

COMMITTEE FOR THE PURCHASE OF COMMODITIES AND SERVICES  
FROM THE HANDICAPPED

Small P & P Conference Room  
W.V. Division of Rehabilitation Services Complex  
Institute, West Virginia

April 23, 1996

AGENDA

- I. 9:30 Roll Call
- II. Approval of Minutes of Previous Meeting
- III. Treasurer's Report
- IV. Report of Chairman
- V. Report of Executive Secretary
- VI. Contract Presentation
  - A. Data Entry
  - B. Tamarack - Update
- VII. Old Business
  - A. Shawnee Hills Update
- VIII. New Business
- IX. Contract Presentation from CNA
  - A. Renewals -

WITH CHANGES

DOH - Glenville  
DNR - Fairmont  
Parkway Authority-Welcome Center  
I77 South  
Statewide Temporary Services

B. New Contracts

DMV - Logan  
DMV - Moundsville  
State Wide Oil Absorbency Kits

C. Renewals - No Changes

DOH - Barbour County  
DOH - Clarksburg  
DOH - Upshur  
DNR - St. Albans  
DRS - Cafeteria  
- Men's Dorm  
- Bldg. C,D, LSAB, Chapel  
- Williamson

# Jackson County Developmental Center, Inc.

112 Industrial Lane  
Millwood, WV 25262  
Phone: (304) 273-9311  
Fax: (304) 273-5131

April 12, 1996

Ms. Debbie Bensey  
Interim Director  
Central Non-Profit Agency (WVARF)  
PO Box 745  
Institute, WV 25112-0745

Dear Debbie:

I recently discussed the renewal of the Statewide Contract Data Entry with Jim Jackson, Buyer, WV State Purchasing. After some discussion, we negotiated a rate increase of 3% based on several factors. He regards the contract with confidence. He receives no complaints from the agencies which saves him time. He is satisfied that JCDC keeps costs down and that we are not taking advantage of the State due to the terms of the State Use Law. He was pleased to hear that JCDC is completing all contract work and not hiring subcontractors for assistance. The increase will adjust the rate to the level that agencies were paying for the same services under IS&C in 1993.

JCDC requests that the Governor's Committee for the Purchase of Commodities and Services from the Handicapped recognize the agreement between JCDC and State Purchasing and approve a rate increase of 3% for data entry services under Statewide Contract Data Entry. Effective May 1, 1996, the rate will be \$2.20/1000 keystrokes for services provided on time and \$2.10 for work not provided on time. The contract period is effective through April 30, 1997. All other terms and conditions remain the same.

JCDC is pleased to report to the Governor's Committee that the overall percentage of workers with disabilities performing contract work at JCDC is 80%. We have been able to maintain that rate since October 1995.



At this time, JCDC is claiming a rebate of 2% of the 4% contract fee from the Central Non-Profit Agency. The activity of the CNA on this contract is negligible. JCDC negotiates the terms and conditions of the contract with State Purchasing. We perform all contract functions including but not limited to invoicing, quality control, hiring, and customer and public relations. The CNA has no investment in the contract in supplies, equipment costs, and manpower. JCDC has twice approached the CNA to discuss the possibility of loans to purchase new equipment and both times were refused. In light of these factors, it is appropriate that the CNA accept a fee of 2% for the work being set aside under the State Use Law.

Sincerely,

A handwritten signature in cursive script that reads "Rhonda".

Rhonda Shaffer  
Executive Director

cc: Craig Greening, Governor's Committee

RECEIVED MAY 02 1996

**Committee for the  
Purchase of Commodities and Services  
from the Handicapped**

Room E-102  
State Capitol Building  
Charleston, West Virginia 25305-0139

**MINUTES**

**April 23, 1996**

**SMALL P & P CONFERENCE ROOM  
WEST VIRGINIA REHABILITATION CENTER COMPLEX  
INSTITUTE, WEST VIRGINIA**

The meeting of the Committee for the Purchase of Commodities and Services from the Handicapped was called to order by Craig Greening, Chairman. Other members in attendance were Tara Justice, John Parker, David L. Dickirson, and Everette Sullivan. Ex officio member in attendance was Debra Bensey, Acting Executive Director of the CNA. Guests in attendance were Judy Beckett and Tim Urbanic, President and Vice President, respectively, of the West Virginia Association of Rehabilitation Facilities. Other guests in attendance were A. J. Ball, Vice President of Shawnee Hills, Inc., and Michael Tassos, CPA of the Accounting firm of Arnett and Foster.

The minutes of the meeting of March 11, 1996, were approved as submitted.

John Parker gave the financial report which showed a beginning balance of \$2,223.05, expenditures of \$52.28; \$56.28; \$13.20, and \$106.02, with an ending balance of \$1,995.27.

The first contract presentation was for data entry services between the State of West Virginia and the Jackson County Developmental Center. The price negotiations were directly between JCDC staff and the state buyer, Mr. Jackson. The price negotiations are contained in a letter from the CEO of JCDC, Rhonda Shaffer, to the Committee dated April 12, 1996. The contract-negotiated price effective May 1, 1996, through April 30, 1997, is \$2.20 per 1,000 key strokes for services provided on time and \$2.10 per 1,000 key strokes for work provided not on time. All other negotiated terms and conditions remain the same. The contract was approved by unanimous consent with Mr. Dickirson abstaining. As a separate item of business, the Committee was asked to approve a two percent CNA fee for this contract with the remaining two percent to be rebated to JCDC. After rather detailed discussion of this issue, the Committee elected to table this request and take it up during its July meeting.

Chairman: **Craig A. Greening**

Members: **David L. Dickirson, Q.J. Humphreys, John L. Parker, Diana Stout, Everette Sullivan**

Ex Officio Members: **Dick Estill**, Executive Secretary

**John P. Faris, Ph. D.**, Executive Director, West Virginia Association of Rehabilitation Facilities

The next item of business was an informational update from the CNA and the Wyoming County Workshop regarding a recently negotiated Memorandum of Understanding in which the Wyoming County Workshop provides management services to the Tamarack Division of the Parkways Authority to assist it with its part-time temporary employees. Most of the work incidental to the temporary work force at Tamarack will be performed by the Parkways Authority and another contracted agency. As the Wyoming County Workshop gains experience with this activity, it will work jointly with these agencies to develop other temporary employment opportunities such as warehousing, security, and groundskeeping services. The actual management fee and other related activities are to be negotiated at a later date between the Parkways Economic Development Authority, Tamarack, WVARF, and the Wyoming County Workshop. MSP

The next item of business was an update from A. J. Ball, Vice-President, Shawnee Hills, and Michael Tassos, Shawnee Hills account representative, employed by the CPA Accounting firm of Arnett and Foster. In response to recent Committee and CNA action and proposed plans to remove five janitorial contracts presently held by Shawnee Hills, Messrs. Ball and Tassos presented a detailed response dealing with areas of leadership, customer satisfaction, and financial management. In addition to the correspondence dealing with the three areas named above, there was a task list, an assignments annex, and a customer satisfaction survey. After reviewing the correspondence, the annexes, and a detailed verbal presentation by Mr. Ball which was interlaced with questions from the Committee, there was further discussion among Committee members, CNA staff, and two officers of the West Virginia Association of Rehabilitation Facilities' board of directors: Judy Beckett, President; and Tim Urbanic, Vice-President. While there was no formal vote taken on the issue of contract removals, there was great reluctance among nearly all Committee members to return to a business-as-usual condition. The CNA members and leadership agreed to hold any contract removal action in abeyance at least until the end of the contract year on June 30, 1996. The Committee asked the CNA to closely monitor Shawnee Hills' performance during this time period and communicate back with the Committee at its regular meetings on May 9 and June 13, and at any other time in writing when the need arises. It was the opinion of some Committee members that if removal action became necessary at any point in the future, WVARF would take over management responsibilities, offering employment to the present work force. All Committee members in attendance felt that this should be done only after all other alternatives have been exhausted.

The following janitorial contract renewal was presented by the CNA. It was moved, seconded, and approved by the Committee:

CUSTOMER: Department of Highways - Glenville				
VENDOR: WVARF and Precision Services				
Contract Period: July 1, 1996, through June 30, 1997				
Staffing Plan: Client worker	1 worker	2 hours each per day	5 days weekly	10 worker hours weekly
Total Square Feet: 810	Cost per square foot: \$5.16	Monthly Cost to Agency: \$348.55	Annualized Cost: \$4,182.62	Two deluxe floor cleanings per year: \$194.40

The following janitorial contract renewal was presented by the CNA. The contract increase is \$4,271 due to nearly doubling the floor space cleaned. Floor care will be additionally provided at \$.15 per square foot per customer need. It was moved, seconded, and approved by the Committee:

CUSTOMER: Division of Natural Resources				
VENDOR: The Op Shop, Inc.				
Contract Period: July 1, 1996, through June 30, 1997				
Staffing Plan: One working supervisor and one worker	2 workers	2.5 hours each per day	5 days weekly	25 worker hours weekly
Total Square Feet: 10,065	Cost per square foot: \$1.06	Monthly Cost to Agency: \$889.79	Annualized Cost: \$10,677.49	No deluxe floor cleanings

The following janitorial contract renewal was presented by the CNA. The weekly worker hours have increased by 77 hours as the work center has resumed 24 hour coverage of this Rest Stop. It was moved, seconded, and approved by the Committee with Mr. Dickirson abstaining:

CUSTOMER: West Virginia Parkway and Economic Development Authority Welcome Center				
VENDOR: Mercer County Opportunity Workshop				
Contract Period: July 1, 1996, through June 30, 1997				
Staffing Plan: One working supervisor, various workers	workers for 24 hours daily coverage	36.32 hours each per day	7 days weekly	13,256.8 worker hours per year
Total Square Feet: N/A	Cost per square foot: N/A	Monthly Cost to Agency: \$9,506.18	Annualized Cost: \$114,074.14	N/A deluxe floor cleanings per year

The following janitorial contract renewal was presented by the CNA. This contract is increased to provide for a three percent increase in worker wages. It was moved, seconded, and approved by the Committee with Mr. Dickirson abstaining:

CUSTOMER: West Virginia Parkways & Economic Development Authority, I-77 South				
VENDOR: Goodwill Industries of Kanawha Valley				
Contract Period: July 1, 1996, through, June 30, 1997				
Staffing Plan: One working supervisor, workers	Workers for daily coverage	14.5 hours per day	7 days weekly	5,292.5 worker hours per year
Total Square Feet: N/A	Cost per square foot: N/A	Monthly Cost to Agency: \$4,246.42	Annualized Cost: \$50,957.03	N/A deluxe floor cleanings per year

The following contract renewal was presented by the CNA. It was moved, seconded, and approved by the Committee:

CUSTOMER: State of West Virginia - Temporary Services, Regions I, II, III, and IV	
VENDOR: Various - as determined by WVARF (CNA).	
Contract Period:	
<i>Staffing Plan:</i> 1. Accounting Clerk 2. Data Entry 3. Casual Laborer - Heavy 4. General Office 5. Typist/Word Processor, Entry Level 6. Typist/Word Processor, Advanced Level	Prices established by region as per the attached price list.

The next janitorial contract presented by the CNA is a new contract addition. Use of crew labor is authorized. There is no small business impact as this is a new office. It was moved, seconded, and approved by the Committee:

CUSTOMER: Department of Motor Vehicles - Logan				
VENDOR: Wyoming County Workshop				
Contract Period: April 29, 1996, through June 30, 1996, and July 1, 1996, through June 30, 1997				
Staffing Plan: One working supervisor and one worker	2 workers	1.5 hours each per day	5 days weekly	15 worker hours weekly
Total Square Feet: 6,600	Cost per square foot: \$1.22	Monthly Cost to Agency: \$671.15	Annualized Cost: \$8,053.85	Two deluxe floor cleanings per year: \$1,647.36

The next janitorial contract presented by the CNA is a new contract addition. There is no small business impact as this is a new office. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Department of Motor Vehicles - Moundsville		
VENDOR:		Adena Industries - Moundsville		
Contract Period:		April 22, 1996, through June 30, 1996, and July 1, 1996, through June 30, 1997		
Staffing Plan: One working supervisor and one worker	2 workers	.5 hours each per day	5 days weekly	5 worker hours weekly
Total Square Feet: 913	Cost per square foot: \$2.80	Monthly Cost to Agency: \$212.97	Annualized Cost: \$2,555.69	Two deluxe floor cleanings per year: \$284.86

The following janitorial contract renewal was presented by the CNA. This is an "as is" renewal with no change in price or statement of work. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Department of Highways - Barbour County		
VENDOR:		WVARF		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: One worker	1 worker	1 hour per day	5 days weekly	5 worker hours weekly
Total Square Feet: 1,000	Cost per square foot: \$2.65	Monthly Cost to Agency: \$221.01	Annualized Cost: \$2,652.12	Two deluxe floor cleanings per year: \$200.80

The following janitorial contract renewal was presented by the CNA. Price increase is to increase worker wages three percent and bring chemicals and equipment up to minimum. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Department of Highways - Clarksburg		
VENDOR:		Harrison County Sheltered Workshop		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: One working supervisor and one worker	2 workers	.5 hours each per day	5 days weekly	5 worker hours weekly
Total Square Feet: 1,200	Cost per square foot: \$2.12	Monthly Cost to Agency: \$212.35	Annualized Cost: \$2,548.18	One deluxe floor cleaning per year: \$149.76

The following janitorial contract renewal was presented by the CNA. This is an "as is" renewal with no change in price or statement of work. Use of crew labor is authorized. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Department of Highways - Upshur County		
VENDOR:		Buckhannon-Upshur Work Adjustment Center		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: One worker	1 worker	1 hour per day	5 days weekly	5 worker hours weekly
Total Square Feet: 940	Cost per square foot: \$2.81	Monthly Cost to Agency: \$220.00	Annualized Cost: \$2,640.00	Two deluxe floor cleanings per year: \$162.48

The following janitorial contract renewal was presented by the CNA. This is an "as is" renewal with no change in price or statement of work. Use of crew labor is authorized. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Department of Natural Resources - St. Albans		
VENDOR:		Goodwill Industries of Kanawha Valley		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: One working supervisor and one worker	2 workers	1.25 hours each per day	5 days weekly	12.5 worker hours weekly
Total Square Feet: 6,237	Cost per square foot: \$.86	Monthly Cost to Agency: \$444.90	Annualized Cost: \$5,338.75	N/A deluxe floor cleanings per year

The following janitorial contract renewal was presented by the CNA. This is an "as is" renewal with no change in price or statement of work. Price is based on work week of 36.25 hours. Use of crew labor is authorized. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Division of Rehabilitation Services - WVRC Cafeteria		
VENDOR:		Goodwill Industries of Kanawha Valley		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: One working supervisor and six workers	7 workers	7.25 hours each per day	5 days weekly	253.75 worker hours weekly
Total Square Feet: N/A	Cost per square foot: N/A	Monthly Cost to Agency: \$6,142.99	Annualized Cost: \$73,715.86	N/A deluxe floor cleanings per year

The following janitorial contract renewal was presented by the CNA. This is an "as is" renewal with no change in price or statement of work. Use of crew labor is authorized. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Division of Rehabilitation Services - Men's Dorm		
VENDOR:		Goodwill Industries of Kanawha Valley		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: Five workers	5 workers	7.25 hours each per day	5 days weekly	181.25 worker hours weekly
Total Square Feet: N/A	Cost per square foot: N/A	Monthly Cost to Agency: \$4,845.38	Annualized Cost: \$58,144.51	N/A deluxe floor cleanings per year

The following janitorial contract renewal was presented by the CNA. This is an "as is" renewal with no change in price or statement of work. Use of crew labor is authorized. Price is based on a 36.25 hour work week. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Division of Rehabilitation Services - C Bldg., D. Bldg., Life Services Building, Work Adjustment Center and Chapel		
VENDOR:		Goodwill Industries of Kanawha Valley		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: One working supervisor and seven workers	8 workers	7.25 hours each per day	5 days weekly	290 worker hours weekly
Total Square feet: 120,045	Cost per square foot: \$.8121	Monthly Cost to Agency: \$8,123.87	Annualized Cost: \$97,486.45	N/A deluxe floor cleanings per year

The following janitorial contract renewal was presented by the CNA. This is an "as is" renewal with no change in price or statement of work. Use of crew labor is authorized. It was moved, seconded, and approved by the Committee:

CUSTOMER:		Division of Rehabilitation Services - Williamson		
VENDOR:		Wyoming County Workshop		
Contract Period:		July 1, 1996, through June 30, 1997		
Staffing Plan: One working supervisor and one worker	2 workers	.5 hours each per day	5 days weekly	5 worker hours weekly
Total Square Feet: 1,560	Cost per square foot: \$1.94	Monthly Cost to Agency: \$251.58	Annualized Cost: \$3,018.98	Two deluxe floor cleanings per year: \$389.38

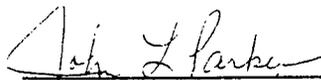
The next contract presented by the CNA is a new contract addition. There is no small business impact as no known West Virginia business manufactures spill kits. It was moved, seconded, and approved by the Committee as per the attached price packet:

CUSTOMER:		State of West Virginia - Statewide Contract		
VENDOR:		Sheltered Workshop of Nicholas County		
Contract Period:		July 1, 1996, through June 30, 1997		

There being no further business to be brought before the Committee, it was in adjournment with the time and place for the next meetings being *Thursday, May 9, 1996, and Thursday, June 13, 1996, at 9:30 a.m.* at the Small P & P Conference Room at the West Virginia Rehabilitation Center Complex, Institute, West Virginia.

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Craig A. Greening, Chairman

  
John L. Parker, Recorder

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

**CUSTOMER: Department of Highways  
LOCATION: Glenville**

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
*	1.00	810.00	810
*	0.00	0.00	0
*	0.00	0.00	0
*	0.00	0.00	0
Number of days per week cleaned	5.00		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>810.00</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	0.00
*Wage Rate (Supervisor-Non-client)	0.00
*Wage Rate (Worker-Client)	4.25
*Wage Rate (Worker-Non-client)	4.25
*Wage Benefits	0.12
*Other Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	810 square feet
Cleaning hours per day	2.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	0.00 hours/day
*Time allocation-Client Workers (hours)	2.00 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	0.00 hours/year
Annual relief (Workers)	32.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision		\$0.00 Wages/month
Relief-Supervision		\$0.00 Wages/month
Client workers		\$184.17 Wages/month
Non-client Workers		\$0.00 Wages/month
Relief-Workers		\$11.33 Wages/month
Monthly Burdened Direct Labor Costs		\$218.96 per month
Standard chemical cost	6.00%	\$13.14 of burdened DL
Standard equipment cost	minimum	\$10.00 of burdened DL
Monthly Chemical and Equipment Costs		\$23.14 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>		<b>\$242.10</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	20.00%	\$48.42
		0.00
		0.00
<b>FULLY BURDENED COST</b>		<b>\$290.52</b>

**F. MONTHLY PROFIT AND FEES**

Profit Rate and Monthly Profit	10.00%	\$29.05
WVARF Fee Rate and Monthly Fee	4.00%	\$12.78

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY		\$332.35
ANNUALLY		\$3,988.22
Total Annual Square Foot Cost-Standard		4.92 per square foot

**H. DELUXE FLOOR CARE FEE**

*Charge Per Square Foot		12.00 cents/sq foot
*Number of Floor Cleanings Per Year		2.00 cleanings/year
Total Deluxe Floor Care Charge		\$194.40
WVARF Fee		\$0.00
TOTAL ANNUAL DELUXE FLOOR CARE FEE		\$194.40

**I. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER		\$4,182.62
TOTAL MONTHLY BILLING AMOUNT		\$348.55
Total Annual Square Foot Cost-Deluxe		\$5.16 per square foot
TOTAL ANNUAL CHARGE TO CUSTOMER	1995-1996	\$2,646.02
TOTAL ANNUAL CHARGE TO CUSTOMER	1996-1997	\$4,182.62
Amount of increase		\$1,536.60

**J. CONTRACT**

Vendor  
Contract Period

WVARF (turning over to Precision)  
July 1, 1996 - June 30, 1997

Small Business Impact:

None, we have had contract.

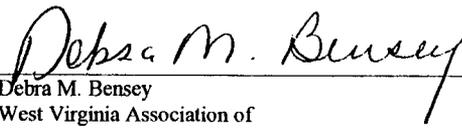
Notes:

1. Disposables supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

Accepted and approved by:

  
Debra M. Bensey  
West Virginia Association of  
Rehabilitation Facilities  
Director of Operations

Printed Name: \_\_\_\_\_  
Office: \_\_\_\_\_

Governor's Committee for the Purchase of  
Commodities and Services from the Handicapped

WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE

CUSTOMER: Division of Natural Resources

LOCATION: Fairmont

A. BUILDING DESCRIPTION

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
*	1.0	10,065	10,065
*	0.5		0
*	0.0	0	0
*	0.0	0	0
Number of days per week cleaned	5		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>10,065</b>	

B. STAFFING DATA

*Wage Rate (Supervisor-Client)	\$5.00
*Wage Rate (Supervisor-Non-client)	\$5.00
*Wage Rate (Worker-Client)	\$4.25
*Wage Rate (Worker-Non-client)	\$4.25
*Wage Benefits	11.65%
*Other Benefits	0.00%

C. DAILY STAFFING PLAN

Total Adjusted Square Feet	10,065 square feet
Cleaning hours per day	5.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	2.50 hours/day
*Time allocation-Client Workers (hours)	2.50 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	40.00 hours/year
Annual relief (Workers)	40.00 hours/year

D. MONTHLY DIRECT COSTS

Supervision		\$270.83 Wages/month
Relief-Supervision		\$16.67 Wages/month
Client workers		\$230.21 Wages/month
Non-client Workers		\$0.00 Wages/month
Relief-Workers		\$14.17 Wages/month
Monthly Burdened Direct Labor Costs		\$589.23 per month
Standard chemical cost	6.00%	\$35.35 of burdened DL
Standard equipment cost	4.00%	\$23.57 of burdened DL
Monthly Chemical and Equipment Costs		\$58.92 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>		<b>\$648.16</b>

E. OVERHEAD RATES AND FEES

*Janitorial Work Unit Overhead Rate	20.00%	\$129.63
*DBG Overhead Rate	0.00%	\$0.00
*Shawnee Hills Overhead Rate	0.00%	\$0.00
<b>FULLY BURDENED COST</b>		<b>\$777.79</b>

F. MONTHLY PROFIT AND FEES

*Profit Rate and Monthly Profit	10.00%	\$77.78
WVAF Fee Rate and Monthly Fee	4.00%	\$34.22

G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER

MONTHLY	\$889.79
ANNUALLY	\$10,677.49
Total Annual Square Foot Cost-Standard	\$1.06 per square foot

H. DELUXE FLOOR CARE FEE

*Charge Per Square Foot	0.0 cents/sq foot
*Number of Floor Cleanings Per Year	0 cleanings/year
Total Deluxe Floor Care Charge	\$0.00
WVAF Fee	4.00% \$0.00
TOTAL ANNUAL DELUXE FLOOR CARE FEE	\$0.00

I. PRICE OF CONTRACT

TOTAL ANNUAL CHARGE TO CUSTOMER	\$10,677.49
TOTAL MONTHLY BILLING AMOUNT	\$889.79
Total Annual Square Foot Cost-Delux	\$1.06 per square foot
	Floor care will be done at .15 cents per custor
1995-1996 annual price	\$6,406.49
Amount of increase	\$4,271.00 per year
Increase due to increase in sq. ft.	

J. CONTRACT

Vendor: The Op Shop  
 Contract Period: July 1, 1996 - June 30, 1997

request.

Small Business Impact:

None.

Notes:

1. Disposables supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVAF agrees to provide services for the above amount pending final approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

Accepted and approved by:

*Debra M Bensey*  
 \_\_\_\_\_  
 Debra M. Bensey  
 West Virginia Association of  
 Rehabilitation Facilities  
 Director of Operations

\_\_\_\_\_  
 Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_

Governor's Committee for the Purchase of Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

**CUSTOMER: WV Parkway and Economic Development Authority  
LOCATION: Welcome Center, Princeton**

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
	0.00	0	0
*	0.00	0	0
*	0.00	0	0
*	0.00	0	0
Number of days per week cleaned	7.00		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>0</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$7.43
*Wage Rate (Supervisor-Non-client)	\$7.43
*Wage Rate (Worker-Client)	\$5.30
*Wage Rate (Worker-Non-client)	\$5.30
*Wage Benefits	11.65%
*Other Fringe Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	0 square feet
Cleaning hours per day	36.32 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	12.00 hours/day
*Time allocation-Client Workers (hours)	24.32 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	192.00 hours/year
Annual relief (Workers)	389.12 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision		\$2,704.52 Wages/month
Relief-Supervision		\$118.88 Wages/month
Client workers		\$3,909.85 Wages/month
Non-client Workers		\$0.00 Wages/month
Relief-Workers		\$171.86 Wages/month
Monthly Burdened Direct Labor Costs		\$7,631.35 per month
Supplies	0.00%	\$87.50 per month
Equipment		\$0.00 per month
Monthly Supplies and Equipment		\$87.50 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>		<b>\$7,718.85</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	11.00%	\$849.07
<b>FULLY BURDENED COST</b>		<b>\$8,567.93</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	5.00%	\$428.40
WVARF Fee Rate and Monthly Fee	4.00%	\$359.85
Uniforms and Hepatitis Shots		\$150.00

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY	\$9,506.18
ANNUALLY	\$114,074.14

**H. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER **\$114,074.14**  
 TOTAL MONTHLY BILLING AMOUNT **\$9,506.18**

1995-1996 Annual **\$68,189.16**  
 Increase due to returning to 24 hour coverage **\$45,884.98**

**I. CONTRACT**

Vendor  
 Contract Period

Mercer County Opportunity Workshop  
 July 1, 1996 - June 30, 1997

Small Business Impact: None, presently have contract.

Notes:

1. Disposables and Equipment supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

Accepted and approved by:

*Debra M. Bensey*

Debra M. Bensey  
 West Virginia Association of Rehabilitation Facilities  
 Director of Operations

Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_  
 Governor's Committee for the Purchase of  
 Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

**CUSTOMER: WV Parkway and Economic Development Authority  
LOCATION: I77 South**

**A. BUILDING DESCRIPTION**

Area Description	Difficulty	Square Feet	Adjusted Square Feet
	Factor (.5 to 1.5)		
	0.00	0	0
*	0.00	0	0
*	0.00	0	0
*	0.00	0	0
Number of days per week cleaned	7.00		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>0</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	7.43
*Wage Rate (Supervisor-Non-client)	7.43
*Wage Rate (Worker-Client)	5.04
*Wage Rate (Worker-Non-client)	5.04
*Wage Benefits	11.65%
*Other Fringe Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	0 square feet
Cleaning hours per day	14.50 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	5.75 hours/day
*Time allocation-Client Workers (hours)	8.75 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	92.00 hours/year
Annual relief (Workers)	140.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision		1295.92 Wages/month
Relief-Supervision		56.96 Wages/month
Client workers		1337.70 Wages/month
Non-client Workers		0.00 Wages/month
Relief-Workers		58.80 Wages/month
Monthly Burdened Direct Labor Costs		3042.93 per month
Mileage	0.00%	0.00 of burdened DL
Uniforms and Hepatitis Shots	0.00%	0.00 of burdened DL
		0.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>		<b>3042.93</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	15.00%	456.44
<b>FULLY BURDENED COST</b>		<b>3499.37</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	7.78%	272.38
WVARF Fee Rate and Monthly Fee	4.00%	150.87

Mileage		257.13
Uniforms and Hepatitis Shots		66.67

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY	\$4,246.42
ANNUALLY	\$50,957.03
1995-1996 monthly	\$4,173.54
1995-1996 annual	\$50,083.07

**H. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER **\$50,957.03**  
TOTAL MONTHLY BILLING AMOUNT **\$4,246.42**

**I. CONTRACT**

Vendor Goodwill of Kanawha Valley  
Contract Period July 1, 1996 - June 30, 1997

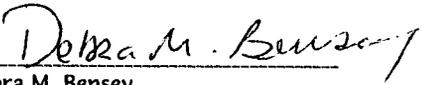
Small Business Impact: None, presently have contract.

Notes:

1. Disposables, Cleaning Chemicals and Equipment supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

  
Debra M. Bensey  
West Virginia Association of Rehabilitation Facilities  
Director of Operations

Accepted and approved by:

\_\_\_\_\_  
Printed Name: \_\_\_\_\_  
Office: \_\_\_\_\_  
Governor's Committee for the Purchase of  
Commodities and Services from the Handicapped

# WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES

## STATEWIDE TEMPORARY SERVICES

### REGION I

Hancock, Brooke, Ohio, Marshall, Wetzel, Monongalia, Marion, Harrison, Tyler, Pleasants, Doddridge  
Ritchie, Wood, Gilmer, Wirt, Calhoun

Accounting Clerk	\$6.60 per hr.	\$6.35 per hr.
Data Entry	\$6.50	\$6.25
Casual Laborer - Heavy	\$6.60	\$6.35
Gen. Office Per.	\$6.37	\$6.13
Typist/Word Proc. Entry Level	\$6.96	\$6.69
Typist/Word Processors - Advanced Level	\$8.06	\$7.75

### REGION II

Mason, Jackson, Roane, Cabell, Kanawha, Putnam, Wayne, Lincoln, Boone, Logan, Mingo

Accounting Clerk	\$6.36 per hr.	\$6.12 per hr.
Data Entry	\$6.38	\$6.13
Casual Laborer - Heavy	\$6.41	\$6.16
Gen. Office Per.	\$6.36	\$6.12
Typist/Word Proc. Entry Level	\$6.98	\$6.71
Typist/Word Processors - Advanced Level	\$7.88	\$7.58

### REGION III

Preston, Taylor, Barbour, Tucker, Grant, Hardy, Hampshire, Mineral, Morgan, Berkeley,  
Jefferson, Pendleton, Randolph, Upshur, Lewis

Accounting Clerk	\$6.67 per hr.	\$6.41 per hr.
Data Entry	\$6.62	\$6.37
Casual Laborer - Heavy	\$6.61	\$6.36
Gen. Office Per.	\$6.37	\$6.13
Typist/Word Proc. Entry Level	\$7.27	\$6.99
Typist/Word Processors - Advanced Level	\$8.18	\$7.87

### REGION IV

Braxton, Webster, Clay, Nicholas, Pocahontas, Greenbrier, Fayette, Raleigh, Summers,  
Monroe, Wyoming, Mercer, McDowell

Accounting Clerk	\$6.37 per hr.	\$6.13 per hr.
Data Entry	\$6.37	\$6.13
Casual Laborer - Heavy	\$6.37	\$6.13
Gen. Office Per.	\$6.37	\$6.13
Typist/Word Proc. Entry Level	\$6.77	\$6.51
Typist/Word Processors - Advanced Level	\$7.64	\$7.35

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

**CUSTOMER:** Department of Motor Vehicles  
**LOCATION:** Logan

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
1. Offices	1.00	6,600	6,600
*	0.00	0	0
*	0.00	0	0
*	0.00	0	0
Number of days per week cleaned	5.00		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>6,600</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	5.00
*Wage Rate (Supervisor-Non-client)	5.00
*Wage Rate (Worker-Client)	4.25
*Wage Rate (Worker-Non-client)	4.25
*Wage Benefits	11.65%
*Other Fringe Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	6,600 square feet
Cleaning hours per day	3.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	1.50 hours/day
*Time allocation-Client Workers (hours)	1.50 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	24.00 hours/year
Annual relief (Workers)	24.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision		162.50 Wages/month
Relief-Supervision		10.00 Wages/month
Client workers		138.13 Wages/month
Non-client Workers		0.00 Wages/month
Relief-Workers		8.50 Wages/month
Monthly Burdened Direct Labor Costs		353.54 per month
Standard chemical cost	6.00%	21.21 of burdened DL
Standard equipment cost	4.00%	14.14 of burdened DL
Monthly Chemical and Equipment Costs		35.35 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>		<b>388.89</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	20.00%	77.78
<b>FULLY BURDENED COST</b>		<b>466.67</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	10.00%	46.67
WVARF Fee Rate and Monthly Fee	4.00%	20.53

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY	\$533.87
ANNUALLY	\$6,406.49
Total Annual Square Foot Cost-Standard	\$0.97 per square foot

**H. DELUXE FLOOR CARE FEE**

*Charge Per Square Foot	12 cents/sq foot
*Number of Floor Cleanings Per Year	2 cleanings/year
Total Deluxe Floor Care Charge	\$1,584.00
WVARE Fee	4.00% \$63.36
<b>TOTAL ANNUAL DELUXE FLOOR CARE FEE</b>	<b>\$1,647.36</b>

**I. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER **\$8,053.85**  
 TOTAL MONTHLY BILLING AMOUNT **\$671.15**  
 Total Annual Square Foot Cost-Deluxe **\$1.22 per square foot**

**J. CONTRACT**

Vendor Wyoming County Sheltered Workshop  
 Contract Period April 29, 1996 - June 30, 1996  
 July 1, 1996 - June 30, 1997

Small Business Impact: None, new office

**Notes:**

1. Disposables supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARE agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

*Debra M. Bensey*  
 Debra M. Bensey  
 West Virginia Association of Rehabilitation Facilities  
 Director of Operations

Accepted and approved by:

Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_  
 Governor's Committee for the Purchase of  
 Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

**CUSTOMER:** Department of Motor Vehicles  
**LOCATION:** Moundsville

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
1. Offices	1.00	913	913
*	0.00	0	0
*	0.00	0	0
*	0.00	0	0
Number of days per week cleaned	5.00		
TOTAL ADJUSTED SQUARE FEET		913	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	5.00
*Wage Rate (Supervisor-Non-client)	5.00
*Wage Rate (Worker-Client)	4.25
*Wage Rate (Worker-Non-client)	4.25
*Wage Benefits	11.65%
*Other Fringe Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	913 square feet
Cleaning hours per day	1.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	0.50 hours/day
*Time allocation-Client Workers (hours)	0.50 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	8.00 hours/year
Annual relief (Workers)	8.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision	54.17 Wages/month
Relief-Supervision	3.33 Wages/month
Client workers	46.04 Wages/month
Non-client Workers	0.00 Wages/month
Relief-Workers	2.83 Wages/month
Monthly Burdened Direct Labor Costs	117.85 per month
Standard chemical cost	minimum 10.00 of burdened DL
Standard equipment cost	minimum 10.00 of burdened DL
Monthly Chemical and Equipment Costs	20.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>	<b>137.85</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	20.00%	27.57
<b>FULLY BURDENED COST</b>		<b>165.42</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	10.00%	16.54
WVARF Fee Rate and Monthly Fee	4.00%	7.28

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY	\$189.24
ANNUALLY	\$2,270.83
Total Annual Square Foot Cost-Standard	\$2.49 per square foot

**H. DELUXE FLOOR CARE FEE**

*Charge Per Square Foot	15 cents/sq foot
*Number of Floor Cleanings Per Year	2 cleanings/year
Total Deluxe Floor Care Charge	\$273.90
WVARF Fee	4.00%
TOTAL ANNUAL DELUXE FLOOR CARE FEE	\$284.86

**I. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER	\$2,555.69
TOTAL MONTHLY BILLING AMOUNT	\$212.97
Total Annual Square Foot Cost-Deluxe	\$2.80 per square foot

**J. CONTRACT**

Vendor	Adena - Moundsville
Contract Period	April 22, 1996 - June 30, 1996 July 1, 1996 - June 30, 1997

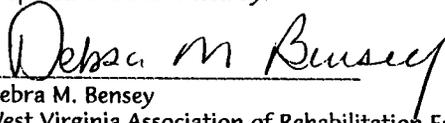
Small Business Impact: None, new office

**Notes:**

1. Disposables supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

  
 Debra M. Bensey  
 West Virginia Association of Rehabilitation Facilities  
 Director of Operations

Accepted and approved by:

\_\_\_\_\_  
 Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_  
 Governor's Committee for the Purchase of  
 Commodities and Services from the Handicapped

**West Virginia Association of Rehabilitation Facilities**  
**Costing for Spill Kits**  
**Sheltered Workshop of Nicholas County**

Product Description	Qty	Cost Each	Shipping and Storage	Dir Labor	Unit Indirect	Subtotal Manuf Costs	SWNC Overhead 66.35%	SWNC Profit 10.00%	Price to WVARF	WVARF Fee 4.00%	State Use Price	Manuf Suggested Retail
<b>100 Pad Ball (AP100)</b>												
100 ea 17"x19" 12 oz absorbant pads	100	\$23.20										
4 ea 10 mil quart disposal bags	4	\$1.00										
4 ea tie	4	\$0.08										
1 ea poly packing bag 20"x20"x41"	1	\$1.06										
<b>Total for Kit</b>		<b>\$25.34</b>	<b>\$1.42</b>	<b>\$0.98</b>	<b>\$0.20</b>	<b>\$27.94</b>	<b>\$18.54</b>	<b>\$4.65</b>	<b>\$51.13</b>	<b>\$2.05</b>	<b>\$53.18</b>	<b>\$75.00</b>
<b>Absorbent Blanket Kit (AP150)</b>												
1 ea 38"x144" 12 oz absorbent blanket	1	\$3.93										
2 ea ties	2	\$0.04										
1 ea poly wrap 10 mil 48"x24"	1	\$0.51										
<b>Total for Kit</b>		<b>\$4.48</b>	<b>\$0.50</b>	<b>\$0.60</b>	<b>\$0.80</b>	<b>\$6.39</b>	<b>\$4.24</b>	<b>\$1.06</b>	<b>\$11.69</b>	<b>\$0.47</b>	<b>\$12.15</b>	<b>\$12.83</b>
<b>Universal Spill Kit (AP153)</b>												
15 ea UXT "Xtra Tough" Univ plus abs pads	15	\$5.55										
3 ea 36" Cobra Coil Socks	3	\$5.70										
1 ea Nitrill Solvent Resistant Gloves	1	\$1.28										
1 pair Splash Resistant Goggles	1	\$3.65										
3 ea 10 mil "x" "x" poly disposal bag	3	\$0.75										
Zipper storage bag	1	\$1.25										
1 ea Instruction sheet	1	\$0.10										
<b>Total for Kit</b>		<b>\$18.28</b>	<b>\$2.38</b>	<b>\$0.85</b>	<b>\$0.20</b>	<b>\$21.71</b>	<b>\$14.40</b>	<b>\$3.61</b>	<b>\$39.72</b>	<b>\$1.59</b>	<b>\$41.31</b>	<b>\$50.00</b>
<b>Oil Only Spill Kit (AP200)</b>												
15 ea AP100 17"x19" oil abs pads, 12 oz	15	\$3.48										
3 ea 36" Cobra Coil Socks	3	\$5.70										
1 pair Splash Resistant Goggles	1	\$3.65										
3 ea 10 mil "x" "x" poly disposal bag	3	\$0.75										
Zipper storage bag	1	\$1.25										
1 ea tie	1	\$0.08										
1 ea Instruction sheet	1	\$0.10										
<b>Total for Kit</b>		<b>\$15.01</b>	<b>\$2.38</b>	<b>\$0.85</b>	<b>\$0.20</b>	<b>\$18.44</b>	<b>\$12.23</b>	<b>\$3.07</b>	<b>\$33.73</b>	<b>\$1.35</b>	<b>\$35.08</b>	<b>\$46.00</b>
Universal Drum Top Cover--22" Diameter (25 per box)	1	\$34.01	\$1.42	\$0.50	\$0.20	\$36.13	\$23.97	\$6.01	\$66.11	\$2.64	\$68.75	\$76.00
Universal Drip Pads with Pilows (12 per case)	1	\$43.68	\$1.42	\$0.50	\$0.20	\$45.80	\$30.39	\$7.62	\$83.81	\$3.35	\$87.16	\$97.50
Pillows--9"x15" (16 per case)	1	\$36.97	\$1.42	\$0.50	\$0.20	\$39.09	\$25.94	\$6.50	\$71.53	\$2.86	\$74.39	\$94.50

(6)

WEST VIRGINIA ASSOCIATION OF

# WVWARF

REHABILITATION FACILITIES, INC.

P.O. Box 745  
Institute, WV 25112  
304-766-4894 (Phone)  
304 766-4607 (Fax)

March 14, 1996

Mr. Ron Riley  
Director  
West Virginia Division of Purchasing  
Capital Complex  
Charleston, West Virginia 25305

Dear Mr. Riley:

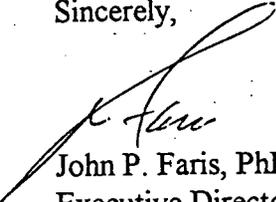
The West Virginia Association of Rehabilitation Facilities, operating as the Central Nonprofit Agency and representing the Governor's Committee for the Purchase of Commodities and Services from the Handicapped, is pleased to present a new product line for inclusion in the State Use Program. The line consists of a number of products useful for containing chemical and oil spills. We envision an appropriate kit being placed in every state police car, Division of Natural Resources vehicle, and Department of Highways vehicle. Kits would also be stock piled rest areas and DOH garages. In addition, all state facilities which have oil heat or stock pile chemicals and other liquids should have an adequate supply of kits available for immediate deployment.

The purpose of the kits is the immediate containment of small chemical or oil spills such as might happen at the scene of an automobile accident, an overheated car in a rest area, or an accidentally dropped container of chemicals. The material is exceptionally useful to absorb the drips and drops which fall from internal combustion engines onto garage floors and parking lots.

Although the initial costs of the product is greater than clay, they offer tremendous benefits over clay-based products in their ease of use and storage, absorbency, and ultimate disposal. I believe that you will find our product to be superior and very cost effective over the full product life cycle of procurement, use, and disposal.

Thank you for your interest and continued support of West Virginians with disabilities.

Sincerely,



John P. Faris, PhD  
Executive Director

**West Virginia Association of Rehabilitation Facilities**  
Representing the  
**Central Nonprofit Agency**  
and  
**The Committee for the Purchase of Commodities and Services from the  
Handicapped**

**Presents a New State Use Product Line**

**Liquid Absorbent Products**  
**(Spill Kits)**

**Assembled and Distributed by**  
**The Sheltered Workshop of Nicholas County**

## Table of Contents

	<u>Page</u>
1. Introduction to Adsorbents .....	1
2. Description of Product Line .....	5
3. Price Derivation .....	10
4. Determination of Overhead for Sheltered Workshop of Nicholas County .....	11

## HOW ABSORBENTS WORK

Absorbents typically do not follow textbook technical explanations of true absorbency, or swelling of the absorbent would occur. Instead, adsorbency is taking place; the fluid is adhering to the absorbent's inner and outer surfaces. Common language, however, translates this into "absorbing", so either term has become acceptable.

For fluid to adhere to a sorbent, there must be air space within its inner structure for the fluid to occupy. Maximum absorbency will occur when there is a balance between the air space and maximum surface area of the sorbent's structure. Maximum surface area is achieved on fibrous absorbents by making the fibers as fine as possible. Clumps in the sorbent structure, or "fatter" fibers, take up too much space and restrict total absorption.

As an example of how finer particles can be better than larger clumps or particles, consider that a common aspirin dissolves more slowly in pill (clump) form than crushed. The crushed material (finer particles) has more surface area for the water to coat, thus it is quickly dissolved.

An absorbent works much the same way. More "skinny" fibers in a given space will provide more surface area for fluids to adhere to than "fatter" fibers in the same space. This will also increase the speed at which the material absorbs.

Air space is the other part of this relationship. Without air space, the fluid cannot coat the outside surfaces of the inner absorbent material. If there is too much air space, this will cause absorbed fluids to drain out or be easily squeezed out. A sponge is a good example of this.

Optimum absorbency is achieved with a matrix of fine, evenly-spaced fibers. This allows maximum absorption speed, capacity and retention of the fluid.

## HYDROPHOBIC VS. HYDROPHILIC

An absorbent is either hydrophobic or hydrophilic. If it is hydrophobic, it is also known as selective. This means it will repel water while selecting to absorb only petroleum-based liquids. This is a useful trait in a situation such as a parts cleaning operation. Typically parts that have been machined need to be cleaned of any oil before being painted or otherwise coated. This is done in a water-based cleaning solution. Residual oils are removed and float on the solution; since the oil is lighter than the cleaner. A hydrophobic material can float on this solution and absorb only the floating tramp oils. This saves money by extending the useful life of the cleaning solution.

Another application is around a floor drain or in sumps, absorbing floating oils while allowing water to pass underneath to a water treatment system.

Hydrophilic (or non-selective) refers to an absorbent's ability to absorb any fluid whether water or oil based. This feature is important because acids and other water-based fluids also need to be cleaned up.

The ability of a substance to absorb any fluid does not guarantee that it will do so safely, however. It is important to determine the chemical compatibility between the absorbent medium and the fluid. Chemical compatibility is critical when dealing with employee and community safety. For example, silica and quartz found in many mineral absorbents, can react with strong oxidizers, such as hydrofluoric acid, and create an exothermic (heat producing) reaction. Similarly, reaction can also occur with cellulosic absorbents, such as the reaction between sulfuric acid and wood pulp.

To determine chemical compatibility, it is necessary to understand the different classifications of fluids. A hazardous material is defined as being toxic, flammable, corrosive or explosive. Corrosive fluids are said to be aggressive. Non-aggressive fluids may or may not be hazardous, but do require the expensive materials that guarantee chemical compatibility with all fluids. Gasoline is a good example of a hazardous material (flammable) that is non-aggressive and does not require a corrosion resistant absorbent.

Absorbents do not change the properties of a fluid. If a fluid is toxic, flammable or hazardous before absorption, it will remain so after absorption. Thus, disposal of used absorbents should be carried out according to guidelines for the fluid absorbed.

Efficiency of an absorbent describes how much fluid can be absorbed in relation to the weight of the absorbent. A material with an efficiency rating of 300% will absorb three times its weight in fluids. Typically, lightweight materials are more efficient than heavier ones (materials with a high bulk density). Recall how important air space is in the absorbent equation.

## MINERAL ABSORBENTS

Clay is a mineral with a bulk density of approximately 32 lbs/ft<sup>3</sup>. This is very heavy and explains why hard, dense, loose clay chips only absorb a fraction of their weight. While clay appears as a cheap alternative at the time of initial purchase, hidden costs need to be addressed.

Clay is labor intensive to clean up. Clay is also dusty and abrasive to the machinery it surrounds. Because clay is an inefficient sorbent and large quantities must be used, it is expensive to dispose. At disposal time you are paying to have more absorbent hauled away than hazardous fluid!

Vermiculite is also a mineral. After mining, steps are taken to remove impurities from vermiculite and expand it through a process called exfoliation. This expansion can be likened to the popping of popcorn, and creates a lot of air space. The result is a material with a density of 8 lbs/ft<sup>3</sup>. This lightweight material can absorb four to five times its weight in fluids, an efficiency of 400-599%. While too light to be practical in loose form, it makes an excellent choice in sock form. It provides fast, efficient clean up of non-aggressive fluid leaks and spills.

## CELLULOSIC/POLYMERIC

Cellulosic absorbents have their origin in plant materials and include recycled paper, ground corn cobs and sawdust. Depending on how these various materials are processed, it is possible for them to absorb two or more times their weight in fluids. Because absorbents must be chemically compatible with the fluid that it will be absorbing, it is important to remember to use cellulosic materials only on non-aggressive fluids.

Polymeric or synthetic materials are manmade and can be recycled, or, as often is the case, engineered specifically as an absorbent. These materials can absorb up to 10 or more times their weight in fluids. They are typically made of polypropylene or polyethylene, offering superior chemical resistance. Some are able to absorb any aggressive fluids safely.

In their untreated forms, polymeric are hydrophobic (water repelling). With the addition of a wetting agent, the hydrophobic material becomes hydrophilic. The wetting agent can be added at the point of manufacture, or even to the fluid being absorbed. Synthetic coolants often contain detergents and surfactants to "wet" metal surfaces being machined. When these wetting agents are present, a person expecting a hydrophobic material to skim residual oils from his coolant reservoir may be surprised to find his absorbent has become hydrophilic and is removing important lubricants from his "water-based" coolant.

Polymeric absorbents come in many shapes and sizes. One of the most versatile are mats, sometimes called sheets or blankets. Mats have a large amount of exterior surface area and can be placed

directly on top of spills or under sprays, splatters and drips (such as under conveyor lines). Spills are cleaned up immediately, because so much absorbent comes in contact with the fluid.

Booms and dikes are typically 10-feet or longer. A boom is used on water to contain and absorb floating oils. A dike is used on land to form a barrier to absorb fluids and prevent spread of the spill.

Pillows are used to absorb deep puddles of fluid, when using a mat is impractical.

Disposable drip pans are convenient and safer than buckets or loose clay, because they are virtually impossible to knock over or spill. These pans are filled with absorbent materials and a cover to keep the fluids from spreading. They are most often used under valves and spigots of 55-gallon drums to catch residual drips.

\* \* \*

# LIQUID ABSORBENT PRODUCTS

**DISTRIBUTED BY SHELTERED WORKSHOP OF NICHOLAS CO. INC.**

P.O. DRAWER 730 - RT. 55 - CRAIGSVILLE W.V. 26205

1-800-404-0053 --- (304) 742 - 6202

Fax - (304) -- 742-6280

**ITEM \*\* AP 100 \*\* OIL ONLY Petroleum Based Liquid Absorbent Pads**

3/8 " X 17 " X 19 " -- Packaged 100 per poly bag with 2 waste disposal bags ---  
42 gal. absorbent capacity.

## Oleophilic And Hydrophobic

**AP 100 Pads \*\*** will effectively absorb petroleum based liquids and non-water based liquids, including solvents, solvent based paints, vegetable oils and many non water soluble chemicals. It's thirsty, absorbing up to 25 times its weight in petroleum products to minimize the amount of material needed for your cleanups.

This product is light in weight , User friendly , Clean --- Dustless, is not a health hazard , Flame resistant , Incinerates to less than .02% ash:high BTU value, 22,000 BTU's per hour.

## Superior To Clay For shop And Machinery

Just one lb. of oil absorbent pads , does the same job as 25 lbs. of clay or 8 lbs. of organic corn cob granules to soak up 2 gallons of oil. Easier to deploy and pick up , saving you time, money and effort. No residual dust or particles to foul or damage expensive machinery.

## USES :

Leaking Drums.

Large spills and leaks.

Vehicle garages to absorb oil and fluid leaks and drips.

Emergency vehicles , at accident scenes to absorb leaking fluids.

Conservation personnel, to absorb leaking fluids, preventing contamination that could damage water sources , the ecology and wildlife.

Field repair crews absorbing fluids when repairing equipment.

Refueling areas where fuel spills could occur.

Shops when rebuilding and repairing equipment.

Machinery leaks , helping to limit clean up time.



# **LIQUID ABSORBENT PRODUCTS**

**DISTRIBUTED BY SHELTERED WORKSHOP OF NICHOLAS CO. INC.**

P.O. DRAWER 730 - RT. 55 - CRAIGSVILLE W.V. 26205

1-800-404-0053 --- (304) 742 - 6202

Fax - (304) -- 742-628 0

## **\*\* ITEM \*\* AP 153 \*\* Universal SPILL KIT \*\***

- 15 - UXT " Xtra Tough "  
Universal Plus Absorbent Pads
- 3 - 36 " Cobra Coil Socks
- 1 - Pair Nitril Solvent Resistant Gloves
- 1 - Pair of Splash Resistant Goggles
- 3 - Waste Material Disposal Bags
- 1 - Set of instructions

Kit contents packaged in a zippered poly bag

**Absorbs oil , chemicals , solvents , coolants , antifreeze ,  
and more**

Not for use with aggressive fluids

**Store behind seat of vehicles \* Hang on wall \* Carry in emergency kits**

Standard and customized Spill Kits are available for a wide range of uses to meet the increasing demands of environmental regulations. Kits available , to handle over 100 gallons. Utilize our stock kit or call for a quote on customized kits to meet specific needs.

5 1/2 gallons absorbent capacity \*\*\* easily stores \*\*\* customize to your needs

# **LIQUID ABSORBENT PRODUCTS**

**DISTRIBUTED BY SHELTERED WORKSHOP OF NICHOLAS CO. INC.**

P.O. DRAWER 730 - RT. 55 - CRAIGSVILLE W.V. 26205

1-800-404-0053 --- (304) 742 - 6202

Fax - (304) -- 742-628 0

## **\*\* ITEM \*\* AP 200 \*\* Oil Only SPILL KIT \*\***

- 15 - AP 100 17" X 19" oil absorbant pads
- 3 - 36" Cobra Coil Socks
- 1 - Pair Nitril Solvent Resistant Gloves
- 1 - Pair of Splash Resistant Goggles
- 3 - Waste Material Disposal Bags
- 1 - Set of instructions

Kit contents packaged in a zippered poly bag

**Selectively absorbs only oil and petroleum based liquids  
and  
chemicals**

Not for use with aggressive fluids

**Store behind seat of vehicles \* Hang on wall \* Carry in emergency kit**

Standard and customized Spill Kits are available for a wide range of uses to meet the increasing demands of environmental regulations. Kits available , to handle over 100 gallons. Utilize our stock kit or call for a quote on customized kits to meet specific needs.

6 3/4 gallons absorbent capacity \*\*\* easily stores \*\*\* customize to your needs

**ABSORBENT MATERIALS HELP PROTECT OUR ENVIRONMENT**

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

**CUSTOMER: Department of Highways  
LOCATION: Barbour County**

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
*	1.00	1000.00	1,000
*	0.00	0.00	0
*	0.00	0.00	0
*	0.00	0.00	0
Number of days per week cleaned	5.00		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>1000.00</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$0.00
*Wage Rate (Supervisor-Non-client)	\$0.00
*Wage Rate (Worker-Client)	\$5.00
*Wage Rate (Worker-Non-client)	\$5.00
*Wage Benefits	12%
*Other Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	1,000 square feet
Cleaning hours per day	1.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	0.00 hours/day
*Time allocation-Client Workers (hours)	1.00 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	0.00 hours/year
Annual relief (Workers)	16.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision	\$0.00 Wages/month
Relief-Supervision	\$0.00 Wages/month
Client workers	\$108.33 Wages/month
Non-client Workers	\$0.00 Wages/month
Relief-Workers	\$6.67 Wages/month
Monthly Burdened Direct Labor Costs	\$128.80 per month
Standard chemical cost	minimum \$10.00 of burdened DL
Standard equipment cost	minimum \$10.00 of burdened DL
Monthly Chemical and Equipment Costs	\$20.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>	<b>\$148.80</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	20.00%	\$29.76
		0.00
		0.00
<b>FULLY BURDENED COST</b>		<b>\$178.56</b>

**F. MONTHLY PROFIT AND FEES**

Profit Rate and Monthly Profit	10.00%	\$17.86
WVARF Fee Rate and Monthly Fee	4.00%	\$7.86

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY		\$204.27
ANNUALLY		\$2,451.27
Total Annual Square Foot Cost-Standard		2.45 per square foot

**H. DELUXE FLOOR CARE FEE**

*Charge Per Square Foot		10 cents/sq foot
*Number of Floor Cleanings Per Year		2.00 cleanings/year
Total Deluxe Floor Care Charge		\$200.80
WVARF Fee		\$0.00
TOTAL ANNUAL DELUXE FLOOR CARE FEE		\$200.80

**I. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER		\$2,652.07
TOTAL MONTHLY BILLING AMOUNT		\$221.01
Total Annual Square Foot Cost-Deluxe		\$2.65 per square foot
TOTAL ANNUAL CHARGE TO CUSTOMER	1995-1996	\$2,640.02
TOTAL ANNUAL CHARGE TO CUSTOMER	1996-1997	\$2,640.02
Amount of increase		\$0.00

**J. CONTRACT**

Vendor: WVARF  
 Contract Period: July 1, 1996 - June 30, 1997

Small Business Impact:

None, we have had contract.

Notes:

1. Disposables supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

Accepted and approved by:

*Debra M. Bensey*

Debra M. Bensey  
 West Virginia Association of  
 Rehabilitation Facilities  
 Director of Operations

Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_

Governor's Committee for the Purchase of  
 Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

CUSTOMER: Department of Highways  
LOCATION: Clarksburg

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
*	1.00	1,200	1,200
*	0.00	0	0
*	0.00	0	0
*	0.00	0	0
Number of days per week cleaned	5.00		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>1,200</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$5.15
*Wage Rate (Supervisor-Non-client)	\$5.15
*Wage Rate (Worker-Client)	\$4.38
*Wage Rate (Worker-Non-client)	\$4.38
*Wage Benefits	11.65%
*Other Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	1,200 square feet
Cleaning hours per day	1.00 hours/day
*Time allocation-Working Client Supervisor	0.50 hours/day
*Time allocation-Working Non-client Supervisor	0.00 hours/day
*Time allocation-Client Workers (hours)	0.50 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	8.00 hours/year
Annual relief (Workers)	8.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision	\$55.79 Wages/month
Relief-Supervision	\$3.43 Wages/month
Client workers	\$47.45 Wages/month
Non-client Workers	\$0.00 Wages/month
Relief-Workers	\$2.92 Wages/month
Monthly Burdened Direct Labor Costs	\$121.41 per month
Standard chemical cost	minimum \$10.00 of burdened DL
Standard equipment cost	minimum \$10.00 of burdened DL
Monthly Chemical and Equipment Costs	\$20.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>	<b>\$141.41</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	20.00%	\$28.28
	0.00	\$0.00
	0.00	\$0.00
<b>FULLY BURDENED COST</b>		<b>\$169.70</b>

**F. MONTHLY PROFIT AND FEES**

Profit Rate and Monthly Profit	13.25%	\$22.48
WVAF Fee Rate and Monthly Fee	4.00%	\$7.69

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY		\$204.27
ANNUALLY		\$2,451.27
Total Annual Square Foot Cost-Standard		2.61 per square foot

**H. DELUXE FLOOR CARE FEE**

*Charge Per Square Foot		10 cents/sq foot
*Number of Floor Cleanings Per Year		2.00 cleanings/year
Total Deluxe Floor Care Charge		\$188.75
WVARF Fee		\$0.00
TOTAL ANNUAL DELUXE FLOOR CARE FEE		\$188.75

**I. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER		\$2,640.02
TOTAL MONTHLY BILLING AMOUNT		\$220.00
Total Annual Square Foot Cost-Deluxe		\$2.81 per square foot
TOTAL ANNUAL CHARGE TO CUSTOMER	1995-1996	\$2,640.02
TOTAL ANNUAL CHARGE TO CUSTOMER	1996-1997	\$2,640.02
Amount of increase		\$0.00

**J. CONTRACT**

Vendor: Buckhammon Upshur Work Adjustment Center  
 Contract Period: July 1, 1996 - June 30, 1997

Small Business Impact: None, we have had contract.

- Notes:
1. Disposables supplied by the State of West Virginia.
  2. Use of crew labor authorized.
  3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
  4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by: Debra M. Bensey  
 Debra M. Bensey  
 West Virginia Association of  
 Rehabilitation Facilities  
 Director of Operations

Accepted and approved by: \_\_\_\_\_  
 Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_  
 Governor's Committee for the Purchase of  
 Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

**CUSTOMER: Department of Highways  
LOCATION: Upshur County**

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
*	1.00	940.00	940
*	0.00	0.00	0
*	0.00	0.00	0
*	0.00	0.00	0
Number of days per week cleaned	5.00		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>940.00</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$0.00
*Wage Rate (Supervisor-Non-client)	\$0.00
*Wage Rate (Worker-Client)	\$5.00
*Wage Rate (Worker-Non-client)	\$5.00
*Wage Benefits	12%
*Other Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	940 square feet
Cleaning hours per day	1.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	0.00 hours/day
*Time allocation-Client Workers (hours)	1.00 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	0.00 hours/year
Annual relief (Workers)	16.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision	\$0.00 Wages/month
Relief-Supervision	\$0.00 Wages/month
Client workers	\$108.33 Wages/month
Non-client Workers	\$0.00 Wages/month
Relief-Workers	\$6.67 Wages/month
Monthly Burdened Direct Labor Costs	\$128.80 per month
Standard chemical cost	minimum \$10.00 of burdened DL
Standard equipment cost	minimum \$10.00 of burdened DL
Monthly Chemical and Equipment Costs	\$20.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>	<b>\$148.80</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	20.00%	\$29.76
		0.00
		0.00
<b>FULLY BURDENED COST</b>		<b>\$178.56</b>

**F. MONTHLY PROFIT AND FEES**

Profit Rate and Monthly Profit	10.00%	\$17.86
WVARF Fee Rate and Monthly Fee	4.00%	\$7.86

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY		\$199.87
ANNUALLY		\$2,398.42
Total Annual Square Foot Cost-Standard		\$2.00 per square foot

**H. DELUXE FLOOR CARE FEE**

*Charge Per Square Foot		12 cents/sq foot
*Number of Floor Cleanings Per Year		1 cleanings/year
Total Deluxe Floor Care Charge		\$144.00
WVARF Fee	4.00%	\$5.76
TOTAL ANNUAL DELUXE FLOOR CARE FEE		\$149.76

**I. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER		\$2,548.18
TOTAL MONTHLY BILLING AMOUNT		\$212.35
Total Annual Square Foot Cost-Deluxe		\$2.12 per square foot
Last year contract price		\$2,348.35 annual
Change in contract price		\$199.83 annual increase
Note on change: 3% increase on wages, and bring chemicals and equip. up to minimum.		\$16.65 monthly increase

**J. CONTRACT**

Vendor Harrison County Sheltered Workshop  
 Contract Period July 1, 1996 - June 30, 1997

Small Business Impact: None, CRP has had contract

**Notes:**

1. Disposables and cleaning chemicals supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

Accepted and approved by:

*Debra M. Bensey*  
 Debra M. Bensey  
 West Virginia Association of  
 Rehabilitation Facilities  
 Director of Operations

Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_

Governor's Committee for the Purchase of  
 Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

CUSTOMER: Division of Natural Resources

LOCATION: St. Albans, WV

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
*	1.0	5,517	5,517
*	0.5	1,440	720
*	0.0	0	0
*	0.0	0	0
Number of days per week cleaned	5		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>6,237</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$5.00
*Wage Rate (Supervisor-Non-client)	\$5.00
*Wage Rate (Worker-Client)	\$4.25
*Wage Rate (Worker-Non-client)	\$4.25
*Wage Benefits	0.12
*Other Benefits	0.00

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	6,237 square feet
Cleaning hours per day	2.50 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	1.25 hours/day
*Time allocation-Client Workers (hours)	1.25 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	20.00 hours/year
Annual relief (Workers)	20.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision		\$135.42 Wages/month
Relief-Supervision		\$8.33 Wages/month
Client workers		\$115.10 Wages/month
Non-client Workers		\$0.00 Wages/month
Relief-Workers		\$7.08 Wages/month
Monthly Burdened Direct Labor Costs		\$294.62 per month
Standard chemical cost	6.00%	\$17.68 of burdened DL
Standard equipment cost	4.00%	\$11.78 of burdened DL
Monthly Chemical and Equipment Costs		\$29.46 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>		<b>\$324.08</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	20.00%	\$64.82
	0.00	\$0.00
	0.00	\$0.00
<b>FULLY BURDENED COST</b>		<b>\$388.89</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	10.00%	\$38.89
WVARF Fee Rate and Monthly Fee	4.00%	\$17.11

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY	\$444.90
ANNUALLY	\$5,338.75
Total Annual Square Foot Cost-Standard	\$0.86 per square foot

**H. DELUXE FLOOR CARE FEE**

*Charge Per Square Foot	15.0 cents/sq foot
*Number of Floor Cleanings Per Year	0 cleanings/year
Total Deluxe Floor Care Charge	\$0.00
WVARF Fee 4.00%	\$0.00
<b>TOTAL ANNUAL DELUXE FLOOR CARE FEE</b>	<b>\$0.00</b>

**I. PRICE OF CONTRACT**

TOTAL ANNUAL CHARGE TO CUSTOMER	\$5,338.75
TOTAL MONTHLY BILLING AMOUNT	\$444.90
Total Annual Square Foot Cost-Delux	\$0.86 per square foot
1995-1996 annual cost	\$5,338.75
amount of change	0.00

Floor care will be done at .15 cents per custor request.

**J. CONTRACT**

Vendor Goodwill of Charleston  
 Contract Period July 1, 1996 - June 30, 1997

Small Business Impact:

None.

**Notes:**

1. Disposables supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

WVARF agrees to provide services for the above amount pending final approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

Accepted and approved by:

*Debra M. Bensey*

Debra M. Bensey  
 West Virginia Association of  
 Rehabilitation Facilities  
 Director of Operations

Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_

Governor's Committee for the Purchase of  
 Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

CUSTOMER: Division of Rehabilitation - Cafeteria  
LOCATION: Institute

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
Cafeteria	1.0	0	0
	0.0	0	0
	0.0	0	0
# of days per week cleaned	5		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>0</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$5.50
*Wage Rate (Supervisor-Non-client)	\$5.50
*Wage Rate (Worker-Client)	\$4.50
*Wage Rate (Worker-Non-client)	\$4.50
*Wage Benefits	11.65%
*Other Fringe Benefits	0.00%

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	0 square feet
Cleaning hours per day	43.50 hours/day
*Time allocation-Working Client Supervisor	7.25 hours/day
*Time allocation-Working Non-client Supervisor	0.00 hours/day
*Time allocation-Client Workers (hours)	36.25 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	43.50 hours/year
Annual relief (Workers)	580.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision	\$863.96	Wages/month
Relief-Supervision	\$19.94	Wages/month
Client workers	\$3,534.38	Wages/month
Non-client Workers	\$0.00	Wages/month
Relief-Workers	\$217.50	Wages/month
Monthly Burdened Direct Labor Costs	\$5,105.15	per month
Standard chemical cost	0.00%	\$0.00 of burdened DL
Standard equipment cost	0.00%	\$0.00 of burdened DL
Monthly Chemical and Equipment Costs		\$0.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>	<b>\$5,105.15</b>	

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	10.19%	\$520.30
*	0.00%	\$0.00
*	0.00%	\$0.00
<b>FULLY BURDENED COST</b>		<b>\$5,625.45</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	5.00%	\$281.27
WVARF Fee Rate and Monthly Fee	4.00%	\$236.27

G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER  
MONTHLY  
ANNUALLY

\$6,142.99  
\$73,715.86

H. PRICE OF CONTRACT  
TOTAL ANNUAL CHARGE TO CUSTOMER  
TOTAL MONTHLY BILLING AMOUNT  
Total Annual Square Foot Cost-Deluxe

I. CONTRACT

Vendor  
Contract Period

Goodwill - Kanawha Valley  
July 1, 1996 - June 30, 1997

Small Business Impact: Renewal

Notes:

1. Disposable, chemicals, and equipment supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a work week of 36.25 hours

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

*Debra M. Bensey*  
Debra M. Bensey  
West Virginia Association of Rehabilitation Facilities  
Director of Operations

Accepted and approved by:

-----  
Printed Name: \_\_\_\_\_  
Office: \_\_\_\_\_  
Governor's Committee for the Purchase of  
Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

CUSTOMER: Division of Rehabilitation - Men's Dorm  
LOCATION: Institute

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
Men's Dorm	0.0	0	0
	0.0	0	0
	0.0	0	0
# of days per week cleaned	5		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>0</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$0.00
*Wage Rate (Supervisor-Non-client)	\$0.00
*Wage Rate (Worker-Client)	\$4.40
*Wage Rate (Worker-Non-client)	\$4.40
*Wage Benefits	11.65%
*Other Fringe Benefits	0.00%

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	0 square feet
Cleaning hours per day	5 workers 36.25 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	0.00 hours/day
*Time allocation-Client Workers (hours)	36.25 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	0.00 hours/year
Annual relief (Workers)	580.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision	0.00 Wages/month
Relief-Supervision	0.00 Wages/month
Client workers	3455.83 Wages/month
Non-client Workers	0.00 Wages/month
Relief-Workers	212.67 Wages/month
Monthly Burdened Direct Labor Costs	4026.76 per month
Standard chemical cost	0.00% 0.00 of burdened DL
Standard equipment cost	0.00% 0.00 of burdened DL
Monthly Chemical and Equipment Costs	0.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>	<b>4026.76</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	10.19%	410.39
*	0.00	0.00
*	0.00	0.00
<b>FULLY BURDENED COST</b>		<b>4437.16</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	5.00%	221.86
WVARF Fee Rate and Monthly Fee	4.00%	186.36

**G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER**

MONTHLY	4845.38
ANNUALLY	58144.51

**H. ANNUAL COMPARISONS**

TOTAL ANNUAL CHARGE TO CUSTOMER - 1995-1996	\$58,144.51
TOTAL ANNUAL CHARGE TO CUSTOMER - 1996-1997	\$58,144.51
AMOUNT OF ANNUAL INCREASE	\$0.00
MONTHLY INCREASE	\$0.00

**I. CONTRACT**

Vendor	Goodwill - Kanawha Valley
Contract Period	July 1, 1996 - June 30, 1997

Small Business Impact: Renewal

**Notes:**

1. Disposable, chemicals, and equipment supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a work week of 36.25 hours

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

*Debra M. Bensey*

Debra M. Bensey  
West Virginia Association of Rehabilitation Facilities  
Director of Operations

Accepted and approved by:

-----  
Printed Name: \_\_\_\_\_  
Office: \_\_\_\_\_  
Governor's Committee for the Purchase of  
Commodities and Services from the Handicapped

**WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES  
STANDARD JANITORIAL PRICE ESTIMATE**

CUSTOMER: Division of Rehabilitation -  
LOCATION: Institute

**A. BUILDING DESCRIPTION**

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
Buildings C&D	1.0	8000.0	8,000
LSAB	1.0	104570.0	104,570
Work Adj. including Chapel	1.0	7475.0	7,475
# of days per week cleaned	5		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>120,045</b>	

**B. STAFFING DATA**

*Wage Rate (Supervisor-Client)	\$5.00
*Wage Rate (Supervisor-Non-client)	\$5.00
*Wage Rate (Worker-Client)	\$4.25
*Wage Rate (Worker-Non-client)	\$4.25
*Wage Benefits	11.65%
*Other Fringe Benefits	0.00%

**C. DAILY STAFFING PLAN**

Total Adjusted Square Feet	120,045 square feet
Cleaning hours per day	58.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	7.25 hours/day
*Time allocation-Client Workers (hours)	50.75 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	116.00 hours/year
Annual relief (Workers)	928.00 hours/year

**D. MONTHLY DIRECT COSTS**

Supervision	\$785.42 Wages/month
Relief-Supervision	\$48.33 Wages/month
Client workers	\$4,673.23 Wages/month
Non-client Workers	\$0.00 Wages/month
Relief-Workers	\$328.67 Wages/month
Monthly Burdened Direct Labor Costs	\$6,422.03 per month
Standard chemical cost	0.00% \$0.00 of burdened DL
Standard equipment cost	0.00% \$0.00 of burdened DL
Monthly Chemical and Equipment Costs	\$0.00 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>	<b>\$6,422.03</b>

**E. OVERHEAD RATES AND FEES**

*Janitorial Work Unit Overhead Rate	15.00%	\$963.31
*	0.00%	\$0.00
*	0.00%	\$0.00
<b>FULLY BURDENED COST</b>		<b>\$7,385.34</b>

**F. MONTHLY PROFIT AND FEES**

*Profit Rate and Monthly Profit	5.77%	\$426.07
WVARF Fee Rate and Monthly Fee	4.00%	\$312.46

G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER

MONTHLY	\$8,123.87
ANNUALLY	\$97,486.45

H. CONTRACT

Vendor  
Contract Period

Goodwill - Kanawha Valley  
July 1, 1996 - June 30, 1997

Small Business Impact: Renewal

Notes:

1. Disposable, chemicals, and equipment supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a work week of 36.25 hours

WVARF agrees to provide services for the above amount pending final determination of the "fair market price" by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

*Debra M. Bensey*  
-----  
Debra M. Bensey  
West Virginia Association of Rehabilitation Facilities  
Director of Operations

Accepted and approved by:

-----  
Printed Name: \_\_\_\_\_  
Office: \_\_\_\_\_  
Governor's Committee for the Purchase of  
Commodities and Services from the Handicapped

# WEST VIRGINIA ASSOCIATION OF REHABILITATION FACILITIES STANDARD JANITORIAL PRICE ESTIMATE

**CUSTOMER:** DRS  
**LOCATION:** Williamson

## A. BUILDING DESCRIPTION

Area Description	Difficulty Factor (.5 to 1.5)	Square Feet	Adjusted Square Feet
*	1.0	1,560	1,560
*	0.0	0	0
*	0.0	0	0
*	0.0	0	0
Number of days per week cleaned	5		
<b>TOTAL ADJUSTED SQUARE FEET</b>		<b>1,560</b>	

## B. STAFFING DATA

*Wage Rate (Supervisor-Client)	\$5.50
*Wage Rate (Supervisor-Non-client)	\$5.50
*Wage Rate (Worker-Client)	\$4.50
*Wage Rate (Worker-Non-client)	\$4.50
*Wage Benefits	11.65%
*Other Benefits	0.00%

## C. DAILY STAFFING PLAN

Total Adjusted Square Feet	1,560 square feet
Cleaning hours per day	1.00 hours/day
*Time allocation-Working Client Supervisor	0.00 hours/day
*Time allocation-Working Non-client Supervisor	0.50 hours/day
*Time allocation-Client Workers (hours)	0.50 hours/day
*Time allocation-Non-Client Workers (hours)	0.00 hours/day
Annual relief (Supervisor)	8.00 hours/year
Annual relief (Workers)	8.00 hours/year

## D. MONTHLY DIRECT COSTS

Supervision		59.58 Wages/month
Relief-Supervision		3.67 Wages/month
Client workers		48.75 Wages/month
Non-client Workers		0.00 Wages/month
Relief-Workers		3.00 Wages/month
Monthly Burdened Direct Labor Costs		127.42 per month
Standard chemical cost	6.00%	7.65 of burdened DL
Standard equipment cost	4.00%	5.40 of burdened DL
Monthly Chemical and Equipment Costs		13.05 per month
<b>TOTAL MONTHLY DIRECT COSTS</b>		<b>140.47</b>

## E. OVERHEAD RATES AND FEES

*Janitorial Work Unit Overhead Rate	20.00%	\$28.09
*DBG Overhead Rate	0.00%	\$0.00
*Shawnee Hills Overhead Rate	0.00%	\$0.00
<b>FULLY BURDENED COST</b>		<b>\$168.56</b>

## F. MONTHLY PROFIT AND FEES

*Profit Rate and Monthly Profit	25%	42.14
WVARF Fee Rate and Monthly Fee	4%	8.43

G. TOTAL STANDARD SERVICE CHARGE TO CUSTOMER

MONTHLY		219.13
ANNUALLY		2629.61
Total Annual Square Foot Cost-Standard		\$1.69 per square foot

H. DELUX FLOOR CARE FEE

*Charge Per Square Foot		12.0 cents/sq foot
*Number of Floor Cleanings Per Year		2 cleanings/year
Total Delux Floor Care Charge		\$374.40
WVARF Fee	4.00%	\$14.98
TOTAL ANNUAL DELUX FLOOR CARE FEE		\$389.38

I. PRICE OF CONTRACT

TOTAL ANNUAL CHARGE TO CUSTOMER		\$3,018.98
TOTAL MONTHLY BILLING AMOUNT		\$251.58
Total Annual Square Foot Cost-Deluxe		1.94 per square foot

J. COMPARISON

TOTAL ANNUAL CHARGE TO CUSTOMER	1995-1996	\$3,018.98
TOTAL ANNUAL CHARGE TO CUSTOMER	1996-1997	\$3,018.98
AMOUNT OF ANNUAL INCREASE		\$0.00
AMOUNT OF MONTHLY INCREASE		\$0.00

J. CONTRACT

Vendor Jackson County Developmentaal Center  
 Contract Period July 1, 1996 - June 30, 1997

Small Business Impact: None, Wyoming Co. has had contract.

Notes:

1. Disposables supplied by the State of West Virginia.
2. Use of crew labor authorized.
3. Relief based on 5 vacation days, 5 sick days, and 6 holidays
4. Price based on a standard work week of 40 hours

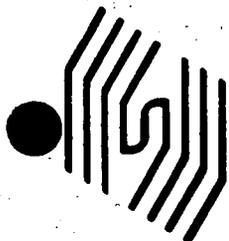
WVARF agrees to provide services for the above amount pending final approval by the Governor's Committee for the Purchase of Commodities and Services from the Handicapped.

Prepared and submitted by:

Accepted and approved by:

*Debra M. Bensey*  
 -----  
 Debra M. Bensey  
 West Virginia Association of  
 Rehabilitation Facilities  
 Director of Operations

-----  
 Printed Name: \_\_\_\_\_  
 Office: \_\_\_\_\_  
 Governor's Committee for the Purchase of



# SHAWNEE HILLS, INC.

ACCREDITED BY THE JOINT COMMISSION

P. O. Box 3698 • Charleston, West Virginia 25336-3698 • 304-345-4800

April 2, 1996

West Virginia Association of Rehabilitation Facilities  
Mr. Craig A. Greening, Chairperson  
Committee for the Purchase of Commodities and Services  
from the Handicapped.  
Room E-102  
State Capitol Building  
Charleston, W.V. 25336

Dear Mr. Greening:

In response to your request, DBG has reviewed and assessed our operation in three areas; leadership, customer satisfaction and financial management. All of the actions listed herein have been initiated and are proceeding extremely well. Our analysis of customer satisfaction is particularly insightful in that many of those contracts noted by WVARF, John Faris and you, are in fact exceeding the customers expectations. That is not to say we have not had complaints but our response and overall performance has been acceptable. A revised task list and customer satisfaction report is enclosed.

1. Leadership. The following changes have been made in the senior leadership of DBG in an effort to stabilize and provide effective operational procedures in all areas of DBG not just the WVARF contracts.

Corporate leadership. A.J. Ball has assumed the overall responsibility for DBG and will monitor all activities associated with the operation of DBG and serve as an advisor/mentor for the Product Line Manager.

Product Line Manager. An interim Product Line Manager has been designated and has been working for the last thirty (30) days. Beverly Wheatcraft has direct responsibility for the administration, management and operations of all areas of DBG. Beverly's highest priority is customer satisfaction with DBG services. She will establish a plan to conduct random quality control visits during both working and non working hours. She is responsible for establishing and maintaining a



positive relationship with the assigned point of contact for each location and will conduct monthly interviews with them to insure issues identified have been addressed and a high level of satisfaction is maintained.

**DBG Manager.** Janeene Whanger is the on site supervisor for all DBG janitorial contracts. She is responsible for the day to day contract supervision, staffing and quality control of each contract. Janeene monitors contract compliance, assigns supervisors and staff, resources each work crew and ensures customer satisfaction. Janeene is the immediate responder to any customer complaint and will address every complaint within 12 hours of receipt.

**DBG Shift Supervisors.** Randy Plumley and Joe Smith have assumed evening supervisory responsibilities for all evening work crews and contracts serviced by DBG. They are scheduled to visit each site at least every week to monitor, provide guidance and correct any deficiencies identified or take corrective action on any customer complaint. Joe and Randy are also responsible for crew staffing, supplies, transportation and security of each location.

Financial leadership is currently being provided by Arnett and Foster a Charleston based accounting firm with Michael Tassos, CPA, designated as the DBG account representative. (see item 3 below)

On March 23, 1996 we posted a Job Announcement for a Product Line Manager with the requirement of a Master's Degree in Business or Finance.

2. **Customer Satisfaction.** Many of these issues are addressed in the leadership responsibilities outlined above. In addition, during the last two weeks we have conducted a face to face customer audit with each of our janitorial customers to determine the level of satisfaction for each contract. We have some pluses and minuses in this area and as previously indicated, a summary of our findings is enclosed. Interestingly, the contracts at risk of being reassigned do not indicate any level of customer dissatisfaction. Also the Tax and Revenue department was singled out as being the most dissatisfied and I quote Mr. Faris, "they hate Shawnee Hills", has had some complaints but are extremely please with Janeene Whanger and her response to any complaints. They are very confident we can resolve any issues and continue development of a very positive relationship.

Future plans in the customer satisfaction area will be proactive on our part and we will seek feedback on a scheduled basis for each contract. Our plan is as follows; All contracts will be surveyed at least once each quarter by the Product Line Manager using a standardized instrument which will be mailed to the customer or completed during a personal interview with the contact person. All contract locations will be visited by the Product Line Manager at least once every month and a face to face interview scheduled with the point of contact. We have provided each contract site a beeper "hot line" to call if there are any deficiencies or issues that come up in their building.

A formal customer satisfaction monitoring system will be developed and implemented in the next thirty (30) days. Additionally, any contract reporting two or more complaints in a thirty (30) day period will be followed up with a visit to the site by the Product Line Manager to meet with the point of contact for that particular contract.

Daily monitoring of contract compliance is critical and will be accomplished by the DBG manager and the Shift Supervisors. Checklists outlining the scope of work will be used to assess compliance with the customer's expectations with a goal of exceeding those expectations where possible. Training for shift supervisors and crew chiefs is scheduled and will focus on customer issues and how to meet contract expectations.

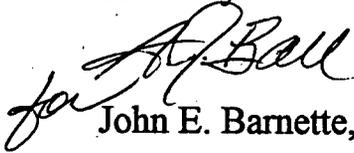
3. Financial Systems. An interim plan for development, supervision and management of DBG's financial systems has been implemented utilizing the resources of Arnett and Foster. Mr. Michael Tassos, CPA, is now responsible for establishing baseline financial data on each DBG contract, evaluating our Return on Investment and recommending to the Product Line Manager any changes or modifications required. Mike is also responsible for developing the financial package for any future contract negotiations between DBG, WVARF and any potential customer. He will establish a financial data base for DBG and eliminate any duplication of expenses or costs associated with the Shawnee Hills budgeting system. NOTE: At this point we will continue to use Shawnee Hills central accounting system with modification to separate DBG financial information and costing procedures for contract bidding.

We are confident these changes will improve customer relations and operation of DBG. We look forward to developing a more positive and interactive partnership with all our customers, including WVARF.

More importantly is the issue of maintaining jobs for all those DBG employees. If contracts are pulled indiscriminately without cause or justification we will in fact do a great injustice to those employees.

I look forward to meeting with you on April 11th. If you have any questions prior to that date please let me know.

Sincerely

A handwritten signature in cursive script, appearing to read "John E. Barnette".

John E. Barnette, EdD.

cc: A. J. Ball  
Beverly Wheatcraft  
Tim Urbanic

## TASK LIST AND ASSIGNMENTS

1. Review all WVARF contracts to determine customer expectations and daily work schedule. Janeene Whanger  
Completed
2. Audit all contracts to determine profit/loss for each and submit requests for adjustments to WVARF as indicated - Bev Wheatcraft & Michael Tassos.  
Audit complete - Review proceeding. Projected completion date - April 15th
3. Meet with all contract representatives in "outlying areas" to determine Customer Satisfaction Levels - Bev Wheatcraft, Jeanne Whanger & A.J. Ball  
Completed.
4. Provide two full-time evening shift supervisors who have responsibility for specific contracts on a daily basis - Janeene Whanger  
Completed
5. Realign all janitorial contracts under one person's supervision - Bev Wheatcraft.  
Projected completion date - April 30th
6. Realign staff within DBG to more efficiently use personnel and resources - Bev Wheatcraft.  
Completed
7. Assign staff responsibility for daily tracking of each contract - Bev Wheatcraft  
Completed
8. Initiate monthly satisfaction surveys for any "problem contracts" and conduct quarterly surveys for all others - Bev Wheatcraft.  
Completed
9. Develop a standard schedule to meet with each contract representative - Janeene Whanger  
Completed
10. Customer complaints will receive immediate response from the supervisory staff. Corrective action will be initiated within 12 hours - Janeene Whanger  
Completed

11. Complaints concerning DBG contracts directed to WVARF will be documented and forwarded to DBG within 12 hours of the receipt of the complaint - Debbie Bensey.

Completed

12. Review contract proposal and information requested for the Capitol Complex paper supplies - Bev Wheatcraft

Completed

13. Set up a schedule for a WVARF representative and DBG personnel to conduct site visits to all Contract locations within the next two months - Beverly Wheatcraft

14. Aggressively pursue accounts receivable. - Bev Wheatcraft

**DIVERSIFIED BUSINESS GROUP**  
**CUSTOMER SATISFACTION DATA**

April 2, 1996

22 contract sites were visited and surveyed using the attached survey form.

8 of 22 contracts responded.

10%	of the questions asked were rated a	1
50%	"	2
16%	"	3 (neutral or NA)
21%	"	4
.008%	"	5

Questions with a response of 1 were in the areas of friendly staff; being able to reach staff easily; and custodial services responses to problems promptly.

Questions with a response of 2 were in the area of bathrooms being clean, stocked and floors maintained.

Questions with a response of 3 were in the area of referring our service to other customers.

Questions with a response of 4 were in dusting.

Questions with a response of 5 were related to maintenance of tile floors

In final analysis, 60% of all questions were rated in the agree/strongly agree categories.