To: Hank Perkins, Interim Town Manager
From: Guy Miller, Finance Director
Date: September 8, 2026
Subject: Recommendation for Award of Janitorial Services Contract

The Town of Boone issued a Request for Proposals for janitorial and commercial cleaning services for designated Town facilities. The Town received the following proposals:

- Clean Break – $322,800.00
- ServiceMaster – $202,020.00
- Casa Bonita – $147,159.96
- Appalachian Innkeepers & Janitorial Supply Inc. – $135,200.00

These proposal amounts included janitorial services for the Jones House Cultural Center. Since the proposals were received, the Jones House has submitted a proposal to clean its own facility. A copy of that proposal is attached. Therefore, Jones House services will not be included in the recommended janitorial services contract.

After removing the Jones House services, the proposed contract with Appalachian Innkeepers & Janitorial Supply Inc. is $2,200 per week, or $114,400 annually. The contract term will be October 5, 2026 through June 30, 2029, subject to the contract's termination and non-appropriation provisions.

Appalachian Innkeepers & Janitorial Supply Inc. submitted the lowest proposal and has provided proof of the required insurance coverage and janitorial fidelity bond. Based on the company's proposal, qualifications, ability to meet the Town's cleaning requirements, and proposed pricing, I recommend awarding the janitorial services contract to Appalachian Innkeepers & Janitorial Supply Inc.

Recommended By:	Approved By:
Guy C Miller	William H Perkins
Finance Director	Interim Town Manager
Guy C. Miller	_____

Attachment: Jones House proposal to provide in-house cleaning services

JANITORIAL SERVICES AGREEMENT

TOWN OF BOONE, NORTH CAROLINA

This Janitorial Services Agreement ("Agreement") is made effective as of October 19, 2026, by and between the Town of Boone, North Carolina ("Town"), and Appalachian Innkeepers & Janitorial Supply Inc. ("Contractor"). The Town and Contractor agree as follows:

1. SERVICES. Contractor shall provide janitorial services at the Town facilities listed in Schedule A, which is attached and incorporated into this Agreement. Contractor shall furnish the labor, supervision, cleaning supplies, and equipment necessary to complete the work, except for the consumable products identified in Schedule A as Town-provided. All work shall be completed in a professional manner consistent with accepted janitorial practices and the stated service schedule.

2. TERM. The term of this Agreement begins October 19, 2026 and ends June 30, 2029, unless earlier terminated under this Agreement. The parties may modify the service schedule or scope only by a written amendment signed by both parties.

3. COMPENSATION AND INVOICING. The Town shall pay Contractor at the rate of $2,200.00 per week for the services listed in Schedule A. At Contractor's election, services may be invoiced and paid weekly, biweekly, or monthly. Each invoice shall be submitted after the applicable service period and shall itemize the charges for each facility or service area and the weekly service periods covered. Payment is subject to satisfactory completion of the scheduled services. If required work is missed or materially incomplete, the Town may require prompt correction or deduct the reasonable value of the unperformed services from the applicable payment.

4. NON-APPROPRIATION. The Town's payment obligations for each fiscal year are contingent upon the appropriation and availability of funds for that fiscal year. Nothing in this Agreement obligates the Town to appropriate funds in any future fiscal year. If sufficient funds are not appropriated or otherwise made available, the Town may terminate this Agreement, without penalty or further financial obligation, effective at the end of the fiscal period for which funds were appropriated. The Town will provide Contractor written notice as soon as reasonably practicable after learning that funds will not be available.

5. TERMINATION. The Town has the right to terminate this Agreement, with or without cause, upon thirty (30) days' written notice to Contractor. Contractor may terminate this Agreement for the Town's nonpayment of undisputed amounts upon thirty (30) days' written notice, provided the Town has not cured the nonpayment within that notice period. Termination does not affect payment properly due for satisfactory services performed before the effective termination date.

6. CONTRACTOR PERSONNEL AND BACKGROUND CHECKS. Before any employee or other personnel member performs work in a Town facility, Contractor shall provide the Town formal proof that the individual has passed a comprehensive criminal background check. Contractor and its personnel shall comply with all facility-access requirements established by the Town. Any individual who has not been verified or who does not satisfy those requirements shall not be permitted on Town property. Contractor is solely responsible for directing and supervising its employees and for all employment-related obligations.

7. INSURANCE AND FIDELITY BOND. Throughout the term of this Agreement, Contractor shall maintain workers' compensation insurance at statutory North Carolina limits and commercial general liability insurance with limits of not less than $1,000,000 per occurrence and $2,000,000 aggregate for bodily injury and property damage. Contractor shall also maintain a janitorial fidelity bond of not less than $50,000 covering theft, disappearance, or destruction of Town property by Contractor's personnel. The Town shall be named as an additional insured on the commercial general liability policy. Before beginning work, Contractor shall provide certificates of insurance and evidence of the fidelity bond acceptable to the Town and shall provide notice of cancellation or material reduction in coverage as required by the applicable policy or bond.

8. INDEPENDENT CONTRACTOR. Contractor is an independent contractor and not an employee, agent, partner, or joint venturer of the Town. Contractor has no authority to bind the Town. Nothing in this Agreement creates an employment relationship between the Town and Contractor or Contractor's employees.

9. NOTICE. Notices under this Agreement must be in writing and delivered personally, by nationally recognized overnight service, or by certified mail, return receipt requested, to the addresses below, or to any replacement address provided by written notice.

Town of Boone	**Contractor - Appalachian Innkeepers & Janitorial Supply Inc.**
Address: P.O. Drawer 192 Boone, NC 28607	Address: 324-1 Hwy 105 Bypass Boone, NC 28607
Attention: Finance Department	Attention: Amanda Calloway

10. COMPLIANCE WITH LAW AND TOWN POLICIES. Contractor shall comply with all applicable federal, state, and local laws and with reasonable Town security, safety, and building-access policies communicated to Contractor.

11. DAMAGE AND SECURITY. Contractor shall use reasonable care to protect Town property, promptly report damage or security concerns, and be responsible for damage caused by the negligent or willful acts or omissions of Contractor or its personnel.

12. ASSIGNMENT AND SUBCONTRACTING. Contractor shall not assign this Agreement or subcontract a material portion of the services without the Town's prior written consent.

13. MODIFICATIONS; ENTIRE AGREEMENT. This Agreement, including Schedule A, contains the entire agreement of the parties concerning these services. Any modification must be in writing and signed by authorized representatives of both parties.

14. GOVERNING LAW; SEVERABILITY. North Carolina law governs this Agreement. If any provision is held unenforceable, the remaining provisions will continue in effect.

IN WITNESS WHEREOF, the parties have executed this Agreement through their authorized representatives.

TOWN OF BOONE

By: _____

Name: _____

Title: _____

Date: _____

APPALACHIAN INNKEEPERS & JANITORIAL SUPPLY INC.

By: _____

Name: _____

Title: _____

Date: _____

SCHEDULE A

JANITORIAL SERVICES - FACILITIES, FREQUENCIES, AND EXPECTATIONS

Service Schedule and Weekly Charges

Facility / Service Area	Frequency	Service Days	Weekly Charge
Police Department	3 days per week	To be scheduled	$450.00
Town Hall - offices and common areas	3 days per week	To be scheduled	$300.00
Planning & Inspections	3 days per week	To be scheduled	$450.00
Fire Department	2 days per week	To be scheduled	$150.00
Town Hall - public restrooms	6 days per week	Monday-Saturday	$300.00
Public Works	5 days per week	Monday-Friday	$550.00
TOTAL			**$2,200.00**

Areas to Be Cleaned

- All common areas
- Bathrooms and public restrooms
- Kitchens and break rooms
- Hallways
- Stairwells, where applicable
- Town offices, limited to floors and other tasks expressly included below

Expectations for Each Scheduled Cleaning

- Sweep, vacuum, and mop floors and rugs, including those in offices, kitchens, hallways, and stairwells, as applicable.
- Dust common areas, including tables, chairs, decor, and other accessible shared surfaces.
- Empty trash receptacles and replace bags as needed.
- Thoroughly clean and sanitize bathrooms and public restrooms, including the entire toilet bowl, urinals, sinks, mirrors, fixtures, partitions, and floors.
- Wipe and clean countertops and all accessible common surface areas, including touchpoints such as door handles, push plates, light switches, and handrails.
- Clean and remove fingerprints and smudges from glass entrance doors and other interior glass doors in common areas.
- Clean kitchens and break rooms, including sinks, countertops, floors, and tables.
- Refill soap, toilet paper, and paper towels using products supplied by the Town.
- Leave each serviced area clean, orderly, and ready for use; report supply shortages, damage, leaks, or unusual conditions to the Town contact.

Monthly Cleaning

- Once each month, clean and dust all accessible moldings, baseboards, and interior window trim.

Services Not Included Unless Separately Requested

- Dusting or cleaning individual office desks, computers, keyboards, personal decor, papers, or other personal work items.
- Cleaning exterior windows or interior windows other than glass entrance doors and interior glass doors in common areas.

- Cleaning inside refrigerators, microwaves, ovens, cabinets, or drawers.
- Lifting or moving furniture, appliances, or other items weighing more than 20 pounds.
- Specialty floor care, carpet extraction, pressure washing, or other periodic deep-cleaning services not expressly listed in this Schedule A.

Supplies and Equipment

Contractor shall provide all cleaning supplies, chemicals, solutions, equipment, and cleaning implements unless the Town agrees otherwise in writing. The Town shall provide replacement soap, toilet paper, paper towels, and small trash-can liners. Contractor shall actively monitor the inventory of Town-provided consumables at each facility and notify the Town contact before supplies run low. Town paper towels and other restroom consumables shall not be used as cleaning materials. Onsite storage for Contractor's supplies and equipment is limited and is not guaranteed; Contractor is responsible for transporting and securing its supplies and equipment unless the Town approves a storage location in writing.

Scheduling and Access

The parties will establish the specific service days and building-access times for facilities identified as "to be scheduled." Work shall be performed at times approved by the Town and in a manner that does not unreasonably disrupt Town operations. Contractor shall follow all key, alarm, security, and access procedures provided by the Town. Scheduled Town holidays will apply unless the Town and Contractor agree in advance to an alternate cleaning date.

Quality and Communication

Contractor shall perform the stated tasks without repeated reminders. Contractor shall promptly correct substantiated service deficiencies reported by the Town and maintain a current point of contact for scheduling, access, and service concerns.