

1-5-2024 2:00pm PH

#### BOARD OF ALDERMAN WORK SESSION CITY HALL, 345 S. MAIN, BOLIVAR, MO 65613 TUESDAY, JANUARY 9<sup>TH</sup>, 2024 at 6:30 p.m.

MEETING WILL BE RECORDED AND POSTED ON FACEBOOK - CITY OF BOLIVAR, MISSOURI

PUBLIC HEARING FOR PROPOSITION – PUBLIC SAFETY
GENERAL SALES TAX OF THREE-QUARTERS OF A PERCENT (0.75%), DEDICATED TO THE PUBLIC SAFETY
AND EMERGENCY PREPAREDNESS OF THE CITY

CALL TO ORDER
ROLL CALL
PLEDGE OF ALLEGIANCE
MOTION TO ADOPT AGENDA

- 1. Fire Fighter oath of office: Tommy Gerean, Danielle Music, Falecia Watson and Isaiah Prewitt
- 2. Re-Appoint Mike Blain for 5-year term on the Board of Adjustment
- 3. Special Event Application: Citizens Memorial Annual Heroes for Hospice 5k/10k, May 4th, 2024
- 4. Bill No 2024-01: An ordinance calling an election in the City of Bolivar, for Proposition Public Safety
- 5. Bill No 2024-02: An ordinance authorizing a contract with Quality Clean for cleaning services at City Building
- 6. Bill No 2024-03: An ordinance authorizing a contract with GM Financial and AmeriCredit Financial Services, Inc for a Municipal Lease purchase of motor vehicles for the Police Department.
- 7. Motion to donate Shop with a cop fund over to Polk County Area Shop with a Cop Program 501 C-3.
- 8. People Centric end of contract review
- 9. EXECUTIVE SESSION: **RSMo 610.021(2)** Leasing, Purchase or Sale of Real Estate by a public governmental body where Public knowledge of the transaction might adversely affect the legal consideration therefor.

#### ADJOURNMENT:

\*IF UNABLE TO ACCESS FACEBOOK ACCOUNT, PLEASE CONTACT CITY CLERK FOR ADDITIONAL OPTIONS\*

# CALL OF A WORK SESSION MEETING OF THE CITY OF BOLIVAR BOARD OF ALDERMEN.

I, Christopher Warwick, Mayor of the City of Bolivar, Missouri, do hereby call a Work Session Meeting at 6:30 p.m. of the Bolivar Board of Aldermen on Tuesday, January 9<sup>th</sup>, 2024 for the purpose of transacting any lawful business that might be brought before said Council at said meeting.

Christopher Warwick, Mayor

EAT:

Paula Henderson, City Clerk

#wherelibertyflows

If you have a need for special accommodations,
Please contact the City Clerk's office 24 hours prior to the meeting.

1-3-2024 3:55pm PH

#### NOTICE OF PUBLIC HEARING

A PUBLIC HEARING ON THE PROPOSITION - PUBLIC SAFETY GENERAL SALES TAX OF THREE-QUARTERS OF A PERCENT (0.75%) CITY OF BOLIVAR: Notice is hereby given to all interested persons that a public hearing will be held, beginning at 6:30 pm, in the council chambers at Bolivar City Hall, 345 S. Main Ave. in Bolivar, on Tuesday, January 9<sup>th,</sup> 2024.

Paula Henderson, City Clerk

### APPLICANT AND ORGANIZATION INFORMATION

Sponsor Name: Citizens Memorial	Health Care Four	ndation	
Address: 1500 N. Oakland			
City: Bolivar	State: MO	Zip: 65613	
Daytime phone: 417-328-6318 C	Cell phone: 417-2	98-0538	
Fax: Cell phone (during event):	417-298-0538		
Email: wren.hall@citizensmemoria	<u>ıl.com</u> Wren Hall,	, Director of (	Community Relations
Preferred method of contact: Ema	il is best.		
EVENT INFORMATION			
Event name: Citizens Memorial An	nual Heroes for H	Hospice 5K/10	ЭК
Event location: CMH, surrounding	streets, part of tr	ail and endin	g mostly through Dunnegan Park.
Date & time of Set up: May 4, 2024	1 at 6 a.m.		
Date & time of Event: May 4, 2024	at 9 a.m.		
Date & time of Clean up: May 4, 20	)24 at 10:30 a.m.		
Anticipated number of attendees:	300		
Will the event sponsor be present and in charge of the event at all times? X Yes □No If no, please provide name of responsible party present.			
Name:		Cell phone (	during event):
Type of activities planned (check all ☐ Carnival ☐ Fireworks ☐ Sporting Event	<ul><li>☐ Concert</li><li>☐ Parade</li></ul>	e explain)	□ Festival X Run/Walk
Will the following be served? (check all that apply) X Food (Packaged and served by CMH)□ Alcohol If food is being served, a permit with the Polk County Health Center shall be obtained. Event sponsor will be responsible to monitor alcohol remains in defined event area.			
Will temporary booths be set up? If yes, will goods be available Sponsor is required to obtain event.	•	☐ Yes ☐ Yes license for al	X No □ No □ vendors selling goods during the
Will event be open to the public?		X Yes	□ No

SPECIAL EVENT PACKET

Will admission be charged?	X Yes	□ No	
Will donations be accepted?	X Yes	□ No	
Will electricity be required?	X Yes	□ No	
Will generators be used?	X Yes	□ No	
Will live music be performed?	☐ Yes	☐ No Possibly?	
Will a stage be set up/constructed?  Please list performance times	□ Yes	X No	
Will banners/signs be installed? X Yes \( \subseteq \text{No} \)  ALL signs require a sign permit issued by the Community Development Department. With the approval of the Special Events Permit, the organization is entitled to 2 cost-free sign permits. The cost-free permits still require a sign application and approval by the Community Development Department. All other signs require sign application submission, approval and permit charge.			
Is this an event for Charity?	XYes	□No	
List participating organizations/with name of contact (attach list if needed)			
Organization:	Contact		
Organization:	Contact		
Organization:	Contact		

Please indicate who is planned to provide the following services:

Service	City provided	Self provided	Not Applicable
Crowd Control		X	
EMS Services		Х	
Fire Watch		Х	
Restroom Facilities		Х	
Security		Х	
Street Barricades		Х	
Traffic Control	X *		
Trash clean-up*		X	

<sup>\*</sup>Police assistance requested at major race crossings.

In addition to the information provided above, please provide a detailed narrative description of the event. Also provide a map illustrating the locations of the activities planned and requested street

SPECIAL EVENT PACKET 5

<sup>\*</sup>The City reserves the right to charge the event sponsor for clean-up provided by the City.

barricades. (Except for very limited circumstances, the City will require that a street closing be from cross intersection to cross intersection so that no traffic can turn into closed street.) Please use additional sheets as needed.

See attached map of revised 2024 route, due to CMH construction. CMH will provide event volunteers at every ½ mile and at major intersections. Both races end with a lap around Dunnegan Park. 10K remains same on trail as in years past. 5K route has an adjustment. Better map provided after the first of the year.

Development	Print: Wren Hall, Director of Community Relations &  Care Foundation Date:
OFFICE USE ONLY	
Date so	Date submitted:cheduled to be presented to Council:
Emergency Management:	Date:
	Date:
Building Inspector (if applicable):	Date:
Fire Chief:	Date:
Police Chief:	Date:
Public Works Director:	Date:
City Clerk:	Date:
4	Date presented to Council:

#### Notes:

Insurance certificate provided 30 days prior to event.

We request that other 5K/10K events are not held on this date. Our race is held annually the first Saturday in May. We know it's a busy day for the community and first responders. We encourage our participants to visit Beef Days after the race.

To the extent permitted by law, Sponsor agrees to indemnify, defend and hold harmless the City of Bolivar, its officers, agents, volunteers and employees from and against all suits, claims, damages, losses and expenses, including by not limited to attorney's fees, court costs or alternative dispute resolution costs arising out of, or related to, Sponsor's use of city streets, roads, parks, sidewalk or other facilities under this agreement involving an injury to a person or persons, whether bodily injury or other personal injury (including death), or involving an injury or damage to property (including loss of use or diminution in value), but only to the extent that such suits, claims, damages, losses or expenses are caused by the negligence or other wrongdoing of Sponsor, its officers, agents and volunteers, or anyone directly or indirectly employed or hired by Sponsor or anyone for whose acts Sponsor may be liable, regardless of whether caused in part by the negligence or wrongdoing of City and any of its agents or employees.

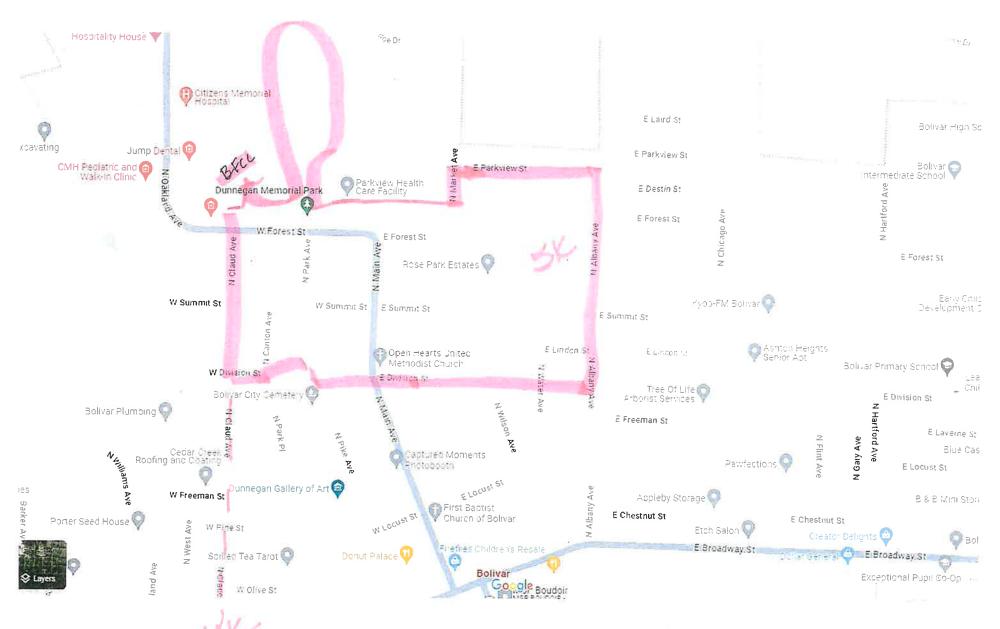
- 1. Sponsor shall purchase and maintain the following insurance, at Sponsor's expense:
  - Commercial General Liability Insurance with a minimum limit of \$1,000,000 each occurrence/\$2,000,000 general aggregate written on an occurrence basis
  - Comprehensive Business Automobile Liability Insurance for all owned, non-owned and hire automobiles and other vehicles used by Sponsor with a combined single limit of \$1,000,000 per accident
- 2. All policies of insurance must be on a primary basis, non-contributory with any other insurance and/or self-insurance carried by the city.
- 3. Prior to using City's facilities or infrastructure under this agreement, Sponsor shall furnish the City with certificates of insurance evidencing the required coverage, conditions and limits required by this agreement, have the City named as an additional inured and provide the appropriate additional insured endorsements.
- 4. No provision of this agreement shall constitute a waiver of the City's right to assert a defense based on the doctrines of sovereign immunity, official immunity or any other immunity available under law.

50. 3 = 12. 1. ±30.	
Signature: Development	Print: Wren Hall, Director of Community Relations &
Organization Name: Citizens Memorial Health Care F	oundation Date:
City of Bolivar Representative:	Date:
*Please note that our insurance company only issues	this 30 days before the event. Thanks

Wrenttell

SPECIAL EVENT PACKET 7

# 2024 Route



2023 Route **CMH Orthopedic** 5K & Spine Center El Laird St 6 Park view 31 👆 Hydration Station® E Dontin Bi E l'oresi Si Pet Hydration Station Bolivar Prin Dunnegan Gallery of Art Citizens Memorial Dollar Ge Healthcare Facility Donut Palace E Broadway St Citizens Memorial Hospital... iuman Resources United States The Well-414 Postal Service Polk County 📻 Boliva Middle School Health Center (32) Sonic Drive-In E Maupin St W Mauein St. E Buffalo St Domino's Pizza W Auetin St W College St McDonald's E Aubum St E South St Southside Medical W Colgete St Center - CMH **CMH Sports** F Drake St Medicine Center 10K Turn-A-Round Follow route back to Division & turn right. W High St Baptist UJohn Playter Park University W Aldrich Rd W Aldrich Rd

Taco Bell

#### **ORDINANCE COVER SHEET**

Bill No. 2024-01

Ordinance N	No.
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# "AN ORDINANCE CALLING AN ELECTION IN THE CITY OF BOLIVAR, MISSOURI."

Filed for public inspection on	
First reading In Full; By Title on	
Second reading In Full; By Title on	•
Vote by the Board of Aldermen on	<b>:</b>
Aye; Nay; Abstain	
Approved by the Mayor on	·
Vetoed by the Mayor on	•
Board of Aldermen Vote to Override Veto on	
Aye; Abstain	
Bill Effective Date: .	

ORDINANCE NO.	
---------------	--

# "AN ORDINANCE CALLING AN ELECTION IN THE CITY OF BOLIVAR, MISSOURI."

BE IT ORDAINED BY THE BOARD OF ALDERMEN OF THE CITY OF BOLIVAR, MISSOURI, AS FOLLOWS:

**Section 1.** The Board of Aldermen finds it necessary and hereby declares its intent to ask the voters of the City of Bolivar, Missouri whether the City should increase the general local sales tax rate authorized pursuant to Section 94.510 R.S.Mo. for the purpose of providing for public safety and emergency preparedness, with revenue to be used for services, equipment, compensation, and training.

**Section 2.** An election is hereby ordered to be held in the City of Bolivar, Missouri, on April 2, 2024, on the following question:

#### **QUESTION**

#### **PROPOSITION - PUBLIC SAFETY**

Shall the City of Bolivar, Missouri increase the general local sales tax rate by three quarters of a percent (0.75%), provided that the revenue from the increase will be dedicated to the public safety and emergency preparedness of the City?

 $\square$  YES  $\square$  NO

If you are in favor of the question, place an "X" in the box opposite "YES." If you are opposed to the question, place an "X" in the box opposite "NO."

**Section 3.** The form of the Notice of Election for said election, a copy of which is attached hereto and made a part hereof, is hereby approved.

**Section 4.** The City Clerk is hereby authorized and directed to notify the County Clerk of Polk County, Missouri, of the adoption of this Ordinance no later than 4:00 P.M. on January 23, 2024, and to include in said notification all of the terms and provisions required by Chapter 115 of the Revised Statutes of Missouri, as amended.

**Section 5.** This Ordinance shall be in full force and effect from and after its passage.

Christopher Warwick, Mayor

ATTEST:
Paula Henderson, City Clerk
<u>CERTIFICATION</u>
I, Paula Henderson, do hereby certify that I am the duly appointed and acting City Clerk for the City of Bolivar, Missouri; that the foregoing Ordinance No was adopted by the Board or Aldermen and thereafter approved by the Mayor and became effective on
2024; and that said Ordinance remains in full force and effect, having never been altered, amended nor repealed.
Paula Henderson, City Clerk

Sample Ballot General Municipal Election City of Bolivar, Missouri

April 2<sup>nd</sup>, 2024

pili 2 , 2024	
Question 1:	
	PROPOSITION – PUBLIC SAFETY
of a percent (0.75%), pro	Missouri increase the general local sales tax rate by three quarters ovided that the revenue from the increase will be dedicated to the ency preparedness of the City?"
YES	
NO	

If you are in favor of the question, place an "X" in the box opposite "YES". If you are opposed to the question, place an "X" in the box opposite "NO".

#### **ORDINANCE COVER SHEET**

Bill No. 2024-02

Ordinance No.
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# "AN ORDINANCE AUTHORIZING A CONTRACT WITH QUALITY CLEAN FOR CLEANING SERVICES AT CITY BUILDINGS."

Filed for public inspection on	_•
First reading In Full; By Title on	·
Second reading In Full; By Title on	·
Vote by the Board of Aldermen on	:
Aye; Abstain	
Approved by the Mayor on	·
Vetoed by the Mayor on	·
Board of Aldermen Vote to Override Veto on	
Aye; Nay; Abstain	
Bill Effective Date: .	

Ordinance No.	
---------------	--

# "AN ORDINANCE AUTHORIZING A CONTRACT WITH QUALITY CLEAN FOR CLEANING SERVICES AT CITY BUILDINGS."

Be it Ordained by the Board of Aldermen of the City of Bolivar, Missouri, as follows:

**Section I:** The City is hereby authorized to enter into an agreement with the Quality Clean, for cleaning services for City buildings; with such contract and terms to be in the form attached hereto as Exhibit "A" and made a part hereof by reference.

**Section II:** The Mayor and City Clerk are hereby authorized and directed to enter into an agreement as described above for and on behalf of the City.

**Section III**: This Ordinance shall be in full force and effect from and after: its passage by the Board of Aldermen and approval by the Mayor.

$\overline{c}$	Christopher Warwick, Mayor
ATTEST:	
Paula Henderson, City Clerk	

#### **CERTIFICATION**

	by certify that I am the duly appointed and acting ssouri; that the foregoing Ordinance No	City Clerk
adopted by the Board or Al	dermen and thereafter approved by the Mayor as	nd became
effective on	, 2024; and that said Ordinance remains in ful	I force and
effect, having never been alte	ered, amended nor repealed.	
	Paula Henderson, City Clerk	



CUSTOMIZED FOR





myqualityclean.com



# **TABLE OF CONTENTS**



INTRODUCTION LETTER

03 📉



**EXECUTIVE SUMMARY** 



**COMPANY OVERVIEW** 



**OPERATIONAL BEST PRACTICES** 



QUALITY CONTROL

08 🤗



SERVICES OVERVIEW



**ABOUT US** 



CONTACT US



SPECIFIC CLEANING PLAN & PRICING



# INTRODUCTION LETTER



October 25<sup>th</sup>, 2023 City of Bolivar 345 S. Main Bolivar, MO. 65616

Freda,

We would like to take this opportunity to thank you for choosing Quality Clean to give you a quote for janitorial services at your facility; we are aware that you have many choices and we greatly appreciate the honor. With Quality Clean you can rest assured that your facilities is in the hand of your LOCAL cleaning experts.

Locally owned and operated since 2003, Quality Clean has been providing customized janitorial services to businesses all over Southwest Missouri. Our number one priority is to make sure we are our customers' best vendor. We accomplish this by using only qualified employees and through constant quality control checks and communication with our customers. With over 40 years of combined commercial janitorial experience, our owners have seen almost everything; Quality Clean stands ready, with the appropriate equipment and personnel, to tackle any job.

Again we would like to take this opportunity to thank you for the honor and look forward to working with you and your company, if you have any questions you can reach me at any of the numbers below.

Sincerely,

Burnis Gibson
Owner

bgibson@qualitycleanjs.com | Office 417.833.4250 | Cell 417.840.6866 myqualityclean.com

## **EXECUTIVE SUMMARY**



Since 2003 Quality Clean has provided exceptional service to our customers and facilities just like yours. The following will explain how we plan to deliver on our promise to provide exceptional services to you and your facility.



#### **QUALITY**

Through training and following industry standards Quality Clean will strive to provide the highest quality services for your facility. Quality Clean utilizes Hillyard University to train and equip our employees to perform in a manner that is effective and efficient, providing superior services.



#### **COMMUNICATIONS**

Communication and the breakdown of create most of the problems janitorial services providers and customers see. Through an open line of communication Quality Clean can quickly and efficiently respond to the need and issues as they arise in your facility. The management at Quality Clean is always available and ready to respond to your needs.



#### TRUST

Trust is a huge issue in the cleaning industry. You trust that when you hand the keys over to your building that the people who come into your facility are of the highest quality. We don't just say this, we follow through. Quality Clean is truly a family-owned business and we care about the safety and security of your facility. We will never use sub-contractors or franchisees to clean your facility. All of our employees are uniformed and trained through an initial training program as well as quarterly in-house training sessions to assure we are the best we can be. All employees are supervised by professionals that have years of experience in the cleaning industry and are second to none in this area.

# **COMPANY OVERVIEW**



#### **OUR MISSION**

Here to Serve You

We are a locally owned – family operated company with roots right here in Southwest Missouri. Quality Clean is dedicated to changing your opinion of the cleaning industry. While no company is perfect, we strive to be our customers best vendor by consistently communicating, continually learning new techniques, and training on old techniques that are still relevant to the cleaning industry today.

Quality Clean has been in business for 12 years, and our management has over 37 years combined experience in commercial and residential cleaning.

At Quality Clean, we are customer focused and customer driven. Our business philosophy of local service is the key to our success. Our leadership has proven itself to be strong, experienced, and stable. Our management continues to bring forth a wealth of fresh ideas, processes and experiences to strengthen Quality Clean even more. We are a "hands-on" company. Our leadership team is responsible and accountable for Quality Clean's integrity. And finally, we have a vision that is constant and unwavering: To be our customers' best vendor. This is who we are and how we operate. We're delivering on our commitment to drive excellence in all that we do.

#### WHAT WE OFFER











# OPERATIONAL BEST PRACTICES



Quality Clean was founded in 2003 by Burnis and Cindy Gibson, we provide customized janitorial services throughout Southwest Missouri. Our number one mission is to be our customers' best vendor, to accomplish this we adhere to the following:

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#### **EMPLOYEE BACKGROUND CHECKS**



All employees who are hired by Quality Clean go through a background investigation and a drug screening; they also submit to random checks during employment. Background investigations include: social security verification, nation-wide background check, motor vehicle driving check, and nation-wide sex offender search. Drug screenings are a 10-panel drug screening by a third party screening company.



#### **TRAINING**



Training is the key to success for any company; at Quality Clean we make training a priority. All employees undergo two weeks of initial in-house training that was developed with safety and the quality of our employees work in mind. Quality Clean employees come together every quarter for a group training session where we further hone our skills in a group setting allowing us to exchange valuable information, techniques, and best practices system wide.



#### **SECURITY**



Security of your facility is of great importance; Quality Clean employees and management take that responsibility very seriously and have put in place safeguards that protect your key, security codes, and access cards using a coded system that only the top management has access to. We treat your facility as if it were our own home. In addition to key security ALL Quality Clean employees are easily recognized by our company shirts. No employee will be in your facility without one.

# OPERATIONAL BEST PRACTICES





#### **INSURANCE**



Quality Clean is fully licensed by the cities we work in and we carry full insurance of our equipment, general liability, workers' compensation, and all of our employees are bonded. A certificate will be in a separate email from our insurance agent.



#### **EQUIPMENT AND SUPPLIES**



Quality Clean uses only professional grade equipment and chemicals from Hillyard Inc. Quality Clean employees are OSHA trained on the use of hazardous chemicals and are trained on the use of Safety Data Sheets. Quality Clean supplies all equipment and chemicals necessary to accomplish the job. Quality Clean employees will never use any of your equipment to complete a job. We have a wide variety of specialized equipment to accomplish any task necessary.



#### **EXPERIENCE**



Quality Clean has the experience to handle ANY building and ANY task. We clean buildings from 1,200 square feet up to buildings of 150,000 square feet. We have the ability to clean anything from single buildings once per month to multiple facilities seven days per week. Quality Clean provides the following services:



**OFFICE** CLEANING



HARD FLOOR MAINTENANCE



**CARPET** CLEANING



WINDOW CLEANING



MUCH MORE...

## **QUALITY CONTROL**



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Quality Cleans' management is responsible for the quality of work our employees produce. Our management team does weekly quality inspections as well as periodic spot inspections to insure the highest quality work. Our customers are our best gauge of the quality of our work.

#### **TESTIMONIALS**

What Our Clients Say

My husband and I have worked with QC for 3 years and have personally seen the owners go above and beyond to make sure customers and employees alike are satisfied. As former, and current business owners, we continue to be impressed with the integrity, ethics, and professionalism of this company.

#### **CONNIE MATHEWS**

Quality Clean does a great job for us. Cindy and Burnis have both been very good to work with. They hire quality full time employees that care about the job they do. Cindy has been quick to take care of any small issues that we have had. They are always ready to take care of any extra's that we need done and do it on short notice. Great Company, great people. I'm glad we have them taking care of our cleaning.

#### PAUL B. SRC Electrical

My company has worked with Quality Clean for over four years. They have been a great company to work with, provide exceptional service and care about their clients.

#### Larry P. Campaignium

66

66

66

## **SERVICES OVERVIEW**



When it comes to cleaning your facility, you should not hesitate to choose Quality Clean. We are a locally owned, family operated business with roots right here in southwest Missouri, and the quality of our service speaks for itself. Our owners' hands-on technique helps ensure every building is taken care of with the highest level of service and cleaning techniques. We communicate constantly with our customers to reassure them the job is getting done properly. Not only are we continually learning new techniques, but we are perfecting old techniques still relevant to the cleaning industry. Quality Clean only hires the best and only after a thorough background check and drug screening. After hiring the best people, our employees undergo an intensive training program. This catches them up on current cleaning trends and shows them how to do their jobs efficiently and safely. Another area where we do not skimp on quality is our cleaning materials. Quality Clean uses only the highest quality equipment and chemicals to clean your facility. If for any reason at any time you are displeased with our services, you may cancel without worrying about breaking a contract.





#### OFFICE CLEANING

Quality clean provides complete, customized janitorial services to a number of different types of buildings. We tailor our services to meet the needs of your buildings size, number of employees, and your budget. We will sit down with you and put together a plan that suites your needs. We guarantee our results to be second to none! We offer this service, daily, weekly, bi-weekly, or monthly.

## **SERVICES OVERVIEW**





#### **HOME CLEANING**

Quality Clean will work with you to build a cleaning plan that is tailored to your needs and budget, we allow you to choose how often we clean so that we fit perfectly into your life and schedule. Our cleaners are expertly trained to provide the highest quality service and submit to drug screenings and background investigations to insure your home and family are safe. We are licensed, insured, and bonded to protect you.



#### **FLOOR CARE**

Quality Clean can service any floor type you have. Whether you need your tile or other hard floors stripped, waxed, scrubbed, our floor-care specialists can assist you in getting your floors looking their best. —vinyl, terrazzo, ceramic tile, concrete



#### **SPORTS FACILITIES**

Quality Clean can thoroughly clean your high traffic facility. Whether it be a Sports Facility or a Theater, Quality Clean will help keep your facility looking its best. The cleanliness of your facility will affect the customer experience. We are the leaders in quality cleaning and can help you reduce customer complaints about restrooms, trash can odors, and unclean chairs or benches. —basketball facilities, tennis facilities, soccer stadiums, football stadiums, baseball fiels, theatres, and more



#### **MEDICAL FACILITIES**

Quality Clean recognizes the importance of a clean medical facility. Our infection control program is designed to reduce the instances of infection through contact with surfaces in your facility. Our continuing education and certification program helps us keep up to date on current threats and remedies regarding infectious diseases. From waiting rooms to Doctors offices, and everything in between, Quality Clean will disinfect and clean your facility to keep it looking it's best.

# ABOUT US (THE EXPERTS)



#### **BURNIS GIBSON - OWNER**



Burnis founded Quality Clean in 2003 with his wife Cindy. Burnis has 17 years of experience in janitorial services and business management. Burnis has served on the Boards of several organizations in the Springfield business community. He currently serves as the Board President of a small local cemetery association and has served 16 years as a volunteer firefighter and Chief of local fire departments.

#### **CINDY GIBSON - OWNER**



Cindy founded Quality Clean in 2003 with her husband Burnis. Cindy has 21 years of experience in janitorial services and business management. Prior to founding Quality Clean, Cindy served as the Operations Manager for a nationwide cleaning franchise. Cindy also serves as a Board Member and Secretary for a small local cemetery association.

BRITTANY MARLER
- AREA MANAGER

DEIDRE MORRIS
- HR SPECIALIST

IMAGE COMING SOON!



## **CONTACT US**



#### WHY CHOOSE US?

The quality of our service speaks for itself. Quality Clean has a tradition of providing the highest levels of customer service. Our owners "hands-on" technique helps insure every building is taken care of. They are in the buildings each night cleaning side by side with their employees to ensure the highest level of service is being provided. We hire only the best employees, after a thorough background investigation and drug screening, and have some of the highest starting pay rates for Cleaners in the area. Our intensive training program insures our employees are up to date with current cleaning trends performing their jobs efficiently and safely. We use only the highest quality equipment and chemicals to clean your facility. Finally, there are no contracts. If you are not happy with our services, you may cancel at any time.

### CONTACT INFORMATION

**OFFICE PHONE:** 417.833.4250

**CELL PHONE:** 417.840.6866

**EMAIL:** bgibson@qualitycleanjs.com

**WEBSITE:** myqualityclean.com

ADDRESS: 2305 E Olive Ct a, Springfield, MO 65802

## **BILLING INFORMATION**



<u>City</u> of Bolivar
Legal Company Name
N A
DBA or Trade Name
POBOX 9
Mailing Address
Bolivar, MO, 65613
City, State, Zip Code
417-328-5809
A/R Phone Number
Freda Chism
A/R Contact (First Name, Last Name)
fchismabolivar, mo. us
A/R Email Address (Invoice submission)

I understand that all Quality Clean invoices will be delivered electronically and not via paper statements and that by initialing this document, I certify that the contact listed above is responsible for all billing in regards to all contracted services summarized in the Pricing Summary and Monthly Billing Schedule.

Client:	4	1 Refl	Thomas Relford	
Initial:	TH	Date:	12-27-2023	

# OFFICE CLEANING

Your TRUSTED cleaning partner since 2003.

Daily Office Cleaning

Emergency COVID Disinfecting

Disinfecting Services







myqualityclean.com 417.833.4250





#### **AGREEMENT**

Agreement made this 27th day of Dec	<u>:ember ,20,23,</u>	by and between Quality Clea
and City of Ball Vow		
(Thereinafter called "Client").		

Whereas, Quality Clean maintains a cleaning service rendered on an individual contract basis in office buildings, schools, and other locations.

Whereas, client desires Quality Clean to supply such cleaning services at the property commonly known as <u>City Hull. 345 S. Main</u>, <u>Bolivar MO</u> (hereinafter to be called "Area to be serviced").

Now therefore the parties agree to as follows:

- 1) Beginning on <u>Jan, 1, 2024</u> Quality Clean will provide and perform for the client the services described in the "Task Schedule", a true and accurate copy of which is attached hereto and made a part hereof, in the areas to be serviced.
- 2) All personnel furnished by Quality Clean will be employees of Quality Clean, and Quality Clean will pay all salaries and expenses of, social security, federal and state provincial unemployment taxes, and any similar payroll taxes relating to such personnel, and will carry workmen's compensation insurance for such personnel. Quality Clean will be considered an independent contractor, and will not at any time directly or indirectly act as an agent, servant, or employee of the client, or make any commitments or incur any liabilities on behalf of the client without it's expressed written consent.
- 3) Quality Clean will provide all proper safeguards and shall assume all risks incurred in performing its services hereunder.
- 4) Quality Clean shall provide the insurance coverage set forth below, and deliver to client certificates of insurance upon request.

\$2,000,000.00 Liability \$2,000,000.00 General Aggregate \$2,000,000.00 Personal Injury



- 5) Without limiting the responsibilities of Quality Clean for the proper conduct of its personnel and the cleaning of the areas to be serviced hereunder, the conduct of the cleaning personnel hereunder will be guided by rules and regulations as agreed upon from time to time between the client and Quality Clean, and such additional special written instructions as may be issued by client from time to time through its designated agent.
- 6) Quality Clean is responsible for the direct supervision of its personnel through designated representatives, and such representatives will in turn, be available at all times to report and confer with the designated agents of the client with respect to services rendered.
- 7) Quality Clean agrees that the cleaning services to be provided hereunder shall be performed by qualified, careful, and efficient employees in conformity with the best practices and the highest standards. Quality Clean further agrees that upon the written request of the client, it will remove from services hereunder any of its personnel who in the reasonable opinion of the client are guilty of improper conduct or are not qualified to perform the work assigned to them.
- 8) It shall be understood and agreed that during the terms of this agreement and for ninety (90) days thereafter the client shall not directly or indirectly hire any person employed by Quality Clean.
- 10) Quality Clean will perform services required hereunder except when prevented by strike, lockout, act of God, accident, or other circumstances beyond its control. Also with the exception of all major U.S. holidays.
- 11) Client shall pay to Quality Clean it's costs and expenses including reasonable attorney's fees paid or incurred in enforcing the terms hereof.
- 12) This agreement may be terminated by either party by giving thirty (30) days written notice addressed to the party at the address below its name. This agreement contains all of the covenants and agreements between said parties with respect to the subject matter of this agreement.



IN WITNESS WHEREOF, Parties have caused this agreement to be executed as of the date first above written

BY	THAT	Thomas Relford	y <u>.</u>	Client Representative
Address:_	P.O.Box 9, Bdiv	TAN MO 65613		
	BA	······································		
BY	9		Quality	Clean Representative
Address:	2305 F Olive Ct. Suite	A Springfield MO 65802		



IN WITNESS WHEREOF, Parties have caused this agreement to be executed as of the date first above written

BY Theft	Thomas Relford		Client Representative
Address: P.O.Box 9, Baliv	av Mo 65613		
BY		_Quality	Clean Representative
Address:2305 E Olive Ct. Suite	A, Springfield, MO. 65802		



#### **Cleaning Specifications**

The following pages describe the cleaning proposal and plan as requested.

- Quality Clean will provide all cleaning equipment, and chemicals
- All insurance will be maintained during the entire contract period.
- Paper towels, toilet paper, and trash liners will be provided by: CLIENT
- Hand soaps and sanitizers will be provided by: CLIENT



#### Task Schedule

#### General Areas / Offices

Empty wastebaskets, replace liners as needed
Dust furniture, cleared desks, tops of cubicles
Dust all exposed filing cabinets, bookshelves, and shelves
Clean and sanitize phones
Dust all interior window ledges
Clean all door glass
Dust mop hard floors
Vacuum off mats
Vacuum all carpeted areas
Damp mop all hard floors
Check and clean vents as needed

#### Restrooms

Clean, sanitize, and polish all vitreous fixtures
Clean and sanitize sinks
Clean all glass and mirrors
Clean and polish stainless steel
Empty waste baskets, replace liners as needed
Empty all feminine disposals
Spot clean walls, doors, and partitions
Sweep, mop, and sanitize floors
Clean and polish water fountains

#### **Eating Areas**

Damp wipe all tables
Clean and sanitize sink and countertops
Spot clean appliances
Sanitize and polish stainless steel sinks
Empty wastebaskets, replace liners
Spot clean walls around wastebaskets
Clean inside and outside of microwave/frigerator
Sweep, mop, and sanitize all floors

#### Administrative services

Notify building contact of any irregularities Turn off all lights, except those designated Close, lock windows, doors, notify security

#### Monthly services

General Areas
Remove dust and cobwebs from ceiling areas or as needed
Vacuum edges of carpets and hard to reach areas
Detail dust all high surfaces
Detail dust all low surfaces
Vacuum light grids and vents
Clean baseboards
Dust chair legs



345 S. Main Ave, PO Box 9, • Bolivar, Missouri 65613 Telephone (417)326-2489 • Fax (417) 777-3212 www.bolivar.mo.us

#### Scope of Work and Technical Description

Tasks: City Hall as listed weekly unless otherwise noted

General Areas-Offices-Upstairs/Downstairs-Meeting Rooms-Entryways-Stairway & landing-Shred area

Empty wastebaskets, replace liners as needed

Dust furniture, cleared desks, tops of cubicles

Dust all exposed filing cabinets, bookshelves, and shelves

Clean and sanitize phones

Dust all interior window ledges

Clean all door glass-sanitize door handles

Dust mop hard floors

Vacuum off mats

Vacuum all carpeted areas

Damp mop all hard floors

Check and clean vents as needed

#### Restrooms-upstairs and downstairs

Clean, sanitize, and polish all vitreous fixtures

Clean and sanitize sinks

Clean all glass and mirrors

Clean and polish stainless steel

Empty waste baskets, replace liners as needed

Empty all feminine disposals

Spot clean walls, doors, and partitions as needed (1st time all walls/partitions)

Sweep, mop, and sanitize floors

Clean and polish water fountains

#### Eating Areas-upstairs and downstairs

Damp wipe all tables

Clean and sanitize sink and countertops

Spot clean appliances

Sanitize and polish stainless steel sinks

Empty wastebaskets, replace liners

Spot clean walls around wastebaskets

Clean inside and outside of microwave/refrigerator

Sweep, mop, and sanitize all floors

#### Administrative services

Notify building contact of any irregularities

Turn off all lights, except those designated

Close, lock windows, doors, notify security

#### Monthly services: General Areas

Remove dust and cobwebs from ceiling areas or as needed

Vacuum edges of carpets and hard to reach areas

Detail dust all high and low surfaces

Vacuum light grids and vents

Clean baseboards and chair legs

Thoroughly clean executive board room seating

Entryway glass inside and out(3 public entrances)



#### **Optional Services**

Floor Cleaniing Services Available Upon Request



### **Pricing Analysis**

The cost of housekeeping is as follows:

ITEM

Thorough cleaning as per attached:

Monthly Cost Annual Cost

1x per week \$520.00 \$6,240.00 1x per week Public Safety \$230.00 \$2,760.00

#### NOTES:

This quote is based after normal business hours with the exception of all major U.S. Holidays. You will not be credited for these days they are built into the cost.

This quote will expire in one month from receiving quote (date on page).

Our price is based on monthly task schedule as written; services can be changed to suit your budgetary considerations. This proposal is a starting point for customizing and meeting your goals and criteria's. If you would like to change anything, that would affect the price, please let me know! Thank you again for this opportunity to submit this bid.



# References

Gillespie Excavating - Since 2021 - Contact: Niki G. 417-736-3774

Offen Petroleum – Since 2023 – Contact: April W. 303-297-3835

### Professional Memberships





BransonChamber.com





# Verifyable Results







### CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 09/06/2022

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

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

PRODUCER Connell Insurance, Inc.					CONTACT Tiffany Dohn  NAME: Tiffany Dohn  PHONE (417) 334-2000 FAX (A/C, No): (417) 334-4906 (A/C, No): (417) 334-4906					
P.O. Box 1840					(A/C, No, Ext): (A/C, No): (A/C,					
										NAIC #
Вга	nson			MO 65615	INSURE	RA: Acuity, A	Mutual Insura	nce Co.		14184
INSL	RED				INSURE	RB:				
	Quality Clean LLC				INSURE	R C:				
	2305 E Olive Ct				INSURE	R D:				
					INSURE	RE:				
	Springfield			MO 65802	INSURE	RF:				
_	and the second s			NUMBER: 22/23 Master				REVISION NUMBER:		
IN CI	IIS IS TO CERTIFY THAT THE POLICIES OF DICATED. NOTWITHSTANDING ANY REQU ERTIFICATE MAY BE ISSUED OR MAY PERT KCLUSIONS AND CONDITIONS OF SUCH PI	IREME AIN, T	ENT, TE	ERM OR CONDITION OF ANY S SURANCE AFFORDED BY THE	CONTRA E POLICI	CT OR OTHER	R DOCUMENT \ D HEREIN IS S	WITH RESPECT TO WHICH T	HIS	
NSR	TYPE OF INSURANCE	ADDL	SUBR	POLICY NUMBER		POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMIT	s	
	COMMERCIAL GENERAL LIABILITY	1	1					EACH OCCURRENCE		0,000
	CLAIMS-MADE X OCCUR							DAMAGE TO RENTED PREMISES (Ea occurrence)	s 100,	
٨				70543		00/02/0000	00/03/2022	MED EXP (Any one person)	\$ 5,00	
Α				ZB0543		09/03/2022	09/03/2023	PERSONAL & ADV INJURY	\$ 1,00	
	GEN'L AGGREGATE LIMIT APPLIES PER:							GENERAL AGGREGATE	\$ 2,00	
	POLICY JECT LOC							PRODUCTS - COMP/OP AGG	s 2,000,000	
_	OTHER:	-						AISAS COMBINED SINGLE LIMIT	\$	
	AUTOMOBILE LIABILITY							(Ea accident)	s 500,	000
Α	ANY AUTO OWNED SCHEDULED			700542			00/00/0000	BODILY INJURY (Per person)	\$	
	AUTOS ONLY AUTOS			ZB0543	09/03/2022	09/03/2023	BODILY INJURY (Per accident)  PROPERTY DAMAGE	\$		
	AUTOS ONLY AUTOS ONLY							(Per accident)	\$	
	× 19		-					Medical payments	\$ 1,000	
Α	UMBRELLA LIAB OCCUR			700542	- 1	00/00/0000	00/00/0000	EACH OCCURRENCE	\$ 2,000	
^	EXCESS LIAB CLAIMS-MADE	1		ZB0543	- 1	09/03/2022	09/03/2023	AGGREGATE	\$ 2,000	0,000
	DED RETENTION \$ WORKERS COMPENSATION	-	-					✓ PER OTH-	\$	
	AND EMPLOYERS' LIABILITY Y / N				09/03/			STATUTE   ER	e 1,000	2.000
Α	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED?	N/A Z		ZB0543		09/03/2022	09/03/2023	E.L. EACH ACCIDENT	4.004	0,000
	(Mandatory in NH) If yes, describe under				- 1			E.L. DISEASE - EA EMPLOYEE	4.004	
_	DESCRIPTION OF OPERATIONS below	-	-					E.L. DISEASE - POLICY LIMIT	\$ 1,000	5,000
ESC	RIPTION OF OPERATIONS / LOCATIONS / VEHICL	ES (AC	ORD 1	01, Additional Remarks Schedule, (	may be at	tached if more sp	ace is required)			
				14						
CER	TIFICATE HOLDER				CANC	ELLATION				
					SHO	II D ANY OF T	HE ABOVE OF	COURT DOLLOWER DE CAN	CELLES	BEEODE
THE						EXPIRATION D	ATE THEREOF	SCRIBED POLICIES BE CAN F, NOTICE WILL BE DELIVER PROVISIONS.		BEFORE
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	1					Tiffany Dohn				



# Western Surety Company

WESTERN SURETY LOMPANY + ONE OF AMERICA S OLDEST BONDING

### JANITORIAL SERVICE BOND

Bond No. 62507294

In consideration of an agreed premium, Western Surety Company, a South Dakota corporation, hereby agrees to indemnify Quality Clean LLC of 3695 E State Hwy AA, Springfield, MO 65803 (the "Obligee"), against loss of money or other property, real or personal, belonging to any and all subscribers (the "Subscriber") to its services, or in which the Subscriber has a pecuniary interest, or for which the Subscriber is legally liable, which the Subscriber shall sustain as the result of any fraudulent or dishonest act, as hereinafter defined, of an Employee or Employees of the Obligee acting alone or in collusion with others, and for which the Obligee is liable, the amount of indemnity on each of such Employees being Ten Thousand and 00/100 DOLLARS (\$10,000.00 THE FOREGOING AGREEMENT IS SUBJECT TO THE FOLLOWING CONDITIONS AND LIMITATIONS: TERM OF BOND: August 26th day of \_\_ SECTION 1. The term of this bond begins with the o'clock night, standard time, at the address of the Obligee above given, and ends at 12:00 o'clock night, standard time, on the effective date of the cancellation of this bond in its entirety. DISCOVERY PERIOD: SECTION 2. Loss is covered under this bond only (a) if sustained through any act or acts committed by any Employee of Obligee while this bond is in force as to such Employee, and (b) if discovered prior to the expiration or sooner cancellation of this bond in its entirety as

### DEFINITION OF EMPLOYEE:

SECTION 3. The word Employee or Employees, as used in this bond, shall be deemed to mean, respectively, one or more of the natural persons (except directors or trustees of the Obligee, if a corporation, who are not also officers or employees thereof in some other capacity) while in the regular service of the Obligee in the ordinary course of the Obligee's business during the term of this bond, and whom the Obligee compensates by salary or wages and has the right to govern and direct in the performance of such service, for whom a premium has been paid, and who are engaged in such service within any of the States of the United States of America, or within the District of Columbia, Puerto Rico, the Virgin Islands, or elsewhere for a limited period, but not to mean brokers, factors, commission merchants, consignees, contractors, or other agents or representatives of the same general character.

provided in Section 11, or from its cancellation or termination in its entirety in any other manner, whichever shall first happen.

### FRAUDULENT OR DISHONEST ACT:

SECTION 4. A FRAUDULENT OR DISHONEST ACT OF AN EMPLOYEE OF THE OBLIGEE SHALL MEAN AN ACT WHICH IS PUNISHABLE UNDER THE CRIMINAL CODE IN THE JURISDICTION WITHIN WHICH ACT OCCURRED, FOR WHICH SAID EMPLOYEE IS TRIED AND CONVICTED BY A COURT OF PROPER JURISDICTION.

#### MERGER OR CONSOLIDATION:

SECTION 5. If any natural persons shall be taken into the regular service of the Obligee through merger or consolidation with some other concern, the Obligee shall give the Surety written notice thereof and shall pay an additional premium on any increase in the number of Employees covered under this bond as a result of such merger or consolidation computed pro rata from the date of such merger or consolidation to the end of the current premium period.

#### NON-ACCUMULATION OF LIABILITY:

SECTION 6. Regardless of the number of years this bond shall continue in force and the number of premiums which shall be payable or paid, the liability of the Surety under this bond shall not be cumulative in amounts from year to year or from period to period.

### LIMIT OF LIABILITY UNDER THIS BOND AND PRIOR INSURANCE:

SECTION 7. With respect to loss or losses caused by an Employee or which are chargeable to such Employee as provided in Section 4 and which occur partly under this bond and partly under other bonds or policies issued by the Surety to the Obligee or to any predecessor in interest of the Obligee and terminated or cancelled or allowed to expire and in which the period for discovery has not expired at the time any such loss or losses thereunder are discovered, the total liability of the Surety under this bond and under such other bonds or policies shall not exceed, in the aggregate, the amount carried under this bond on such loss or losses or the amount available to the Obligee under such other bonds or policies, as limited by the terms and conditions thereof, for any such loss or losses, if the latter amount be the larger.

#### DEDUCTIBLE:

SECTION 8. The Surety shall not be liable under this bond on account of any loss or losses through fraudulent or dishonest acts committed by any Employee of Obligee, unless the amount of such loss or losses, after deducting the net amount of all reimbursement and/or recovery, including any cash deposit taken by the Obligee, obtained or made by the Obligee or the Surety on account thereof, prior to payment by the Surety of such loss or losses, shall be in excess of ONE HUNDRED DOLLARS (\$100.00), and then for such excess only, but in no event for more than the amount of insurance carried on such Employee under this bond. If more than one Employee commits the fraudulent or dishonest act resulting in such loss or losses, said deductible amount shall apply to each Employee so involved.

SALVAGE:

SECTION 9. If the Obligee shall sustain any loss or losses covered by this bond which exceed the amount of coverage provided by this bond, the Obligee shall be entitled to all recoveries, except from suretyship, insurance, reinsurance, security or indemnity taken by or for the benefit of the Surety, by whomsoever made, on account of such loss or losses under this bond until fully reimbursed, less the actual cost of effecting the same; and less the amount of the deductible carried on the Employee causing such loss or losses; and any remainder shall be applied to the reimbursement of the Surety.

CANCELLATION AS TO ANY EMPLOYEE:

SECTION 10. This bond shall be deemed cancelled as to any Employee: (a) immediately upon discovery by the Obligee, or by any partner or officer thereof not in collusion with such Employee, of any fraudulent or dishonest act on the part of such Employee; or (b) at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served upon the Obligee or sent by mail. Such date, if the notice be served, shall be not less than ten (10) days after such service, or, if sent by mail, not less than fifteen (15) days after the mailing. The mailing by Surety of notice, as aforesaid, to the Obligee at its principal office shall be sufficient proof of notice.

CANCELLATION AS TO BOND IN ITS ENTIRETY:

SECTION 11. This bond shall be deemed cancelled in its entirety at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served by the Obligee upon the Surety or by the Surety upon the Obligee, or sent by mail. Such date, if the notice be served by the Surety, shall be not less than ten (10) days after such service, or if sent by the Surety by mail, not less than fifteen (15) days after the date of mailing. The mailing by the Surety of notice, as aforesaid, to the Obligee at its principal office shall be sufficient proof of notice. The Surety shall refund to the Obligee the unearned premium computed pro rata if this bond be cancelled at the instance of the Surety, or at short rates if cancelled or reduced at the instance of the Obligee.

PRIOR FRAUD, DISHONESTY OR CANCELLATION:

SECTION 12. No Employee, to the best of the knowledge of the Obligee, or of any partner or officer thereof not in collusion with such Employee, has committed any fraudulent or dishonest act in the service of the Obligee or otherwise. If prior to the issuance of this bond, any fidelity insurance in favor of the Obligee or any predecessor in interest of the Obligee and covering one or more of the Obligee's Employees shall have been cancelled as to any of such Employees by reason of (a) the discovery of any fraudulent or dishonest act on the part of such Employees, or (b) the giving of written notice of cancellation by the insurer issuing said fidelity insurance, whether the Surety or not, and if such Employees shall not have been reinstated under the coverage of said fidelity insurance or superseding fidelity insurance, the Surety shall not be liable under this bond on account of such Employees unless the Surety shall agree in writing to include such Employees within the coverage of this bond.

LOSS—NOTICE—PROOF—LEGAL PROCEEDINGS:

SECTION 13. At the earliest practical moment, and at all events not later than fifteen (15) days after discovery of any fraudulent or dishonest act on the part of any Employee by the Obligee, or by any partner or officer thereof not in collusion with such Employee, the Obligee shall give the Surety written notice thereof and within four (4) months after such discovery shall file with the Surety affirmative proof of loss, itemized and duly sworn to, and shall upon request of the Surety render every assistance, not pecuniary, to facilitate the investigation and adjustment of any loss. No suit to recover on account of loss under this bond shall be brought before the expiration of two (2) months from the filing of proof as aforesaid on account of such loss, nor after the expiration of twelve (12) months from the discovery as aforesaid of the fraudulent or dishonest act causing such loss. If any limitation in this bond for giving notice, filing claim or bringing suit is prohibited or made void by any law controlling the construction of this bond, such limitation shall be deemed to be amended so as to be equal to the minimum period of limitation permitted by such law.

TEMPORARY EMPLOYEES:

SECTION 14. The Obligee shall not at any time while this bond is in force direct any temporary employee(s) to any subscriber's premises unless such person(s) is/are accompanied by a foreman who is in the regular employ of the Obligee. For purposes of this restriction, any person who works less than the normal working hours established by his employer or otherwise fails to meet the definition of "Employee" above is considered a temporary employee.

SECTION 15. This bond does not apply to loss that is an indirect result of any act or loss caused by or involving one (1) or more Employees, whether the result of a single act or series of acts, covered by this insurance including, but not limited to, loss resulting from:

The Obligee's inability to realize income that would have been realized had there been no loss covered by this bond.

Payment of damages of any type for which the Obligee is legally liable. Compensatory damages arising directly from a covered loss will be paid.

Payment of costs, fees, or other expenses incurred by the Obligee in establishing either the existence or the amount of loss under this bond.

This bond does not apply to expenses related to any legal action.

OTHER INSURANCE:

SECTION 16. This bond does not apply to loss recoverable or recovered under other insurance or indemnity. However, if the limit of the other insurance or indemnity is insufficient to cover the entire amount of the loss, this bond will apply to that part of the loss, other than that falling within any Deductible Amount, not recoverable or recovered under the other insurance or indemnity, but not for more than the amount of indemnity as stated above.

DATED	August 25	th	2015					
				WE	STERN	BURETY	COMPA	NY
					1	11/2	114	
				Ву	1 000	Paul T. Bruflat	Senior Vice Pres	ident



### CUSTOMER/SUBSCRIBER ADDITIONAL INSURED RIDER

In the event that the Insured's Customer or Subscriber shall sustain a **direct** loss by reason of the fraudulent or dishonest act or acts (as defined in the section entitled Fraudulent or Dishonest Act) committed by the Insured; or any partner of the Insured, if a partnership; or any member of the Insured, if a limited liability company; then and only then, the Insured shall be considered an Employee and the Customer or Subscriber an additional Insured, subject to all terms and conditions thereof.

Nothing herein contained shall be held to vary, alter, waive or extend any of the terms, limits or conditions of the bond except as hereinabove set forth.

This Rider becomes effective on the26thday ofAugust	$\frac{2015}{1}$ , at 12:00
o'clock night, standard time.	
Attached to and forming part of bond No. 62507294	, issued by WESTERN
SURETY COMPANY OF SIOUX FALLS, SOUTH DAKOTA, to Quality Clean	LLC
	*
Signed this25th day ofAugust,2015	

SEA STA

WESTERN SURETY COMPANY

Paul T. Bruflat, Senior Vice President



### RIDER

It is hereby mutually agreed and understood by and between the principal and Western Surety Company, that instead of as originally written:

The coverage amount has been changed to read: \$25,000.00

No further changes other than above.

Nothing herein contained shall be held to vary,	alter, waive or extend	any of the terms, limits or
conditions of the Bond, except as here	inabove set forth.	
This Rider becomes effective on the 2nd twelve and one minute o'clock a.m., standard time.	lay ofMay	,, at
Attached to and forming part of Bond	No. 6250	07294
issued by WESTERN SURETY COMPANY to Quality Clean LLC		
Signed thisday ofMay	-, <u>2023</u> .	
	By Paul T	SURETY COMPANY  T. Bruflat, Vice President

# Western Surety Company

### **POWER OF ATTORNEY**

#### **KNOW ALL MEN BY THESE PRESENTS:**

That WESTERN SURETY COMPANY, a corporation organized and existing under the laws of the State of South Dakota, and authorized and licensed to do business in the States of Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming, and the United States of America, does hereby make, constitute and appoint

	Paul T.	Bruflat	of	S	Sioux Falls
State of	South	Dakota	, its regularly elected	Vice	President
as Attorney-in-	Fact, with full po	ower and author	ority hereby conferred upon	him to sign, execute, a	cknowledge and deliver for and on
its behalf as Su	urety and as its a	act and deed, t	he following bond:		
One Jani	itorial Serv	ice			
bond with bond	l number <u>6250</u>	17294			
<b>5</b> 01	01 110				
for Quality		unt not to over	eed: \$ 25,000.00		
as Principal in	the penalty anto	unt not to exce	eu. \$ 23,000.00	<b>!</b> (	
			it the following is a true and exa	ct copy of Section 7 of th	e by-laws of Western Surety Company
duly adopted and	d now in force, to-	wit: s undertakings	Powers of Attorney or other o	obligations of the cornerat	tion shall be executed in the corporate
name of the Cor	mpany by the Pre	sident. Secretar	y, any Assistant Secretary, Trea	surer, or any Vice Presid	lent, or by such other officers as the
Board of Direct	ors may authorize	<ul> <li>The Preside</li> </ul>	nt, any Vice President, Secret	ary, any Assistant Secret	ary, or the Treasurer may appoint
Attorneys-in-Fac	t or agents who s	hall have author	ity to issue bonds, policies, or u	indertakings in the name (	of the Company. The corporate seal is f the corporation. The signature of any
such officer and	the corporate sea	l may be printed	by facsimile.	ney or other obligations o	The diporation. The signature of any
					to to be everyted by ite
in vvitnes	s vvnereom, me	Said VVESTE	ith the corporate seal affixed	this 2nd da	resents to be executed by its y of
2023	c iicbideli		illi tile corporate scar amxed	1113 2110 00	19 01
ATTEST				WESTERN	HRETY-COMPANY
ALLEST	$\Omega \cap$			WEGILE	URETY COMPANY
	X Lann	رميل	F	y Tal	1. Buflet
	0110000	L. Bauder, Assi	stant Secretary	1	Paul T Bruffat, Vice President
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					for one Sta
					\$47.65° "*3.183
		42			EC. 1 21
STATE OF SC	OUTH DAKOTA	<b>)</b>			BEL SEAPING
COUNTY OF	MINNEHAHA	SS			0
occiti i ci i		,			AND AND DATE
On this	2nd da	av of	May 20	before me. a	Notary Public, personally appeared
	Paul T. Bi	ruflat	and ${\mathbb L}$	. Bauder	
who, being by	me duly sworn,	acknowledged	that they signed the above	Power of Attorney as	Vice President
and Assistant	Secretary, resp	ectively, of the	said WESTERN SURETY	COMPANY, and acknowledge	wledged said instrument to be the
voluntary act a	and deed of said	Corporation.			
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s Co	SOUTH DAK	MACROS			M. I. D. L.P.

To validate bond authenticity, go to www.cnasurety.com > Owner/Obligee Services > Validate Bond Coverage.

My Commission Expires March 2, 2026

Notary Public

Bond/Policy No. 62507294

# **Important Notices**

You have requested a change to one or more fields which may require an adjustment to the premium.

You will be notified by email how the premium is affected. Please notify your client accordingly.



### RIDER

The coverage amount has been changed to read: \$25,000.00

No further changes other than above.

Nothing herein contained shall be held to vary, alter, wai	ive or extend any of the terms, limits	or
conditions of the Bond, except as hereinabove se	et forth.	
This Rider becomes effective on the day of twelve and one minute o'clock a.m., standard time.	,	at
Attached to and forming part of Bond  issued by WESTERN SURETY COMPANY of Siou  to Quality Clean LLC		
Signed this 2nd day of May, 202	3 .	_•

Paul T. Bruflat, Vice President

# Western Surety Company

### **POWER OF ATTORNEY**

#### **KNOW ALL MEN BY THESE PRESENTS:**

That WESTERN SURETY COMPANY, a corporation organized and existing under the laws of the State of South Dakota, and authorized and licensed to do business in the States of Alabama, Alaska, Arizona, Arkansas, California, Colorado, Connecticut, Delaware, District of Columbia, Florida, Georgia, Hawaii, Idaho, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Mississippi, Missouri, Montana, Nebraska, Nevada, New Hampshire, New Jersey, New Mexico, New York, North Carolina, North Dakota, Ohio, Oklahoma, Oregon, Pennsylvania, Rhode Island, South Carolina, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, West Virginia, Wisconsin, Wyoming, and the United States of America, does hereby make, constitute and appoint Paul T. Bruflat of \_ Sioux Falls South Dakota , its regularly elected Vice President State of as Attorney-in-Fact, with full power and authority hereby conferred upon him to sign, execute, acknowledge and deliver for and on its behalf as Surety and as its act and deed, the following bond: One Janitorial Service bond with bond number 62507294 for Quality Clean LLC as Principal in the penalty amount not to exceed: \$ 25,000.00 Western Surety Company further certifies that the following is a true and exact copy of Section 7 of the by-laws of Western Surety Company duly adopted and now in force, to-wit: Section 7. All bonds, policies, undertakings, Powers of Attorney, or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, any Assistant Secretary, Treasurer, or any Vice President, or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys-in-Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile. In Witness Whereof, the said WESTERN SURETY COMPANY has caused these presents to be executed by its Vice President with the corporate seal affixed this 2nd day of \_\_\_\_ 2023 **ATTEST** L. Bauder, Assistant Secretary STATE OF SOUTH DAKOTA COUNTY OF MINNEHAHA On this 2nd day of May 2023 , before me, a Notary Public, personally appeared Paul T. Bruflat and L. Bauder who, being by me duly sworn, acknowledged that they signed the above Power of Attorney as \_\_\_\_\_\_ Vice President

M. BENT

SEAL NOTARY PUBLIC SEAL

SOUTH DAKOTA

voluntary act and deed of said Corporation.

My Commission Expires March 2, 2026

Notary Public

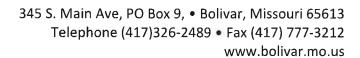
and Assistant Secretary, respectively, of the said WESTERN SURETY COMPANY, and acknowledged said instrument to be the

Bond/Policy No. 62507294

# **Important Notices**

You have requested a change to one or more fields which may require an adjustment to the premium.

You will be notified by email how the premium is affected. Please notify your client accordingly.





## CONTRACTOR'S AFFIDAVIT FOR PUBLIC PROJECTS

STATE OF MISSOURI )								
COUNTY OF Greene )								
The undersigned, being duly sworn, does state and depose as follows:  1. I am the Orman (title) of Company which is a contractor on the Custodial Services Contract with the City of Bolivar, Missouri submitted herewith and authorized to sign this Affidavit on the Company's behalf.								
2. I have verified the information set forth in this Affidavit for the Contractor. If any subcontractors have been retained on the Project, I have also verified the information as to any subcontractor.								
3. The Contractor and its subcontractors have Workers' Compensation Insurance that covers its employees working on the Project and such insurance meets or exceeds the requirements established by law.								
4. The Contractor and its subcontractors have verified the U.S. citizenship or lawful status of all workers employed on the Project and do not knowingly employ any person who is an unauthorized alien in connection with the contracted services.								
5. The Contractor and its subcontractors are enrolled and participate in a federal work authorization program with respect to employees working in connection with the contracted services.								
Further Affiant sayeth naught.  Authorized Officer of Contractor								
Subscribed and sworn to before me this 25th day of October, 2023								
ROBBI SIDYAKIN Notary Public - Notary Seal STATE OF MISSOURI Christian County My Commission Expires 02/13/2024 Commission # 20787870  ROBBI SIDYAKIN Notary Public Notary Public My commission expires: 2.13.24								

# **ORDINANCE COVER SHEET**

Bill No. 2024-03	Or	Ordinance No				
"AN ORDINANCE AUTH AND AMERICREDIT FI						
LEASE PURCHASE OF M	OTOR VEHICLES FO	OR POLICE DEP	ARTMENT.			
Filed for public inspection on	-	·				
First reading In Full; _	By Title on		<b>_•</b>			
Second reading In Full	; By Title on	_	_•			
Vote by the Board of Alderm	en on	:				
Aye;Nay;	Abstain					
Approved by the May	or on	·				
Vetoed by the Mayor	on	·				
<b>Board of Aldermen Vote to C</b>	verride Veto on		·			
Aye; Nay;	Abstain					

Bill Effective Date: \_\_\_\_\_\_.

Ordinance 7	No
CHUIIIAIICE	INO.

# "AN ORDINANCE AUTHORIZING A CONTRACT WITH GM FINANCIAL AND AMERICREDIT FINANCIAL SERVICES, INC. FOR A MUNICIPAL LEASE PURCHASE OF MOTOR VEHICLES FOR POLICE DEPARTMENT."

Be it Ordained by the Board of Aldermen of the City of Bolivar, Missouri, as follows:

**Section I:** The City is hereby authorized to enter into an agreement with GM Financial and AmeriCredit Financial Services, Inc., for a municipal lease purchase of motor vehicles for the Police Department; with such contract and terms to be in the form attached hereto as Exhibit "A" and made a part hereof by reference.

**Section II:** The Mayor and City Clerk are hereby authorized and directed to enter into an agreement as described above for and on behalf of the City.

**Section III**: This Ordinance shall be in full force and effect from and after: its passage by the Board of Aldermen and approval by the Mayor.

	Christopher Warwick, Mayor
ATTEST:	
Paula Henderson, City Cle	rk

### **CERTIFICATION**

	by certify that I am the duly appointed and acting issouri; that the foregoing Ordinance No.	was
adopted by the Board or A	ldermen and thereafter approved by the Mayor a	and became
effective on	, 2024; and that said Ordinance remains in fu	ill force and
effect, having never been alt	ered, amended nor repealed.	

Paula Henderson, City Clerk



# **Proposal for Municipal Lease Purchase**

To:	Bolivar Police Department		The same				
10.	211 W Walnut			From:	GM Financial Commercial Vehicle Lending 220 E. Las Colinas Blvd., Suite 800		
	Bolivar	MO 656	3				
					Irving, TX 750		
				Date:	11/07/2023		
CM F:		- I IV week it u	THE WATER OF THE	TE SUS TO DAY			
conditio	ncial is pleased to respond to ns are as follows:	your applicat	ion for tax-ex	empt lease purc	hase financing	. Our proposed terms and	
Lessor: A	AmeriCredit Financial Services	s, Inc.	L	essee: Bolivar Po	lice Department		
Assigne	e: De Lage Landen Public Fina	nce LLC					
PRICING	AND TERMS		STATE			STATE OF BUILDING	
Amount	Financed: \$_227,848.00	Fees: N/A	Proposed F	unding Date:		Interest Rate: 7.177_%	
Valid unt	il: <u>12/07/2023</u>	Asset Descri	ption: 4- Purs	suit Police Chevi	rolet Tahoe's	56,962.00 each	
Lease Te	Lease Term 4 Years Payment: \$ 63,013.57						
Payment	remittance (choose one):						
	Annual/Advance 🗉	Semiannu	ıal/Advance □	l Quarterly	//Advance □	Monthly/Advance □	
				Quarterly	//Arrears □	Monthly/Arrears □	
ADDITIO	NAL TERMS AND CONDITION	<b>IS</b>					
Security:	First priority security interest	t in the leased	vehicle(s).				
Closing C	osts: Lessee shall be responsi	ible for all cost	s and expense	s incurred in cor	nection		
with the p	proposed transaction, includin	ig, but not limit	ted to, those in	ncurred with resp	pect to		
all (i) issu	ing costs, (ii) bond and/or leg	al counsel, and	l (iii) escrow ad	ccounts.			
Documen	tation and Insurance: As requ	ired, and in for	m and content	t approved, by Le	essee in its sole	discretion.	
				•			
This prop	osal is subject to final credit a	pproval and ex	ecution of fin	al documentatio	D.		
						183	
Please feel free to contact me at [_AmandaAnn.Anton@gmfinancial.com] or [_(214) 210-4483_] with any							
	or for further clarification.						
Thank you	hank you for the opportunity to present this proposal.						
Sincerely,	,						
Amanda	a Anton						

Form 293 - Proposal for Municipal Lease Purchase (Rev. 1/2023)

Senior Fleet Inventory Operations Analyst



RELIABLE CHEVROLET (M... VBU: US | BAC: 111452 | BFC: 1

## Order Details - Stored Configuration < DCCJM7> ①

**(** ð

Customer Dealer

**BAC Information** 

Charge-to BAC Charge-to BFC

111452

Ship-to BAC Ship-to BFC

111452

**Contact Name** 

**Contact Phone** 

DAN BPD

Stock No.

Update

Model/Order Information

**Configuration Description Configuration Date Model Year** Division **Distribution Entity** 

10/20/2023 2024 Chevrolet **FLT Fleet** 

Bolivar

Order Type Allocation Group

FBC - Fleet Political Subdivision

Model

TAHOE CK10706 - Tahoe: 4WD

**TPW** 

11/13/23

**Requested TPW Current Event** 

0500

**Current Event Description** 

Order Configuration Accepted

**Estimated Delivery Date** 

VIN

Request ID

DCCJM6

Assigned

MSRP w/DFC MSRP Invoice w/DFC Invoice GMS w/DFC GMS Supplier w/DFC \$56,962.00 \$54,967.00 W/A W/A W/A

W/A W/A W/A

**Vehicle Specifications** 

PEG

Supplier

1FL - Commercial / Fleet Preferred Equipment Group

**Primary Color** 

GAZ - Summit White

Trim

H1T - 1WT/1FL-Cloth, Jet Black, Interior Trim

Engine

L84 - Engine: 5.3L, EcoTec3 V-8, DI, Dynamic Fuel Mgt, V V T

Transmission

MHU - Transmission, 10sp, 10L80 Gen 2

**Emissions** 

FE9 - Federal Emissions

**Ordered Options** 

	5.J3 - Calibra 5.J9 - Calibra 5.D9 - Calibra 5.D0 - (SEO) (6.J3 - (SEO) (6.J3 - (SEO) (6.J4 - (SEO)	Daytime Running/Headlamp Control Delete Seat Adjuster (Driver's Side) te Keyless Entry Package nd row 60/40 Bench, manual elete: Third Row s Open & Keyless Start s-frontal,front seat side-impact and roof- Front 40/20/40 Split-Bench, Full Feature Calibration, Rear Door Auto Lock Disable tovering: Rubberized Vinyl, Black e Engine Starting Pkg Steps, Black ating 7600 Lbs e Control, Electronic - Multi-zone to Costrol, Electronic - Multi-zone to City. Seature Emissions twitte kle: 3.23 Ratio Ft-Cloth, Jet Black, Interior Trim et Infotainment, 7" Color Screen Control	KI4 - 120 Volt Electrical Receptacle, In Cab KNP - Transmission Cooling System KX4 - Alternator, 250 AMP L84 - Engine: 5.3L, EcoTec3 V-8, Dl, Dynamic Fuel Mgt, V V T MHU - Transmission, 10sp, 10L80 Gen 2 N37 - Steering Column, Manual Tilt & Telescoping PXT - Wheels: 20" Steel R6J - Ship Thru Code Acknowledgement R6Q - Processing Option RC1 - Skid Plate RN0 - Wheel, 20" Full size spare, steel T82 - Buckle-To-Drive T84 - Liftgate, Rear, manual U2J - SiriusXM Satellite Radio, Delete UD5 - Parking Assist, Front & Rear Sensors UDA - Communication system, deactivated UK3 - Radio Controls - Steering Wheel UT7 - (SEO) Ground studs, aux, cargo area inside liftgate UTJ - Theft Protection System, Unauthorized Entry UVB - Rear Vision Camera, HD V03 - Cooling system, extra capacity V53 - Luggage rack side rails - none VK3 - Front License Plate Mounting Provisions VPV - Ship thru charge: Kerr Industr., Arlington, TX WUA - Fascia, Front, custom WX7 - (SEO) Wiring provisions, Auxiliary speaker XCS - TIRE ALL 275/55R20 SL 113V BW AL3 VAR1 YK6 - SEO Processing Option Z56 - CHASSIS PACKAGE POLICE CONVERSION Z82 - Trailering Package			
Customer Information			^			
Customer Type First Name Middle Initial Last Name		Individual BRIAN <del>WARCHLIA</del> N Whaten				
Email Daytime Phone Address City		4173272946 345 5 MAIN AVE \$0 80 K9 BOLIVAR				
Zip/Postal Code Province, State, or Territory Country		65613-2052 MO US				
Fleet Information			^			
Primary FAN End-User FAN		816645				
Bld Number Bld Item #		0025 4				
PO #						
Event History			^			
		Total Records: 2	10 🗸			
Event Code	11 7	Event Description ↑↓ ∇ Effective Date	↑↓ Timestamp ↓₹ 1			
0500		Order Configuration Accepted	10/20/23 10/20/23, 10:56:24.157 AM			
0501		Order Configuration Added	10/20/23 10/20/23, 10:56:24.157 AM			

Version #13

Change History			^
	Total Rec	cords: 0 10	
Effective Date	↑↓ Timestamp	↓₹ 1 Data Elem	nent ↑↓ ∇ Before Value
			No data found.
Back			
	ed solely for business use by The, without notice	GM Dealers. Pricing shown is for illustration purposes	s only. Refer to GMPricing.com. 🖒 for official GM Price schedules.

https://naowb.autopartners.net/ui/manage-inventory/order-details/DCCJM7



# MUNICIPAL LEASE

# Reliable vehicles that get the job done

<sup>3</sup>ublic entities like hospitals, city utilities, and police and fire departments depend upon ransportation that can withstand the rigor of the job.

A municipal lease can help you get the vehicles your organization needs.

CONSULT WITH AN EXPERT





Low, tax-exempt rates and multiple payment options

No processing fees or excess wear-and-use charges

Buy your vehicle for \$1 at lease end

Annual, semiannual or quarterly payment options

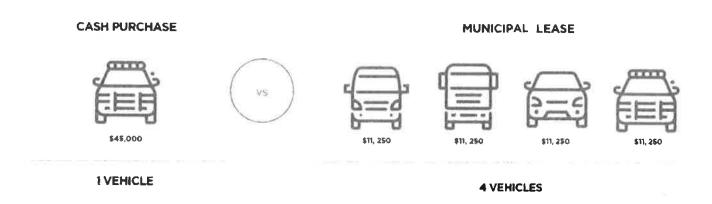
Service contracts can be included

Lease payments are not considered debt, but are typically subject to annual budgetary appropriation and listed as a line item in the operating budget

Financing available for electric-vehicle charging stations

# Put a Municipal Lease to Work for You

With a municipal lease, your dollars can get to work faster. For example, with a \$45,000 annual oudget, you could lease four vehicles for the price of purchasing only one.



# Who qualifies for Municipal Leasing?

Most governmental agencies and subdivisions, as defined in IRS Section 103, are eligible. These nclude:

Cities and Towns

**EMS** Departments

Fire Departments

Park Districts

Police Departments



# Municipal Lease Purchase Quote Request Form

From:	GM Financial Commercial Vehicle Lendi 220 E. Las Colinas Blvd., S Irving, TX 75039		Date: <u>11/07/2023</u>				
Bolivar F	Police Department		Brian Whalen	KAN LI JAHAR SE KATAPA	(417) 327-2946		
Applican			Applicant Contact P	erson	Phone Number		
Applican 211 W Waln			Bolivar	MO	65613		
Address		<del></del>	City	— State	ZIP code		
	Chevrolet		Brad Clark		(417) 705-7304		
Dealersh 3655 S Cam			Dealer Contact Pers	on MO	Phone Number		
Address 4178876348			City bclark@vtaig.com	State	ZIP code		
Dealer Fa	ax Number		Dealer Email				
TERMS A	ND CONDITIONS						
4- Pursui	on of Equipment (including it Police Chevrolet Tahoe's	56,962.00 each			ANDIDA		
Total Cos	t of Equipment: \$	Down Paymo	ent: \$ 0.00	Amount to Finance:	\$ 227,848.00		
Term (in y	years): <u>4</u>		Equipment De	elivery Date: TBD			
Payment	remittance (choose one):	Annual/Advance 🗏	Semiannual/Advance	e □ Quarterly/Ad	vance □ Other □		
		Monthly/Arrears [	☐ Quarte	rly/Arrears □	Other □		
Participa	Participation: 0.00 % (0.00 - 1.00%)  Rate 7.177 % Amount per payment \$ 63,013.57						
Descriptio	on of Equipment (including	number of units and pri	ce per unit):				
Total Cost	t of Equipment: \$	Down Payme	ent: \$	Amount to Finance:	\$		
	ears):			elivery Date:			
Payment r	remittance (choose one):	Annual/Advance □	Semiannual/Advance				
		Monthly/Arrears □		ly/Arrears □	Other 🗆		
	tion: (0.00 - 1.00%) additional requests, attach ad	% dditional sheet of paper.		nancial Office Use Or			

### COMMENTS

WILL NEED TO REPRICE IF NOT BOOKED BY: 12/07/2023

The information provided herein is for illustration purposes and is an estimate only. This quote does not constitute an approval, commitment, or final terms. GM Financial assumes no responsibility for errors or omissions. All pricing, terms and conditions are subject to change without notice. If you have any questions, please contact GM Financial Commercial Vehicle Lending by phone at 1-844-285-3375, by fax at 1-877-989-9055, or by email at CVLMuni@gmfinancial.com.



# People Centric Summary of Services Provided

City of Bolivar

### Pathfinder Assessment

People Centric Consulting Group, based in Springfield, MO, was hired by the City of Bolivar in late 2020 to conduct a Pathfinder Assessment. This work was requested based on significant internal challenges and low morale faced by Bolivar personnel.

The Pathfinder determined that the City of Bolivar had a very low eNPS score (-47) and lower than average levels of engagement (24%). The low eNPS score indicates that employees within the City are less likely to recommend working at the City to friends or colleagues. The low engagement level indicates that employees don't feel a connection to their work within the city. A low eNPS score indicates that it will be difficult for Bolivar to attract talent to work at the City. A low engagement score indicates that turnover is higher than necessary.

As a part of the Pathfinder Assessment, People Centric investigated root causes and potential solutions to improve both scores utilizing our People Centric Framework. We did this through both surveys of all employees and interviews of a cross-section of employees. Our Framework is a series of internal systems that are proven to boost morale and engagement (shown below).







### Strengths

- The employees within the City were passionate about their connection to the community (People)
- Bolivar had a well-established communication cadence or series of meetings where key conversations could occur and information could pass (Communication)
- We learned that there was a lot of optimism around Tracy Slagle being the new City Administrator (Management)
- We found that the City had well documented internal processes (Process)
- We noted that the City had recently completed a Comprehensive Plan to serve as a guide for future activity (Strategy)

### **Opportunities**

- We found that Bolivar lacked a consistent onboarding process and was not competitive in pay in several areas leading to high turnover (People)
- Many employees reported that the meetings they did attend were ineffective and that they didn't feel heard (Communication)
- We learned that many employees struggled with their supervisors and managers who hadn't received any training on how to lead and motivate employees or how to hold people accountable (Management)
- While many of the processes are documented, we learned that some of the processes are inefficient leading to frustration (Process)
- we learned that individual departments failed to collaborate with each other leading to "silos" within the City (Strategy)

People Centric made a presentation to the Board of Alderman on these findings along with a proposal to partner with the City to address these issues.

## Partnership

In February of 2021, the City of Bolivar approved a Partnership contract with People Centric. The Partnership contract makes all our services available to the City. The contract is month to month meaning that it could be cancelled at any time with 30-days' notice making us highly accountable to both the City Administrator and the Board of Alderman.

The advantage of our Partnership model is that it is highly efficient. We get to know the staff well and can easily engage to help to resolve issues or implement systems aimed at helping Bolivar to create a culture of empowerment and alignment with staff. These services are done through facilitation, system implementation, coaching, and training.

To manage the Partnership, we established a monthly Dashboard meeting with both the Mayor and City Administrator. In this meeting, we agree on areas of focus for our services and review progress on past commitments. This creates a high level of accountability and alignment between People Centric, the Board of Alderman, and City Administration.

In addition to the Dashboard meetings, we were frequently asked to present updates at the Board Meetings. Many of these updates were held in public session where were asked about our progress. Some updates were held in closed session when the update involved personnel issues where confidentiality was important.





Our Partnership approach is to work with staff to create systems. We use our expert consultants and collection of best practices and combine that with Bolivar's existing systems to customize solutions. This approach creates ownership within the City on systems and processes implemented.

The Partnership between People Centric and the City of Bolivar went from February of 2021 through December of 2023. During that time, we provided multiple services to the City all aimed at helping to create a more People Centric culture within the City.

### **Board Training**

We worked with both the staff and Board to develop and execute onboarding and training for Board members. We utilized the Board binders to include information on best practices for board members. We also executed multiple training sessions for Board members on the role of the Board. We also coached individual Board members from time to time on best practices.

### Streamlining the Internal PO Process

One process that received a lot of early attention was the internal process for getting a PO approved. The process was poorly defined and bureaucratic, creating unnecessary slowdowns. We worked with Bolivar staff to overhaul the process, better defining levels of authority and improving the flow of the process while maintaining appropriate spending controls.

### Police, Fire and Public Works Department

Our team worked closely with the leadership inside the departments to implement processes to improve communication and morale. We also worked with leaders to provide management training and coaching. Finally, we worked with leadership in both departments to increase alignment and improve communication.

#### Personnel Issues

Our team intervened in multiple internal personnel issues. Sometimes we coached individuals who were struggling to help them to determine their best path forward. Sometimes we offered our own insights and coaching to managers of troubled employees. We sometimes coached the Board offering advice in insights in managing personnel issues. We will refrain from listing those issues here to protect the employees involved. We believe there are key employees who are still working for the City who would not be if not for our intervention.

### Management Training / Workshops

We provided multiple workshops and training opportunities for supervisors on how to evaluate, lead, and motivate employees as well as how to hold employees accountable. This training was generally well received as supervisors and managers appreciated the opportunity to learn best practices. Examples of training provided included our Management Foundations Course, Communication Styles, People Centric Culture, and People Centric Leadership. We also became available for supervisors and managers to reach out behind the scenes for help in addressing specific issues.

### Check-In Process

People Centric worked with the City to develop and implement a quarterly check-in process and annual review process for employees. We also trained supervisors and managers on best practices during these meetings. The check-in is a quarterly meeting with employees that serves





as a place where employees can voice concerns or desires about their career with the City of Bolivar. It is a system that maintains alignment between employees and staff.

### Friends of the PSC

We held multiple listening sessions with the police/fire departments to determine opportunities for improvement. One outcome of those sessions was a recommendation to increase retirement pension benefits for employees to make it more feasible to retire from the City of Bolivar. Another outcome of those sessions was the creation of the Friends of the PSC. People Centric worked with them to create this citizen's group that shows support for both fire and police and their families.

### Hiring the City Administrator

When Tracy Slagle announced her resignation, we offered our support to the Board to help to find a replacement. This work prevented the City from having to hire a recruiting firm at great expense. We worked with the staff and Board to develop the hiring process, desired candidate qualifications, screen initial candidates, and to execute the process. The process utilized was very different from processes used in the past and resulted in the hiring of Thomas Relford.

### Strategic Planning with Staff / Board

Our team worked with the Board and staff to create a strategic plan to supplement the Comprehensive Plan already developed by the City of Bolivar. We held combined sessions with Board and staff members to evaluate strengths, opportunities, aspirations, and results to develop key objectives for next year. We also met with staff to implement a system to make ongoing progress towards that strategic planning while still engaging key stakeholders.

### **Board Listening Tours with Staff**

As the Board expressed a desire to hear more from the staff, People Centric facilitated multiple meetings where Board members could learn more about the City and hear directly from City staff.

### Department KPI's

To assist in annual planning, our team worked closely with the City Administrator (Tracy Slagle) to create and implement department Key Performance Indicators (KPI's). This helped the City Administrator and department heads to track their own performance.

### Citizen's Commission

As it became apparent that Bolivar needed to address its budget challenges through potential new sources of revenue, the Board of Alderman began to look for ways to engage the citizens of Bolivar. People Centric recommended the creation of the Citizen's Commission (CC), which was a volunteer group of Bolivar residents who were given access to financial and operational information within the City. The CC was asked to make a recommendation which could have been either budget cuts or new revenue options. People Centric facilitated these sessions and worked with staff to provide information to the CC. The CC recommended a proposed sales tax increase for public safety. Several members of Board applauded this effort as a new standard in citizen engagement.

### **Budgeting Process**





As with most cities, the budgeting process at Bolivar is complicated given the multitude of revenue sources, some of which is designated for specific use. People Centric worked with each department to create a clearer process that also considers future capital expenditure needs. As a result, several new capital funds have been created so that Bolivar better prepared in the future by a large capital expense.

### Mission, Vision, Values and Mission Test

People Centric facilitated a process with a cross-functional team of employees to draft a Mission, Vision, and Values for the City. This draft was presented to Board and approved. In addition, the team created a "Mission Test" to help the Board and staff determine which services the City should consider taking on for citizens of Bolivar.

### Leadership Team Retreat

At the request of the City Administrator, People Centric facilitated discussions at a leadership retreat held by senior staff. The retreat highlighted the value of departments working together.

### **Recreation Center**

People Centric engaged the Recreation Center staff multiple times during our Partnership helping with communication, personnel issues, and in the creation of a long-term plan, which was communicated to the CC. People Centric recommended organizational changes resulting in the Park and Recreations Director reporting directly to the City Administrator.

### City Administration Transition

When Tracy Slagle, former City Administrator, announced her resignation, People Centric worked closely with the senior staff and the Mayor to aid in the transition. This included establishing a regular communication cadence, consulting with the Mayor on specific issues, as well a periodic meetings with senior leaders to assure alignment. We also worked with staff to create an onboarding process for the new City Administrator.

### Impact

One of our values as a company at People Centric is impact. We are constantly checking with our partners to make sure we are achieving positive results. Throughout our partnership with the City of Bolivar, we have received a lot of positive feedback including from members of Council, the City Administrator (both Thomas and Tracy), and from senior staff. It is not uncommon for our team to receive quick calls from senior staff members asking for advice or direction.

As we interact with staff and leadership, the difference of morale in most departments is noticeable, especially amongst the leadership team. The police department continues to struggle being shorthanded, but the department is aligned around their strategy to hire the right officers. There are still issues to be addressed, but we feel that the trajectory is very positive across the board for the City of Bolivar.

One of the best ways to measure impact is through surveys. In May of 2022, we conducted a follow-up survey to track progress and we determined that Bolivar's engagement score had increased from 24% to 31% moving Bolivar closer towards the national average of 33%. The eNPS score made a significant improvement from -48 to -25. Based on a recent Career Builder study, we can estimate the impact on the City of Bolivar from this improvement to be \$128,000 per year in reduced turnover costs.





This savings does not include the total value of services we provided that would have cost significantly more if done ala carte through separate vendors (ex: leading the City Administrator search).

### Conclusions

Our team is proud of the work we've done with the City of Bolivar. We are confident in saying the vast majority of the City employees are also proud of the work they've done and want to make a positive impact on Bolivar. We also believe the citizens of Bolivar should be confident that they have leaders who invest in their employees. The City has been able to improve both pay and benefits for Bolivar employees as well as improve the quality of their work environment. This will greatly improve Bolivar's ability to attract and retain the talent needed to continue to support the growing community.

For the citizens who are concerned with how Bolivar is spending tax dollars, we encourage you to become knowledgeable and get involved, but to do so in a healthy way. The Board recently indicated that they would like to see more opportunities for citizen feedback through groups like the recent CC. I'd encourage citizens to embrace the complex nature of the issues involved and not to start with the assumption that the leadership within Bolivar is incompetent and/or crooked.

We also want to share our respect for those who choose to run for public office. Being an Alderman in a small but growing town is extremely difficult, especially when a vast minority of citizens choose to utilize social media to spread misinformation and personal attacks. However, we also want to remind members of the Board of the best practices that we've shared from the International City/County Management Association. Effective Boards partner with their City Administrator and ask guestions of the right people before responding to public pressure.

Bolivar is a great community with passionate people. It is ultimately the choice of the citizens of Bolivar on what type of community they want to be. Do they want to be the community that airs their grievances through Facebook or do they want to be a community that rolls up it's sleeves and works together to address challenges? We hope the citizens choose the latter.

In December of 2023, we notified both the Mayor and the City Administration that People Centric has decided to end our current agreement with the City of Bolivar. We make this decision to shift attention to more pressing issues concerning Bolivar's future, namely whether to support improved public safety and Bolivar's strong Parks services. We remain fans of Bolivar and its leaders and appreciate the opportunity to have played a role in its success.

