficiencies and reduce your environmental footprint.

CAPITAL AND OPERATING EFFICIENCIES

We realize capital and operating efficiencies by implementing strategies that integrate with long-range District planning efforts. Our actionable plans address District building and infrastructure needs, with an emphasis placed on avoidance of expensive and unnecessary capital design and construction costs. We develop a data driven sustainability plan to guide your District and lower operating and energy costs through improved efficiency. ARAMARK focuses on educating, training, and involving the District community. In addition, we ensure that assets achieve their maximum intended life cycle.

A SMALLER ENVIRONMENTAL FOOTPRINT

Our strategic facilities planning results in improved indoor environmental quality and occupant comfort, including minimized GHG emissions. Our planning process also takes into account, and aids in the process of, obtaining LEED certification.

APPROACH

ARAMARK has developed best-in-class assessment and planning tools to address the needs of districts nationwide.

OUR FACILITY CONDITION ASSESSMENT

- Comprehensively evaluates all building systems to identify the extent of any known or potential maintenance exposure in terms of asset preservation, life safety, energy, sustainability, and code issues
- Develops financially realistic corrective action plans and long-term capital investment strategies to address outstanding maintenance needs
- Provides an online database and reporting function that form the basis for short- and long-term renewal forecasts and capital plans
- Phases-out implementation planning with the project managers to execute the plan available

DURING UTILITY SYSTEMS MASTER PLANNING, ARAMARK:

- Develops technical and financial strategies to guide the development of utility systems and support future projects within the District master plan
- Conserves capital investments in utility systems and reduces operating and energy costs over the long term
- Provides options and alternatives for renewable energy and sustainable system design

OUR ENVIRONMENTAL STEWARDSHIP ASSESSMENT AND PLANNING

- Elevates District dialogues on sustainability, documents current environmental accomplishments, and develop meaningful goals and action plans for the future
- Conducts a GHG emission inventory and total District carbon footprint calculations

ARAMARK has more than 30 years of meeting the strategic facility needs of school districts.



PRICING

12.1

Complete the required Bid Response Pricing Sheet Forms designating a specific cost per square foot for administrative facilities and schools and the cost for the Day Porter as requested.

Proposers may offer an alternate pricing proposal (Bid Response Form on page 47) where the vendor provides all the defined custodial services plus offers all paper towels, toilet tissue, facial tissue, hand soap, and trash can liners.

Include any pricing for additional services that will be provided.

Pricing will be a part of the evaluation process but not necessarily the sole factor on a recommendation.

Alternate pricing may be offered, but only if the proposer(s) provides all manpower, management, cleaning supplies, and equipment, with that pricing.

Attached you will find the required pricing bid sheets for Volusia County Schools.

The ARAMARK price is contingent upon being awarded all buildings identified in the RFP

**RFP #S-321TS, Custodial Services
New Bid Response Pricing Sheet Form for All Inclusive Pricing**

Prices shall be firm for the duration of the contract and shall include any and all custodial services as described herein. **ARAMARK Standard Without Day Porters**

CUSTODIAL SERVICES - ALL INCLUSIVE	
ITEM	
1.	<p>ALL INCLUSIVE, MONTHLY PRICE, PER SQUARE FOOT:</p> <p>1. Elementary Schools: \$.0687 (price / sq. ft.) = \$ <u>213,924.66</u> MONTHLY PRICE /SQ. FT. 3,113,896 sq. ft. X</p> <p>2. Middle Schools: \$.0687 (price / sq. ft.) = \$ <u>113,844.62</u> MONTHLY PRICE /SQ. FT. 1,657,127 sq. ft. X</p> <p>3. High Schools: \$.0687 (price / sq. ft.) = \$ <u>168,345.98</u> MONTHLY PRICE /SQ. FT. 2,450,451 sq. ft. X</p> <p>4. Other Schools: \$.0687 (price / sq. ft.) = \$ <u>12,384.89</u> MONTHLY PRICE /SQ. FT. 180,275 sq. ft. X</p> <p>5. Ancillary Buildings: \$.0687 (price / sq. ft.) = \$ <u>14,219.11</u> MONTHLY PRICE /SQ. FT. 206,974 sq. ft. X</p> <p>6. Outside Area: \$.0687 (price / sq. ft.) = \$ <u>135,859.68</u> MONTHLY PRICE /SQ. FT. 1,977,579 sq. ft. X</p> <p>MONTHLY BILLING SUBTOTAL: \$ <u>658,578.94</u></p> <p align="center">X 12 MONTHS</p> <p>ANNUAL BILLING TOTAL: \$ <u>7,902,947.28</u></p> <p>a. Rate per hour for additional Day Porter if requested by schools: \$ <u>14.50</u> /hour</p> <p>b. Overtime rate per hour for special events held at schools: \$ <u>18.00</u> /hour</p> <p>c. District declared emergency hourly rate for nights, weekends, holidays \$ <u>18.00</u> /hour</p>

**RFP #S-321TS, Custodial Services
New Bid Response Pricing Sheet Form For Alternate Pricing**

On this price sheet, the price per square foot offered includes the proposer providing all toilet paper, tissues, paper towels, hand soap, and trash can liners.

ARAMARK Standard Without Day Porters Minimum Standards

- (a) **Liquid Hand Soap:** Mild, non-irritating to the skin, for use in schools. Sold by the case, four gallons per case. Current brand is Victoria Bay L00011, vendor is Dade Paper Co.
- (b) **Toilet Tissue:** 2 PLY, white, 4.0" x 3.75", 500 sheets per roll, 96 rolls per case, sold by the case. Current brand is SCA TM1616S, vendor is Dade Paper Co.
- (c) **Single Fold Towels:** 9.5" x 10.5", Unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA 1850A, vendor is Dade Paper Co.
- (d) **Double Fold Towels:** Multifold, 9.25" x 9.5", unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA MK520A, vendor is Dade Paper Co.

CUSTODIAL SERVICES – ALTERNATE	
II.	<p>ALTERNATE MONTHLY PRICE PER SQUARE FOOT INCLUDING LISTED PAPER & SOAP SUPPLIES:</p> <p>1. Elementary Schools: \$.0728 (price /sq. ft.) = \$ <u>226,691.63</u> MONTHLY PRICE /SQ. FT.</p> <p>2. Middle Schools: \$.0728 (price /sq. ft.) = \$ <u>120,638.85</u> MONTHLY PRICE /SQ. FT.</p> <p>3. High Schools: \$.0728 (price /sq. ft.) = \$ <u>178,392.83</u> MONTHLY PRICE /SQ. FT.</p> <p>4. Other Schools: \$.0728 (price / sq. ft.)= \$ <u>13,124.02</u> MONTHLY PRICE / SQ. FT.</p> <p>5. Ancillary Buildings: \$.0728 (price / sq. ft.) = \$ <u>15,067.71</u> MONTHLY PRICE /SQ. FT.</p> <p>6. Outside Area: \$.0728 (price / sq. ft.) = \$ <u>143,967.75</u> MONTHLY PRICE /SQ. FT.</p> <p>MONTHLY BILLING SUBTOTAL: \$ <u>697,882.79</u></p> <p>ANNUAL BILLING TOTAL: \$ <u>X 12 MONTHS 8,374,593.48</u></p>

Additional Pricing / Comments- Please provide any additional pricing, comments, restrictions, etc... here. Additional paper may be used if necessary.

These two models do not contain pricing for day porter positions.
Assumes that day porters are funded by school district.

**RFP #S-321TS, Custodial Services
New Bid Response Pricing Sheet Form for All Inclusive Pricing**

Prices shall be firm for the duration of the contract and shall include any and all custodial services as described herein. RFP Response Model with Market Wages

CUSTODIAL SERVICES - ALL INCLUSIVE	
ITEM	
1.	<p>ALL INCLUSIVE, MONTHLY PRICE, PER SQUARE FOOT:</p> <p>1. Elementary Schools: <u>\$.0788</u> (price / sq. ft.) = \$ <u>245,375.00</u> MONTHLY PRICE /SQ. FT. 3,113,896 sq. ft. X</p> <p>2. Middle Schools: <u>\$.0788</u> (price / sq. ft.) = \$ <u>130,581.61</u> MONTHLY PRICE /SQ. FT. 1,657,127 sq. ft. X</p> <p>3. High Schools: <u>\$.0788</u> (price / sq. ft.) = \$ <u>193,095.54</u> MONTHLY PRICE /SQ. FT. 2,450,451 sq. ft. X</p> <p>4. Other Schools: <u>\$.0788</u> (price / sq. ft.) = \$ <u>14,205.67</u> MONTHLY PRICE /SQ. FT. 180,275 sq. ft. X</p> <p>5. Ancillary Buildings: <u>\$.0788</u> (price / sq. ft.) = \$ <u>16,309.55</u> MONTHLY PRICE /SQ. FT. 206,974 sq. ft. X</p> <p>6. Outside Area: <u>\$.0788</u> (price / sq. ft.) = \$ <u>155,833.23</u> MONTHLY PRICE /SQ. FT. 1,977,579 sq. ft. X</p> <p>MONTHLY BILLING SUBTOTAL: \$ <u>755,400.60</u></p> <p align="center">X 12 MONTHS</p> <p>ANNUAL BILLING TOTAL: \$ <u>9,064,807.20</u></p> <p>a. Rate per hour for additional Day Porter if requested by schools: \$ <u>14.50</u> /hour</p> <p>b. Overtime rate per hour for special events held at schools: \$ <u>18.00</u> /hour</p> <p>c. District declared emergency hourly rate for nights, weekends, holidays \$ <u>18.00</u> /hour</p>

**RFP #S-321TS, Custodial Services
New Bid Response Pricing Sheet Form For Alternate Pricing**

On this price sheet, the price per square foot offered includes the proposer providing all toilet paper, tissues, paper towels, hand soap, and trash can liners.

RFP Response Model with Market Wages Minimum Standards

- (a) **Liquid Hand Soap:** Mild, non-irritating to the skin, for use in schools. Sold by the case, four gallons per case. Current brand is Victoria Bay L00011, vendor is Dade Paper Co.
- (b) **Toilet Tissue:** 2 PLY, white, 4.0" x 3.75", 500 sheets per roll, 96 rolls per case, sold by the case. Current brand is SCA TM1616S, vendor is Dade Paper Co.
- (c) **Single Fold Towels:** 9.5" x 10.5", Unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA 1850A, vendor is Dade Paper Co.
- (d) **Double Fold Towels:** Multifold, 9.25" x 9.5", unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA MK520A, vendor is Dade Paper Co.

CUSTODIAL SERVICES – ALTERNATE	
II.	<p>ALTERNATE MONTHLY PRICE PER SQUARE FOOT INCLUDING LISTED PAPER & SOAP SUPPLIES:</p> <p>1. Elementary Schools: \$.0829 (price /sq. ft.) = \$ 258,141.98 MONTHLY PRICE /SQ. FT. 3,113,896 sq. ft. X</p> <p>2. Middle Schools: \$.0829 (price /sq. ft.) = \$ 137,375.83 MONTHLY PRICE /SQ. FT. 1,657,127 sq. ft. X</p> <p>3. High Schools: \$.0829 (price /sq. ft.) = \$ 203,142.39 MONTHLY PRICE /SQ. FT. 2,450,451 sq. ft. X</p> <p>4. Other Schools: \$.0829 (price / sq. ft.) = \$ 14,944.80 MONTHLY PRICE / SQ. FT. 180,275 sq. ft. X</p> <p>5. Ancillary Buildings: \$.0829 (price / sq. ft.) = \$ 17,158.14 MONTHLY PRICE /SQ. FT. 206,974 sq. ft. X</p> <p>6. Outside Area: \$.0829 (price / sq. ft.) = \$ 163,941.30 MONTHLY PRICE /SQ. FT. 1,977,579 sq. ft. X</p> <p>MONTHLY BILLING SUBTOTAL: \$ 794,704.44</p> <p>ANNUAL BILLING TOTAL: \$ X 12 MONTHS 9,536,453.28</p>

Additional Pricing / Comments– Please provide any additional pricing, comments, restrictions, etc... here. Additional paper may be used if necessary.

**RFP #S-321TS, Custodial Services
New Bid Response Pricing Sheet Form for All Inclusive Pricing**

Prices shall be firm for the duration of the contract and shall include any and all custodial services as described herein. RFP Response Model with Current Wages

ITEM		CUSTODIAL SERVICES - ALL INCLUSIVE	
1.	ALL INCLUSIVE, MONTHLY PRICE, PER SQUARE FOOT:		
	1. Elementary Schools: \$ <u>0.0964</u> (price / sq. ft.) = \$ <u>300,179.57</u> MONTHLY PRICE /SQ. FT.		
	2. Middle Schools: \$ <u>0.0964</u> (price / sq. ft.) = \$ <u>159,747.04</u> MONTHLY PRICE /SQ. FT.		
	3. High Schools: \$ <u>0.0964</u> (price / sq. ft.) = \$ <u>236,223.48</u> MONTHLY PRICE /SQ. FT.		
	4. Other Schools: \$ <u>0.0964</u> (price / sq. ft.) = \$ <u>17,378.51</u> MONTHLY PRICE /SQ. FT.		
	5. Ancillary Buildings: \$ <u>0.0964</u> (price / sq. ft.) = \$ <u>19,952.29</u> MONTHLY PRICE /SQ. FT.		
	6. Outside Area: \$ <u>0.0964</u> (price / sq. ft.) = \$ <u>190,638.62</u> MONTHLY PRICE /SQ. FT.		
	MONTHLY BILLING SUBTOTAL: \$ <u>924,119.51</u>		
	ANNUAL BILLING TOTAL: \$ <u>11,089,434.12</u>		
			X 12 MONTHS
	a. Rate per hour for additional Day Porter if requested by schools: \$ <u>15.95</u> /hour		
	b. Overtime rate per hour for special events held at schools: \$ <u>19.80</u> /hour		
	c. District declared emergency hourly rate for nights, weekends, holidays \$ <u>19.80</u> /hour		

**RFP #S-321TS, Custodial Services
New Bid Response Pricing Sheet Form For Alternate Pricing**

On this price sheet, the price per square foot offered includes the proposer providing all toilet paper, tissues, paper towels, hand soap, and trash can liners.

RFP Response Model with Current Wages Minimum Standards

- (a) **Liquid Hand Soap:** Mild, non-irritating to the skin, for use in schools. Sold by the case, four gallons per case. Current brand is Victoria Bay L00011, vendor is Dade Paper Co.
- (b) **Toilet Tissue:** 2 PLY, white, 4.0" x 3.75", 500 sheets per roll, 96 rolls per case, sold by the case. Current brand is SCA TM1616S, vendor is Dade Paper Co.
- (c) **Single Fold Towels:** 9.5" x 10.5", Unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA 1850A, vendor is Dade Paper Co.
- (d) **Double Fold Towels:** Multifold, 9.25" x 9.5", unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA MK520A, vendor is Dade Paper Co.

CUSTODIAL SERVICES – ALTERNATE	
II.	<p>ALTERNATE MONTHLY PRICE PER SQUARE FOOT INCLUDING LISTED PAPER & SOAP SUPPLIES:</p> <p>1. Elementary Schools: \$ 10050 (price /sq. ft.) = \$ 312,946.55 MONTHLY PRICE /SQ. FT. 3,113,896 sq. ft. X</p> <p>2. Middle Schools: \$ 10050 (price /sq. ft.) = \$ 166,541.26 MONTHLY PRICE /SQ. FT. 1,657,127 sq. ft. X</p> <p>3. High Schools: \$ 10050 (price /sq. ft.) = \$ 246,270.33 MONTHLY PRICE /SQ. FT. 2,450,451 sq. ft. X</p> <p>4. Other Schools: \$ 10050 (price / sq. ft.) = \$ 18,117.64 MONTHLY PRICE / SQ. FT. 180,275 sq. ft. X</p> <p>5. Ancillary Buildings: \$ 10050 (price / sq. ft.) = \$ 20,800.89 MONTHLY PRICE /SQ. FT. 206,974 sq. ft. X</p> <p>6. Outside Area: \$ 10050 (price / sq. ft.) = \$ 198,746.69 MONTHLY PRICE /SQ. FT. 1,977,579 sq. ft. X</p> <p>MONTHLY BILLING SUBTOTAL: \$ 963,423.36</p> <p>ANNUAL BILLING TOTAL: \$ X 12 MONTHS 11,561,080.32</p>

Additional Pricing / Comments– Please provide any additional pricing, comments, restrictions, etc... here. Additional paper may be used if necessary.

Financial and Legal Considerations



VOLUSIA COUNTY PUBLIC SCHOOLS REQUEST FOR PROPOSAL #S-321TS CUSTODIAL SERVICES

ARAMARK'S ASSUMPTIONS

In the development of every partnership, there are topics of a legal and contractual nature that require discussion and clarification by all parties. We respectfully request that any contract resulting from ARAMARK's Proposal in response to the RFP incorporate mutually agreeable terms and conditions consistent with the attached sample Management Services Agreement ("Agreement"), including, without limitation, Section 3(h) (hazardous substances; pre-existing conditions); Section 4(d) (restrictions on hiring supervisory employees); Section 4(f) (background checks); Section 6 (indemnity and limitation of liability); Section 7(a) (mutual termination for convenience); Section 8 (confidential information and proprietary materials); Section B and Section D of Exhibit A (adjustments to fee and payment terms) and the below-mentioned assumptions. We are willing to consider suggested alternative language and will work closely with the District to finalize a mutually beneficial agreement in an expeditious manner. ARAMARK assumes the following:

1. ARAMARK assumes that all disputes or proposed penalties with respect to non-performance or contract compliance will be resolved pursuant to the termination provision, thereby eliminating the need to incur any additional costs.
2. ARAMARK requests that, in the event there is a conflict of terms among the contract documents, the following order of priority shall prevail: (a) the resulting contract negotiated by the parties; (b) ARAMARK's Proposal, including this list of assumptions; then (c) the Request for Proposal.

MANAGEMENT SERVICES AGREEMENT

This **MANAGEMENT SERVICES AGREEMENT** (the “Agreement”) is made and entered into as of this ___ day of _____, 201_, by and between **THE SCHOOL DISTRICT OF VOLUSIA COUNTY** (“District”), and **ARAMARK MANAGEMENT SERVICES LIMITED PARTNERSHIP**, a Delaware limited partnership (“ARAMARK”). District and ARAMARK will be referred to jointly as the “Parties” and individually as a “Party.”

WITNESSETH THAT:

1. Scope of Management Services

District hereby grants to ARAMARK the exclusive right to provide District with certain Management Services for District’s facilities (the “Facilities”) during the Term (defined below in Section 2). “Management Services” are defined by the scope of work described in the following Exhibits, which are incorporated by reference herein. The Facilities for which Management Services will be provided are defined individually for each type of service, and are listed in Attachment 1 to each respective Exhibit. ARAMARK will provide the Management Services solely in accordance with the Exhibits and in accordance with the terms and conditions of this Agreement.

Service	Exhibit

ARAMARK shall render the Management Services with the same degree of care normally exercised by other professional service providers under similar circumstances. ARAMARK will perform its services hereunder as an independent contractor, and nothing in this Agreement shall be deemed to make ARAMARK, or its employees, a common law employee, agent, partner or fiduciary of, or joint venturer with, District. ARAMARK shall at no time be acting as an architect, engineer, indoor air quality expert or advisor or other design professional, and shall not be required to carry out duties requiring the services of a design professional.

District shall be solely responsible for all services required for the ownership and operation of the Facilities beyond the scope of the Management Services to be provided by ARAMARK. District shall be responsible for compliance with all federal, state, and local safety and health laws and regulations with respect to the Facilities. ARAMARK shall be responsible for compliance with all federal, state, and local safety and health laws and regulations with respect to the Management Services.

2. Term; Renewals

The initial term of this Agreement will begin on _____, 201_ (the “Commencement Date”), and will continue for a period of _____ (___) years (the “Initial Term”). Thereafter, this Agreement will renew [**automatically/upon mutual agreement of the Parties**] for consecutive terms of _____ (___) years each (individually, a “Renewal Term,” and collectively with the Initial Term, the “Term”). Either Party may elect not to renew this Agreement at the expiration of

either the Initial Term or any Renewal Term by giving the other Party written notice to that effect not later than ninety (90) days before the date on which the then current Initial Term or Renewal Term would otherwise end.

3. Operational Matters

(a) Space and Utilities. District will provide ARAMARK with reasonable office space, storage and locker space, warehouse and distribution space and services at District's Facilities, at no cost to ARAMARK, for ARAMARK's use in providing the Management Services. Such space will include all utilities (including water, sewer, electricity and telephone service) and access to copiers, fax machines and other standard office equipment. Such space will be under ARAMARK's exclusive use, subject to District's access rights for safety inspection and emergency response. The ARAMARK Operations Team (defined below in Section 4(a)) will also be granted access to District's voicemail and intranet systems, at no cost to ARAMARK, to facilitate electronic communications and access to information needed to render Management Services efficiently under this Agreement.

(b) Cooperation. District acknowledges that ARAMARK will need the active support of District's professional, administrative, operations, and other personnel to provide Management Services under this Agreement, and District agrees to use its best efforts to cooperate with ARAMARK in that regard.

(c) Joint Review. The Parties' representatives will meet on a regular basis, at least once per month, to review and discuss any ongoing operational matters relevant to the Management Services under this Agreement.

(d) Budgeting. The Parties acknowledge and agree that District has the sole authority to review, approve and, from time to time, modify District's budget for the Management Services; provided however, that any such review, approval or modification shall not change the financial terms set forth in this Agreement without ARAMARK's prior written approval.

The Parties further acknowledge and agree that ARAMARK's ability to perform its obligations hereunder is subject to, and conditioned upon, District's approval and implementation of budgets for the Management Services consistent with ARAMARK's recommendations.

(e) Purchasing. ARAMARK shall manage all purchases of products, supplies, equipment and services utilized in the Management Services, which purchases shall be made through ARAMARK's purchasing program. In the event ARAMARK pays for products, supplies, equipment and services which are District's responsibility in order to expedite the purchase of such items, all such purchases shall be accounted for as a direct cost of operations and shall be reimbursed promptly by District. Unless otherwise expressly stated herein, all such purchases made by ARAMARK to expedite purchasing shall be titled in the name of the District (using District's tax identification information) and used solely in the Management Services.

To the extent that ARAMARK provides products or supplies to District on a cost-reimbursable basis, ARAMARK is entitled to receive and retain all cash discounts and all other discounts, rebates and allowances otherwise available to ARAMARK under its arrangements with distributors and suppliers.

In the event an affiliated company or division of ARAMARK furnishes products, supplies, equipment or services necessary to the efficient operation of the Management Services, charges to District for such products, supplies, equipment or services shall be competitive with the cost of obtaining

such products, supplies, equipment or services from an independent source in the open market.

(f) District's Operational and Financial Information. The Management Services that ARAMARK has agreed to provide under this Agreement and the corresponding ARAMARK Fee were developed based on operational and financial information provided by District (including but not limited to labor and supply costs, District's employees at the Facilities, and use of the Facilities by District, its employees, and its students). District represents that such information is current, complete, and accurate, and acknowledges that ARAMARK has reasonably relied on it. The Parties anticipate that District will continue to provide similar information to ARAMARK from time to time, which will also be current, complete, and accurate, so that ARAMARK may reasonably rely on it in providing Management Services. If such information changes or is inaccurate, then the financial terms and other obligations assumed by ARAMARK will be renegotiated and restated to correct such change or inaccuracy on mutually agreeable terms.

(g) Hazardous Substances; Pre-Existing Conditions. ARAMARK has no duty to investigate, detect, prevent, handle, encapsulate, remove, or dispose of, and will have no responsibility to District or others for any exposure of persons or property to, asbestos, lead, fuel storage tanks or contents, indoor air pollutants or contaminants, poor air quality, or hazardous, toxic, or regulated waste substances, mold, fungi, mildew, pollutants, or contaminants (collectively, the "Hazardous Substances") at District's Facilities or their surrounding premises; and such duties have not been included in the ARAMARK Fee. District will comply with all applicable federal, state, and local laws and regulations, which have been or will be enacted during the Term of this Agreement, regarding such Hazardous Substances on the Facilities' premises. District will inform ARAMARK of the presence of such Hazardous Substances and acknowledges that ARAMARK employees will not be required to work in any location where they could be exposed to such Hazardous Substances. ARAMARK has advised District that it does not provide or assume any responsibility to monitor or remediate Hazardous Substances or any similar conditions, and that all determinations and corrective actions regarding Hazardous Substances and any similar conditions shall be made by District or a third party retained by District. In no case will any ARAMARK employee act in the capacity of a "Designated Person" (within the meaning of the Asbestos Hazard Emergency Response Act, "AHERA"), which duties remain solely with District.

ARAMARK will not be responsible for any conditions that existed in, on, or upon the Facilities or the District's equipment or systems before the January 1, 2004 ("Pre-Existing Conditions"), including, without limitation, environmental impairments, and other conditions. Notwithstanding the general indemnity provision contained below in Section 6, District will indemnify, defend and hold ARAMARK harmless from and against any and all claims, damages, liabilities, costs and expenses (including reasonable attorneys' fees) that ARAMARK may incur in connection with any Pre-Existing Conditions. The Parties acknowledge and agree that ARAMARK's responsibilities hereunder are limited to the scope and substance of ARAMARK's Management Services, as defined in the Exhibits to this Agreement.

4. Personnel

(a) ARAMARK Operations Team. ARAMARK will provide and pay personnel for the efficient management of the Management Services (the "ARAMARK Operations Team"), which ARAMARK may adjust from time to time, as appropriate. The ARAMARK Operations Team will be led by at least one (1) manager (the "ARAMARK Manager"), who will coordinate training and management of the service employees in those departments managed by ARAMARK (the "Service Employees"). The ARAMARK Manager will act as ARAMARK's chief representative for ARAMARK's day-to-day performance of the Management Services, and will interact directly with District. If an ARAMARK Manager should become unacceptable to District's Chief Executive Officer

*ARAMARK SAMPLE FORM AGREEMENT
FOR DISCUSSION PURPOSES ONLY*

or such officer's designated representative, then District's Chief Executive Officer or designated representative may request his or her removal and ARAMARK will provide a mutually acceptable replacement within a reasonable time thereafter. While on the Facilities, the ARAMARK Operations Team will be subject to the rules and regulations of District, copies of which will be provided by District to ARAMARK reasonably in advance.

(b) Service Employees. ARAMARK will provide and pay all Service Employees ARAMARK deems necessary for the efficient provision of the Management Services. The Service Employees will be subject to the rules and regulations of District while on the Facilities.

(c) Personnel Actions. If ARAMARK incurs any costs, including legal fees, retroactive costs and/or wages and damages, as a result of any personnel action taken by District or by ARAMARK at the direction of District, which action ARAMARK would not have taken but for District's direction, District shall reimburse ARAMARK for such costs.

(d) Restrictions on Hiring Supervisory Employees. "Supervisory Employees," for the purpose of this Section, is defined as those persons who performed management or professional services for the Facilities, directly or indirectly, at any time during the then previous twelve (12) months. ARAMARK agrees that no Supervisory Employees of District will be hired by ARAMARK for the Term of this Agreement and twelve (12) months thereafter.

District acknowledges that ARAMARK has invested considerable amounts of time and money in training its Supervisory Employees in the systems, procedures, methods, forms, reports, formulas, computer programs, plans, techniques and other valuable information that are proprietary and unique to ARAMARK's manner of conducting its business and that ARAMARK makes such information available to its Supervisory Employees, its subsidiaries and affiliates, on a confidential basis. Therefore, District agrees that no Supervisory Employees of ARAMARK, its subsidiaries or affiliates, will be hired by District for the Term of this Agreement and twelve (12) months thereafter, and that District will not permit any Supervisory Employees of ARAMARK, its subsidiaries or affiliates to provide services for the Facilities directly or indirectly (through consulting contracts, contracts with third parties that employ or otherwise retain any Supervisory Employees, or otherwise) for the Term of this Agreement and twelve (12) months thereafter. Additionally, District agrees that if it violates the conditions set forth in this Section, District will pay to ARAMARK, and ARAMARK will accept as liquidated damages and not as a penalty, an amount equal to two times the annual salary (base and bonus) of the Supervisory Employee(s) retained by District or allowed to work on the Facilities in violation of this Section.

(e) Equal Opportunity and Affirmative Action Employer. Neither Party shall discriminate because of race, color, religion, national origin, age, sex, gender, pregnancy, disability, sexual orientation, gender identity, genetic information, military status, veteran status (specifically status as a disabled veteran, special disabled veteran, Vietnam Era veteran, recently separated veteran, armed forces service medal veteran, or other protected veteran) or other classification protected by applicable federal, state or local law, in the recruitment, selection, training, utilization, promotion, termination, or other employment related activities concerning employees assigned to duty in the District's Food Service Program. ARAMARK affirms that it is an equal opportunity and affirmative action employer and shall comply with all applicable federal, state and local laws.

(f) Background Checks. To the extent permitted by law, ARAMARK shall apply to its employees and prospective employees assigned to work on District's premises (the "ARAMARK Applicants") the minimum standards of employability set forth under Florida Statute 1012.32 ("the Florida law") relating to background checks of prospective employees, including the prohibition of

employment of individuals with a record of conviction of certain enumerated offenses. In order to comply with the Florida law, all ARAMARK Applicants will be required to submit fingerprints to the authorities delineated under Florida law in order for the requisite state and national background checks to be conducted. Consistent with its Drug Free Workplace Act Policy, ARAMARK shall also conduct pre-employment drug and alcohol testing. All costs associated with the background checks and the pre-employment screenings shall be the responsibility of ARAMARK and/or the ARAMARK Applicant.

5. Financial Terms

Financial terms of this Agreement are set forth on Exhibit A hereto.

6. Indemnity; Insurance; Limitation of Liability

(a) Indemnity. Each Party will indemnify and hold the other Party, its subsidiaries and affiliated companies, and their respective directors, officers, partners, members, shareholders and employees, harmless from any third party liability (including reasonable attorneys' fees and court costs) by reason of the negligent acts or omissions of the indemnifying Party, its employees or agents. This Section will not operate to waive either Party's rights under any worker's compensation act, disability benefits act, or other employee benefits acts, whether in tort, contract, or otherwise. If the damages, injury, loss or claim is caused by the negligence of both Parties, the apportionment of said damages, injury, loss or claim shall be shared between both Parties based upon the comparative degree of each Party's negligence and each Party shall be responsible for its own defense and its own costs including but not limited to the cost of defense, attorney's fees and witnesses' fees and expenses incident thereto.

In addition the District shall indemnify and hold harmless ARAMARK, its subsidiaries and affiliated companies, and their respective directors, officers and employees, against the following:

- i. Liability related to, or arising out of, any defective condition or the presence of Hazardous Substances or Pre-Existing Conditions on the Facilities or the claimed or actual release or threatened release or disposal of Hazardous Substances from or at the Facilities, to the extent not caused by the willful misconduct or gross negligent acts or omissions of ARAMARK, its employees or subcontractors, including, without limitation, fines, penalties, clean-up costs, or costs of other environmental remediation measures;
- ii. Liability arising from actions by any Service Employee or applicant for a position as a Service Employee predicated upon any alleged or actual wrongful action or omission by ARAMARK in hiring, firing, disciplining, evaluating, promoting, or increasing or decreasing the wages of any Service Employee, or in modifying the terms or conditions of his or her employment in any way, or failing to modify the terms or conditions of his or her employment in any way; provided, however, that the District directed ARAMARK to take the applicable action and ARAMARK would not have taken such action but for the District's direction. Indemnity pursuant to this subparagraph shall include, without limitation, claims and losses arising from claims or awards of retroactive wages, damages, fines and penalties due to the foregoing labor-related actions; and/or
- iii. District's failure to comply with all applicable laws, codes, regulations, ordinances or statutory requirements of any governmental authority having jurisdiction over the Agreement or the Facilities.

Each Party agrees to provide the other Party with prompt written notice of all losses or claims for

**ARAMARK SAMPLE FORM AGREEMENT
FOR DISCUSSION PURPOSES ONLY**

which it will seek indemnity under this Agreement. Each Party agrees not to incur any cost or expense with respect to any loss or claim for which it seeks indemnity under this Section without the other Party's prior written approval; provided, however, that the foregoing shall not apply in the event that the other Party has in writing rejected, denied or otherwise declined the indemnification request with respect to such loss or claim. Each Party agrees to cooperate fully with the other Party in the investigation, defense and settlement of all such losses and claims.

(b) Insurance. ARAMARK will provide, or cause to be provided, workers' compensation insurance as required by law. Additionally, ARAMARK will carry commercial general liability insurance (including coverage for products liability, negligent acts, and broad form vendors' coverage), with limits of no less than One Million Dollars (\$1,000,000) combined single limit per occurrence. ARAMARK will furnish to District, upon request, a certificate of insurance which states that such coverage is in effect. Both Parties waive all rights of recovery from each other for property damage or loss of use thereof, however occurring. The foregoing waiver includes, but is not limited to, waiver of losses covered by fire, extended coverage, boiler explosion and sprinkler leakage policies, but does not waive personal injury or death claims.

Any insurance coverage that ARAMARK provides for District and their respective Board members, administrators and employees shall only cover liability assumed by ARAMARK in this Agreement; such insurance coverage shall not cover liability in connection with or arising out of the wrongful or negligent acts or omissions of District and their respective Board members, administrators and employees.

(c) Limitation of Liability. ARAMARK's liability shall not under any circumstances exceed the amount of the ARAMARK Fee. In no event will either Party be liable to the other Party for any loss of business, business interruption, consequential, special, indirect or punitive damages.

7. Termination; Force Majeure

(a) If at any time during the term of this Agreement either Party considers terminating the Agreement, such Party shall give the other Party written notice that it is considering such action, which notice shall set forth with sufficient specificity such Party's reasons for contemplating termination. During the following thirty (30) day period the Parties shall discuss, in good faith, the Party's reasons for considering termination in an effort to avoid the need for such action. Following the thirty (30) day discussion period, the Party considering termination, if not fully satisfied, may elect to terminate the Agreement by giving the other Party sixty (60) days' written notice of its intention to terminate; provided, however, neither Party may give notice of its intention to terminate during the first ninety (90) days of operation under this Agreement.

Notwithstanding any provision in this Agreement to the contrary, ARAMARK may terminate this Agreement immediately at any time if District fails to pay ARAMARK any amounts due ARAMARK hereunder within the time period provided in this Agreement for such payment, and such failure continues for a period of ten (10) days following written notice by ARAMARK to District of such failure.

(b) Force Majeure. If either Party is rendered unable to perform its duties under this Agreement, in whole or in part, by reason of any event that is not reasonably under its control (including, but not limited to, Acts of God, fires, floods, earthquakes, accidents, strikes, riots, national emergencies, and other such force majeure events), then any duty so impacted will be suspended during such event. The Party rendered unable to perform due to force majeure must promptly notify the other Party, and

neither Party shall be responsible to the other Party for any losses resulting from such force majeure, except for payment of monies owed. If either Party's inability to perform exceeds one hundred twenty (120) days, then either Party may terminate this Agreement by written notice, effective upon the other Party's receipt of such written notice.

(c) Prepaid Vendor Contracts. Upon termination or expiration of this Agreement, District will reimburse ARAMARK for the costs of any prepaid vendor contracts which ARAMARK has paid, or on which ARAMARK has incurred an obligation to pay, for the benefit of District; together with ARAMARK's ordinary and necessary expenses incurred through the last day of services which ARAMARK has not recovered previously.

(d) Purchase of Inventory. At the termination or expiration of this Agreement, District agrees, if requested by ARAMARK, to purchase ARAMARK's usable inventory of products, supplies and equipment that have not yet been charged as a direct cost of operation. The purchase price for such inventory will be ARAMARK's invoice cost, and ARAMARK will submit to District an invoice for such inventory.

(e) Appropriation of Funds. If sufficient funds are not appropriated for District's proposed budget for its next fiscal year to enable District to make payments due to ARAMARK under this Agreement, and District has no funds available from any other source that can be used for that purpose, then District will provide ARAMARK with an opinion letter and supporting documentation from District's attorneys containing a specific description of the lack of funds, and will allow ARAMARK to audit District's books and records on the appropriations, budget, and shortfall. District and ARAMARK then will review the Management Services in light of all funds available to District for such services and District's actual budget for its next fiscal year, to determine a level of Management Services that can be performed within the proportionate level of all available funds. If ARAMARK does not present such modifications of its Management Services program, then either Party may terminate this Agreement effective at the end of District's then current fiscal year, upon ninety (90) days prior written notice; and District agrees that it will not contract with another service provider for services in the nature of the Management Services during the remainder of the then current term if this Agreement is terminated pursuant to this Section.

8. Confidential Information and Proprietary Materials

All financial, statistical, operating and personnel materials and information, including, but not limited to, technical manuals, plans, policy and procedure manuals and computer programs relative to or utilized in ARAMARK's business or the business of any subsidiary or affiliate of ARAMARK, shall be the property of ARAMARK and shall be confidential. District shall keep such information confidential and shall so instruct its agents, employees, and independent contractors, and the use of such information by District in any manner shall not affect ARAMARK's ownership or the confidential nature of such information. District shall not photocopy or otherwise duplicate any such materials without the prior written consent of ARAMARK.

District agrees that all proprietary computer software, signage, and marketing and promotional literature and material used by ARAMARK in providing services pursuant to this Agreement (the "Proprietary Material") shall remain the property of ARAMARK, notwithstanding the fact that the District may have been charged for the use of such materials. ARAMARK grants District a non-exclusive right to use the Proprietary Material for the Term of this Agreement. All patents, copyrights, trade secrets and other proprietary rights in or related to the Proprietary Material are and will remain the exclusive property of ARAMARK, whether or not specifically recognized or perfected. District will not take any action that

jeopardizes ARAMARK's proprietary rights or acquire any rights in the Proprietary Material. Unless otherwise agreed, ARAMARK will own all rights in any copy, modification, adaptation, or derivation of the Proprietary Material, including any improvement or development thereof. District will obtain, at ARAMARK's request, the execution of any instrument that may be appropriate to assign these rights to ARAMARK or to perfect these rights in ARAMARK's name. Upon the conclusion or other termination of this Agreement, all use of trademarks, service marks, and logos owned by ARAMARK or licensed to it by third parties shall be discontinued by District and District shall immediately return any Proprietary Material to ARAMARK.

9. General Provisions

(a) Notice. Any notice under this Agreement must be in writing, and will be effective when delivered personally, delivered by a national overnight delivery service, or three (3) business days after being deposited in the United States mail (postage prepaid, registered or certified). All notices will be addressed to the receiving Party at the following address (or such other address of which that Party has given proper notice):

If to District:

THE SCHOOL DISTRICT OF VOLUSIA COUNTY

Attn: _____ [IDENTIFY BY TITLE]

3750 Olson Drive
Daytona Beach, FL 32124

If to ARAMARK:

ARAMARK MANAGEMENT SERVICES LIMITED PARTNERSHIP

Attn: Vice President and Chief Financial Officer, ARAMARK Education (K-12)
ARAMARK Tower
1101 Market Street
Philadelphia, PA 19107-2988

With a copy to:

ARAMARK MANAGEMENT SERVICES LIMITED PARTNERSHIP

Attn: Vice President and Associate General Counsel, ARAMARK Education (K-12)
ARAMARK Tower
1101 Market Street
Philadelphia, PA 19107-2988

(b) Computer Matters. District acknowledges and agrees that ARAMARK has no responsibility for the continued successful operation of any computer hardware, software or equipment under computerized control (other than computer hardware, software and equipment provided by, or on the behalf of, ARAMARK), which malfunctions or ceases to operate as a result of software errors, operator errors, infection by computer virus, or tampering.

(c) Survival. The sections of this Agreement entitled Start-Up Period; Purchasing, Hazardous Substances; Pre-Existing Conditions; Restrictions on Hiring Supervisory Employees; Indemnity; Insurance;

*ARAMARK SAMPLE FORM AGREEMENT
FOR DISCUSSION PURPOSES ONLY*

Limitation of Liability; Prepaid Vendor Contracts; Purchase of Inventory; Confidential Information and Proprietary Materials; and Computer Matters will survive the term and termination of this Agreement.

(d) No Waiver. No waiver will be effective against either Party unless it is in writing and signed by the waiving Party. A waiver of any particular breach of any term contained in this Agreement will not operate as a waiver of that term itself, or as a waiver of any subsequent breach thereof. The failure of ARAMARK or District to exercise any right or remedy available under this Agreement upon the other Party's breach of the terms, representations, covenants or conditions of this Agreement or the failure to demand the prompt performance of any obligation under this Agreement shall not be deemed a waiver of (i) such right or remedy; (ii) the requirement of punctual performance; or (iii) any right or remedy in connection with any subsequent breach or default on the part of the other Party.

(e) Severability. Should any of the provisions of this Agreement be declared or determined by any Court of competent jurisdiction to be illegal or invalid, the validity of the remaining parts, terms or provisions shall not be affected thereby and said illegal or invalid part, term or provision shall be deemed not to be a part of this Agreement, unless the illegality or invalidity of the illegal or invalid part, term or provision causes this Agreement to fail of its essential purpose, in which case, this entire Agreement shall become invalid and shall be null and void.

(f) Authority. Each Party represents and warrants that it has the requisite authority to enter into this Agreement and to perform its duties hereunder, that the individual signing below on that Party's behalf has all requisite authority and approvals to do so and to bind that Party, and that it has done and will do all things necessary so that this Agreement will be valid, binding and legally enforceable upon that respective Party.

(g) Entire Agreement; Amendments. This Agreement has been negotiated and prepared jointly by the Parties, and will not be construed as having been drafted by any one Party. This Agreement and its Exhibits contain the final and complete expression of all agreements between the Parties with respect to the subject matter of this Agreement, and supersede all prior and contemporaneous agreements between the Parties, whether oral or written. Except as otherwise provided herein, any change, modification or amendment of this Agreement must be in writing and signed by all Parties.

(h) Counterparts. This Agreement may be executed in multiple counterparts, including, without limitations, by facsimile and portable document format, each of which will be deemed an original, but all of which together will constitute one and the same instrument.

(i) Assignment. Neither District nor ARAMARK shall assign this Agreement without the prior written consent of the other; provided, however, that either Party may assign the Agreement to an Affiliate without the consent of the other Party. For purposes of this Agreement, "Affiliate" shall mean an entity which controls, is controlled by or is under common control with the assigning Party or its ultimate parent entity.

**ARAMARK SAMPLE FORM AGREEMENT
FOR DISCUSSION PURPOSES ONLY**

IN WITNESS WHEREOF, the Parties have executed this Management Services Agreement as of the date shown first above.

**ARAMARK MANAGEMENT SERVICES [DISTRICT-FULL LEGAL NAME]
LIMITED PARTNERSHIP**

By its General Partner,
ARAMARK SMMS LLC

By: _____
[NAME]
Vice President

By: _____
[NAME]
[TITLE]



EXHIBIT A

FINANCIAL TERMS

A. ARAMARK Fee: All facilities, equipment and services to be provided by District under this Agreement shall be provided at District's expense. During the term of this Agreement, District shall pay ARAMARK an annual fee for ARAMARK's provision of the Management Services hereunder (the "ARAMARK Fee"), which ARAMARK Fee shall be _____ Dollars (\$ _____).

B. Adjustments to ARAMARK Fee: The ARAMARK Fee will be adjusted from time to time, as follows:

(i) **Annual Adjustment.** Commencing on the first anniversary of the Commencement Date, and annually on each successive anniversary hereafter, the ARAMARK Fee will be increased by an amount equal to the Consumer Price Index, U.S. City Average, All Items For All Urban Consumers, or a comparable index if that index is not available. ARAMARK shall be entitled to automatically implement the foregoing increase in the ARAMARK Fee.

C. Adjustment for Certain Changes.

(i) If ARAMARK's costs increase due to increases in employee health and welfare benefits costs (including, without limitation, due to the Patient Protection and Affordable Care Act and/or the regulations promulgated thereunder), or due to causes beyond ARAMARK's control, including, but not limited to, an increase in federal, state or local minimum wage rates, an increase in employer contributions to social security or payroll taxes (including retroactive changes to such contributions), or changes in a collective bargaining agreement covering ARAMARK's or the District's employees, then ARAMARK shall give District written notice of such increase, and ten (10) business days after such notice, the ARAMARK Fee shall be adjusted automatically to reflect the full amount of such increase in costs, such adjustment to be retroactive to the date of such increase.

D. Invoicing. At the [beginning/end] of each month during the Term, ARAMARK will submit to District an invoice for the ARAMARK Fee and any additional costs incurred in accordance with this Agreement owed to ARAMARK for such month.

E. Payment Terms. All invoices submitted by ARAMARK to District shall be paid within fifteen (15) days of the invoice date. If any amount due to ARAMARK under this Agreement is not paid in full within fifteen (15) days after its invoice date, then the unpaid portion will bear interest, from the invoice due date until the date paid, at a rate of one and a half percent (1.5%) per month (or, if prohibited by law, then the maximum rate permitted legally) (the "Interest Rate").

The right of ARAMARK to charge interest for late payments shall not be construed as a waiver of ARAMARK's right to receive payment promptly, in accordance with the terms of this Agreement. To protect its payment rights, ARAMARK, at its option and upon written notice: (i) if and so long as any payment under this Agreement is past due more than thirty (30) days, may require District to pay the ARAMARK Fee two (2) weeks in advance; and (ii) if and so long as any payment under this Agreement is past due more than sixty (60) days, may require District to sign a note, security agreement, and financing statement granting a security interest in its accounts receivable and other assets to ARAMARK. In the event that ARAMARK incurs legal fees and costs in enforcing its right to payment and/or any of its other rights under this Agreement, District agrees that it shall be liable and obligated to

reimburse ARAMARK for those legal fees and costs.

F. Change in Scope. The Parties agree that the scope of the Management Services and the corresponding ARAMARK Fee are based upon factors including but not limited to: the number, size, and function of the Facilities; use of areas; average monthly occupancy rates, enrollment levels, employment levels, shifts, traffic volume, etc.; departments managed; equipment; and specific duties and frequencies described in the Exhibits. Any change in any such factors or in the nature or scope of Management Services will constitute a change in scope to this Agreement. If District requests an expansion or reduction in the Management Services provided by ARAMARK hereunder, the Parties shall negotiate in good faith an equitable adjustment of the ARAMARK Fee commensurate with the expansion or reduction of such services. In addition, the District may request, and ARAMARK may provide, additional services hereunder on such terms and conditions as the Parties shall mutually agree in writing. District will be responsible for any increased operating costs resulting from changes in federal, state or local laws, ordinances, codes or regulations, or implementation of new laws, ordinances, codes or regulations after the execution of this Agreement.

Further, in the event that a determination is made by a government authority that any sale, purchase, payment or use of property made to or by ARAMARK under this Agreement, either in whole or in part, is subject to any sales, use, gross receipts, property or any similar tax, which tax was not contemplated by the Parties at the Commencement Date, the full amount of any such tax liability, together with any interest paid by ARAMARK, shall be invoiced by ARAMARK and shall be reimbursed by District, notwithstanding the fact that this Agreement may have expired or been terminated for any reason by either Party prior to the date of such determination.

G. [TO THE EXTENT OFFERED IN ARAMARK'S PROPOSAL] Capital Investment. In consideration of District's agreement to award this Agreement to ARAMARK, ARAMARK shall make a capital investment in [Describe equipment] for District in an amount up to _____ (\$ _____) (collectively, the "Capital Investment"). The Capital Investment shall be amortized on a straight-line basis over _____ () years, commencing upon the date the equipment is placed in service. Certain of the Capital Investment shall consist of equipment and supplies using ARAMARK's proprietary SpaceCare QL technology ("SpaceCare Investment").

All items purchased using the SpaceCare Investment shall remain the property of ARAMARK. Any non-SpaceCare equipment purchased by ARAMARK on District's behalf shall be purchased as a "sale-for resale" to District. District shall hold title to all such equipment (with the exception of those items which bear the name of ARAMARK, its logo, or any of its logo, service marks or trademarks or any logo, service marks or trademarks of a third party) upon such resale. District acknowledges that it is a tax-exempt entity and will provide ARAMARK with a copy of the appropriate tax-exempt certificate.

Upon expiration or termination of this Agreement by either party for any reason whatsoever prior to the complete amortization of the Capital Investment, excluding the SpaceCare Investment, District shall reimburse ARAMARK for the total unamortized balance of the Capital Investment, excluding the SpaceCare Investment, as of the date of expiration or termination. In the event such payments owing to ARAMARK are not paid to ARAMARK within ten (10) days of the scheduled payment date, District agrees to pay interest on such amounts at the Interest Rate from the scheduled payment date until the date paid. The right of ARAMARK to charge interest for late payment shall not be construed as a waiver of ARAMARK's right to receive timely payment.

[OR]

**ARAMARK SAMPLE FORM AGREEMENT
FOR DISCUSSION PURPOSES ONLY**

Capital Investment. [In consideration of District's agreement to award this Agreement to ARAMARK,] ARAMARK shall make a capital investment in [DESCRIBE equipment] for District in an amount up to _____ Dollars (\$ _____) (the "Capital Investment"). The Capital Investment shall be amortized on a straight-line basis over _____ () years, commencing upon the date the equipment is placed in service.

Equipment purchased by ARAMARK on District's behalf shall be purchased as a "sale-for resale" to District. District shall hold title to all such equipment (with the exception of those items which bear the name of ARAMARK, its logo, or any of its logo, service marks or trademarks or any logo, service marks or trademarks of a third party) upon such resale. District acknowledges that it is a tax-exempt entity and will provide ARAMARK with a copy of the appropriate tax-exempt certificate.

Upon expiration or termination of this Agreement by either party for any reason whatsoever prior to the complete amortization of the Capital Investment, District shall reimburse ARAMARK for the total unamortized balance of the Capital Investment as of the date of expiration or termination. In the event such payments owing to ARAMARK are not paid to ARAMARK within ten (10) days of the scheduled payment date, District agrees to pay interest on such amounts at the Interest Rate from the scheduled payment date until the date paid. The right of ARAMARK to charge interest for late payment shall not be construed as a waiver of ARAMARK's right to receive timely payment.



SIGNATURE PAGE

13.1

Proposer (s) must complete the enclosed Signature Form (form on page 45) to include the signature of the person authorized to bind the company on a contract.

**RFP #S-321TS, Custodial Services
SIGNATURE FORM**



<http://myvolusiaschools.org>

Proposal Acknowledgement			
This official signature form MUST be completed, signed and returned with proposal. Failure to do so will be cause for rejection of proposal.			
Company Name: ARAMARK Management Services Limited Partnership	Phone #: 215-238-3000		
	Fax #: 215-238-8169	State: PA	Zip Code: 19107
Street Address: 1101 Market Street	City: Philadelphia		
Website (optional): www.aramarkschools.com	E-Mail Address: gilliam-jeff@aramark.com		
I certify that this proposal is made without prior understanding, agreement or connections with any corporation, firm or person submitting a bid for the same materials, supplies or equipment, and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this bid and certify that I am authorized to sign this bid for the bidder. In submitting a bid to the District, the bidder offers and agrees that if the bid is accepted, the bidder will convey, sell, assign or transfer to the Board all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodities or services purchased or acquired by the District. At the Board's discretion, such assignment shall be made and become effective at the time the District tenders final payment to the bidder.			
<input checked="" type="checkbox"/>			4-3-13 <small>Date</small>
<small>Authorized Signature (Manual and In Ink)</small>		Authorized Signatory	
Jeff Gilliam		<small>Title</small>	
<small>Typeet / Printed Name</small>			

Required Documents



SAMPLE CERTIFICATE OF INSURANCE — COVER PAGE

Enclosed is a sample certificate of insurance indicating ARAMARK's coverage. ARAMARK maintains a complex commercial insurance program offering coverage that is often broader than what is available to the general market. Below are some clarifications that we wish to make regarding how our program functions to address your requirements. We encourage you to express any concerns so that we can appropriately address them in connection with finalizing our definitive agreement, if we are awarded.

Clarifications on Insurance coverage:

- ARAMARK proposes a mutual waiver of subrogation on claims for property damage, not to include claims for bodily injury or death.
- Notice of cancellation of any insurance policies required herein shall be subject to ACORD 25 Certificate of Liability standards, and will be delivered, as applicable, in accordance with policy provisions.
- Copies of ARAMARK's policies can not be distributed outside of the company. Certificates evidencing all required policies will be provided upon execution of an agreement and upon request thereafter.
- Any insurance provided by ARAMARK (Additional Insured or Otherwise) shall only cover losses for which ARAMARK is legally liable; such insurance coverage shall not cover liability in connection with or arising out of the wrongful or negligent acts or omissions of Client.



CERTIFICATE OF LIABILITY INSURANCE

(Page 1 of 1)

DATE (MM/DD/YYYY)
10/01/2012

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

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

PRODUCER Willis of Pennsylvania, Inc. Two Liberty Place 50 S. 16th Street, Suite 2500 Philadelphia, PA 19102	CONTACT NAME: Willis Cert Center or Sarah Sachs PHONE (A/C, No, Ext): 877-945-7378 or 215-239-6812 FAX (A/C, No): 888-467-2378 E-MAIL: certificates@willis.com or sarah.sachs@willis.com ADDRESS: INSURERS AFFORDING COVERAGE
INSURED ARAMARK Corporation Its Divisions & Subsidiaries ARAMARK Tower, 1101 Market Street, 30th Floor Philadelphia, PA 19107	INSURER A: ACE American Insurance Company 22667-003 INSURER B: Indemnity Insurance Co of North America 43575-001 INSURER C: INSURER D: INSURER E: INSURER F:

COVERAGES

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> LIQUOR LAW LIABILITY <input checked="" type="checkbox"/> VENDORS LIABILITY GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			HDOG27011068	10/01/2012	10/01/2013	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ Included MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ None PRODUCTS - COMP/OP AGG \$ None
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> SELF-INSURED AUTO PHYSICAL DAMAGE			ISAH08710399	10/01/2012	10/01/2013	COMBINED SINGLE LIMIT \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
A	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS MADE			(GL) XSLG2701107A (AL) XSAH0830001A005	10/01/2012	10/01/2013	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ \$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input checked="" type="checkbox"/> N/A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			(AOS) WLRC47121784 (CA&MA) WLRC47121772 (WI) SCFC47121796	10/01/2012	10/01/2013	WGTATU-OTHTORY LIMITS E.L. EACH ACCIDENT \$ 2,000,000 E.L. DISEASE - EA EMPLOYEE \$ 2,000,000 E.L. DISEASE - POLICY LIMIT \$ 2,000,000

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

ARAMARK's General Liability and Auto Liability policies are noncancellable. Workers' Compensation notices of cancellation are in accordance with each state law. Products/Completed Operations and Contractual Liability are included under General Liability.

CERTIFICATE HOLDER

CANCELLATION

Sample Certificate of Insurance
Upon execution of a written agreement,
A certificate will be issued in compliance with
Mutually acceptable insurance requirements.

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

AUTHORIZED REPRESENTATIVE

NOTICE

ADDENDUM #1 TO RFP NO.: S-321TS – Custodial Services

OPENING DATE & TIME: APRIL 5, 2013 @ 2:00 P.M.

LATE PROPOSALS WILL NOT BE CONSIDERED

ADDENDUM ITEM #1 – The phone extension for Tom Sims shown on page 1 of the Invitation to Bid; on page 4 Request for Proposal; and on page 9, Section 1-3 Delivery of RFP is changed to **EXTENSION 50872**.

ADDENDUM ITEM #2 – ADD: **facial tissue** to PAGE 33, Section 9-7 Paper Products, Soap and Liners; TO READ:

9-7 Paper Products, Soap and Liners

For the RFP, the District will supply toilet tissue, paper towels, soap, **facial tissue**, and trash receptacle liners, both large and small.

ADDENDUM ITEM #3 – ADD: **facial tissue** to page 47, Bid Response Pricing Sheet Form for Alternate Pricing TO READ:

On this price sheet, the price per square foot offered includes the proposer providing all toilet paper, **facial** tissues, paper towels, hand soap, and trash can liners.

Minimum Standards

- (a) **Liquid Hand Soap**: Mild, non-irritating to the skin, for use in schools. Sold by the case, four gallons per case. Current brand is Victoria Bay L00011, vendor is Dade Paper Co.
- (b) **Toilet Tissue**: 2 PLY, white, 4.0" x 3.75", 500 sheets per roll, 96 rolls per case, sold by the case. Current brand is SCA TM1616S, vendor is Dade Paper Co.
- (c) **Single Fold Towels**: 9.5" x 10.5", Unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA 1850A, vendor is Dade Paper Co.
- (d) **Double Fold Towels**: Multifold, 9.25" x 9.5", unbleached, 1 ply, 16 packs of 250 towels per case, sold by the case. Current brand is SCA MK520A, vendor is Dade Paper Co.
- (e) **Facial Tissue**: **Boxed, 9.1 x 16.8, 2-ply, 100 sheets per box Brand is SCA TF6710A**

ADDENDUM ITEM #4 – Page 4, Request for Proposal, SHALL READ: There will be a mandatory pre-bid conference, which will be held on Monday, March 11, 2013, 10:00 A.M. **in the Board room located at 200 North Clara Ave., DeLand, FL 32721.**

THE SCHOOL BOARD OF VOLUSIA COUNTY
200 NORTH CLARA AVENUE
DELAND, FLORIDA

RFP NO.: S-321TS
DATE: MARCH 4, 2013
Page 2 of 2

ACKNOWLEDGEMENT

This addendum to RFP number **S-321TS Custodial Services** has been received and fully understood.

Vendor: ARAMARK Management Services Limited Partnership Date: _____

Address: 1101 Market Street, Philadelphia, PA Zip Code: 19107

Phone: 215-238-3000 Fax: 215-238-8169

Signature: _____


PLEASE RETURN THIS ACKNOWLEDGEMENT WITH BID BY 2:00 P.M., 04/05/2013

The School District of Volusia County
Tom Sims, Director of Purchasing and Warehouse Services
Purchasing Department
3750 Olson Drive
Facilities/Maintenance Building
Daytona Beach, FL 32124

Phone:
386/734-7190, ext. 50872, DeLand
386/255-6475, ext. 50872, Daytona Beach
386/427-5868, ext. 50872, New Smyrna Beach
Fax: 386-506-5056

NOTICE

ADDENDUM #2 TO RFP NO.: S-321TS – Custodial Services

OPENING DATE & TIME: APRIL 5, 2013 @ 2:00 P.M.

LATE PROPOSALS WILL NOT BE CONSIDERED

Listed below you will find answers to questions, changes and additions regarding the RFP for Custodial Services that were brought up from the Pre-Bid Conference which was held March 11, 2013 and from e-mails as of March 15, 2013.

1. **Q:** Please confirm if a five or ten panel drug test is required.
A: **10-Panel Drug Screening is required at Proposers expense. The cost of this service is \$27.20.**
2. **Q:** Please confirm that the security clearance is Jessica Lunsford Act level 2.
A: **Jessica Lunsford Act (JLA) requires a level 2 clearance. Even though one might pass the requirements under JLA, it is possible one may not pass our employment background check. (JLA requirements are less restrictive than employment requirements...as far as a criminal history).**
3. **Q:** What level of cleaning on a daily/weekly basis is above 10 foot level?
A: **Per the RFP in part 10, high dusting (above 10 ft.) is required only once a month.**
4. **Q:** Please confirm the highest point of window cleaning in the county buildings; also confirm that the nominated vendor is able to sub-contract the window cleaning services for the twice yearly clean.
A: **Custodial staff is only required to clean the ground floor outside windows on an as needed basis. Interior window spot cleaning is performed as a daily task per section 10 of the RFP. Subcontracting for exterior window cleaning is acceptable as long as they have JLA clearance.**
5. **Q:** Please confirm that all existing transferred personnel will require new background checks and drug tests.
A: **All transferred individuals would require to undergo "New" screenings.**
6. **Q:** Please confirm that all staff transferred is fully aware of the new status that they will be employed under, and that all Union negotiations are complete to the satisfaction of all parties concerned. My concern is that we would not want to employ disgruntled employees from the outset of the new contract.
A: **The District issued timely notice on February 5, 2013, to the union for the district's custodial employees, AFSCME, of the district's intent to subcontract of these functions and end the district's employment of said employees on June 30, 2013. A copy of the letter is attached as Exhibit "A". On February 12, 2013, the School Board of Volusia County approved the Superintendents recommendation to subcontract with a private vendor for the performance of all custodial functions of the district effective July 1, 2013. Written notice of the decision was provided to AFSCME on February 14, 2013. A copy of the letter is attached as Exhibit "B". AFSCME subsequently requested impact bargaining, which was successful. The District and AFSCME entered into a *Memorandum of Agreement on Impacts Relating to Subcontracting of Custodial and Grounds Maintenance Functions (MOA)*, which was approved by the School Board on March 12, 2013. A copy of the letter transmitting the approved MOA is attached as Exhibit "C". In accordance with section 1-1 of the RFP, the Superintendent reserves the authority to discontinue this RFP and not implement the subcontracting decision for these services unless the RFP process results in the anticipated substantial long term cost savings to the District.**

7. **Q:** Please confirm that the union is not expecting to hold negotiations with the new incoming vendor.
A: The District has not advised AFSCME or any of its employees that the private vendor, which may be awarded the contract under the RFP, would negotiate with ASCME, nor has AFSCME notified the District of its taking that position.
8. **Q:** Please give a dollar breakdown of all consumables used in the county over the last two years, i.e., toilet rolls, tissues, hand sanitizer, etc.
A: Currently, Schools are not required to purchase toilet tissue, paper towels, facial tissue, hand soap or trash can liners from the District Warehouse. We cannot accurately summarize the purchases from outside vendors. Vendors are recommended to use industry wide estimates or your past experience based upon enrollment figures to arrive at usage numbers for this alternate bid.
9. **Q:** Please give a breakdown of all overtime worked last year.
A: We had 3,222.75 additional hours worked from July 2011 through June 2012: 2,276 overtime hours; 946.75 extended time (straight time) hours. About 2/3 of these hours were reimbursed by either extended day care or an outside agency for facility usage.
10. **Q:** Please give a detailed explanation of all special events over the last two years, and anticipated events for the coming 2013-2014 year.
A: Every school has a variety of extra-curricular events, ranging from sporting events, clubs, PTA meetings, community meetings, facility rentals, etc. That is why weekly coordination with the school staff will be so important to the contractor.
11. **Q:** Please give a breakdown of all pay rates for each category of staff, complete with benefits, vacation time, holidays, casual days, Florida Retirement Plan Benefits, and any other benefit(s) with the current employment package with the county.
A: See attached Exhibit "D", "E" and "F". State retirement benefits can be found on the states website.
12. **Q:** Will the existing staff transferred be aware that they will not have previous years of service with the new contractor/vendor?
A: The District has not advised AFSCME or any of its employees that custodial employees will be hired with any seniority or credit for prior years of service with the District.
13. **Q:** Please confirm the square footage of all properties to be maintained for the contract.
A: Please see Appendix D of the RFP.
14. **Q:** Please confirm that any increases in State or Federal Taxes can be passed on to the county from the time that the taxes are imposed. Also, if the State imposes any increases in Workers' Compensation rates that this too can be passed onto the county at the time of increase.
A: The only allowable price increases are covered in 4-7 of the RFP.
15. **Q:** Page 34, Item 9-13 additional square footage, will this simply be charged at the agreed contract rate from the time the new buildings are introduced?
A: Yes
16. **Q:** Page 34, Item 9-9 is premature in its time line, the contractor will have considerable additional cost in setting up the new contract – and more importantly, will have a large learning curve to negotiate with the School Board related to expectations. Would it not be fairer that a twelve month window be placed on this requirement, with a stipulation that initially weekly meetings are held with the new vendor and the county to address issues relating to expectations? This will give all concerned a fairer way of discerning contract execution to a place of excellence for the county and the new vendor.
A: One year is too long to wait. We need the schools to be clean from the beginning. That is why the first evaluations will come at the 90 day point.

17. **Q:** Please explain the status on key holding, in regard to overnight emergencies if the police or other local authorities are involved. Is the Custodian or Principal on call or both?
A: Keys will be issued at the onset of the contract and additional keys can be issued as needed by the vendor. The Principal is responsible for the facility; however, they may identify a different responder for after-hour emergencies. The Custodial Supervisor or Team Leader for each School should be prepared to respond at the request of the Principal.
18. **Q:** Page 41, Item K – Cleaning of gutters, etc. We were advised that cleaning of fascia boards at eaves level on all buildings was the responsibility of Maintenance. Why is the cleaning of gutters which is located on the fascia at eaves level on each building the responsibility of custodians? If Maintenance is cleaning fascia, why would they not clean out gutters at the same time? Please advise.
A: The proposer is not responsible for cleaning outside roofing gutters, roof drains or down spouts.
19. **Q:** Prior to the commencement of the contract and before the start of the 2013-2014 school year will a meeting be arranged to introduce the new vendor to ALL school Principals and Administrators to give official endorsement to the approved vendor?
A: It is our intention to set up such meetings once the contract has been awarded to a specific vendor.
20. **Q:** Please explain and give all options for payment of invoices submitted.
A: Options for payment of monthly invoices for regular services:
 - Check – mailed to vendor
 - ePayables – District pay using a Visa credit card**Option for payment of overtime – District declared emergency (invoice must be sent to Maintenance Department)**
 - Check – mailed to vendor
 - ePayables – district pays using a Visa credit card**Option for payment of additional day porter and overtime for special events held at Schools (invoices must be sent directly to the individual Schools)**
 - Check – mailed to vendor
21. **Q:** Is the School Board expecting one invoice per month for work completed, or is the School Board asking for a breakdown of services submitted for each month? Please give a full explanation of invoicing and examples of previous invoices submitted.
A: The District is expecting the following:
 - One invoice (sent to Finance) per month for the regular monthly billing.
 - One invoice (sent to Maintenance Dept.) per month for the District declared emergencies, with a breakdown of services by school.
 - One invoice (sent to each School) per month for the additional day porters and overtime for special events held at the School with a breakdown of services.
22. **Q:** Is it a requirement of the contract that all on-site personnel wear safety shoes?
A: We do not require that Custodians wear safety shoes.
23. **Q:** Is there a way to get a copy of plans for all facilities?
A: We are still working on providing this information. We should have the information by March 25, 2013 at the latest.
24. **Q:** Can we get a copy of the current Aramark contract and a list of current equipment owned by Aramark?
A: The current Aramark contract is attached as Exhibit "G".

25. **Q:** Can we get information on employee turnover rate for Custodians?
A: **Fiscal Year 2011 the Custodial turnover rate was at 14.9% and 15.5% for Fiscal year 2012.**
26. **Q:** Are all portables a prototype?
A: **Yes, all are fully carpeted except for a very few with tile floor bathrooms. Approximately 750 square footage per portable.**
27. **Q:** Clarify cost of background check.
A: **Volusia County School Board will provide this service through 1st Advantage at a cost of \$85.00 per background check. The proposer will pay for this service.**
28. **Q:** Describe the District provided custodial offices – vendor furnish and furniture.
A: **Currently 1050 square foot Warehouse and four (4) offices.**
29. **Q:** Can Vendors use their own Company for background check?
A: **No, must be processed through the Volusia County School Board.**
30. **Q:** Window cleaning – bi-annually, maximum height of windows.
A: **We have two high schools; University and Mainland that are three stories high.**
31. **Q:** Can we sub-contract window cleaning?
A: **Yes, the Vendor pays for this service and all of the sub-contractors employees must have JLA clearance.**
32. **Q:** Will the District allow for price increases due to increases in the minimum wage rate?
A: **The only allowable price increases are covered in 4.7 of the RFP.**
33. **Q:** Must Ancillary Custodians be full time employees?
A: **The District has used Ancillary Custodians as a substitute pool to cover custodial positions when they fail to show up for work. They also assist with special projects when not working at schools. Proposers should offer their own solution to cover sick or annual leave days and vacant positions.**
34. **Q:** What is the light height and who maintains?
A: **Custodians are responsible for changing burnt out light bulbs but only to a height that can be safely reached with a six foot (6') ladder.**
35. **Q:** Do Elementary and Middle Schools all have gyms with wood floors?
A: **Only Middle and High Schools have gyms; all with wood floors.**
36. **Q:** Gym floors – All use water base stripping chemicals?
A: **Yes**
37. **Q:** Can we get a list of schools where we provide tilt dumpsters or anything we need to provide?
A: **All schools have various size ladders and at least half have tilt dumpsters.**
38. **Q:** Where are the trash dumpsters located?
A: **Trash dumpsters are located close to school cafeterias.**
39. **Q:** How long is the process from JLA application to badge assigned?
A: **It normally takes from 24 – 72 hours.**
40. **Q:** Page 3, Section 22 says "Bid Bond, when required, shall be submitted with the bid in the amount specified in Special Conditions." Can you please confirm there is no Bid Bond required for this RFP?
A: **No Bid Bond but a Performance Bond is required.**

41. **Q:** Can you please define the term "afforded a retirement benefit" from page 8 paragraph 3?
A: **Some form of retirement benefit such as a 401K must be offered. The proposer may or may not participate in the offering.**
42. **Q:** How does the school system monitor quality? Is there a baseline that can be shared in terms of quality inspections?
A: **We currently have a system of quality inspection that is designed to hit the goal of APPA level 2 with a score of 90% or higher. We have the scoring history for each school that we can share upon award of the contract.**
43. **Q:** How many employees make up the "light maintenance" staff?
A: **There does not need to be a specific staff for light maintenance. Our existing custodians performed the work upon request in addition to their other duties.**
44. **Q:** Is the current staff unionized?
A: **Yes. They are organized under AFSCME. Bidders may decide whether or not they want to negotiate with the union. There is no requirement to negotiate.**
45. **Q:** If the employees are represented, can you provide a copy of the collective bargaining agreement? Can you provide current wages & a seniority list?
A: **AFSCME Union contract can be found on the Volusia County School website. Seniority list is not available at this time but should be ready by March 25, 2013 at the latest.**
46. **Q:** Does the District furlough any employees during the summer months? If so, how many?
A: **No employees are furloughed over the summers.**
47. **Q:** How many district employees have a minimum rating of "meets expectations" in their latest evaluation?
A: **This information is not available at this time but should be ready by March 25, 2013 at the latest.**
48. **Q:** Can the existing equipment be purchased by the successful bidder? If so, does the district have a value of the equipment?
A: **No. The equipment belongs to ARAMARK, so it would be their decision to sell it or not.**
49. **Q:** Can we utilize part time workers?
A: **Some workers may be part time, but the majority should be full time.**
50. **Q:** Does the listed number of custodians include the Day Porters?
A: **Yes**
51. **Q:** Is there a minority participation requirement?
A: **No**
52. **Q:** Is the use of propane powered scrubbers/burnishers prohibited?
A: **Yes. The buildings will be occupied during some scheduled work and ventilation is inadequate for propane powered equipment. All equipment to be operated indoors must be electric.**

CHANGES:

CHANGE: PART X – K – Point five currently reads:

At least three (3) times a year (or as needed) contractor shall clean all outside gutters, roof drains, and down spouts.

CHANGE TO READ:

The proposer is not responsible for cleaning outside roofing gutters, roof drains or down spouts.

THE SCHOOL BOARD OF VOLUSIA COUNTY
3750 OLSON DRIVE
DAYTONA BEACH, FL 32124

RFP NO.: S-321TS
DATE: MARCH 15, 2013
Page 6 of 6

ADDITIONS:

1. 6-7 – Additional language for Drug and Alcohol Testing.

All awarded proposers employees must pass a drug and alcohol screening test, prior to working on any School District property. The test will be paid for by the proposer and the results will be sent to the Districts Professional Standards Department for clearance. The district currently pays \$27.20 for the test.

2. A list of Proposers that attended the Pre-Bid Conference on March 11, 2013 is attached as Exhibit "H".

3. Each summer Custodial Services will be required at a number of schools for Pre-K and Summer School. While the school sites may change from year-to-year the number of schools being utilized is pretty consistent. The cost for this service shall be included in your cost per square foot price submittal.

Exhibit "I" is this year's schedule for a guideline for typical summer program.

ACKNOWLEDGEMENT

This addendum to RFP number **S-321TS Custodial Services** has been received and fully understood.

Vendor: ARAMARK Management Services Limited Partnership Date: 4-3-13

Address: 1101 Market Street, Philadelphia, PA Zip Code: 19107

Phone: 215-238-3000 Fax: 215-238-8169

Signature: 

PLEASE RETURN THIS ACKNOWLEDGEMENT WITH RFP BY 2:00 P.M., 04/05/2013

The School District of Volusia County
Tom Sims, Director of Purchasing and Warehouse Services
Purchasing Department
3750 Olson Drive
Facilities/Maintenance Building
Daytona Beach, FL 32124

Phone: 386/734-7190, ext. 50872, DeLand
386/255-6475, ext. 50872, Daytona Beach
386/427-5868, ext. 50872, New Smyrna Beach
Fax: 386-506-5056

NOTICE

ADDENDUM #3 TO RFP NO.: S-321TS – Custodial Services

OPENING DATE & TIME: APRIL 5, 2013 @ 2:00 P.M.

LATE PROPOSALS WILL NOT BE CONSIDERED

Listed below are answers to questions from the Pre-Bid Conference held March 11, 2013 for the RFP for Custodial Services that were not addressed in Addendums #1 and #2, and from emails received as of March 15, 2013.

23. Q. Is there a way to get a copy of plans for all facilities?
A: **We are still working on providing this information. We should have the information by March 25, 2013 at the latest.**
47. Q: How many district employees have a minimum rating of "meets expectations" on their latest evaluation?
A: **There were 511 regular AFSCME evaluations submitted for fiscal year 2012 for employees with a custodial job title. Of those evaluations, 26 or 5.09% had ratings of less than M-Meets Expectations.**

Job Titles included:

51020 Custodian
51023 Ancillary Custodian
51031 Head Custodial 1-3.49
51033 Custodian Shift Leader
51041 Head Custodian 3.5 – 7.49
51081 Head Custodian 7.5 – 12.49
51130 Head Custodian 12.5 – 16.49
51140 Head Custodian 16.5+

Below is the breakdown of counts for reference:

<u>Eval Type</u>	<u>Overall Rating</u>	<u>Count</u>
TN – Tenured	M-Meets Expectations	331
TN-Tenured	NI-Needs Improvement	14
TN-Tenured	U-Unsatisfactory	5
AC-Annual Contract	M-Meets Expectations	154
Ac-Annual Contract	NI-Needs Improvement	7
	Total Evals Submitted	511

THE SCHOOL BOARD OF VOLUSIA COUNTY
3750 OLSON DRIVE
DAYTONA BEACH, FL 32124

RFP NO.: S-321TS
DATE: MARCH 22, 2013
Page 2 of 2

<u>Eval Type</u>	<u>Count</u>
OT	4
RS-Resigned	8
RT-Retired	5
TM-Terminated	2
Total Other Eval Types (Not included in total Above)	19

NEW

53. Q. Will it be possible to carry a percentage of the custodial staff as temporary employees? They would be used on an as needed basis, available 24 hours per day – on call. This would ensure that all staffing levels are maintained to the level of man hours required per day at each location. All of the on call staff would be pre-screened to the full requirements of the contract specification.
- A. Questions #33 and #49 in Addendum #2 address questions concerning Ancillary Custodians and part-time positions. Any cost for employees to fill in for custodians that are absent shall be included in the cost per square foot figure. Each proposer is expected to cover any absences and insure the work is completed and meets the expectations of the District.

54. PLEASE BE ADVISED THAT THE BID RESPONSE PRICING SHEET FORM HAS BEEN CHANGED -- VENDORS WILL NEED TO SUBMIT THE ATTACHED NEW BID RESPONSE PRICING SHEET FORM WITH THEIR PROPOSAL. IF VENDORS DO NOT RESPOND USING THE NEW BID RESPONSE PRICING SHEET FORM, THEIR PROPOSAL WILL BE REJECTED.

ACKNOWLEDGEMENT

This addendum to RFP number S-321TS Custodial Services has been received and fully understood.

Vendor: ARAMARK Management Services Limited Partnership Date: 4-3-13

Address: 1101 Market Street, Philadelphia, PA Zip Code: 19107

Phone: 215-238-3000 Fax: 215-238-8169

Signature: 

PLEASE RETURN THIS ACKNOWLEDGEMENT WITH RFP BY 2:00 P.M., 04/05/2013

The School District of Volusia County
Tom Sims, Director of Purchasing and Warehouse Services
Purchasing Department
3750 Olson Drive
Facilities/Maintenance Building
Daytona Beach, FL 32124

Phone:
386/734-7190, ext. 50872, DeLand
386/255-6475, ext. 50872, Daytona Beach
386/427-5868, ext. 50872, New Smyrna Beach
Fax: 386-506-5056

NOTICE

ADDENDUM #4 TO RFP NO.: S-321TS – Custodial Services

OPENING DATE & TIME: APRIL 5, 2013 @ 2:00 P.M.

LATE PROPOSALS WILL NOT BE CONSIDERED

Listed below are answers to questions from the Pre-Bid Conference held March 11, 2013 for the RFP for Custodial Services that were not addressed in Addendums #1, #2 and #3, and from emails received as of March 25, 2013.

23. Q. Is there a way to get a copy of plans for all facilities?

A: CD's are being mailed to those vendors that attended the mandatory pre-bid conference and are registered as a vendor.

NEW

55. Q. Who are the Bidders?

A. This information was provided in Addendum #2 as Exhibit "H".

56. Q. Current Staffing, do you have a seniority list? Or hire dates and classifications?

A. This information is provided as Exhibit "J" attached.

57. Q. We are a private held company and would prefer not to disclose our financial information publicly, would consideration be given to sign a non-disclosure agreement?

A. No.

58. Q: If the answer to #57 is No, then what other methods of financial validation would be accepted? Statement from Auditors? Bank References?

A: Only yearend financial statements or audits are acceptable.

59. Q: If we are not the winning bidder can the financial information be precluded from public posting?

A: No, once we open it, it becomes part of the public record.

60. Q: If additional office space is needed, will the District be able to provide space at a negotiated rental fee?

A: No additional space is available at the current site. Most schools have large custodial work rooms and can accommodate additional desks.

61. Q: Please provide an inventory list of the "Tools", such as trash carts, janitor carts, etc., that the District will supply.

A: About one-half of the schools have trash carts. That is all of the custodial equipment the District owns.

62. Q: Please confirm that pricing for ancillary facilities should include the three "Other Schools" as noted on page 57 of the RFP.

A: The ancillary facilities and three other schools are separate categories and are listed as such on the Amended Bid Response Pricing Sheet Form

63. Q: Do the three "Other Schools" noted on page 57 of the RFP require Day Porters?
A: Holly Hill will require 1 ½ Day Porters as it is a K-8 School and the other two should only need one Day Porter each.
64. Q: Are there required immunizations for employees who work within the Volusia County School District (i.e. TB, Flu Vaccine, etc.)?
A: No.
65. Q: Is the cost of fingerprinting included in the Volusia County School Board background check? If not, what will the cost be per employee?
A: It is included in the \$85.00 fee.
66. Q: In Section VI – Contractor Employee requirements, it states that the vendor must notify the district within 48 hours of arrest for any felony. If the vendor is not aware of the arrest, what is the procedure/penalty for when we become aware of any such activity?
A: This is a requirement of state law. If a vendor were to argue lack of knowledge, the circumstances of each situation would be investigated and evaluated by the District. Failure to comply with this requirement may constitute a material breach of the contract and cause for termination.
67. Q: Are finger printing and Level II background checks required annual, or only at the time of hire?
A: Once every 5 years pursuant to statute.
68. Q: Please detail "seasonally appropriate uniform".
A: At a minimum, shorts and company T-shirts are acceptable in the summer and long pants should be available in the colder winter months.
69. Q: Our company does NOT conduct random urine drug or breath alcohol testing. Under our FL Drug Free Workplace policy, we can test suspicious behavior/conduct and post-injury only at a licensed facility. Onsite breathalyzers are not mandated. Please advise.
A: This is a requirement of the District and will apply to any employee of the contractor on school District property. As stated in the RFP, the procedures established by the District's Office of Professional Standards will be followed, which includes a reasonable suspicion standard.
70. Q: Please advise, what is the "Industry Competitive Wage" and what are the "Competitive Benefits"?
A: We would prefer to see a wage rate close to what is paid for private sector janitorial services in our area. Competitive benefits would be along the lines of what is normally offered by your industry for this type of position.
71. Q: Are personnel needed for Middle School or High School football games? If so, define scope and hours.
A: We have no Middle School Football programs. If the game is during regular work hours custodians will be expected to keep restrooms clean and empty trash cans as needed. Any additional work will be paid for by the school. Only three schools use onsite stadiums for their football games.
72. Q: On page 18 – Section 3-3 – ix – HR, Benefits & Recruitment – please define "level of matching contribution".
A: An example might be if the custodian puts up 2% of his salary investing in a 401k, the company will match up to that percentage or at some percentage at or less than 2%.
73. Q: Is graffiti removal outsourced? This does involve heavy chemicals.
A: No.

74. Q: Some schools pay their non-exempt on a 'salary' or standard earnings weekly and make adjustments to actual hours worked at the end of the year. (This process is legal and does not affect the FLSA status of a position) Please advise about payroll practice and cycle. Are custodians currently paid biweekly?

A: We pay on the 15th and last day of each month for hours worked.

75. Q: The SF (square footage) listed on the pricing page does not equal the total SF that the RFP says must be cleaned by contractor. SF in RFP is 9,586,302 SF. However, the RFP has the SF for these buildings as 387,249 SF. Please advise.

A: See Addendum #3, Question #54. Square Footage changes have been made on the NEW BID RESPONSE PRICING SHEET FORM. IF VENDORS DO NOT RESPOND USING THE NEW BID RESPONSE PRICING SHEET FORM, THEIR PROPOSAL WILL BE REJECTED.

76. Q: Would the Volusia School District consider a buy-back of the un-depreciated value of all NEW equipment based on a 5 or 10 year amortizations schedule?

The advantages:

1. The advantage would be that depreciation is spread over a 5 or 10 year period, in effect allowing the awarded vendor to lower the overall annual cost to the district. The un-depreciated value could then be written into the new terms of future contracts to be passed on to the new vendor.
2. A lower cost proposal would result because all new equipment, at higher costs will not need to be incorporated into the bid.
3. All required equipment will be available and in place for the new vendor and as they prepare their cost proposal, they will know exactly what the initial amortization cost per year will be, resulting in a better bid for the Volusia County School District.

A: No, we have no interest or funds to buy used equipment.

77. Q: Could you describe in detail what the benefit package is for the current employees? And if possible what the take rate is?

A: The current health insurance benefit and rates are available on the District website under departments, insurance and Employee Benefits, then under Rates and Brochures. We estimate that maybe 5% of the Custodians do not participate in our benefits program. The pension plan is under the state's program and information is available on their website. We estimate all employees participate in this offering.

78. Q: Please confirm that the solicitation is an RFP rather than an IFB.

A: It is an RFP.

79. Q: Are we required to have a separate ARAMARK photo ID badge in addition to the photo ID badge provided by the District?

A: Yes, the awarded vendor must provide their own company logo's identification badge. No District badges will be provided.

THE SCHOOL BOARD OF VOLUSIA COUNTY
3750 OLSON DRIVE
DAYTONA BEACH, FL 32124

RFP NO.: S-321TS
DATE: MARCH 25, 2013
Page 4 of 4

ACKNOWLEDGEMENT

This addendum to RFP number **S-321TS Custodial Services** has been received and fully understood.

Vendor: ARAMARK Management Services Limited Partnership Date: 4-3-13

Address: 1101 Market Street, Philadelphia, PA Zip Code: 19107

Phone: 215-238-3000 Fax: 215-238-8169

Signature:  _____

PLEASE RETURN THIS ACKNOWLEDGEMENT WITH RFP BY 2:00 P.M., 04/05/2013

The School District of Volusia County
Tom Sims, Director of Purchasing and Warehouse Services
Purchasing Department
3750 Olson Drive
Facilities/Maintenance Building
Daytona Beach, FL 32124

Phone:
386/734-7190, ext. 50872, DeLand
386/255-6475, ext. 50872, Daytona Beach
386/427-5868, ext. 50872, New Smyrna Beach
Fax: 386-506-5056

School Board of Volusia County
Purchasing department
3750 Olson Drive (Facilities – Maintenance Bld.)
Daytona Beach, Florida 32124



INVITATION TO BID

PAGE 1 OF 61

BID NO.: RFP S-321TS
RELEASE DATE: MARCH 1, 2013

BID TITLE: CUSTODIAL SERVICES

F.O.B. DESTINATION: REFER TO BID DETAILS FOR LOCATIONS

The public is invited to attend the bid opening on:

BID DUE DATE and TIME: APRIL 5, 2013 – 2:00 P.M.
MANDATORY PRE-BID CONFERENCE MARCH 11, 2013-10:00 A.M.

BUYER: TOM SIMS
386-734-7190 EXT. 20577
FAX 386-506-5056

SUBMIT BID TO: Purchasing Department
3750 Olson Drive
Facilities - Maintenance Building
Daytona Beach, Florida 32124

BID OPENING LOCATION: Purchasing Department
3750 Olson Drive
Facilities - Maintenance Building
Daytona Beach, Florida 32124

Bids must be delivered to Purchasing Department prior to BID DUE DATE and TIME.

REQUIRED SUBMITTALS CHECKLIST - Note: Submittal is required for each box checked for bid to be considered.

- ___ Literature Specifications ___ Catalogs ___ Product Samples: See bid for specific details
- Debarment Form ___ Manufacturer's Certificate of Warranty
- List of References Response Form: Pages 46-47
- Drug-Free Workplace Certification Statement of Principal Place of Business Form
- ___ Certificate of Insurance: See enclosed guidelines for detailed specifications
- Additional submittals specific to this bid may also be required - See bid for details

THE BID SHALL BE EFFECTIVE FROM JULY 1, 2013 TO JUNE 30, 2018. THE ANTICIPATED DATE OF BOARD APPROVAL IS APPROXIMATELY MAY 28, 2013.

BIDDER MUST FILL IN THE INFORMATION LISTED BELOW AND SIGN WHERE INDICATED FOR BID TO BE CONSIDERED

Company Name: ARAMARK Management Services Limited Partnership

Address: 1101 Market Street

City, State: Philadelphia, PA

Zip: 19107

E-MAIL: gilliam-jeff@aramark.com

Signature of Owner or
Authorized Officer/Agent

Telephone: 215-238-3000

FAX: 215-238-8169

Typed Name of Above: Jeff Gilliam

By my signature I certify that this offer is made without prior understanding, agreement, or connection with any corporation, firm, business entity, or person submitting an offer for the same materials, supplies, equipment, or service(s), and is in all respects fair and without collusion or fraud. I further agree to abide by all conditions of this invitation and certify that I am authorized by the offeror to sign this response. In submitting an offer to the School Board of Volusia County, I, as the respondent, offer and agree that if the offer is accepted, the offeror will convey, sell, assign, or transfer to the School Board of Volusia County all right, title, and interest in and to all causes of action it may now or hereafter acquire under the Anti-trust laws of the United States and the State of Florida for price fixing relating to the particular commodity(s) or service(s) purchased or acquired by the School Board of Volusia County. At the School Board's discretion, such assignment shall be made and become effective at the time the School Board of Volusia County tenders final payment to the vendor. Upon approval by Board the information contained herein shall constitute the contract between the Board and vendor. Per Purchasing Policy 702, bidders must initiate any protest of recommendation of award within 72 hours after posting of the bid tabulation in the Purchasing Department.

NO BID I HEREBY SUBMIT THIS AS A "NO BID" FOR THE REASONS CHECKED BELOW:

- 1. Insufficient time to respond
- 2. Specifications were unclear or restrictive
- 3. Could not meet bonding requirements
- 4. Our schedule will not permit us to respond
- 5. Terms & Conditions were unclear or restrictive
- 6. Could not meet specifications
- 7. Addendum received too late to respond
- 8. Could not meet Insurance requirements
- 9. We do not offer the product or service requested
- 10. Remove our company name from this commodity listing only.
- 11. Keep our company on the bid list for future bids
- 12. Other _____

BIDDER'S STATEMENT OF PRINCIPAL PLACE OF BUSINESS
(To be completed by each Bidder)

Name of bidder ARAMARK Management Services Limited Partnership
Identify the state in which the bidder has its principal place of business Pennsylvania
Bidder's signature _____

INSTRUCTIONS: IF your principal place of business above is located within the State of Florida, provide the information as indicated above and return this form with your bid response. No further action is required. IF your principal place of business is outside of the State of Florida, the following must be completed by an attorney and returned with your bid response. Failure to comply shall be considered to be non-responsive to the terms of this solicitation.

OPINION OF OUT-OF-STATE BIDDER'S ATTORNEY ON BIDDING PREFERENCES
(To be completed by the Attorney for an Out-of-State Bidder)

NOTICE: Section 287.084(2), Florida Statutes, provides that "a vendor whose principal place of business is outside this state must accompany any written bid, proposal, or reply documents with a written opinion of an attorney at law licensed to practice law in that foreign state, as to the preferences, if any or none, granted by the law of that state [or political subdivision thereof] to its own business entities whose principal places of business are in that foreign state in the letting of any or all public contracts." See also: Section 287.084(1), Florida Statutes.

LEGAL OPINION ABOUT STATE BIDDING PREFERENCES
(Please Select One)

X _____ The bidder's principal place of business is in the State of Pennsylvania and it is my legal opinion that the laws of that state **do not grant a preference** in the letting of any or all public contracts/^{to business entities whose principal places of business are in that state.} _{/of the type sought by the District}

_____ The bidder's principal place of business is in the State of _____ and it is my legal opinion that the laws of that state **grant the following preference(s)** in the letting of any or all public contracts to business entities whose principal places of business are in that state: [Please describe applicable preference(s) and identify applicable state law(s)]: _____

LEGAL OPINION ABOUT POLITICAL SUBDIVISION BIDDING PREFERENCES
(Please Select One)

X _____ The bidder's principal place of business is in the political subdivision of Philadelphia and it is my legal opinion that the laws of that political subdivision **do not grant a preference** in the letting of any or all public contracts to business entities whose principal places of business are in that political subdivision.

_____ The bidder's principal place of business is in the political subdivision of _____ and it is my legal opinion that the laws of that political subdivision **grant the following preference(s)** in the letting of any or all public contracts to business entities whose principal places of business are in that political subdivision: [Please describe applicable preference(s) and identify applicable authority granting the preference(s)]: _____

Signature of out-of-state bidder's attorney _____
Printed name of out-of-state bidder's attorney Stephanie Walters
Address of out-of-state bidder's attorney ARAMARK, 1101 Market Street, Philadelphia, PA 19107
Telephone number of out-of-state bidder's attorney (215) 238 - 6879
Email address of out-of-state bidder's attorney walters-stephanie@aramark.com
Attorney's states of bar admission Pennsylvania

Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transactions

This certification is required by the Department of Education regulations implementing Executive Order 12549, Debarment and Suspension, 34 CFR Part 85, for all lower tier transactions meeting the threshold and tier requirements stated at Section 85.110.

Instructions for Certification:

1. By signing and submitting this proposal, the prospective lower tier participant is providing the certification set out below.

2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.

4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.

5. The prospective lower tier participant agrees by submitting this proposal that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.

Certification

(1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.

(2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

Name of Applicant ARAMARK Management Services Limited Partnership	PR/Award Number and/or Project Name Bid No. RFP S0-321TS - Custodial Services
Printed Name Jeff Gilliam	Title of Authorized Representative Authorized Signatory
Signature 	Date 4/3/13

ED 80-0014 9/90 (Replaces CCS-009 REV. 12/88), which is obsolete

6. The prospective lower tier participant further agrees by submitting this proposal that it will include the clause titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion - Lower Tier Covered Transactions," without modification, in all lower tier covered transactions and in all solicitations for lower tier covered transactions.

7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.

8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.

9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.