

Purchasing Division  
City of Knoxville; City County Building  
400 Main Street, Room 667-674  
Knoxville, TN 37902

For

Bid for the City of Knoxville

**Mowing Services for TDOT Controlled Access  
Sites**

By

Landscape Services, Inc.  
Bob Jacobs  
615-403-5999  
bobjacobs@LSIpros.net

# LSI | EXTERIOR FACILITY SOLUTIONS

City of Knoxville

Thank you for the opportunity to submit a proposal for your city. LSI has put forth significant efforts to conduct a comprehensive analysis of each location to acquaint ourselves with the details of the properties, their challenges, etc. As a result, we have developed a strategic plan to efficiently and effectively manage the scope of services outlined in your RFP.

LSI is a family owned grounds management firm with a national footprint, offering grounds management services throughout the United States, with significant resources and experience, and specializing in government, school systems and commercial portfolios.

Not only is LSI being a full-service firm offering horticultural disciplines such grounds management, irrigation services, flower displays, plant health services, tree work, turf treatment services, etc. and we also offer exterior Facility Services such as parking lot sweeping/vacuum, pressure washing, snow removal, window cleaning, parking lot repair & maintenance, and gutter cleaning. LSI has the ability to take your sites to the next level and exceed your expectations.

Our customers hire LSI because we provide a hassle-free experience for our customers via a proactive approach including a hyper-communication strategy and hyper-supervision of our work teams. In addition, we save our customers money in the long term by utilizing Best Horticultural Practices, plant lifecycle management, irrigation monitoring, and integrated service solutions. Such an approach would promote your landscapes to mature gracefully instead of slowly decline, which will protect your Investment and Image.

I am confident that we can establish a mutually beneficial partnership. If you should be interested in exploring or have additional questions on what LSI can deliver, please allow my team to interview with you at your convenience to familiarize you with LSI's culture, capabilities, and commitment.

I appreciate your consideration of our RFP. My cell phone is 615-403-5999

Sincerely,

Bob Jacobs  
Director of Business Development

Robert May  
Director of Operations

Andy Kuhns  
VP of Facility Services

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## Qualifications of Firm



LSI is a family owned nationally recognized leader in grounds management and facility services with current geographic footprint that covers the entire Eastern region of the country.

We offer horticultural disciplines as well as exterior Facility Services. LSI has the ability to take your sites to the next level to improve curb appeal as well as promote and protect the life-cycle of exterior assets.

We have over 30 years' experience and ranked the 65<sup>th</sup> largest landscape company in the country.

We would like to provide services to the City of Knoxville that are specifically ask for in the scope of work in this RFP.

LSI has a specific service approach that has guided up thru the past 30 plus years. Not only do we have over 400 employees but we have several 1000 highly qualified, background checked, and insured partners that we train the LSI way.

We use our employees and partners on jobs to maintain a balance and an opportunity for smaller organizations to learn and succeed from us. This also allows us to streamline the maintenance process to provide a hassle-free experience while saving you time and money. We would use this same model on HHA.

I can assure you whether we self-perform or partner we will take care of the property as if it is our own and the residents will continue to be proud of their community while we build value for you by reducing cost while keeping properties safe, clean, and aesthetically appealing, through individual or integrated solutions.

We will provide all hands-on deck for this account which will include the Director of Operations, Regional Manager, Forman, and the sub-contracting staff that is available to handle this

opportunity. This is consistent with fulltime staff and sub-contractors working together to accomplish the goal, which is how we function as a company.

Based on each individual property we find that equipment can vary based on the service need. We will use the highest quality and most efficient equipment needed. Standard equipment that we use will be zero turn and walk behind mowers, weed eaters, stick edger's, blowers, and necessary hand tools.

## Client References



**Client Information**

Organization Name (Client): City of Belle Meade	Organization Address: 4705 Harding Road Nashville, Tennessee 37215
Contact Name: Beth Reardon	Title: City Manager
Phone Number: 615-297-6041	Email address: breardon@citybellemeade.org

Brief Description of Services	Dates Provided
Full Service Grounds Maintenance	2000 - Current

**Client Information**

Organization Name (Client): City of Franklin Parks and Recreation	Organization Address: 109 3rd Avenue South Franklin, TN 37064
Contact Name: James Bilbo	Title: Facilities Director
Phone Number: 615-550-0079	Email address: james.bilbo@franklintn.gov

Brief Description of Services	Dates Provided
Full Service Grounds Maintenance	2017-current

**Client Information**

Organization Name (Client): Madison City Schools	Organization Address: 211 Celtic Drive Madison, AL 35758
Contact Name: Eric Haynes	Title: Accounting Supervisor
Phone Number: 256-464-8370 Ext 10228	Email address: ehaynes@madison city.k12.al.us

Brief Description of Services	Dates Provided
Mowing Services	2018

**Client Information**

Organization Name (Client): Kanawha County Schools	Organization Address: 200 Elizabeth Street Charleston, WV 25311
Contact Name: Terry Hollandsworth	Title: Facilities Director
Phone Number: 304-348-6120	Email address: thollandworth@mail.kana.k12.wv.us

Brief Description of Services	Dates Provided
Mowing Services	2016 to Current

**Client Information**

Organization Name (Client): Decatur City Schools	Organization Address: 1412 Central Parkway, S.W. Decatur, AL 35601
Contact Name: Dustin Free	Title: Maintenance
Phone Number: 256-552-3076	Email address: Dustin.free@dcs.edu

Brief Description of Services	Dates Provided
Full Service Grounds Maintenance	2018 to current

MAKE ADDITIONAL COPIES IF NECESSARY

## Experience/Past Performance



LSI has developed an unrivaled 'culture of communication' and proactive approach to landscape management. Such promotes a hyper-communication strategy throughout the operational process via submission of routine reports, email communications, phone conversations, and frequent face-to-face meetings to keep the City of Knoxville informed of what we have accomplished, plan to accomplish in the near future, scheduling, issues or concerns, responses to requests or work orders, recommendations for improvements, etc... LSI will equip our in-house crews and/or sub-contractor partners via training, mentoring and unparalleled support, while our Area Account Manager will be responsible for implementation of hyper-supervising their activities and performance so that to maintain the project's integrity, quality control, and curb appeal to meet expectations. LSI 'Inspects what we Expect', and that task is performed by an experienced LSI area account manager. That manager would physically visit the site routinely, on a set schedule, so that to inspect/audit the site for quality control, curb appeal, safety concerns, recommendations for improvements, etc.... At each site visit, a punch list of items is recorded, and then instructions & solutions are providing to the associated operations crew for implementation. In addition, any call-backs, special requests, or complaints are always addressed appropriately and in a timely manner and high priority.

Initially, LSI would plan the entire season by pre-scheduling every required task, and such schedule would be adhered to with approval of the City of Knoxville representatives. LSI will schedule and post all activities well in advance so that the City of Knoxville reps or principals can easily access and clearly determine the schedule for the planned landscape tasks, as well as know when to expect services. This will minimize any surprises to City of Knoxville...we call this system 'No Surprise Management', and our clients appreciate the proactive approach. This level of communication is unmatched in our industry, and will create a hassle-free experience for City of Knoxville, all while accomplishing what we promised.

LSI can implement a work order system or utilize an existing HHA work order system for approved extra services. LSI has an emergency phone line that is available 24/7 - 365 days per year. LSI has emergency personnel available to respond to emergency

services such as storm damage, tree services, snow services, irrigation repairs, etc... you can count on LSI to be there when you need us, day or night. Response time will vary depending on the conditions and type of emergency, but one can indeed expect that LSI will respond promptly and appropriately. LSI's Facility Services division operates our after-hours team and manages the emergency phone line. LSI can respond to any level emergency, disaster, or issue that affects your outdoor environment or safety.

LSI has been in business for 30 years with offices all over Middle Tennessee, Georgia, and West Virginia. We have over 250 employees and 1500 subcontractors.

- All LSI employees must pass a background check and drug test before they are hired. Potential employees are screened by our corporate recruiters and then interviewed by the management staff. All crew members must go through the LSI onboarding program which covers company policies and procedures as well as basic job-related skill training. Employees are reviewed yearly. LSI has four levels of field management to monitor our staff: Foreman, Supervisor, Account Manager, and Regional Manager
- Supervisors and Account Managers do weekly property visits to ensure services are completed to requirements
- LSI uses a software program to track and report all work.
- Our current services consist of the following:
  - Grounds Maintenance
  - Snow Removal
  - Power Washing
  - Asphalt and Concrete Paving
  - Parking lot Painting
  - Gutter Cleaning
  - Light Fixture repair

\*\*See attached Company Overview

**CITY OF KNOXVILLE  
BID FORM**

TO: Purchasing Division  
City of Knoxville  
Suite 667-674  
City/County Building  
400 Main Street  
Knoxville, TN 37902

Having carefully examined the specifications entitled "TDOT Controlled Access Sites" to open on **December 20, 2018, at 11:00:00 a.m.** and the other Contract Documents and addenda, and having familiarized ourselves with the existing conditions of the job, we hereby propose to provide professional mowing services as specified for the following amount:

**BID:**

Mowing Cost (per service): \$ 8,456.00 x 13 Services

**= Total Annual Bid (One Year): \$ 109,928.00**

Firm Name: Landscape Services Inc Date: 12/13/18

Official Address: 204 River Hills Drive  
Nashville, TN 37210

\_\_\_\_\_  
(By) Bob Jacobs  
(Name Typed)  
Director of Business Development  
(Title)

Email BobJacobs@LSIpros.net Phone 615-403-5999

Davidson County Clerk's Office  
 700 Second Avenue South, Suite 101  
 P.O. Box 196333  
 Nashville, Tennessee 37219-6333  
 615-862-6254

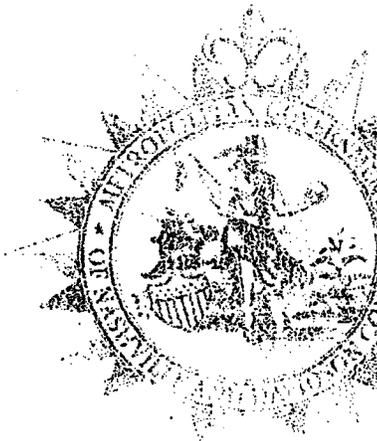
**NASHVILLE AND DAVIDSON COUNTY BUSINESS TAX LICENSE**

BUSINESS NUMBER	127185
RECEIPT NUMBER	0870706
THIS LICENSE EXPIRES	05/15/2019

OWNER(S)/OFFICER(S)	WILLIAM P STACEY JR
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BUSINESS LOCATION ADDRESS	LANDSCAPE SERVICES
	204 RIVER HILLS DR
	NASHVILLE, TN 37210

LANDSCAPE SERVICES  
 204 RIVER HILLS DRIVE  
 NASHVILLE, TN 37210



**MUST DISPLAY IN A CONSPICUOUS PLACE**

Contact Metro Codes to verify this location is properly zoned.

BUSINESS NUMBER	127185
RECEIPT NUMBER	0870706
CLASSIFICATION	4

**TAX PERIOD**

FROM	01/01/2017
TO	12/31/2017

**THIS LICENSE EXPIRES 05/15/2019**

ISSUE DATE 04/17/2018

*Brenda Wynn*

BRENDA WYNN, COUNTY CLERK

A ROBERSON  
 DEPUTY CLERK

## Technical Capabilities



LSI will provide the most cost efficient and proficient grounds services operation with our team of industry recognized experts. Our Grounds Management Programs are directed by Robert May, Director of Operations.

LSI has proven experience in managing / working collaboratively with grounds service Contractors and our own team. One such example, Metro Nashville School District. We will transition our successes from MNPS and several other clients to City of Knoxville. Our management team will divide the City of Knoxville district into clusters and assign dedicated crews to clusters. Grounds Service teams will be managed by a regional manager, supervisor, and foreman. We have learned that having teams assigned to clusters provides several benefits; 1) ownership by teams for cluster assigned, 2) familiarity with City of Knoxville manager (our ultimate customer), 3) familiarity with housing functions / terrain / needs, 4) Efficiency in stream lining routes and making adjustments for special requests.

Each Service team will be provided with dedicated equipment as follows; Zero Turn Mowers, Walk behind Mowers, Weed Eaters, and Stick Edger's, Blowers and all necessary hand tools. Each vehicle outfitted with the following; Orange traffic cones, vests for employees, Personal Protective Equipment (issued and spare), and operations manual.

Staffing;

Our management teams jointly will interview and provide appropriate background checks on potential grounds employees. We anticipate needing 1 to 2 crews for this site.

To ensure the transition from the current grounds management services to LSI grounds management services we outline key components of our approach to providing enhanced grounds management services.

Once LSI formally assumes responsibility for providing Grounds Services the following steps are taken.

Transition plan includes:

- Work daily with crews re-enforcing quality of operating
- Meet with managers during first several weeks of operation to ensure campus specific objectives meet or exceed contract expectation
- Implement safety programs – daily field spot inspections

- Conduct LSI Safety Audit, operators, equipment, field operation
- Baseline Quality Audit- Access current conditions
- Formally deploy Quality Assurance Check off sheets and monthly grounds service report card
- Establish Transition Review Meetings – initial review within the first month then JRC's quarterly for the first year
- Reinforce staff training and safety programs
- Continually modify services to meet client expectations; adjust specifications appropriately
- Continue Human Resources effort – recruiting and hiring of hourly employees

Once the Transition phase is complete, the LSI operating systems implemented and the workforce properly trained in personal safety, equipment safety and site safety we can begin work. After crews have completed several cycles of service and each team member is effectively performing their duties, our Start up manager will resume other duties and turn operations over to the LSI Grounds Services Manager.

To ensure uninterrupted delivery of services our operations and corporate support teams will have the ultimate responsibility of monitoring quality at Huntsville Housing Authority.

We also use the Aspire workflow computer system that keeps us with all invoices, request, and services which we provide. This is a huge benefit to HHA as all documentation is kept in one location.

## **Managerial Capacity/Financial Viability**

LSI has developed an unrivaled 'culture of communication' and proactive approach to landscape management. Such promotes a hyper-communication strategy throughout the operational process via submission of routine reports, email communications, phone conversations, and frequent face-to-face meetings to keep City of Knoxville informed of what we have accomplished, plan to accomplish in the near future, scheduling, issues or concerns, responses to requests or work orders, recommendations for improvements, etc... LSI will equip our in-house crews and/or sub-contractor partners via training, mentoring and unparalleled support, while our Area Account Manager will be responsible for implementation of hyper-supervising their activities and performance so that to maintain the project's integrity, quality control, and curb appeal to meet expectations. LSI 'Inspects what we Expect', and that task is performed by an experienced LSI area account manager. That manager would physically visit the site routinely, on a set schedule, so that to inspect/audit the site for quality control, curb appeal, safety concerns, recommendations for improvements, etc.... At each site visit, a punch list of items is recorded, and then instructions & solutions are providing to the associated operations crew for implementation. In addition, any call-backs, special requests, or complaints are always addressed appropriately and in a timely manner and high priority.

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to any level emergency, disaster, or issue that affects your outdoor environment or safety.

## **LSI Staffing & Experience**

LSI offers a few different approaches to grounds management of portfolio projects. LSI offers an in-house approach, a managed approach, or a hybrid model which combines the two methods. Please see the attached document that describes our managed approach in more detail.

LSI currently employs over 450 employees include crew teams, supervisors, managers, and administrative personnel. Due to our dedicated Human Resource department, LSI has the unique ability to ramp up with needed personnel even in cases with short start-up notification. LSI can blend our trained staff with new vetted employees to provide in-house services if deemed appropriate. LSI resources also include our Regional Sub-Contractor Network of over 150 companies throughout the Southeast that partner with LSI in performing services for our clients. LSI can manage these partners, mentor them, supervise the performance and hold them accountable to LSI standards while utilizing and giving local small businesses opportunities to grow and develop as top-tier companies. This approach is very popular and works well too.

As a result of optional operational methods, depending on the approach that we deem appropriate for your account, such will determine the number of direct LSI employees that will be dedicated to the account.

Our LSI team of industry certified professionals includes CLP's (Certified Landscape Professionals), horticulturalists, arborists, certified irrigation auditors, licensed pesticide applicators, etc. are all resources in which LSI offers to our customers. LSI's 30 plus years of industry experience assures our clients that LSI will guide them as a Trusted Landscape Advisor, and help them spend their money wisely by utilizing Horticultural Best Practices and Plant Lifecycle Management. LSI understands that it is our duty to protect our client's Image and Investment. Your dedicated LSI Account Manager and trained & experienced team will take a proactive approach to landscape management via a hyper-communication strategy, so that to minimize surprises, keep you informed of scheduling progress, as well as develop landscape improvement ideas or solutions to grounds related or safety issues. Furthermore, LSI will perform the services as promised,

and do so in a manner that meets or exceeds your expectations. LSI will strive to provide a hassle-free experience to you through the process, all while meeting your budget.

### **LSI Training and related Programs**

Training is critical in our industry for safety and performance reasons. Training at LSI is performed on a daily basis via several sources. LSI has implemented a training program including 'LSI University', continued education classes, in-field hands-on training by supervisors, tailgate training sessions, training manuals, and training videos. ALL employees must pass a background check and drug test to be eligible to work at LSI (no exceptions). LSI takes great pride in the quality of our personnel, staff, and vetted partner contractors. Training is routine and is conducted at all levels of personnel at LSI. LSI focus' on maintaining a strong pipeline of eligible employee/team candidates so that LSI can confidently conduct the work we have promised. LSI has numerous industry Safety Awards to prove our commitment to training and safety.

### **LSI Financial Viability**

We are an extremely financially stable company and the best way to prove that is I have provided copies of our 2017 Statement of Income and Balance Sheet.

**LANDSCAPE SERVICES, INC.**  
**STATEMENT OF INCOME**  
**YEAR ENDED DECEMBER 31, 2017**

Earned revenue	\$ 27,526,759
Cost of earned revenue	<u>22,608,985</u>
Gross profit	4,917,774
General and administrative expenses, including bonuses to stockholders of \$511,400	<u>4,741,874</u>
Income for operations	175,900
Other income, including interest of \$189	1,139
Other expenses, including interest of \$55,532	<u>67,357</u>
Income before state income taxes	<u>109,682</u>
State income taxes:	
Current	37,400
Deferred benefit	<u>(29,800)</u>
	<u>7,600</u>
Net income	<u><u>\$ 102,082</u></u>

**LANDSCAPE SERVICES, INC.**  
**BALANCE SHEET**  
**DECEMBER 31, 2017**

**ASSETS**

**Current Assets**

Cash and cash equivalents	\$ 1,550,078
Accounts receivable:	
Trade	2,887,764
Employees	3,900
Prepaid insurance	25,903
<b>Total current assets</b>	<b><u>4,467,645</u></b>

**Property and Equipment**

Trucks	3,647,668
Equipment and tools	3,448,973
Office furniture and equipment	189,510
Leasehold improvements	347,822
<b>Total property and equipment, at cost</b>	<b><u>7,633,973</u></b>
Accumulated depreciation	<b><u>(5,872,725)</u></b>
<b>Total property and equipment, net</b>	<b><u>1,761,248</u></b>

**Other Assets**

Advances to stockholders, split-dollar life insurance agreements	319,397
Advances to related party	118,225
Deposits	3,530
<b>Total other assets</b>	<b><u>441,152</u></b>
<b>Total assets</b>	<b><u>\$ 6,670,045</u></b>

**LIABILITIES AND STOCKHOLDERS' EQUITY**

**Current Liabilities**

Bank line-of-credit	\$ 1,224,393
Installment notes payable, principal due within one year	287,740
Accounts payable, trade	1,495,086
State income taxes payable:	
Current	8,453
<b>Total current liabilities</b>	<b><u>3,015,672</u></b>

**Long-Term Liabilities**

Installment notes payable, principal due after one year	233,096
Note payable, stockholder	80,000
Deferred state income taxes payable	99,200
<b>Total long-term liabilities</b>	<b><u>412,296</u></b>
<b>Total liabilities</b>	<b><u>3,427,968</u></b>

**Stockholders' Equity**

Common stock (no par value; 1,000 shares authorized, issued and outstanding)	1,000
Retained earnings	3,241,077
<b>Total stockholders' equity</b>	<b><u>3,242,077</u></b>
<b>Total liabilities and stockholders' equity</b>	<b><u>\$ 6,670,045</u></b>

Child Crime Affidavit

State of Tennessee

County of Davidson

Bob Jacobs, being first duly sworn, deposes and says that:

(1) He/She is the owner, partner, officer, representative, or agent of

Landscape Services, Inc., the Bidder that has submitted the attached Bid;

(2) The Bidder Landscape Services, Inc. will abide by the following if chosen as the successful bidder:

The Bidder Landscape Services, Inc. agrees not to allow any employee or volunteer who is awaiting trial or has been convicted of a felony crime involving the sexual exploitation of children, sexual offenses involving children or violent crimes to participate in this Agreement at sites where children may be present. Failure by the Bidder to comply with this requirement is grounds for immediate termination of the Agreement.

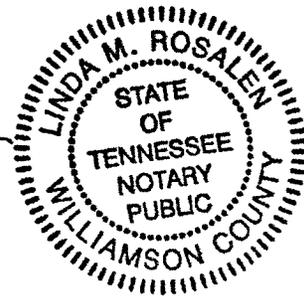
Signed: *Bob Jacobs*

Title: Director of Business Development

Subscribed and sworn to before me this 13 day of December, 2018.

My commission expires: 05/23/2022

*Linda M. Rosale*



**NON-COLLUSION AFFIDAVIT OF PRIME BIDDER**

State of Tennessee

County of Davidson

Bob Jacobs, being first duly sworn, deposes and says that:

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

Signed: *Bob Jacobs*

Title: Director of Business Development

Subscribed and sworn to before me this 13 day of December, 2018.

My commission expires: 05/23/2022

*Linda M. Rosale*



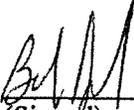
# DRUG-FREE WORKPLACE AFFIDAVIT

State of Tennessee

County of Davidson

Bob Jacobs, being duly sworn, deposes, and says that:

- (1) He/She is a principal officer of Landscape Services, Inc., the firm that has submitted the attached Proposal, his or her title being Director of Business Development; and
- (2) He/She has personal knowledge of the policies of the above-named firm with respect to the maintenance of a drug-free workplace; and
- (3) He/She certifies that all provisions and requirements of the Tennessee Drug-Free Workplace Program, as established by Tenn. Code Ann. §§ 50-9-101 et. seq., have been met and implemented.



\_\_\_\_\_  
(Signed)  
Director of Business Development  
(Title)

Subscribed and sworn to before me this 13 day of December, 2018

Title Branch Administrator

My Commission expires 05/23/2022

*Linda M. Rosale*

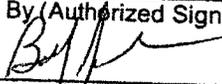


**IRAN DIVESTMENT ACT**  
Certification of Noninclusion

**NOTICE:** Pursuant to the Iran Divestment Act, Tenn. Code Ann. § 12-12-106 requires the State of Tennessee Chief Procurement Officer to publish, using creditable information freely available to the public, a list of persons it determines engage in investment activities in Iran, as described in § 12-12-105. Inclusion on this list makes a person ineligible to contract with the state of Tennessee; if a person ceases its engagement in investment activities in Iran, it may be removed from the list. A list of entities ineligible to contract in the State of Tennessee Department of General Services or any political subdivision of the State may be found here:

[https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List\\_of\\_persons\\_pursuant\\_to Tenn. Code Ann. 12-12-106 Iran Divestment Act updated 7.7.17.pdf](https://www.tn.gov/content/dam/tn/generalservices/documents/cpo/cpo-library/public-information-library/List_of_persons_pursuant_to_Tenn._Code_Ann._12-12-106_Iran_Divestment_Act_updated_7.7.17.pdf)

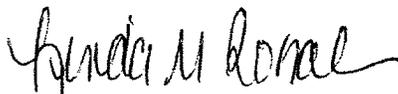
By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to T.C.A. § 12-12-106.

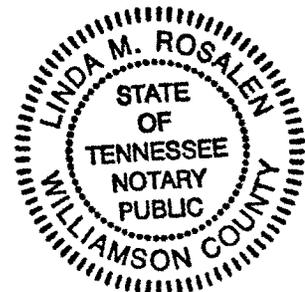
Vendor Name (Printed) Landscape Services, Inc.	Address 204 River Hills Drive Nashville, TN 37210
By (Authorized Signature) 	Date Executed 12/13/2018
Printed Name and Title of Person Signing Bob Jacobs / Director of Business Development	

**NOTARY PUBLIC:**

Subscribed and sworn to before me this 13 day of December,  
2018.

My commission expires: 05/23/2022





# DIVERSITY BUSINESS ENTERPRISE (DBE) PROGRAM

The City of Knoxville strongly encourages prime contractors to employ diverse businesses in the fulfillment of contracts/projects for the City of Knoxville.

The City of Knoxville's Fiscal Year 2018 goal is to conduct 3.06% of its business with minority-owned businesses, 10.03% of its business with woman-owned businesses, and 38.71% with small businesses.

While the City cannot engage (pursuant to state law) in preferential bidding practices, the City does **strongly encourage** prime contractors to seek out and hire diverse businesses in order to help the City meet its goals as stated above. As such, the City encourages prime contractors to seek out and consider competitive sub-bids and quotations from diverse businesses.

For DBE tracking purposes, the City requests that prime contractors who are bidding, proposing, or submitting statements of qualifications record whether or not they plan to employ DBE's as sub-contractors or consultants. With that in mind, please fill out, sign and submit (with your bid/proposal) the following sub-contractor/ consultant statement.

## CITY OF KNOXVILLE DIVERSITY BUSINESS DEFINITIONS

Diversity Business Enterprise (DBE's) are minority-owned (MOB), women-owned (WOB), service-disabled veteran-owned (SDVO), and small businesses (SB), who are impeded from normal entry into the economic mainstream because of past practices of discrimination based on race or ethnic background. These persons must own at least 51% of the entity and operate or control the business on a daily basis.

Minority: A person who is a citizen or lawful admitted permanent resident of the United States and who is a member of one (1) of the following groups:

- a. African American, persons having origins in any of the Black racial groups of Africa;
- b. Hispanic American, persons of Mexican, Puerto Rican, Cuban, Central or South American or other Spanish culture or origin, regardless of race;
- c. Native American, persons who have origin in any of the original peoples of North America ;
- d. Asian American, person having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

Minority-owned business (MOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more minority individuals.

Woman-owned business (WOB) is a continuing, independent, for profit business that performs a commercially useful function, and is at least fifty-one percent (51%) owned and controlled by one (1) or more women.

Service Disabled Veteran-owned business (SDOV) is a continuing, independent, for profit business that performs a commercially useful function, owned by any person who served honorably on active duty in the armed forces of the United States with at least a twenty percent (20%) disability that is service connected. Meaning such disability was incurred or aggravated in the line of duty in the active military, naval or air service, and is at least fifty-one percent (51%) owned and controlled by one (1) or more service disabled veteran.

Small Business (SB) is a continuing, independent, for profit business which performs a commercially useful function and has total gross receipts of not more than ten million dollars (\$10,000,000) average over a three-year period or employs no more than ninety-nine (99) persons on a full-time basis.

**Subcontractor/Consultant Statement**  
(TO BE SUBMITTED IN THE BID/PROPOSAL ENVELOPE)

We Landscape Services, Inc. do certify that on the  
 \_\_\_\_\_  
 (Bidder/Proposer Company Name)  
City of Knoxville Mowing Services  
 \_\_\_\_\_  
 (Project Name)

\$ \_\_\_\_\_  
 (Amount of Bid)

**Please select one:**

**Option A: Intent to subcontract using Diverse Businesses**

A Diversity business will be employed as subcontractor(s), vendor(s), supplier(s), or professional service(s). The estimated **dollar value** of the amount that we plan to pay is:

\$ 75,000.00  
 Estimated Amount of Subcontracted Service

Diversity Business Enterprise Utilization			
Description of Work/Project	Amount	Diverse Classification (MOB, WOB, SB, SDOV)	Name of Diverse Business

**Option B: Intent to perform work "without" using Diverse Businesses**

We hereby certify that it is our intent to perform 100 % of the work required for the contract, work will be completed without subcontracting, or we plan to subcontract with non-Diverse companies.

DATE: 12/13/2018 COMPANY NAME: Landscape Services, Inc.

SUBMITTED BY: Bob Jacobs TITLE: Director of Business Development  
 (Authorized Representative)

ADDRESS: 204 River Hills Drive

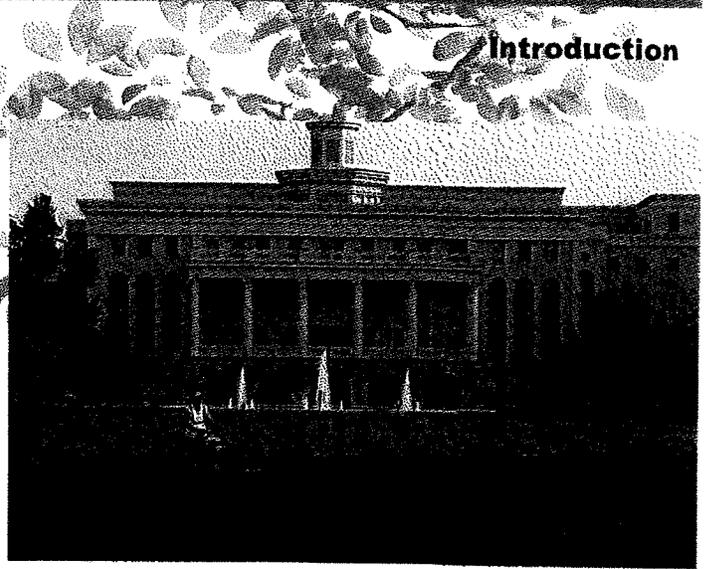
CITY/STATE/ZIP CODE: Nashville, TN 37210

TELEPHONE NO: 615-403-5999



### Addendum to the DBE Program

If awarded the contract Landscape Services, Inc. will have the total DBE participation value to exceed 20% or more of the total contract value.



Hello,

Thank you for the opportunity to introduce you to LSI. We are proud to offer you a unique grounds management approach. As a result, you can depend on LSI to deliver customized solutions to enhance and protect your image and investment.

LSI is a family owned nationally recognized leader in grounds management & facility services with a current geographic footprint that covers the entire Eastern region of the country. LSI is providing superior grounds maintenance and other services to over 340 schools throughout 14 states.

LSI is a full service firm offering horticultural disciplines as well as exterior Facility Services. LSI has the ability to take your sites to the next level to improve curb appeal as well as promote & protect the life-cycle of your exterior assets.

Our customers hire LSI because we provide a hassle-free experience, we 'Inspect what we Expect', and we save our customers money. Our management approach will promote your grounds to mature gracefully instead of slowly decline.

I am confident that LSI would exceed your expectations if given the opportunity. Please visit our website at [www.LSIpros.net](http://www.LSIpros.net). Thank you for your consideration.

Sincerely,

Andy Kuhns  
Vice President of Exterior Facility Solutions

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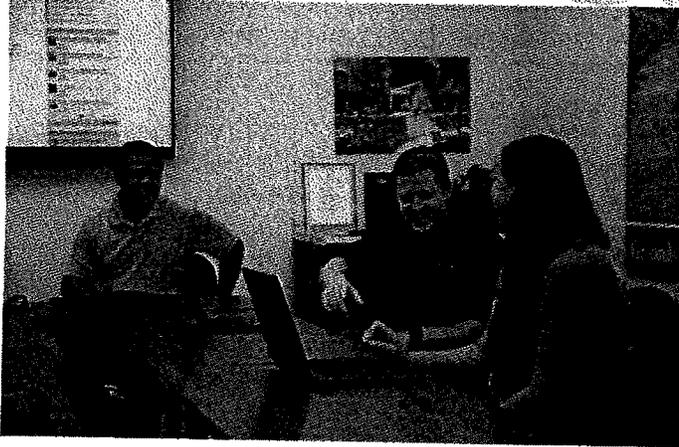
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### COMPANY PROFILE

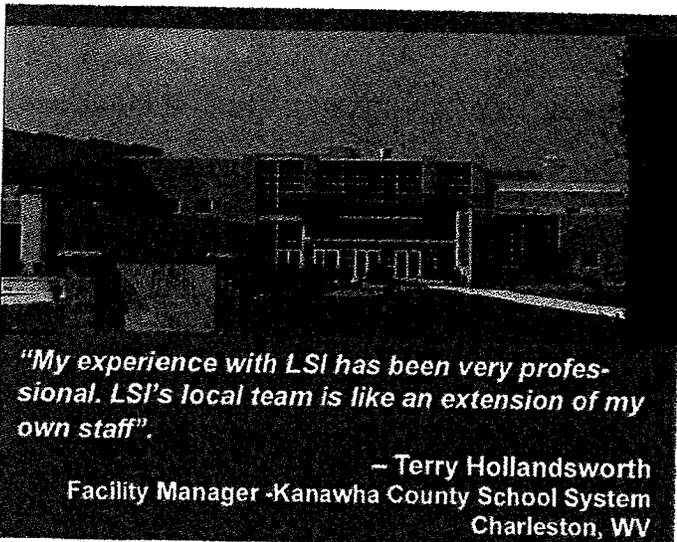
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**OPERATIONAL APPROACH**  
LSI AT Work



**HYPER COMMUNICATION**

LSI has developed an unrivaled 'culture of communication' and proactive approach to grounds management and facility services. LSI promotes a hyper-communication strategy throughout the operational process via submission of routine reports, photo documentation APP technology, email communication, personal phone conversations, and frequent face-to-face meetings to keep our clients informed of what we have accomplished, plan to achieve in the near future, scheduling, issues or challenges, responses to requests or work orders, recommendations for improvements, etc.



*"My experience with LSI has been very professional. LSI's local team is like an extension of my own staff".*

**- Terry Hollandsworth**  
Facility Manager -Kanawha County School System  
Charleston, WV

LSI - Nashville, TN - (615) 391-3434 - www.LSIpros.net

**ROUTINE SITE INSPECTION PROCESS**

LSI will physically visit each site within your portfolio routinely, on an agreed upon set schedule, so that to pro-actively inspect/audit the sites for quality control, curb appeal, safety concerns, recommendations for improvements, etc. At each site visit, a custom-ized check list/ scorecard of items is recorded (see sample inspection scorecard below), and results are uploaded to a secure and accessible portal for owner review. As a result, LSI's representative will send instructions to the operations team for solutions implementation. If pricing is appropriate, then LSI will submit proposals to the owner for review and ap-proval.



**MONTHLY LANDSCAPE MAINTENANCE INSPECTION GRADE SHEET**

A. LANDSCAPE MAINTENANCE	VALUE	DEDUCTION	REASON FOR DEDUCTION
TURF	5		
TURF FERTILITY	10		
TURF EDGING	5		
WEED CONTROL - TURF AREAS	5		
TURF INSECT/DISEASE CONTROL	10		
PLANT FERTILITY	5		
WEED CONTROL - BED AREAS	5		
PLANT INSECT/DISEASE CONTROL	5		
PRUNING	10		
CLEANLINESS	5		
MULCHING	5		
FERT/IRRIGATION MANAGEMENT	15		
CARRY OVERS	0		

B. SEASONAL COLOR / PERENNIAL MAINTENANCE	VALUE	DEDUCTION	REASON FOR DEDUCTION
WIGOR/APPEARANCE	10		
INSECT/DISEASE CONTRDL	10		
DEAD HEADING / PRUNING	5		
<b>MAXIMUM VALUE</b>	<b>120</b>		

DATE: \_\_\_\_\_ SCORE: \_\_\_\_\_ PERFORMANCE PAYMENT % \_\_\_\_\_  
 CONTRACTOR SIGNATURE: \_\_\_\_\_  
 INSPECTOR SIGNATURE: \_\_\_\_\_  
 PROPERTY REPRESENTATIVE SIGNATURE: \_\_\_\_\_

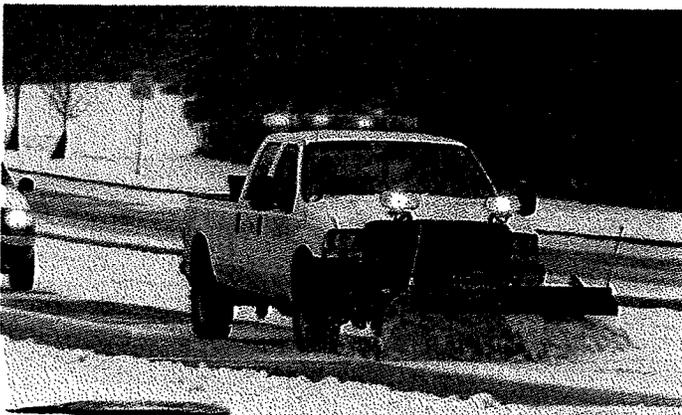
Monthly Maintenance Inspection Sheet

PROACTIVE   
 PERFORMANCE   
 PARTNER  3

### EMERGENCY RESPONSE

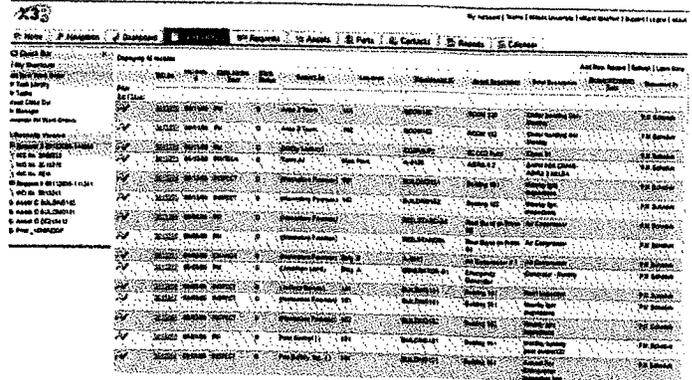


LSI has an emergency or after-hours phone line that is available 24/7 - 365 days per year. LSI has live personnel available to respond to your emergency service needs such as storm damage, tree services, snow services, irrigation repairs, etc. You can count on LSI to be there when you need us, day or night. Response time will vary depending on the conditions and type of emergency, but one can indeed expect that LSI will respond promptly and appropriately per industry standards. LSI's Facility Services division operates our after-hours team and manages the emergency phone line. Hopefully you won't need it, but LSI has the resources to respond appropriately to any level emergency or disaster event.



### WORK ORDER SYSTEM

LSI can utilize our own work order (WO) system or utilize an existing owner system to communicate and track approved extra services, general requests, complaints, issues, etc. The WO system will provide the technology needed to organize all requests, track the status & progress in real time, as well as prioritize projects in a formal manner. The cloud based WO system is secure yet easily accessible to all approved owner reps and LSI personnel. The WO system helps promote a culture of communication which keeps the owner informed.



ID	Name	Status	Priority	Assignee	Created	Last Modified	Assigned To	Assigned By
100001	Replace light fixture	Open	Low	John Doe	2023-01-01	2023-01-01	John Doe	John Doe
100002	Fix leak in kitchen	In Progress	Medium	Jane Smith	2023-01-02	2023-01-03	Jane Smith	John Doe
100003	Paint living room	Completed	High	Mike Johnson	2023-01-05	2023-01-06	Mike Johnson	John Doe

Screenshot of Work Order System

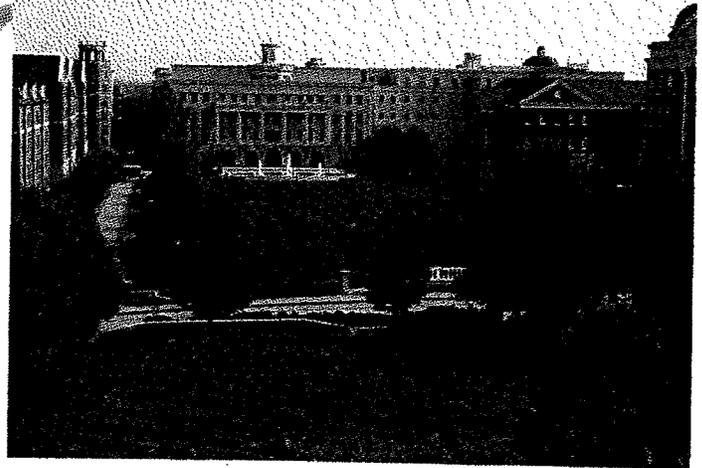


PROACTIVE   
 PERFORMANCE   
 PARTNER  4



LSI'S UNIQUE APPROACH

LSI recommends a single source management model to maintain the grounds services for your entire property portfolio. Our services are managed by LSI's Facility Services division team. LSI can utilize our own in-house resources and crew teams to perform services on large campus or tightly clustered portfolios. Or LSI will strategically utilize LSI's established partnership network of vetted & qualified sub-contractors which engages local small/medium sized & disadvantaged lawn care companies, all while converting them into top tier service providers via training, mentoring, support, hyper-supervision, and technology resulting in achieving performance standards that exceed client expectations. Both models have a proven track record of success for many of LSI's commercial portfolio clients. Our program supports the local economy of your territory.



Why is this approach the right choice?

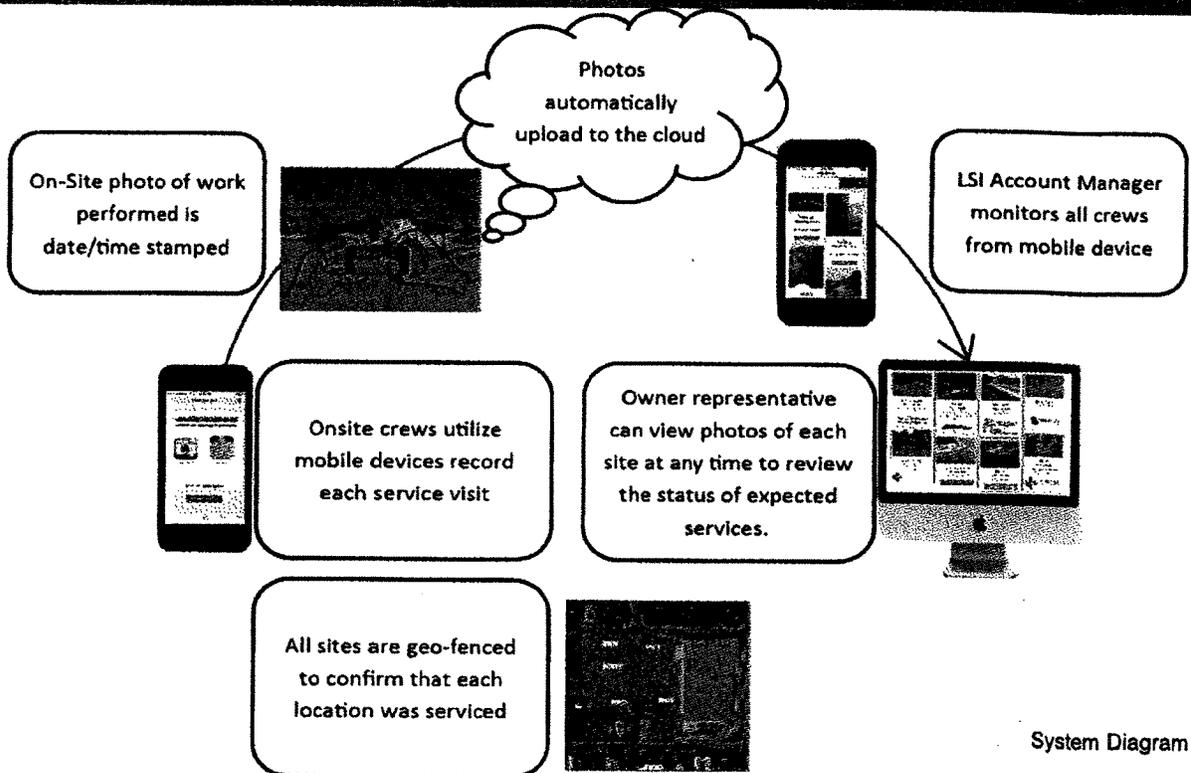
- Standardization of Services (quality, scope, pricing, etc. is standardized and consistent portfolio wide)
- Safety Standardization (appropriate safety procedures will be implemented & required by all providers)
- Value Pricing (due to volume discounts, scope & scale leverage, efficiencies, etc)
- Long Term Cost Management (scope and scale advantages, equipment utilization, production rate management and improvement, technology advancements)
- Our proprietary approach to landscape management results in 'No Surprises' to the school system representatives (highly organized, posted schedule, reporting, hyper-communication, supervision, etc.)
- LSI supervises any engaged local partners so that 'best practices' are implemented (we Inspect what we Expect)
- You would be dealing with a 'Subject Matter Expert' LSI's veteran local area manager and your main contact person
- LSI will be the responsible party for verifying that all personnel or partners are always in full compliance with insurance, drug & background testing, licensing & certifications, among other requirements.
- Streamline Transactions: Owner saves money by only having (1) one invoice transaction per month, rather than multiple transactions, because you would be dealing with only one contractor.
- LSI can partner with and fully manage vetted local small & medium business contractors (in some cases certified DBE firms) to support the local economy and associated communities. In addition, LSI would advance those contractors' effectiveness by offering them education, training support and consulting to improve their systems (operational systems, financial systems, sales, HR, etc.) The concept is that LSI would give the local subcontractors the 'tools' and 'support' they need to deliver a quality grounds management product. As a result, these tools will elevate their companies due to new found efficiencies, support mechanisms, updated systems refinement, etc.
- LSI will minimize the 'headaches' associated with grounds care for your facility management team resulting in fewer complaints and call backs. You would have only one contact person, LSI's Area Manager.
- LSI promotes a culture of 'absolute accountability' therefore, when mistakes are made our LSI work teams and managers are held fully accountable and are empowered to make the necessary repairs and adjustments in a timely manner.
- Minimize Risk: LSI will continually verify that all partners comply with insurance requirements & alike.

**REAL TIME MONITORING**

We Inspect What We Expect, at LSI. We hyper-supervise our crew teams and sub-contractor partners to verify quality control and agreed to service frequencies are adhered to. We physically visit each site on a routine and scheduled basis, and we also utilize technology to assist in the monitoring process. LSI utilizes an exclusive cloud based APP which requires our sub-contractor partners to take site photos after each scheduled service. The photos are taken within an APP software utilizing time stamping and geo-fencing and automatically uploads the photos to a secure and organized folder. This allows LSI and clients to view real time results from each service event through a secure portal.

**PHOTO DOCUMENTATION TECHNOLOGY**

Our proprietary approach to landscape management results in 'No Surprises' to your representatives. Our highly organized method of service verification utilizes and requires all of our vetted and certified sub-contracted partners to submit documentation to the mobile APP that can be accessed by approved client representatives. LSI will also post and maintain updated service schedules and records, as well as any reporting of site issues or enhancement recommendations via our custom communication strategies. Please see attached for an illustration of our APP management software.



System Diagram



### TRANSITION PLAN

If LSI is fortunate enough to be awarded this project, LSI will make the transition from your existing process to our newly proposed program in a manner that is easy and hassle-free for your team.



*"I just wanted to let you know how well LSI is doing for us. LSI has exceeded all expectations and is a pleasure to work with. They have been proactive with our property, resulting in many employees telling me how nice it looks, and they keep me informed on a regular basis regarding on-going activities. That makes my job easier."*

**-Dave Latondress**  
Facility Project Manager  
Urban Services Group

### TRANSITION PLAN STEPS

#### STEP 1

The owner notifies all its managers that a new system for managing their grounds will take place on a specific designated date. This communication will establish a start date and inform the managers that LSI will be managing all designated aspects of the grounds care on all or selected sites. All current landscape vendors will get notified that as of the effective date that LSI will be managing the landscaping on all designated sites and those vendors will be receiving communication from LSI soon. Any current vendors that are recommended by the owner's rep will have an opportunity to be interviewed to become a certified strategic partner of LSI.

#### STEP 2

A list of all current vendors is given to LSI. For those recommended vendors, LSI will fully vet each candidate requiring items such as adequate insurance, background & drug tested, safety standards, appropriate commercial equipment and vehicles, etc. Such vetted partners will undergo LSI training and testing in an effort to become 'LSI certified' to verify that industry standards will be adhered to so that client expectations are met.

#### STEP 3

LSI will assign the owner an LSI account manager whom will act as the main point of contact for the owner's team (to promote ease of communication). The account manager will implement LSI's Quality Assurance Program (QAP) while providing a premium level of customer service to your representatives.

#### STEP 4

Within 30 days of the Service Agreement start date, the current grounds vendors will either be eligible as LSI strategic partners or they will be given appropriate notification that they will no longer be a direct vendor of said owner.

#### STEP 5

LSI will hit the ground running on the agreed to start date while performing according to our Agreement and delivering on our promises. **Guaranteed!**

PROACTIVE   
PERFORMANCE   
PARTNER  7

**LSI EXCLUSIVE SERVICE GUARANTEE**



LSI promises to provide our services with high standards and per our Agreement. Should we fail to deliver or satisfy, LSI will make it right, or you will receive credit for that service value.

There is no fine print.

Our exclusive Service Guarantee is a simple promise.

We are proud to guarantee our service offerings, as such defines our core values, culture and commitment. We will strive to be perfect, but we will inevitably makes some mistakes along the way. In such case, we don't expect you to pay for anything you didn't receive. This Service Guarantee should provide you a piece of mind which minimize any perceived risk associated doing business with LSI.



PROACTIVE   
PERFORMANCE   
PARTNER  9

## INDUSTRY TRENDS

LSI understands the need for tracking and following Industry Trends to help determine the direction of business strategies. Coincidentally, many of the landscape industry trends are similar to your industry. LSI understands that you have an image and investment to protect, and we can help you accomplish such. Some industry trends are as follows:

### TO FEEL COMFORTABLE

LSI can help deliver a comfortable and relaxing outdoor environment to your guests as they arrive, by maintaining a neat & clean, welcoming landscape and grounds.

### HASSLE FREE

People today are busy and always running full speed! People typically do business with firms who provide a hassle-free experience so that they can focus on other important tasks. LSI consistently delivers that experience to our clients via innovative systems and our unmatched proactive approach to grounds management.

### ETHICAL

People do business with companies who are ethical & trustworthy. At LSI we pride ourselves in doing what we say we will, and always doing the right thing. We back our service with our exclusive LSI Service Guarantee.

### GOING GREEN

We are all familiar with the Going GREEN and Sustainability trend. LSI leads our industry in Green and Sustainable landscape initiatives, and we are proud of it.

### BEING ECONOMICAL

Economical equates to value. Buying a good value is in vogue and always will be. People want a fair and reasonable price for a quality product. LSI delivers just that, with an added touch of innovation.

### LOW RISK & EFFICIENT

People tend to do business with companies that deliver a service or products with low risk involved. Your customers want to know that their experience will be without risk. They buy a safe bet. LSI is low risk with strong financial resources, and guarantees to back it up.

### GIVING BACK

It has become more and more important to people to do business with companies that give back to the community and charities. LSI leads this charge with unmatched giving to local charities, churches, schools, and non-profits. We would consider getting involved at some capacity in your charities of choice too!

## MARKET CHALLENGES

We recognize that your market brings with it a number of business challenges. Managing multi-site landscapes associated with your facilities shouldn't be a hassle or burden, but rather a benefit. LSI is here to help deliver a positive experience to your guests by providing clean and neat landscapes in a welcoming, comfortable, and relaxed outdoor environment. LSI understands the importance of protecting your Brand. LSI aligns well with your company due to our similarities associated with Culture, Brand, Vision, Ethics, etc.. LSI can assist you by providing you with a hassle-free landscape management system that is customized to provide solutions and benefits, allowing you to focus on what you do best.

We are here to help! LSI offers grounds and facility maintenance solutions that can assist your team in reaching its goals, while delivering such in a hassle free environment.

We understand that challenges associated with managing landscapes can reach all levels of your team. Below summarizes what we see is important to each:

### EXECUTIVES

Brand Consistency, Protecting Image, Focus on Big Picture, Please Investors, Mitigate Risk

### REGIONAL MANAGERS

Maintain Consistent Guest Experience, Cost Control, Focus on Core Competencies, Drive Repeat Business

### STORE MANAGERS

Headaches & Burden of having to deal with day to day issues, need time to focus on delivering the desired experience directly to your guests

*"LSI is one of the very few contractors that has never let me down. Keep up the good work."*

-Tom Cope  
Hines Interest



LSI Mission



It is our mission at LSI to be **the most trusted and respected service provider in our industry.**

CORE VALUES

**T**rust (we are a company that is reliable and trusted in the marketplace - one that stands for integrity and sets a standard for it. We will do the right thing, always)

**R**espect (we value our relationships and treat people with respect, as we would prefer to be treated)

**I**ndustrious (we believe that success is achieved through a diligent work ethic. A persistent desire to work hard builds character, personal satisfaction, and produces a quality product while delivering a high level of customer service)

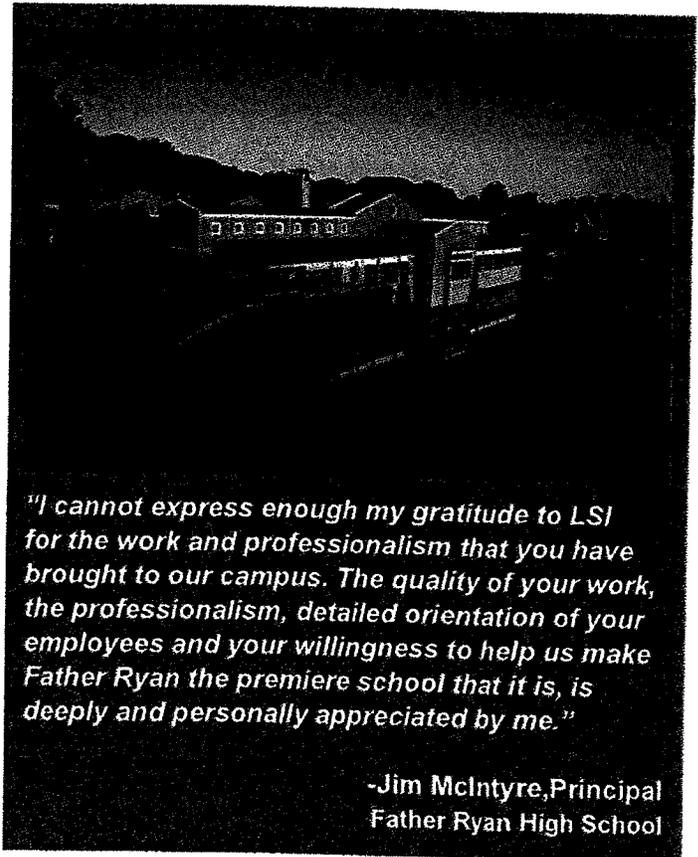
**B**alanced (we support our team's journey between our professional and personal lives, promoting an enjoyable work environment and healthy sense of life balance)

**E**xpertise (the culmination of competence, resourcefulness, proficiency, professionalism, and teamwork as it relates to how we provide our services).

The definition of a **TRIBE** is a company, group or number of persons with strong common traits, similar values or interests. A large family.



Our Nashville Office and Staging Yard



*"I cannot express enough my gratitude to LSI for the work and professionalism that you have brought to our campus. The quality of your work, the professionalism, detailed orientation of your employees and your willingness to help us make Father Ryan the premiere school that it is, is deeply and personally appreciated by me."*

-Jim McIntyre, Principal  
Father Ryan High School

## COMPANY OVERVIEW

### WHO WE ARE

LSI is a national award-winning family owned full-service grounds management and facility services company. For 28 years, LSI has focused on providing professional care to schools, commercial sites, institutional properties, and municipality markets with a geographic footprint that offers services throughout the Eastern region. LSI's team of certified professionals uphold our principals of unparalleled customer service, responsiveness, quality, adherence to sustainable and best horticultural practices as well as our commitment to the community, environment and ethical business practices.

### YOUR LANDSCAPE INVESTMENT GETTING THE RETURN YOU DESERVE

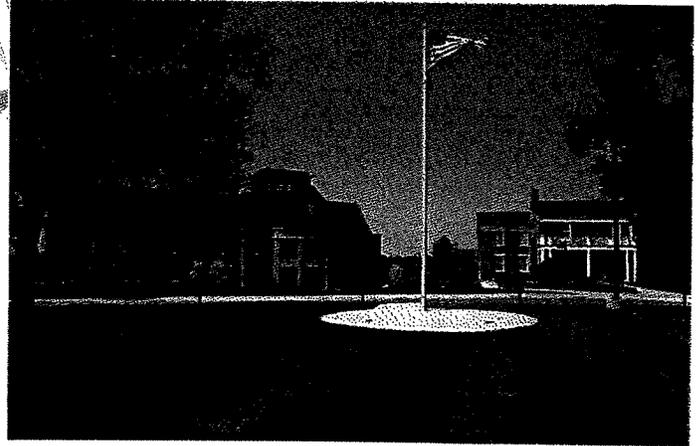
We understand that your landscape is an integral part of your real estate investment, and we treat it as such. LSI has state-of-the art equipment & technology, 24-7 communication systems, and we also provide an exclusive Service Guarantee. LSI is committed to utilizing industry Best Management Practices so all our properties are maintained at the highest level of horticultural standards, are attractive, clean, and safe while promoting your image and protecting your investment. Each customer is assigned a Landscape Advisor who pro-actively manages all facets of the job resulting in a hassle-free experience for the customer.

### LSI COMPREHENSIVE SERVICES GROWING YOUR INVESTMENT

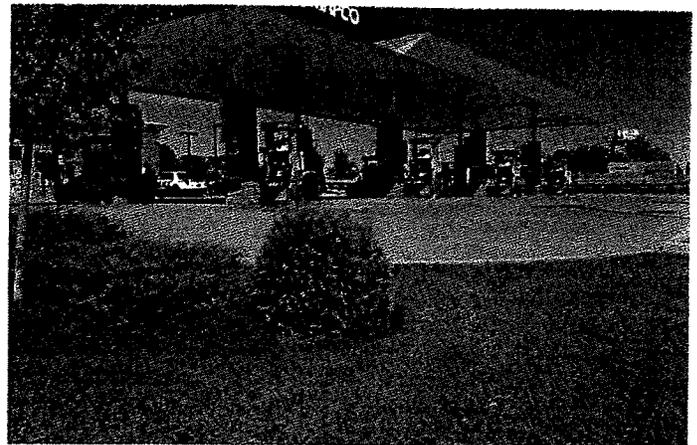
As your Trusted Landscape Advisor, LSI provides you with a customized yet economical grounds management program that promotes the healthy maturation of your turf, trees and landscape. In addition, we offer a variety of facility services to enhance your exterior environment:

- Mowing & Grounds Care
- Bush-hog Services
- Sweep & Vacuum Service
- Hardscape Weed Control
- Parking Lot Maintenance & Repairs
- Snow Removal
- Window Washing
- Pressure Washing
- Irrigation Services
- Gutter Cleaning

## FACILITY SERVICES DIVISION



LSI's Facility Services (FS) division facilitates multiple building maintenance services through one point of contact. We provide highly qualified local and regional exterior services to commercial property portfolios including education, bank brands, retail chains, hospitality, municipalities, industrial, REITS, among other sectors. We streamline the maintenance process to provide a hassle-free experience while saving you money! LSI-FS utilizes technology to engage our clients with our culture of communication along with a 24 hour emergency response system. Our unique proactive approach will promote your exterior facilities to mature gracefully over time, instead of slowly decline. We build value for our clients by reducing costs while keeping their properties safe, clean, and aesthetically appealing, through individual or integrated solutions.



PROACTIVE  
PERFORMANCE  
PARTNER

**PROFESSIONAL MAINTENANCE**

**REGIONAL GROUNDS MANAGEMENT**

We offer award winning grounds management programs which can include basic or full service landscape maintenance platforms for regional clients with large campus or extensive property portfolios. We understand that your landscape is an integral part of your real estate investment, and our team of industry certified professionals treat it as such.



**SWEEPING/ VACUUM SERVICE**

LSI-FS can maintain your image and investment by implementing a routine sweeping program for your parking lot in an effort to provide a consistently neat, clean, and orderly appearance. When debris like broken glass, leaves, paper, cigarette butts, etc. are left to accumulate in a parking lot, they decrease the property appeal and create safety concerns. Our trained and seasoned professionals use the latest in power sweeping/ vacuum equipment to remove unwanted litter and debris from your commercial parking surfaces. We'll also empty your trash receptacles routinely, and proactively report any odd findings such as vandalism, lighting repair needs, etc..

**COMMERCIAL GUTTER CLEANING**

Without regular cleaning, your commercial gutters and downspouts can get clogged by leaves and fallen debris, that can cause damage to your building and create safety hazards.



**PRESSURE WASHING**

We provide pressure cleaning services for your building facade, concrete or parking lot surfaces. We offer both hot & cold cleaning applications based on your specific needs. Our experts can remove gum, grime, oil, graffiti, rust and stains from your exterior surfaces, day or night, to enhance the integrity of your property.



**EXTERIOR LIGHTING REPAIR & MAINTENANCE**

LSI-FS can repair or upgrade your outdoor parking lot or building lighting fixtures to increase luminosity, safety and security. We can also retrofit bulbs or fixtures to the latest efficient LED technology to save operating costs. Please inquire about our monitoring and management programs.



**PARKING LOT MAINTENANCE**

Your parking lot is the very first impression you make on your visitors. LSI-FS offers parking lot maintenance services as well as management programs. We provide a full array of individual services such as pothole and crack repair, seal coating, striping, and curb & bumper repair. Our asphalt and concrete specialists will help you maintain a positive image by keeping your parking lot safe, easy to navigate, clean, and inviting.

PROACTIVE   
 PERFORMANCE   
 PARTNER  14

**EXPERIENCE & APPROACH**

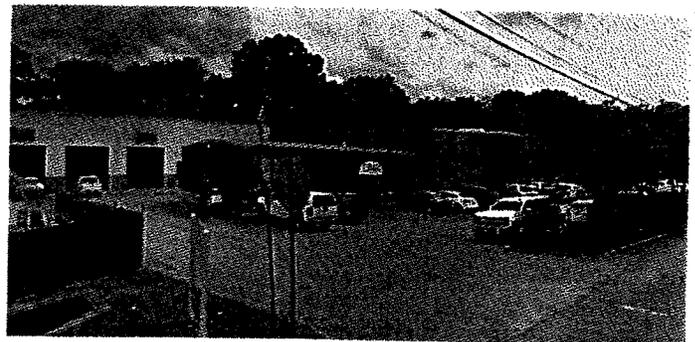


Our LSI team of industry certified professionals including CLP's (Certified Landscape Professionals), horticulturists, arborists, certified irrigation auditors, licensed pesticide applicators, etc. are all resources in which LSI offers to our customers. LSI's 30 years of industry experience assures our clients that LSI will guide them as their Trusted Landscape Advisor, and help them spend their money wisely by utilizing Horticultural Best Practices. LSI understands that it is our duty to protect our client's Image and Investment. Your dedicated LSI Facility Services managers and experienced team will take a proactive approach to landscape management via a hyper-communication strategy, so that to minimize surprises, keep you informed of scheduling progress, as well as develop landscape improvement ideas or solutions to grounds related or safety issues. Furthermore, LSI will perform the services as promised, and do so in a manner that meets or exceeds your expectations, Guaranteed! LSI will strive to provide a hassle-free experience to you through the process, all while meeting your budget.

**LSI TRAINING AND RELATED PROGRAMS**

Training is critical in our industry for safety and performance reasons. Training at LSI is performed on a daily basis via several sources. LSI has implemented a training program including 'LSI University', continued education classes, in-field hands-on training by supervisors, tailgate training sessions, training manuals & videos, among other methods (in all cases training is offered in two languages). ALL direct employees must pass a background check and drug test to be eligible to work at LSI (no exceptions). LSI takes great pride in the quality of our personnel, staff, and vetted partner subcontractors. Training is routine and is conducted at all levels of personnel and sub-contractors at LSI. LSI focuses on maintaining a strong pipeline of eligible employee/team candidates so that LSI can confidently conduct the work we have promised. LSI has numerous industry Safety Awards which supports our commitment to training and safety.

**FINANCIAL STATUS**



LSI Headquarters Facility

LSI is very strong financially, and LSI's borrowing power is healthy. If you request to review company financial reports, LSI can make arrangements for such upon special request in a secure and confidential manner.

PROACTIVE   
 PERFORMANCE   
 PARTNER  15

## EXECUTIVE STAFF



**PAUL STACEY, JR**  
Chairman of the Board  
PAULSTACEYJR@LSIPROS.NET

Paul Stacey Jr. is the founding member of Landscape Services, Inc. Paul Jr. opened for business in 1988 in Nashville Tennessee.

His business has grown from a locally trusted and respected company into a regional asset, staffing over 400 employees, and receiving many awards over the years for LSI's commitment to service and safety. Paul Jr. has nearly 30 years of experience working in the landscape industry.



**DOUG STACEY** President  
DOUGSTACEY@LSIPROS.NET

Doug Stacey is the President of LSI. Doug is a certified landscape professional (CLP) and also hold a license and certification as a Ap-plicator of Agricultural Pesticides.

Along with Doug is a horticulturist and graduated from Middle Tennessee State University with a Bachelor's of Science in Construction Management. Doug has twenty 26 years of experience in the Landscape Industry.



**PAT STACEY** Executive Vice President  
PATSTACEY@LSIPROS.NET

Pat Stacey is the Director of Business Development for LSI's Grounds Management Pat is a Certified Landscape Professional (CLP) and a

licensed and certified applicator of agricultural pesticides. Pat is a horticulturist and landscape designer and holds a Bachelor of Science in Forestry from the University of the South at Sewanee. Pat has 28 years of experience in the landscape industry.



**PAUL STACEY, III**  
V.P. of Construction Services  
PAULSTACEY3@LSIPROS.NET

Paul Stacey, III is the Director of Business Development for LSI's Construction Services Division. Paul III is a seasoned estimator,

horticulturist and landscape designer. Paul III attended Middle Tennessee State University where he received a Bachelor of Science in Plant and Soil Science. He also attended University of Tennessee where he acquired a Bachelor of Science degree in Horticulture and Landscape Design. Paul III has 28 years of experience in the landscape industry and is a recognized expert in his field.



**DAN STACEY**  
V.P. of Technology  
DANSTACEY@LSIPROS.NET

Dan Stacey is LSI's Chief Information Officer (CIO), and Accounting Manager. Dan's work plays a critical part in the day to day

operations of LSI's various technology applications. Dan is a certified Applicator of agricultural pesticides and has 21 years of experience in the landscape industry. Dan holds a Bachelor of Science in Civil Engineering from The University of Tennessee at Knoxville.



**LIBBY ANTOGNOLI CFO**  
LIBBYANTOGNOLI@LSIPROS.NET

Libby is the Chief Financial Officer for LSI. She attended Youngstown State where she earned a Bachelor of Arts in psychology & French, before acquiring her master degree

in financial management and accounting from The Keller School of Management. Libby has 25 years of experience in finance, accounting and operations management; & 6 years of experience in construction finance & accounting.



**ROBERT MAY** Director of Operations  
ROBERTMAY@LSIPROS.NET

Robert is the director of Operations at LSI. He manages the business relationships for Facility Services and leads a team of branch and account managers

throughout the eastern region of the country. Robert is a project manager professional of the Project Management Institute and a graduate of Murray State where he received a bachelor of science in business administration and a MBA. Robert has 24 years of experience in management of service based industries.



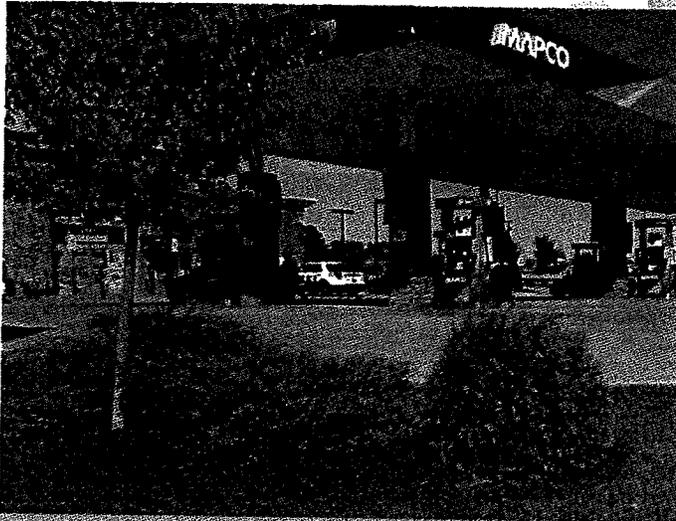
**ANDY KUHNS**  
V.P. of Exterior Facility Solutions  
ANDYKUHNS@LSIPROS.NET

Andy is the division director of business development and operations at LSI. He manages the business relationships for

LSI Exterior Facility Solutions and leads a team of regional and account managers throughout 14 states. Andy has worked in the facilities management industry for over 15 years and has specialized in the education markets. He is a former high school teacher and held the Director of Marketing leadership role for a predominate developer prior to moving into the facilities management industry.



REFERENCES



MULTI-SITE PORTFOLIOS

Regions Bank  
CBRE Janette M. Sanders  
(205) 560 3235  
janette.sanders@cbre.com

MAPCO Delek US Holdings, Convenient Stores  
Tony McLarty  
(615) 224-1126  
Tony.McLarty@mapcoexpress.com

Sudden Service Convenient Stores  
Kyle Binkley, Hollingsworth Oil Co., Projects Manager  
(615) 354-3655  
kbinkley@hollingsworthcompanies.com

US Bank  
Shannon Fujimura, Assistant V. P./ Property Manager  
(615) 904 2969  
shannon.fujimura@usbank.com

Daily's Convenient Stores  
Roger Parton, Facilities Manager  
(615) 313-2435  
rparton@tristartn.com



EDUCATION and SCHOOL SYSTEMS

Huntsville City Schools | Huntsville, AL  
Mowing & selective main services- (40 schools) Dr.  
Jeffrey Wilson (256) 428-8346

Belmont University | Nashville, TN  
Full Service grounds management  
Mary Weber – 615-415-2061 -National Award Winner

Ensworth High school | Nashville, TN  
Full Service Grounds Management  
Darrell Wells 615-383-0661- National Award Winner

Nashville Davidson County Schools | Nashville, TN  
Mowing and base bed maintenance services (155  
schools)  
Kris Thomas - 615-946-7122

Kanawha County Schools - Charleston, WV Mowing  
Services (80 schools)  
Terry Hollandsworth – 304-348-6120

Little Rock City Schools | Little Rock, AK  
Mowing Services (45 schools)  
Zach Arendt – 501.447.1000

Rutherford County Schools | Murfreesboro, TN  
Mowing services (22 schools)

**AWARDS**



**COMMITMENT TO QUALITY (MAINTENANCE)**

**PLANET (Professional Landcare Network)  
Environmental Improvement Merit Award**

- Belmont University (Nashville, TN)
- Ensworth High School, Nashville, TN
- Primus Automotive Financial, Franklin, TN

**PLANET (Professional Landcare Network)  
Environmental Improvement Distinctive Award**

- Governors Club HOA, Brentwood, TN
- The Carothers Building (Primus), Brentwood, TN

**PLANET (Professional Landcare Network)  
Environmental Improvement Grand Award**

- Corporate Centre Suburban Office Park, Franklin, TN



**COMMITMENT TO SAFETY & TRAINING**

**PLANET (Professional Landcare Network)  
Overall Safety Achievement Award  
Silver Performance Level**

**PLANET (Professional Landcare Network)  
No Days Away From Work,  
No Injuries or Illnesses Safety Recognition**

**PLANET (Professional Landcare Network)  
Overall Safety Achievement Award  
Bronze Performance Level**

**PLANET (Professional Landcare Network)  
No Days Away From Work,  
No Injuries or Illnesses Safety Recognition**



**COMMITMENT TO QUALITY (INSTALLATION)**

**PLANET (Professional Landcare Network)  
Environmental Improvement Merit Award**

- St. Cecilia Convent in Nashville, TN

**ABC (Associated Builders & Contractors)  
Construction Award of Excellence**

- St. Cecilia Convent in Nashville, TN

**THANK YOU**



Thank you again for your consideration. We look forward to working with you.

**PROACTIVE**   
**PERFORMANCE**   
**PARTNER**  20

- X
1. Section 1.5 – Invoices and Payment Schedule: This section provides that the City has 30 days from receipt of the invoice to make payment, provided they approve of the invoice. We would like to including language that requires the City of Knoxville to submit their comments to the invoice within that 30-day period.
    - a. I would also like to revise the last sentence of this section to state, "Payment for Services rendered does indicate the City's acceptance of such Services as being fully in accord with all the provisions of this Agreement."
  2. Article 2 – Termination
    - a. The language therein provides the City to terminate the contract for any reason and at any time. This seems to pretty standard for these types of contracts. However, I would like to incorporate a notice deadline where the city has to provide their termination notice so many days prior to the intended termination date – I.e. "The City may terminate this Agreement at any time, with or without cause, by providing 30 days prior written notice of termination to the Contractor."
    - b. I would also like to revise the last paragraph/sentence of this section in the following manner: "The rights and remedies of the City provided in this clause shall be the City's sole and exclusive rights and remedies."
  3. Article 3 – Hold Harmless and Indemnification
    - a. First paragraph: I would like to revise to include damages that allege to have arisen from the gross negligence or willful misconduct of the Contractor, rather than just any act or omission.
    - b. I would like to revise the last paragraph/sentence of this section as follows: "The indemnification and hold harmless provisions of this Agreement shall survive termination of the Agreement for a period of six (6) months."

Jim replied no to all  
requests on ~~3/12~~ 3/12.