



Janitorial Services meeting your
needs, exceeding your expectations

561-844-8778

www.imagecompanies.com

Providing quality dependable
services since 1987



Building
Service
Contractors
Association
International





Our Mission

It is our goal to provide exceptional services to all our clients.

We call this goal

The Gold Standard.

Image Janitorial Services strives to provide customers and employees a unique opportunity;

A forward-looking company with an emphasis on an old-fashioned idea:

Service.

We strongly believe in mutual respect, high expectations, enthusiasm for life and strong family values.

We believe these virtues bring out the best in everyone.

Through a strong relationship built on communication and a commitment to these ideals

Image Janitorial, its customers and employees

will reap the benefits of the

Gold Standard.



Company History

Image Janitorial Services was started, as were many other businesses, because there was a lack of quality service providers in Palm Beach County. We began as a small family owned and operated business in 1987 and have grown to the multi- faceted full-service company we are today.

Over the years we have established and refined our business model, taking as our guide the dictionary definition of the Cosmos: " A self-inclusive system characterized by order and harmony amid complexity and detail ". We constantly re-fine and improve our systems and service by patient observation, rapid response to customer needs, and by remaining open to customer and employee recommendations.

Our goal of complete customer satisfaction has led us to increase our services to meet the ever-expanding needs of our customers.

Floor Refinishing - Carpet Maintenance - Porter Services Water Damage Restoration -Window Washing

Paper Products & Supplies

Image Janitorial responded with certification through:



BSCAI - Building Service Contractors Association International



IICRC - Institute of Inspection Cleaning & Restoration Certification



USGBC - U.S. Green Building Council

These certifications gave us the knowledge and the tools to respond to our customers' requests with the level of service they have come to expect from our company.

Recently, our customers wanted to streamline office products and common area supplies. Image Companies responded by aggressively pricing your supply needs with next day delivery.

Over the years we have gone from a small family owned business to a full-service corporation offering a wide range of products and services to meet customer needs. But one thing remains the same, our commitment to the original idea:

Service: Quality Dependable Services.



Why Image Janitorial Services

Customers since 1987 have selected Image Janitorial Services because we are...

Fervently Customer Driven. When our customers talk we listen. That's why we take whatever steps are necessary to protect your property.

Your property management partner. You trust Image Janitorial with your keys. We in turn apply our expertise to help enhance the professional image that you wish to protect. Beyond the typical buyer-contractor relationship. Working together to achieve a common goal with honesty, integrity and fairness in everything we do.

Ready to serve you instantaneously. 24 hours a day, 365 days a year, no matter when or what the emergency, we are here for you. Think of us as the "911" of property services.

Utterly devoted to quality. Image Janitorial quality assurance is second-to-none, with each job checked by our quality assurance managers and in addition, periodic checks by Timothy Wilson, owner of Image Janitorial Services. The results of these inspections-good, bad or indifferent are available to you.

Leaders in promoting indoor air quality and fighting sick building syndrome.

We understand these issues and act in our customers best interests.

Locally owned and managed. Our management and supervision is local enabling management to respond quickly and efficiently to your needs. No longer are issues shuffled to a remote management.

A strongly people-oriented company. Our employees work longer hours, make more money, are more satisfied and deliver increased productivity with lower absenteeism and lower turnover than their peers. This gives us a higher quality work force leading to greater customer satisfaction.



Communications and Responsiveness

Image Janitorial believes that a successful company is one that responds promptly and efficiently. All service requests, including special service requests, are logged into our specialized ticketing system which then directs on site prompt action. We encourage two-way communication and we have the personnel and systems to facilitate this, so please feel free to email us at service@imagecompanies.com benefits to you are improved communications between you and/or your tenants and Image Janitorial Services, which can increase customer satisfaction.



TeleTeam: A powerful, state of the art, integrated telephone time and attendance system assist your organization and ours to increase operational efficiency by reducing costs and improving communications between our supervisors and employees. TeleTeam is a fully integrated automated telephone timekeeping system that verifies employee presence at job sites.

Caller ID: The system uses Caller ID to identify the location from which the call is made. In the unlikely event a call is made from a number that does not match a valid job site, it flags the call and notifies the supervisor immediately.

Communication: The system provides a link from workers to supervisors with a voice messaging system ensuring your needs are promptly met.

Paging: Our unique paging capabilities ensure fast and efficient communications between staff and supervisors ensuring problems are efficiently identified and solved.

Customer Communications

Voice Mail: Your account representatives have dedicated extensions for 24 hour emergency access. Leave a message & a page is sent notifying receipt of your important call.

E-Mail: We are always accessible by e-mail. Your concerns can be handled directly & personally by sending e-mail to your representative.

Website: More information is available on-line. Please visit us on the web at www.imagecompanies.com.

Emergencies: We have satellite phones for key management, so we can respond quickly to your dire needs.



Image Janitorial Services – Staffing

We're your partner in building management. We'll work with you to make sure your building is clean and orderly. Our people are well trained, trust- worthy, and our management is well organized. We'll do the job right, on time, and on budget.

We interview and thoroughly screen candidates for ability, character and temperament. We consider only those candidates with proper work credentials based on satisfactory work history of previous and present employers as well as qualifications. We verify all employees through local and statewide background checks via the Florida Department of Law Enforcement, The Division of Motor Vehicles, The Florida Division of Workers Compensation and The Department of Homeland Security and its E- Verification System. We are knowledgeable in matters affecting the hiring of personnel, including naturalization and immigration laws.



We staff a new building from four sources:

- Existing employees working at the building ONLY if they meet the strict standards of Image Janitorial Services, Inc.
- We find this approach minimizes the learning period. The current contractor's employees, whom we may hire after screening, interviewing, testing and evaluating their performance, will be trained in our techniques and procedures through a required- on site classroom training class.
- Current Image, Janitorial employees at other locations. We know they do a great job already and have the track record to prove it; and
- Most importantly, we often hire based on referrals by Image Janitorial employees.



All staff is required to wear an Image shirt, an ID badge, khaki pants, a black belt and black OSHA approved shoes.



Training & Continued Education

All new employees receive in depth training to ensure that the high standards expected by Image Janitorial Services, Inc and its clients are maintained.

Image Janitorial Employee Training Program:

Outlines employee training and ensures no steps are omitted thru classroom training, video training, practical applications, chapter quizzes and a final exam. A mini boot camp for all employees.

Classroom Training:

1. Cleaning methods and specifications.
2. Types of and operation of equipment.
3. Chemicals and their safe use including Material Safety Data Sheets (MSDS), Blood Borne Pathogen Programs.
4. Customer relations.
5. Security Procedures

Testing:

After all employees have successfully completed the Classroom training which includes a comprehensive final exam, all employees are then assigned to a jobsite for their continued education.

On-site training: Training Continues...

1. New employees are assigned an area, group or task always with an on-site supervisor.
2. The supervisor on site works with and instructs new employees to meet customer specifications.
3. Inspection and oversight is vital to quality training.



Image Janitorial Policy: All employees are issued a handbook and agree to these tried and true policies which are in place for the customer and employee's protection. Policies addressed range from Human Resources, discrimination, workers' rights & employers' rights, and customer expectations-to grooming, uniforms, employee reprimands and employee praise. A review of the company's policies can be requested at any time by the employee and customer alike.



Security Procedures: Paramount to providing quality cleaning is security. A job taken very seriously from the first day of training, to the daily ritual of securing each building at completion of services every night.

There are standards to every job. They are:

- 1) Designated employee for each job on every visit. Employees are trained at a specific jobsite. Through zone cleaning we can control who is in a specific area.
- 2) All employees must clock in. Using our state-of-the-art employee tracking system, we can tell who is in the building, what time they started and what time they finished. Through employee voice recognition, we will verify that the designated employee is on-site.
- 3) Keys are only issued to a supervisor or job leader. These keys are labeled with an Image customer number, not the customer name, for security of the customer.
- 4) Keys may be kept in a designated lockbox on the jobsite (with the customers permission). This is the preferred method of key security storage. Keys will never leave the building as they are locked in a high security lockbox with keys issued only to customer, jobsite supervisor and Image Office. A total of 3 individuals will have access to keys.
- 5) On Multi-tenant space projects, a tenant checklist is used to secure each space. At the completion of cleaning each space, both supervisor and designated employee for said space lock and record the time. Both supervisor and employee must verify and sign that all information is accurate. A copy is faxed to the Image office and one is left for the customers review. This helps limit unlocked doors. If a pass-card system is implemented in the customers building, the customer will be able to tell if any tenants entered the building after the cleaning service is completed.



FREQUENCY DRIVEN PROGRAMS

Image Janitorial Services is not in the business of playing catch up cleaning. We are in the maintenance business. In order to maintain a high level of service we have provided a program which sets frequencies and set days / dates for service items to be addressed. Each frequency driven item will be set up in the Image Work Ticket System. This ticket identifies and directs staff on the who, what, where, when and why a service is to be done. Our Account Managers use these established systems to keep your buildings clean at all times. We do not wait for any specific item to be dirty; we maintain it at all times.

SUPERVISION



The key to a successful janitorial program is supervision. There are many words for it: Trust but verify, inspect what you expect etc. Simply put we check our employees. All programs are set up with a Lead janitor for daily quality control checks and supervision of staff. In addition, there will be a permanently assigned Account Manager who will work with lead and Staff to ensure quality. The Account Manager will also meet with the client on scheduled basis to address client concerns, receive feedback and identify opportunities for service.

All clients will have multiple ways to relay information and requests.

1. Account Manager Cell Phone
2. Account Manager Email
3. Image Corporate Office Operations Clerk - The Operations Clerk works in support of the Account Manager to schedule special services, receive and dispatch client concerns to the Account Manager and ensure clients communications are promptly dealt with 561-844-8778 Ext O
4. Clients may also email to correspondence and requests to:
service@imagecompanies.com



Special Projects



Upon occasion, services other than the regularly scheduled janitorial services may be required. Image Janitorial Services, Inc is able to provide many of the special duties that may be required. If additional special services are requested Image Janitorial Services, Inc will provide the work and bill separately from the general maintenance agreement. Prices for additional services will be quoted on request.

Carpet Care

State of the art equipment and knowledgeable technicians can get your carpets clean, even high traffic areas. We can also Scotch guard your upholstery and carpets to help keep them clean.



Floor Refinishing

Linoleum, Vinyl, Marble, and Terrazzo floors can look their very best with a maintenance program the Image Companies. Providing a clean polished look that protects too.

Water Damage Restoration

Rapid state of the art de-flooder, high velocity air movers, ozone machines, commercial grade dehumidifiers. We are an IICRC - Certified flood restoration firm, which means we are qualified to return your building or office to its pre-loss condition.

Paper Products & Janitorial Supplies

With over 7,000 items in stock it's easy one stop shopping for office, hotel, restaurant and janitorial supplies. We offer fast friendly service with competitive prices to meet your individual needs.

Consulting

With our 20 years of combined experience we can set up an in-house cleaning program for your facility. We can help with technical training of your staff, establish proper labor schedules, increase productivity & help control costs.



You asked. We listened.

Image Janitorial Start-up Plan

Because we at Image Janitorial are committed to living up to your highest expectations from the first day that we serve you, we have developed a start-up plan that will focus on your needs and requirements.

- 1 . Prior to start-up meeting: There may be several priority items or issues that you know of in advance that will require Image Janitorial's attention soon after start- up. To guarantee that we work on your highest priorities first, we suggest a meeting prior to start-up in which you and Image Janitorial together formulate a plan of action to address your most important objectives.
2. Walk through: A walk through of the entire facility with you, discussing immediate concerns and problems encountered in the past.
3. Enhanced communications: In an effort for continuous improvement Image Janitorial will establish a data communications link between your facility and Image Janitorial. This could enhance daily communications through electronic mail (e-mail). Of course, traditional communications are always available.
4. Friday start: We recommended that we begin cleaning your facilities on a Friday night. This will give us 2 days to review all areas to ensure your satisfaction.
5. Over staff/over supervise: For several days following the night of start-up we will over staff and over supervise the building (at no extra cost to you) to ensure your complete satisfaction.
6. Regular meetings: We recommend regular meetings so that our response to your concerns is immediate and effective.

Preferred Qualifications

Image Janitorial Services, Inc. has a Green Program for the majority of our clients with great success. If THE CITY OF FORT LAUDERDALE PARKS & RECREATION decides to make this program “Green” we will adjust all the chemical line and equipment to comply with the program. All evidence will be sent to THE CITY OF FORT LAUDERDALE PARKS & RECREATION for review and approval.

We are attaching our Green Principles for Green Cleaning in Buildings

1. Commit to people, education and communication.

Buildings don't get dirty or get cleaned by themselves. These activities are dependent on people! A successful green janitorial program should involve both the cleaning personnel and building occupants. Get people involved, keep them involved by celebrating and communicating successes.

All Image Companies employees go through a 4-hour training program. This gives them the opportunity to learn why green cleaning is safer for them, correct procedures, what LEED buildings are, the importance of implementing the LEED program every day and how to do so in each building.

2. Clean to protect health and the environment first, and appearance second.

Even clean appearing buildings can be extremely unhealthy. The products we use do not contain toxic chemicals such as dye, fragrance, phosphates, solvents, nonylphenol ethoxylates, bleach, ammonia, butyl or VOCs.

Removing these substances improves indoor air quality for building occupants which will reduce the risk of adverse health effects.” More than 50% of all illnesses are affected by polluted indoor air quality” (The American Lung Institute). Furthermore, removing toxic chemicals from cleaning products protects our environment from contamination. This will ensure the safety of our drinking water, food source and stability of wildlife habitats.

3. Clean and maintain the building as a whole, not just as separate components.

Cleaning and maintenance in one area of a building can have a major impact on other areas. For example, the fumes from the stripping and recoating of a floor in one area can contaminate adjacent areas or even the entire building via the HVAC system. Appropriate actions must take place to insure health and safety throughout the entire building.

4. Schedule routine maintenance.

Scheduled maintenance that is frequent and thorough is the most efficient and effective method for building maintenance. When we perform a Strip & Rewax we always apply at least 5 coats of wax to minimize chemical exposure, chemical usage and frequency which will ultimately save our clients' money with a long-term program.

5. Plan for accidents and weather.

Plans should address weather related problems, as well as common spills (e.g., coffee), water leaks, smoke or air contamination by a noxious chemical reaction. This is why we have a Hurricane Preparedness Plan that includes a 1 (800) # for employees and clients and satellite phones for internal and external communication.

6. Minimize human exposure to harmful contaminants and cleaning residues.

Training helps employees to understand the importance of always using appropriate personal protective equipment, the significance of adequate ventilation, and scheduling activities to minimize exposure to building occupants.

7. Minimize chemical, particle and moisture residue when cleaning.

We can do this by mechanically capturing dust and dirt with Hepa Filter vacuums and Micro Fiber cleaning equipment. Using course spray for chemicals and applying the cleaner to the cloth rather than spraying the surface.

8. Ensure worker and building occupant safety at all times.

All employees must wear OSHA approved shoes, personal protective equipment and put out signage when needed.

9. Minimize pollutants entering the building and maximize pollutants extracted.

Our program always pays special attention to keeping entry ways free of dirt and debris. We regularly communicate with management the need to keep HVAC filters clean and sanitized when needed.

10. Dispose of cleaning waste in environmentally safe ways.

We use concentrated products we can significantly reduce the waste that is created from our services. We ensure that product packaging is recycled and we perform the recycling program that is in effect on location.

Image Companies - address

Image Janitorial Services, Inc. is located at 1750 N. Florida Mango Road, Suite 103 West Palm Beach, FL 33409 – 15 minutes away from THE CITY OF FORT LAUDERDALE PARKS & RECREATION

Image Janitorial Services welcomes the opportunity to have THE CITY OF FORT LAUDERDALE PARKS & RECREATION staff visit our main office and warehouse and conduct an inspection of our facility and equipment, inspect our fleet trucks and meet the Office Staff who will be in direct contact with THE CITY OF FORT LAUDERDALE PARKS & RECREATION on a daily basis.

With over 31 years in the Commercial Cleaning, we have gained all the necessary experience and knowledge on how to properly start a job and manage the Staff to obtain the best results from everyone involved with the THE CITY OF FORT LAUDERDALE PARKS & RECREATION account

Image Janitorial Services, Inc.

Cleaning Standard Operating Procedures

1750 N. Florida Mango Road, Suite 103
West Palm Beach, FL 33409

561-844-8778

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1.0 WELCOME TO OUR BUSINESS

1.1. Welcome to Image Janitorial Services, Inc.

Name:

Dear Employee,

Welcome to **Image Janitorial Services, Inc.**

We are excited to have you as part of our team. You were hired because you 'stood out from the crowd' and we believe you can contribute to the achievement of the goals of this company.

Image Janitorial Services, Inc. is committed to providing 'sparkling clean results' to everything we clean and unequalled customer service in all aspects of our business. The success of **Image Janitorial Services, Inc.** is determined by our success in operating as a team and your ability to be part of this team.

We have to earn the trust and respect of our customers every day in order that customers make the decision to choose our cleaning services whenever they require cleaning.

Your job and every job in **Image Janitorial Services, Inc.** is essential to fulfilling our mission to provide "sparkling clean results to everything we clean and unequalled customer service in all aspects of our business ". The primary goal at **Image Janitorial Services, Inc.**, and yours, is to live our mission statement. We achieve this through dedicated hard work and commitment from every employee.

Welcome aboard. We look forward to working with you.

Sincerely,

Paul Saavedra
Operations Director

WHO WE ARE

1.2. History of This Company

Image Janitorial Services, Inc. started in specify. Outline a brief explanation of your Company history.

Communication is the key to the success of this business. Owners and Managers believe that keeping the communication channels open throughout the whole business assists everyone to perform their job accurately and efficiently.

Our customers and team of employees, suppliers and management are the cornerstone of our business success. Our business is about people and relationships.

We aim to uphold our mission statement for every assignment.

1.3. Our Vision and Mission Statement

The following Mission Statement and Vision reflect what we stand for and where we are heading. Please review these and know them as they form a foundation of everything we do in our business on a daily basis.

Review the Mission Statements and Visions below and choose one that aligns to your business or write your own. Delete the extras. Your Vision gives your company direction. Your Mission Statement drives the company. It is what you do to reach your objectives.

Mission Statement	Our Vision
<i>At Image Janitorial Services, Inc. , we strive to provide sparkling clean results and unequalled customer service as we aim to gain the respect and trust of our customers, suppliers and partners.</i>	<i>The Image Janitorial Services, Inc. Vision is to be the best Image Janitorial Services, Inc. in location.</i>

At <i>Image Janitorial Services, Inc.</i> , we strive to provide value-added services to our customers by creating a successful partnership with them. Our pledge is to establish lasting relationships with our customers by exceeding their expectations and gaining their trust through exceptional cleaning performance by every member of the our team.	The <i>Image Janitorial Services, Inc.</i> Vision is to be the largest online product provider in <i>Name Country/City</i> .
At <i>Image Janitorial Services, Inc.</i> , we strive to be the most honest and ethical cleaning service of choice. To provide superior service to our customers and foster a work environment that supports our team.	The <i>Image Janitorial Services, Inc.</i> Vision is to be a leader in <i>cleaning</i> . "Great people performing the best cleaning"
At <i>Image Janitorial Services, Inc.</i> , our mission is to be the best at identifying, qualifying and delivering cleaning solutions services that enhance our customers bottom line.	The <i>Image Janitorial Services, Inc.</i> Vision is to be the most recognised provider of <i>cleaning</i> in the City of <i>Name</i> .
At <i>Image Janitorial Services, Inc.</i> , we strive to combine aggressive strategic marketing with quality cleaning at competitive prices to provide the best value for our customers.	The <i>Image Janitorial Services, Inc.</i> Vision is to be successful in delivering <i>cleaning</i> to customers in <i>name</i> .
At <i>Image Janitorial Services, Inc.</i> , we aim to be the best at what we do and deliver the best each and every time we do it.	The <i>Image Janitorial Services, Inc.</i> Vision is to be the largest provider of <i>cleaning</i> in <i>name</i> .

At <i>Image Janitorial Services, Inc.</i> , we are passionate about <i>cleaning</i> and love what we do. As a result we aim to be the leader in our industry and strive every day to achieve this.	The <i>Image Janitorial Services, Inc.</i> Vision is to be the best at <i>cleaning</i> .
At <i>Image Janitorial Services, Inc.</i> , we foster strong relationships and build our business around this.	The <i>Image Janitorial Services, Inc.</i> Vision is to establish our business in <i>x</i> countries around the world.
At <i>Image Janitorial Services, Inc.</i> , we continually aim to be the industry leader and continue to pursue innovation, excellence and quality through everything we are involved in.	The <i>Image Janitorial Services, Inc.</i> Vision is to employ <i>x</i> number of unemployed people by the year <i>xxxx</i> .
To advance the service of <i>cleaning</i> in the service of the shareholders' interests and to provide leadership in the area of <i>specify</i> .	The <i>Image Janitorial Services, Inc.</i> Vision is create your own

1.4. Our Products and Services

Describe briefly the market, product and/or service the company is involved in.

Image Janitorial Services, Inc. provides a cleaning service to a range of clients of various types.

We believe in providing the very best quality *product/service name*. We are passionate about *product name/service*. Everything we do from our customer service through to our *service delivery* reflects a high level quality we striving for.

1.5. Client Fulfillment

If we don't have Clients - we don't have a business or a job. Client fulfillment is our goal for each and every customer or client.

- How do we best serve our customers/clients?
- How do we manage expectations and keep our customers/clients happy?
- How can we ensure that at the end of each project, we have inspired “raving fans” eager to spread the word about our exceptional skills, talents and remarkable customer service?

These are our aims to survive in a competitive commercial environment.

We aim to deliver to our Customers and Clients efficiently, honestly and to a high standard - to the best of our abilities.

At **Image Janitorial Services, Inc.** we have adopted a set of core values that guide our behaviour which underpins our business and sets the foundation for who we are, how we operate and how we treat others.

These values are important to us and we value them particularly when times get tough. They keep us focused on what is important as we continue to grow.

Refer to our values in the next section.

2.0 OUR VALUES

2.1. What We Aim For

Our employees are the most valued assets of our company, and are essential participants with a responsibility of fulfilling the same mission. We recognize that the motivation and performance of our employees are the key factors in achieving success.

We strive to provide a network to allow our team to articulate their skills and market themselves effectively. Our goals are accomplished by a commitment from every employee. The following values are what we aim to achieve every day.

2.2. Integrity

- We act responsibly with honesty and we are trustworthy.
- We do what we say we are going to do.
- We operate with transparency and build relationships through team work, hard work and effective and regular communication.

2.3. Respect

- We treat each other with respect.
- We offer constructive solutions when we complain. If we have a complaint - we also offer a solution.

2.4. Teamwork

- We aim to have fun at work and enjoy what we do.
- We participate and enjoy working together as a team to achieve a common goal.
- We choose to over-communicate rather than under communicate.
- We ask good questions of ourselves and others to get good answers.
- We are sensitive to each other's goals and interests, and we strive to ensure our mutual success.

- We perform our tasks in an accurate, fast and efficient manner and get our jobs completed to the best of our abilities utilizing the Standard Operating Procedures and checklists to achieve this.
- We strive to pursue the best cost effective innovative solution to each and every project we complete and create seamless integration with our customers to ensure excellent cleaning results.

2.5. Actions

- We are proactive not reactive.

2.6. Innovation and Progress

- We are not afraid to make mistakes and stretch our own limits.
- We change - we see change for the growth opportunity it brings.
- We are innovative and risk-taking to drive our business growth.
- Ideas are encouraged.
- We act in a boundary less fashion, always searching and applying the best ideas regardless of their source.
- We are passionate about innovation and passing this on to our customers.

2.7. Individual Goals

- We make a commitment to our work and to ourselves.
- We take responsibility for our results and our own future.
- We take responsibility to complete our role accurately in accordance with checklists and the Standard Operating Procedures.
- We know our rewards and successes in the future are directly linked to the actions and commitments we make today.

- We work hard and get rewarded after putting effort in and not the other way around.

2.8. Client Service

- We understand that our customers pay our wages and our bills and provide the opportunity for us to operate the business.
- We provide awesome service to our customers.
- We strive to provide a high level of accuracy in our output to reduce liabilities and ensure the end result is of a high standard.
- This is a commitment as a team and our only way of doing business. We understand that this commitment gives our business the best chance of continued growth and prosperity.
- We give customers a good, fair deal. Great customer relationships take time. We do not try to maximize short term profits at the expense of building those enduring relationships.
- We always look for ways to make it easier for customers to do business with us.
- We respond to customers in an urgent manner to show them that we are working as hard as possible to complete their requests.
- We communicate daily with our customers. If they are talking to us then they are less likely to be talking to our competition.
- We don't forget to say thank you.
- We put our customers first.

3.0 HOW TO USE THIS MANUAL

3.1. Guidelines and Instructions

This manual outlines all the 'Rules, Guidelines and Instructions' of our business. As an employee, you are required to follow these rules and guidelines. You should read this document in its entirety and follow these guidelines in your daily work.

3.2. Search Function

This document allows you to easily locate the relevant information required while working with **Image Janitorial Services, Inc.**. These commands apply to Microsoft Word only.

Use **CTRL + F** to find a topic within this document.

3.3. Links

Links are shown throughout this document that allow direct opening of related documents or programs. Use **CTRL + click** to follow the links.

CTRL + click can also be used on the Table of Contents pages numbers to jump straight to the relevant page.

3.4. Updates To Manual

If you observe information that is out of date in this Manual, do not hesitate to notify your Supervisor so it can be made current. The quality of this manual is a team effort and is a foundation of what we do each day.

4.0 ENVIRONMENT AND COMPANY DETAILS

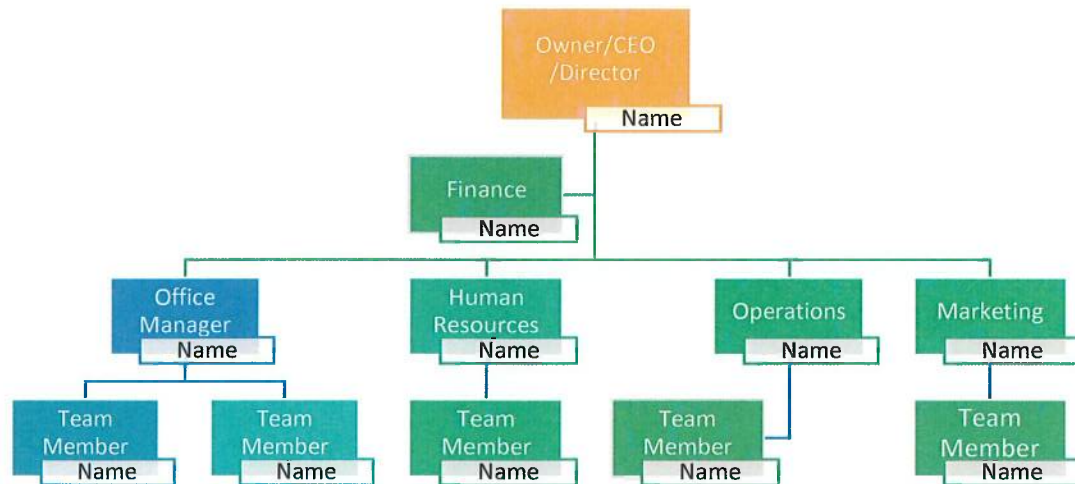
4.1. Company Contact Details

Refer to the details of the company below when communicating with others as required.

Company Details	
Street Address	1750 N. Florida Mango Rd, Suite 103 West Palm Beach, FL 33409
Mailing Address	
Post Box Address	
Telephone	561-844-8778
Facsimile	561-844-8986
Email	service@imagecompanies.com
Website	www.imagecompanies.com
Personal Email	psaavedra@imagecompanies.com
Instagram	
Linked In	
Facebook	
Twitter	

4.2. Organizational Chart

Refer to our organizational chart below.



4.3. Structure and Team Members

Who am I working with?

Name, Administration Assistant

Name, Workplace Manager

Name, Role

Position	Name
Director	Name
Associate Director	Name
Senior Associate	Name
Associate	Name
Owner	Name
Operator	Name
Administrator	Name
Accountant	Name
Administration Assistant	Name
Team Member	Name
Team Member	Name
Team Member	Name
Team Member	Name
Team Member	Name

4.4. Protocols for Communication

The following methods are used to communicate throughout our organization.

Type	Details	Location
Notice Board	The Notice Board allows team members to share information.	specify Location
Intranet	The Company Intranet allows team members to share information.	specify URL
Meetings	Meetings (Includes times, agendas and minutes).	Locations Vary
Calendar	Electronic Calendar - Day to day location of team members.	specify URL
Email	All team members have access to email.	specify Email
Web Based Apps	The company uses the following Project Management and Office Management Apps.	specify URL
Microsoft Teams	All team members have access to MS Teams.	specify URL
Zoom	All team members have access to Zoom.	specify URL
Monday.com	All team members have access to Monday.	specify URL
ClickUp.com	All team members have access to ClickUp.	specify URL

4.5. Roles and Expectations

What is my role and how does it contribute towards the goals of **Company**?

Your Role and Expectations
Provide high level service and procedures to ensure continuous improvement and accountability in the delivery of quality cleaning services to Image Janitorial Services, Inc.'s customers.
Effectively plan, lead and manage cleaning tasks from beginning through to completion in accordance with Image Janitorial Services, Inc.'s agreement.
Undertake work as a team in a way that shares knowledge and expertise and builds the capability of team members in the workplace.
Effectively develop and implement standard operating procedures, methods and processes for use.
Ensure a strong focus on maintaining high cleaning standards and continuous improvement.

4.6. Reporting Relationships

All team members report to the Workplace Manager regarding:

- human resource issues such as leave requests, and for issues regarding any team members conflict.
- for general supervision regarding work related progress and issues.

Issues to report to Workplace Manager include:

- Human resource issues such as leave requests
- Issues regarding any team member conflicts
- General supervision regarding work related progress and issues.

5.0 WORKPLACE REQUIREMENTS

5.1. Operating Hours

The following hours are operating hours for our business. Please ensure you arrive to work prior to the start time so you can be ready to start work at the start time.

Office Hours	
Work starts at	8.30 am
Work finishes at	5.30 pm

Workplace Hours	
Work starts at	8.30 am
Work finishes at	5.30 pm

Warehouse Hours	
Work starts at	8.30 am
Work finishes at	5.30 pm
Lunch	12.00 pm to 1 pm

Cleaning Hours	
Work starts at	8.30 am
Work finishes at	5.30 pm

5.2. Hours of Work

The standard hours of work per day are **specify** hours plus an hour for a lunchbreak. It is your responsibility to inform your Workplace Manager of any significant variations to

your start and finish times or any periods of leave. The normal spread of working hours are **8.30 am to 5.30 pm.**

5.3. Securing the Workplace

If you are the last to leave, please ensure these items are turned off before you leave:

- Printers
- Computers
- Machinery
- Workplace lights
- Air conditioners.

Ensure ALL doors are locked.

5.4. Leave

Leave can only be taken when accrued. Notice as far in advance as possible is requested.

Unpaid leave will only be approved at the companies convenience.

To find the location of leave forms please refer to **specify.**

5.5. Sick Leave

If you are going to be away sick, please let the Workplace Manager know directly.

Sick Leave forms are available at **Specify Location** and are to be filled out on the first day back to work and forwarded to the Workplace Manager to sign.

A medical certificate is required for more than 2 days sick leave.

A medical certificate is required for days either side of a weekend. For example, if you are sick on Friday, you will need to bring a medical certificate to work on Monday.

5.6. Timesheets

Timesheets must be filled out on a daily basis.

At the end of each day, all team members are required to enter in their hours for the day in the relevant timesheet.

Every Monday you need to check your timesheet for the previous week, save any changes, and submit it for approval.

You may wish to keep a personal copy of your timesheets and any attached leave forms.

Workplace Managers will file all signed team members timesheets and leave documents centrally on team members personnel files.

5.7. Professionalism

The 'Image Janitorial Services, Inc. Service'

Image Janitorial Services, Inc. prides itself on providing quality cleaning service to its customers.

Excellent service is the purpose of the company and all team members are requested to contribute and maintain a high standard of service.

Simple examples of excellent service are;

- Responding to customers and suppliers as quickly as possible;
- Returning phone calls;
- Going the extra mile whether the customer is paying or not;
- Spending as much time as necessary with each customer;
- Have a passion for what you do;
- Never expect anyone to trust you unless you have earned it first;
- Treat people the way you would wish to be treated yourself;
- Enjoy what you do.

5.8. Dress Code

As an employee of **Image Janitorial Services, Inc.**, we expect you to present a clean appearance when you represent us, whether that is in, or outside of the business.

Management, and those employees who come in contact with our customers are expected to dress in **specify**.

It is just as essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, customers, vendors and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

5.9. Getting Around

Taxis

If you are unable to access a vehicle, you can use a taxi to travel to and from official appointments when appropriate. Team members must make every attempt to use their own transport before using taxis.

You can also claim reimbursement from Petty Cash for taxi expenses if:

- You have paid for the taxi yourself
- The travel was to and/or from an official appointment
- You can supply a receipt and details of the reason for the travel.

Mileage

To claim mileage you must fill out the Mileage Claim form.

A Mileage form is available at: **Add location**

Toll Roads

(see Petty Cash).

6.0 WORKPLACE CLEANING SUPPLIES AND SUPPLIERS

6.1. Obtaining supplies

A range of cleaning supplies and equipment is kept in the workplace. If stocks are low or you require a particular item that is not readily available, you should advise the Workplace Manager and he/she will arrange for an order to be placed.

If the item is not urgent you can go into **the specify folder in the workplace drive** and add the item to the equipment request word document.

6.2. Petty cash

If, while undertaking your official duties, you purchase any items costing less than **\$50**, you may be able to obtain reimbursement for such expenses through Petty Cash.

To obtain reimbursement please take your receipts to Workplace Manager.

He/she will then complete a Petty Cash Claim Form which may require further details from you. You must provide your Workplace Manager with receipts for any claims you wish to make on Petty Cash.

7.0 HEALTH AND SAFETY

7.1. Emergency Contact Numbers

Refer to the following table for the relevant emergency telephone numbers and nearest emergency services.

Type	Details
Ambulance	Phone Number
Fire Service	Phone Number
Police	Phone Number
Hospital	Name
	Address
	Phone Number
	Address
Medical Centre	Name
	Address
	Phone Number
	Address
Supervisor	Name
	Number
Workplace First Aider	Name
	Number

7.2. Workplace Health and Safety

What are the safe working practices that I need to be following?

Image Janitorial Services, Inc. will provide a healthy and safe workplace for all employees and visitors.

Safety is a joint venture at **Image Janitorial Services, Inc.. Image Janitorial Services, Inc.** provides a clean, hazard free, healthy, safe environment in which to work in accordance with the Occupational Safety and Health Act.

As an employee, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions provided by your supervisor and use safety equipment where required. Your work place should be kept neat, clean and orderly.

Image Janitorial Services, Inc.

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It is your responsibility to learn the location of all safety and emergency equipment, as well as the appropriate safety contact phone numbers.

All safety equipment will be provided by **Image Janitorial Services, Inc.**, and employees will be responsible for the reasonable upkeep of this equipment. Any problems with or defects in equipment should be reported immediately to management.

As an employee, you have a duty to comply with the safety rules of **Image Janitorial Services, Inc.**, assist in maintaining the hazard free environment, to report any accidents or injuries - including any breaches of safety - and to report any unsafe equipment, working condition, process or procedure, at once to a Supervisor.

All work related accidents are covered by Worker's Compensation Insurance pursuant to the laws of the state in which we operate.

7.3. Emergency Procedures

This section covers the action to be taken in calling for assistance for various emergencies. Those attending to patients should use discretion in assessing the seriousness of the injury so that appropriate action can be taken.

7.4. Accidents

Accidents involving personal injury or the possibility **MUST** be reported immediately to your Workplace Manager and Director.

If medical costs or lost time is involved, team members are responsible for completing their Workers' Compensation Report Forms which are available from the Workplace Manager.

Reporting accidents serves a twofold purpose:

1. It acts as a record should insurance claims be necessary;
2. It brings to the notice of the Directors that an accident has occurred and can possibly result in minimising or eliminating the chance of a similar accident taking place.

7.5. Personal Accident – Minor

A first aid kit is located **in/next to the filing cabinet/specify location** in the centre of the workplace.

If the accident is considered too serious to be dealt with by first aid, professional medical advice must be sought immediately.

It may also be considered necessary to contact the ambulance.

Render help and reassurance to the patient while awaiting ambulance assistance.

If considered appropriate, transport the patient to the ambulance centre or hospital, otherwise contact the ambulance and render help and reassurance to the patient while awaiting ambulance assistance.

7.6. Personal Accident - Serious

Telephone the ambulance, render help and reassurance to patient until its arrival.

Emergency Phone Numbers

Ambulance: **(add appropriate country emergency number)**

US: 911

UK: 999

AUS: 000

7.7. Emergency Evacuation

Emergency evacuation charts identifying emergency exits and meeting points are indicated below. Ensure you have studied them and know what to do in an emergency.

7.8. Emergency Evacuation Exits

The workplace exist points are indicated below.

Insert Image/Plan of Site Map Emergency Exits

7.9. Emergency Evacuation Gathering Point

The Emergency Evacuation Gathering Point is **specify**

Insert Image/Plan of Site Map Emergency Gathering Point

8.0 WORKPLACE EQUIPMENT

8.1. General Requirements

You will be provided with the correct equipment to perform your role. Equipment is replaced on a regular basis to ensure the highest efficiency possible.

Should you have any suggestions with regards to equipment and improvements to be made, do not hesitate to raise these issues.

No equipment is to be removed from the premises without the approval of your manager.

No equipment is to be serviced or dismantled. Should the equipment break down contact your manager and the correct service personnel will be contacted.

Ensure you have the appropriate training to use the equipment prior to operating it. No personnel are to operate equipment without prior official training.

8.2. Company Mobile Phones

Depending on your role, you may be provided with a Company mobile phone. Please refer to the IT department for all mobile phone issues. No software is to be installed on your mobile phone without permission from the IT Department.

8.3. Company Equipment

Depending on your role, you may be provided with tools/appliances to complete your work. All tools/appliances remain the property of the company. Should you lose a tool/appliance or damage a tool/appliance, please notify your supervisor so the item can be replaced.

Please ensure you look after the company tools/appliances and assets at all times and treat them as if they are your own. Abuse of the company tools, assets, equipment, vehicles or facilities will not be tolerated and disciplinary action will apply.

8.4. Company Vehicles

Depending on your role, you may be provided with a company vehicle. Please ensure you look after the company vehicle at all times. Reckless driving is against the law and will not be tolerated. Abuse of company vehicles will also not be tolerated.

When driving a company vehicle remember that you are representing the company at all times. Therefore drive in a manner that is appropriate and within the law. You should be mindful that other road users observe your driving behaviour as a reflection on the company brand.

8.5. Personal Use and Restrictions

Company equipment must not be used for personal use. This includes but is not limited to;

- Computers
- Vehicles
- Telephones
- Appliances
- Printers
- Facsimiles
- Stationary
- Tools.

It is important that the telephone lines remain open at all times. Using telephones for personal use is prohibited. Should you wish to use any equipment or facilities for personal use, you must ask your manager and they will review the situation.

Office Telephones, Facsimile and Mail

To learn how to use the inhouse office telephone system, you will require a short training session. If you have not had this session, then please see your manager. International long distance telephone calls are also prohibited unless they are work related.

Telephones

Personal phone calls in are to be avoided unless it is an emergency. Occasionally it may be required that the phone is diverted. To divert the phone follow this procedure.

Diverting the Phone

To divert the phone select a line and press **add procedure on how to divert a phone**.

Facsimile

A Facsimile is available for use should it be required.

Mail

Mail will be distributed daily by administrative personnel. You will be provided with an 'In' and 'Out' Tray for correspondence purposes.

It is important that these trays are used. Administration personnel will file documents in your 'Out' tray on a regular basis.

8.6. Equipment Summary

This concludes the Workplace Equipment Section. Should you have questions about equipment and usage, do not hesitate to ask your manager.

9.0 STANDARD OPERATING PROCEDURES INTRODUCTION

9.1. Standard Operating Procedure Manual

This Standard Operating Procedure section outlines specific tasks and step by step processes you are required to do to get your job done.

As this is quite detailed, you are required to have a copy of this document with you while working.

Should you have any queries regarding your tasks, please refer to this document first and then should you still have further queries, please refer to your Supervisor.

9.2. Standard Operating Procedure – Cleaning a Meeting Room

How to Clean a Meeting Room	Completed
Step 1 Ensure that all tables are clean. Spray with cleaner and wipe down the meeting room table.	
Step 2 Check the floor to make sure the carpet is clean. If it requires a vacuum, there is a vacuum cleaner located in the specify . The carpet is to be 100% clean.	
Step 3 Check all chairs are clean. Wipe down the arms of the chairs and remove any dirt from the main part of the chair.	
Step 4 Position all chairs neatly against the table.	
Step 5 Clean the door handles on all doors. Wipe down the area around the door handles.	
Step 6 Clean the glass. Spray all glass and wipe down. Ensure there are no smears in the glass and it is 100% clean.	
Step 7 Clean the tv screen. Take care to remove any smears on the screen. Only use a scratch free cloth and water and lightly rub any smears. Be extremely careful not to scratch the screen.	

Things to Remember

- The cleaning of the meeting room is to be completed weekly.

9.3. Standard Operating Procedure – Cleaning Toilets

How to Clean Toilets	Completed
Step 1 Scrub each toilet with the toilet brush. Use the disinfectant and toilet scrubbing brush.	
Step 2 Spray each toilet with the disinfectant spray. Ensure there is good coverage of the whole toilet. Use the appropriate cleaning brush to thoroughly clean the toilets.	
Step 3 Wipe down the tops of the toilets including all buttons, handles and surrounding toilet paper holders. Ensure all items are 100% clean.	
Step 4 Sweep the toilet floor. Ensure you clean all parts of the floor including the wall kick panels where dust often accumulates.	
Step 5 Mop the toilet floor. Warm water and disinfectant must be used.	
Step 6 Spray the cubicle door handles with disinfectant and wipe down. Ensure you wipe around the handles as well. Wipe down the doors as required. Ensure the doors are 100% clean.	

Things to Remember

- Ensure you use disinfectant in the toilets when cleaning them.

9.4. Standard Operating Procedure – Cleaning an Office

How to Clean an Office	Completed
Step 1 Vacuum the floor to make sure the carpet is clean. There is a vacuum cleaner located in the specify . The carpet is to be 100% clean.	
Step 2 Ensure that all desks are tidy. Arrange loose papers and items on desks in an orderly fashion. Spray desks with cleaner and wipe down.	
Step 3 Empty all rubbish bins. Any bins with wet waste in them need to be hosed/washed out.	
Step 4 Check all chairs are clean. Wipe down the arms of the chairs and remove any dirt from the main part of the chair.	
Step 5 Position all chairs neatly against desks.	
Step 6 Clean the door handles on all office doors. Wipe down the area around the door handles.	
Step 7 Clean the glass. Spray all glass and wipe down. Ensure there are no smears in the glass and it is 100% clean.	

Things to Remember

- The office is to be cleaned in accordance with the company contractual agreement.

9.5. Standard Operating Procedure – Cleaning a Kitchen

How to Clean a Kitchen	Completed
Step 1 Put all dirty dishes in the dishwasher and turn on. If there is no dishwasher, then wash and dry the dishes and return to the cupboards.	
Step 2 Wipe down all benches	
Step 3 Wipe down the face of all cupboards	
Step 4 Remove the stove top grates and soak in soapy water. Wipe down the stove top with a soft cloth. IMPORTANT ! Be careful not to scratch any metal pieces, stainless steel or other surfaces.	
Step 5 Wipe down the fridge doors	
Step 6 Clean the door handles on all cupboards. Wipe down the area around the door handles.	
Step 7 Clean the glass. Spray all glass and wipe down. Ensure there are no smears in the glass and it is 100% clean.	
Step 8 Sweep and mop the floor ensuring it is sparkling before you leave.	

Things to Remember

- Don't forget to empty the bins.

9.6. Standard Operating Procedure – Cleaning a Car

How to Clean a Kitchen	Completed
Step 1 Start by cleaning the inside of the car. IMPORTANT! Be careful not to scratch the interior and exterior car surfaces with any equipment while you are cleaning the car.	
Step 2 Remove all floor mats and all loose items from the car and set aside in the specify .	
Step 3 Vacuum the interior including all carpet, seats and dust from internal dash pockets.	
Step 4 Wipe down doors and door handles.	
Step 5 Wipe down the dashboard and other surfaces. Use cleaning product specify .	
Step 6 Spray and wipe the interior glass. Use cleaning product specify . Ensure there are no smears in the glass and it is 100% clean.	
Step 7 Close all doors and windows and wash the exterior of the car. Ensure you wash all mags wheels, under the guards and all bugs from the front grill.	
Step 8 Dry the exterior of the car using the chamois.	
Step 9 Spray and wipe the exterior glass. Use cleaning product specify . Ensure there are no smears in the glass and it is 100% clean.	

Step 10 Spray the tyres with tyre spray.	
Step 11 Spray the interior of the car with the car deodoriser. Use deodoriser product specify .	
Step 12 Replace the mats and all other loose items back into the car neatly.	
Step 13 Specify other tasks	

Things to Remember

- Don't forget to protect the car from damage at all times.

10.0 CLEANING STANDARD OPERATING PROCEDURES SUMMARY

10.1. Summary

This concludes the Cleaning Standard Operating Procedures. Please keep a copy of these procedures so you can refer to it daily.

Procedures are to be followed carefully. The use of the manual is a requirement to fulfil your position correctly. If you are not following policies and procedures then chances are you are performing your role incorrectly.

It is important as a team that everyone follows the same rules and guidelines so that our work is performed in an efficient manner.

Should you have any concerns or suggestions on how to improve each cleaning procedure, do not hesitate to contact your supervisor.

END OF DOCUMENT

Checklist | Present Yourself Professionally

Tasks	Yes	No	Notes
As an employee of Company Name , it is expected that you present a clean and professional appearance when you represent the company, whether that is in, or outside of the office during work hours.			
Management, and those employees who come in contact with customers are expected to dress in accepted specify standard .			
It is just as essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, customers and vendors.			
A cheerful and positive attitude is essential to our commitment to professional customer service and high-quality service.			
Notes Your attitude reflects the company when working, and when you are with customers, other team members and suppliers it is expected you maintain a positive attitude. Your behaviour also reflects the company, and it is expected that your behaviour is always appropriate in accordance with the policies of Company Name .			

Checklist | Marketing

Tasks	Yes	No	Notes
Product or Service			
Product or service provided has sufficient demand in the marketplace			
Quality of output is consistently high to ensure repeat business			
Sales Pipeline			
A Customer Relationship Management system is in place and constantly updated			
Senior team members and/or account managers contact Clients on a regular basis via phone, email and meet face to face where appropriate to maintain business relationships			
Clients			
Most desired Customer or Client has been determined			
Most desired Customer or Client is primary focus			
Existing customers or clients are categorized into A,B,C or D clients and level of service is distributed accordingly			
Direct Marketing			
Direct marketing channel has been established using email marketing			
Customer/Client email addresses are collected			
Direct mail marketing is completed on a regular basis			
Open statistics and customer records are reviewed on a regular basis			
Social Media			
Linked In account and Company Page is established			
Instagram account and Company Page is established			
Twitter account and Company Page is established			
Facebook account and Company Page is established			
All social media accounts are updated on a regular basis. Outsourced to contractors or internal personnel to complete this are determined and currently underway.			

Competition			
Competitor marketing strategies and outputs are monitored			
Competitor prices are constantly monitored			
Competitor products and service performance are constantly monitored			
Advertising			
Print and digital advertising channels are used such as magazines, newspapers, Google Ads or other online digital advertising			
Website			
Company website is up to date, fast, appropriate for business and relevant			
Company website is used in conjunction with Social Media strategy to direct consumers to website			
Marketing Training			
Team members are regularly trained on the importance of maintaining excellent business relationships, excellent customer service, attention to detail and provision of very high standards			
Team members phone existing clients on a regular basis			

Checklist | Lock the Office

Tasks	Yes	No	Notes
Ensure you are the last person to leave			
Turn off all appliances that are part of the daily shutdown			
Turn off any computers that may have been left on			
Turn off any other machines such as name			
Ensure all windows are locked			
Ensure the rear door is locked			
Turn off the air-conditioning			
Turn off the lights			
Exit through the front door and ensure the door is locked. Check it twice.			
<p>Notes</p> <p>Remember the security of the Cleaning Business Name office is up to you.</p> <p>Please ensure that all doors and windows are locked securely.</p>			

Checklist | Human Resources

Tasks	Yes	No	Notes
Legal			
Appropriate contracts in place			
Understanding of workplace law			
External legal consultants are used for advice			
Establish Organizational Design			
Hierarchy established and position statements are utilised			
Roles are defined			
Company Standards and Policies			
Company standards and policies are established and distributed regularly			
Standards of behaviour are established and distributed regularly			
Standards of health and safety are established and distributed regularly			
Recruiting and Termination			
Recruiting procedures are established and followed			
Induction process is completed			
Termination procedures are established and followed			
Training			
Regular training is provided to all teams			
Regular performance reviews are completed			
External training organisations are utilised to enhance broader training skills			
Employee Compensation and Benefits			
Compensation and benefits are determined and applied			
Employee Relationships are maintained and			

enhanced regularly			
Employee feedback of management is requested			
Employee entitlements are established and followed			

Checklist | Business Accounting & Finances

Tasks	Yes	No	Notes
Cash Flow			
Is the business earning more than it is spending?			
Is the business able to pay bills on time?			
Cash flow forecast - prepare funds ahead of time			
Invoicing and Debt Collection Process			
Is there an efficient system for following up debts?			
What are the number of outstanding invoices?			
What are number of days invoices are outstanding? (Least and Most)			
External Party Reviews			
Regular (monthly) reviews of finances with accountant			
Regular (weekly) reviews of invoices with bookkeeper			
Yearly budgets completed			
Sales Pipeline			
Number of potential clients are currently on list?			
How far along are potential clients in the purchasing process?			
Expenses			
Are there any potential large expenses coming up in the next 1, 3 or 6 months?			
Have these expenses been budgeted for?			
Strategic Review			
Profitability is poor/average/good			
Revenue is weak/average/strong			
Growth is poor/average/good			

Have the needs of the market or consumers changed?			
Are there new opportunities you can take advantage of?			
Are there potential risk areas?			

Checklist | Dispute Resolution

Tasks	Yes	No	Notes
Always aim for 5-star reviews. Our reputation as a Bakery is reflected through the reviews online of our business.			
Listen to the customer's concerns. Be polite and communicate to them that you will aim to resolve their concerns ASAP.			
If a customer raises a complaint about Company Name or any of its employees, and this issue cannot be resolved by you, the matter is to be referred to Specify Name .			
Notify the person making the complaint that their issue will be raised with Management immediately.			
Discuss the matter with Specify Name . Once an appropriate course of action has been identified, advise the person making the complaint.			
Aim to resolve the matter efficiently and quickly.			
Notes Remember it may not be worth getting into a large dispute for minor issues. Resolve issues amicably and promptly. Take notes if required.			

Checklist | Customer Service

Tasks	Yes	No	Notes
Vision and Strategy			
Assess customer needs and understand what customers want			
Create a customer service vision and communicate the customer service vision to employees			
Identify all customer touchpoints			
Identify customer service KPIs to monitor			
Team			
Hire the right employees with a natural ability to possess the skill set to help support a strong customer service environment			
Set goals for customer service satisfaction			
Regularly train team to provide excellent customer service skills			
Acknowledge and reward team members that apply good customer service and have a system to monitor and apply			
Hold people accountable when customer service standards are not being met			
Standards of Service			
Create company standards of service and communicate to all employees. i.e. How to deal with customer complaints How to be responsive to customers How to meet customer needs When to perform service recovery How to answer the phone etc			
Systems and Monitoring			
Create a consistent feedback loop			
Provide easy ways for customers to provide feedback			
Respond to all customers feedback			
Utilise online feedback systems such as Google reviews			

Checklist | Completing Your Timesheet

Tasks	Yes	No	Notes
You need to record all your hours in your timesheet. Access the timesheet system by specify			
Your hours must total specify hours a week			
Choose the day and the task and project you worked on and enter the time spent. Include relevant notes if required.			
If you have taken leave, you must enter this time as well and select the type of 'Leave' you took. It could be sick leave or holiday leave.			
If you have taken a sick day, you must enter this time as well and select 'Sick Leave'.			
Once you have completed your timesheet for the week – hit 'Approve'.			
All timesheets for the week must be complete by 5 pm Fridays.			

Notes

Your total time must be **specify hours** a week.

Checklist | Collect and Distribute the Mail

Tasks	Yes	No	Notes
Advise your Manager/Supervisor that you are collecting the mail			
Go to the secure cabinet and get the mailbox key			
Walk to the Post Office Box and collect the mail using the key to open it			
Return to the office and open the mail			
Stamp the mail with the 'received stamp' with the current days date			
Distribute the mail to the relevant recipients within the business. Place the mail in the relevant person's inbox located on their desk.			
Notes Remember not to open any mail that is marked 'Confidential'. Give this mail direct to the owner.			

Checklist | Cleaning Toilets

Tasks	Yes	No	Notes
Use disinfectant and scrub the toilet bowl using the cleaning equipment provided			
Spray the toilet bowl, seat and surrounds with disinfectant spray. Clean the whole toilet/s and flush.			
Clean windows/glass			
Wipe down sinks. ONLY use a soft cloth. Do not use a scour on any surface that will scratch easily.			
Dust all surfaces. Top of shelves and any other areas where dust accumulates.			
Clean sink and faucets. Wipe down and dry sinks and faucets once cleaning is complete.			
All rubbish to be removed. Bins to be emptied.			
Sweep floor			
Mop floor			
Lock all doors and windows when leaving.			
Clean the name			
Notes When cleaning the toilets, it is important that you use disinfectant provided and ensure all surfaces are cleaned. Using protective equipment at all times including gloves, masks and goggles. DO NOT scratch any surfaces by using the incorrect equipment.			

Checklist | Cleaning Kitchens

Tasks	Yes	No	Notes
Wash any dishes, cutlery and pots and pans using the dishwasher. Put on cycle.			
Wash any dishes, cutlery and pots and pans by hand.			
Wipe down all benches			
Clean windows/glass			
Wipe down stove top. ONLY use a soft cloth. Do not use a scour on any kitchen equipment that will scratch easily.			
Clean inside oven. Use the relevant oven cleaner. List appropriate cleaner.			
Wipe down fridge. ONLY use a soft cloth. Do not use a scour on any kitchen equipment that will scratch easily.			
Wipe down microwave/s. ONLY use a soft cloth. Do not use a scour on any kitchen equipment that will scratch easily.			
Wipe down all other appliances. ONLY use a soft cloth. Do not use a scour on any kitchen equipment that will scratch easily.			
Clean out all food in fridge that has passed the expired use/by date.			
Wipe down shelves inside fridge. Clean doors, handles and shelves to remove food scraps or any other items. Wipe over door seals.			
Dust all surfaces. Top of fridge, top of shelves and any other areas where dust accumulates.			
Clean kitchen sink and faucets. Wipe down and dry sinks and faucets once cleaning is complete.			
All rubbish to be removed. Bins to be emptied.			
Sweep floor			
Mop floor			
Lock all doors and windows when leaving.			
Clean the name			

Notes

When cleaning the kitchen, it is important that you protect all appliances, glass, and other important equipment by using the correct cleaning equipment.

DO NOT scratch any surfaces by using the incorrect equipment.

Checklist | Apply for Sick Leave

Tasks	Yes	No	Notes
On return from your sick leave – complete your timesheet as 'Sick Leave.'			
Provide a medical certificate to your manager			

Notes

A Medical Certificate is required on your return from sick leave.

You require a medical certificate for 2 or more consecutive sick days.

If your sick day is on either side of a weekend, e.g., a Monday or a Friday or after or before a public holiday, then you must provide a medical certificate.

Checklist | Apply for Holiday Leave

Tasks	Yes	No	Notes
Ensure you save your document on a regular basis. Hard work can easily be lost through not regularly saving work.			
Save the document in the relevant drive. The project drive is for projects. Locate the project and save the file under the relevant folder.			
Save the document using the date first. The date is to be reversed so that the most current document is at the top when sorting.			
An example is: 100521 Letter to DF re Tax Issues			
Notes Documents are to be saved as above. This ensures that documents are found easily in the future.			

Checklist | Answering the Phone

Tasks	Yes	No	Notes
Answer the phone before it has rung 3 times if possible. Do not let it keep ringing.			
Answer the phone like so: Good Morning/Afternoon. Thank you for calling Company . This is (State Your Name) How may I help you?			
Be courteous at all times			
You must answer the phone in a cheerful and enthusiastic manner. Answering the phone gives a 'first impression' to the caller and it is important that you always give an excellent impression.			
Ensure you take notes if required. Missing details is unprofessional and not acceptable.			
If the caller asks for a person, make sure you check to see if they are in the office before telling the caller they are.			

Notes

Always be enthusiastic and professional. Speak clearly and at a normal pace.

Do not rush what you are saying and make sure you do not mumble.

Answering the phone correctly is a skill that needs to be mastered to maintain a high impression of **Company**.

Letter of Interest

With over 32 years providing Commercial Cleaning Services, **Image Janitorial Services Inc.**, has established a top position in the market place, providing consistent quality services with qualified trained staff, top of the line Account Managements and a support of a solid and strong company always ready to go the extra mile and exceed our clients' expectations

We have a mix of clients from Municipalities, Government Agencies, Medical, Office Buildings, Class A Country Clubs, Banks, Retail, and Private sector.

In Commercial Cleaning retention of client's industry average is 18 months, we are proud to say that our retention of clients goes from 7 years up to 20 years and the key to this success falls in the principle of "Customer Service"

We at Image Janitorial Services, Inc. consider every employee as part of the "Image Family" and by doing this we have made it possible to retain our workforce for many years. Staff is constantly trained, we provide them with yearly reviews and increases in payrates, Thanksgiving and Christmas luncheons at the main office and always attentive to their needs.

Image Janitorial responded with certification through:

BSCAI - Building Service Contractors Association International

IICRC - Institute of Inspection Cleaning & Restoration Certification

USGBC - U.S. Green Building Council

These certifications gave us the knowledge and the tools to respond to our customers requests with the level of service they have come to expect from our company.

Recently, our customers wanted to streamline office products and common area supplies. Image Companies responded by aggressively pricing your supply needs with next day delivery.

Over the years, we have gone from a small family owned business to a full service corporation offering a wide range of products and services to meet customer needs. But one thing remains the same, our commitment to the original idea: Service: Quality Dependable Services.

We will be honored to welcome the The City of Fort Lauderdale Parks & Recreation to our family of satisfied clients and work hard in order to always exceed your expectations.

Image Companies staff to be working directly with the The City of Fort Lauderdale Parks & Recreation

Tim Wilson - President – Owner

Paul Saavedra – Operations Director

Carlos Rodriguez – Account Manager

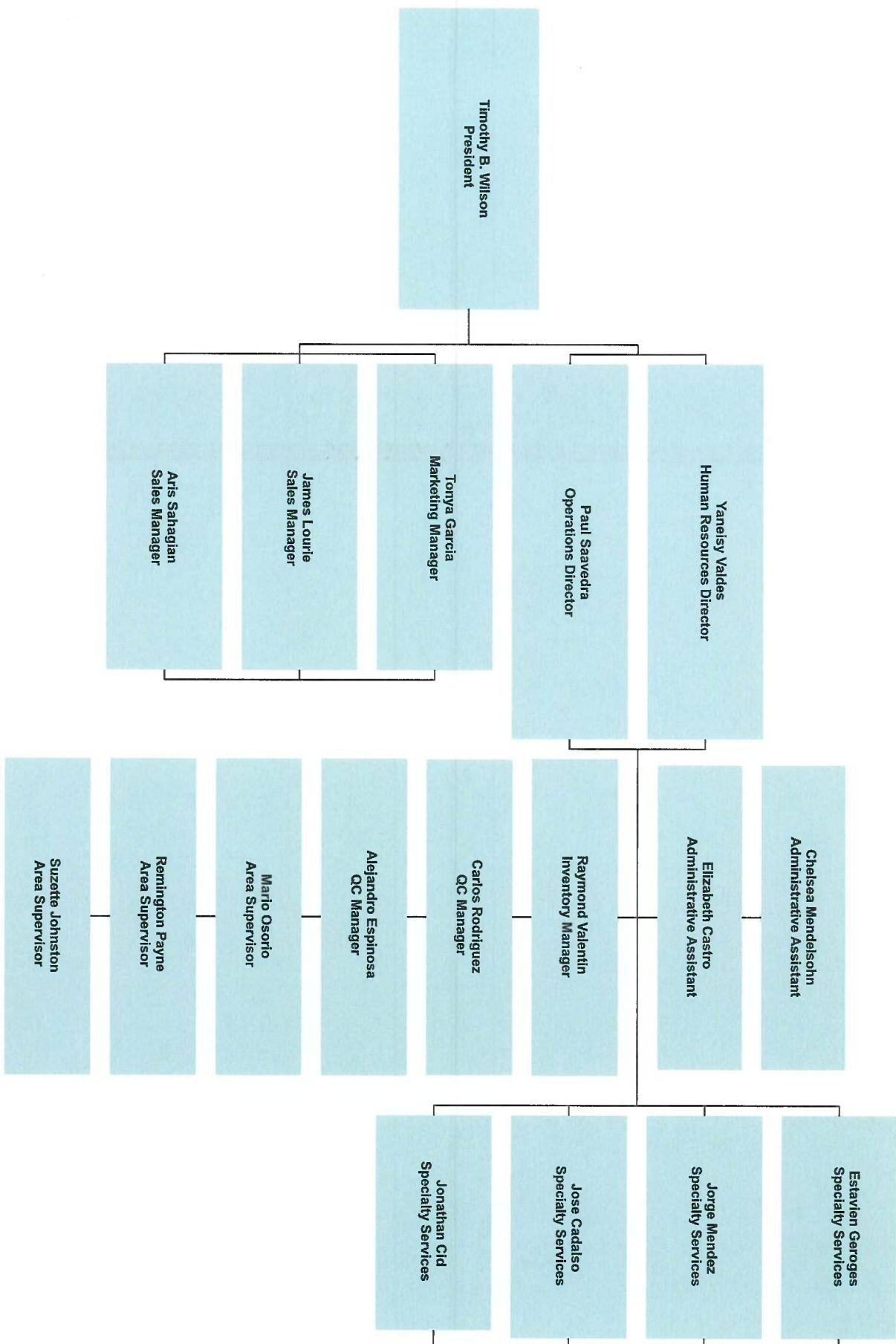
Alejandro Espinosa – Account Supervisor

Yane Valdes- HR & Accounting

Raymond Valentin – Warehouse Supervisor, Equipment & Trucks inventory and control

Elizabeth Castro – Operations Clerk

Thank you for giving us the opportunity to be of service to The City of Fort Lauderdale Parks & Recreation





1750 N. Florida Mango Rd., Ste 103
West Palm Beach, FL 33409
561-844-8778 Fax: 561-844-8986

Janitorial Services meeting your needs, exceeding your expectations

Job Description

Job Title: Supervisor / Lead
Division: Operations
Location: Lake Park, FL
Reports to: Account Manager, Operations

Job Summary:

Manages a variety of duties by performing the following duties personally or through subordinates or assistants. Essential duties and responsibilities include the following. Other duties may be assigned.

Work Environment:

In order to achieve Image Janitorial Services, Inc. goals in support of its mission, potential candidates are required to continuously practice and demonstrate the following work values:

Safety – Safety is 1st for IJS customers, employees and business partners. Accidents and injuries are preventable.

Employees – Employees are IJS most valuable resources and are to be treated with mutual respect and provided opportunities for professional development.

Fiscal Responsibilities – Individually and as a team we are accountable for safeguarding and wisely spending Client and IJS Budget dollars entrusted to us through equipment, supplies and hours budgeted for successful completion of each and all jobs.

Integrity – We rely on the professional ethics and honesty of every IJS employee.

Innovation – Creativity and innovative thinking are valued and new ideas are welcomed.

Customer Satisfaction – All IJS employees must strive to exceed the expectations of our clients/customers.

Teamwork – We actively seek to bend our individual talents in order to be the best janitorial service provider in South Florida.

Essential Job Functions and Accountabilities:

- 1) Assisting cleaning staff and specialty staff with daily, weekly, monthly etc supply delivery.
- 2) Perform Emergency customer work when requested.
- 3) Posting MSDS sheets to Images client janitorial closets.
- 4) Clean closets that need straightening and organizing on jobsite, bring gross misuse of closets to job manager, for employee management.
- 5) Equipment maintenance needs. From vacuums to vehicles which are directly on your jobsites or assigned to the individual account manager.

- 6) Ensuring that all equipment and consumables are delivered and returned from jobsites. To include laundering of all towels, mops, dust mops etc. Signing in and out of all equipment and cleaning supplies to each employee.
- 7) Return washable goods to office for laundering by use of black bags with jobsite numbers on them. Report any abuses to the job-site manager for staff training.
- 8) Return any unused/over abundance of equipment to Image office
- 9) Return Equipment in need of Repair and place in assigned area and label.
- 10) Assisting cleaning staff and specialty staff with daily, weekly, monthly etc scheduled work through equipment and supply delivery, education of specifications, enforcement of specification, additional staff assignment if necessary. And assisting in the actual work when necessary to deliver the customer a quality product the first time.
- 11) Complete management of individual jobsite staff, specialty staff and direct assistants. To Include assisting in the training of employee on company policies, proper channels of command, communications and of course cleaning methods and jobsite specifications, expectations and quality end product. Also included are payroll management, employee reprimands, and termination of employee or promoting of qualified employee to supervisor or leads positions on assigned jobsites. Responsible for ACCURATE and precise timekeeping reporting and verification to the Payroll Dept.
- 12) Reviewing and updating all WinTeam Tickets that are assigned to Manager. To ensure all tickets are completed in a timely manner to ensure customer satisfaction, scheduling completion and MOST IMPORTANTLY in order to facilitate billing.
- 13) Following and enforcing the training of new applicants according to Image Training Manual at Image Academy given to each employee at the time of hire by the HR director.
- 14) Setting up specialty crews daily on specifically assigned jobsites to ensure proper completion
- 15) Daily requesting of materials in warehouse as needed.

Supervisory Responsibilities: Directly supervising of staff on all jobsites assigned to operations manager in accordance with the Image organizations policies and applicable local, state and federal laws. Under Supervision responsibilities include interviewing, hiring and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience: Minimum of 1 years experience in the janitorial field with actual jobsite and cleaning.

Certifications/Licensing: A valid Florida Drivers License approved by Image Insurance Company. A background check to which will examine criminal background and workers compensation claims. If a claim has been made a physician note will be required to authorize the manager to return to full work load.



1750 N. Florida Mango Rd., Ste 103
West Palm Beach, FL 33409
561-844-8778 Fax: 561-844-8986

Position: LEAD

JANITOR Essential Job

Functions

Basic Function

Under moderate supervision, maintain various Image Janitorial Client/Customer buildings in a clean and orderly condition.

Supervised by: Day Account Representatives and Night Account Managers

Work Environment:

In order to achieve Image Janitorial Services, Inc. goals in support of its' mission, potential candidates are required to continuously practice and demonstrate the following work values:

Safety – Safety is 1st for IJS customers, employees and business partners. Accidents and injuries are preventable.

Employees- Employees are IJS most valuable resources and are to be treated with mutual respect and provided opportunities for professional development.

Fiscal Responsibility- Individually and as a team we are accountable for safeguarding and wisely spending Client and IJS Budget dollars entrusted to us through equipment, supplies and hours budgeted for successful completion of each and all jobs.

Integrity- We rely on the professional ethics and honesty of every IJS employee.

Innovation- Creativity and innovative thinking are valued and new ideas are welcomed.

Customer Satisfaction – All IJS employees must strive to exceed the expectations of our clients/customers.

Teamwork- We actively seek to bend our individual talents in order to be the best janitorial service provider in South Florida Area.

Examples of Duties:

- Operates vacuum cleaners to clean carpets and floor services.
- Operates additional equipment such as dust mops, brooms, mops and mop buckets to clean hard surface floors.
- To operate equipment such as Webster's and blowers for outdoor use.
- A knowledge and understanding of Cleaning Chemicals used on and at IJS and IJS Client Facilities.
- Lifts moves and empties trash and garbage containers; replaces discarded plastic bags with new clean bags.
- Removes all recycled paper and cardboard to a designated recycling dumpster.
- Cleans walls, doors, window frames, baseboards, ceiling and AC Vents

- Dust all office furnishings including desks, chairs, file cabinets and any other style or type of furniture. To include low items such as chair bases and high items such as chandelier and hanging lights.
- Cleans and sanitizes restrooms to include sinks, toilets, urinals, partition and tiled walls using heavy duty chemical cleaners.
- Lifts moves and replaces emptied water bottles with full water bottles.
- Move office furniture and other equipment at designated IJS Client facility.
- Moves equipment and supplies between IJS Headquarters and IJS Client facility.
- Notifies management of need for repairs of IJS Client facility and or IJS equipment repair.
- Properly locking/unlocking IJS Client facility to include arming and disarming alarm systems.
- Inspection of and enforcement of all work performed by other IJS Janitors on assigned IJS Client Facility per client specification requirements.
- Attendance, Training and possible Janitor discipline as necessary daily, weekly, monthly etc.
- Responsible for maintaining, supporting and promoting a safe work environment while complying with all IJS safety rules, policies and procedures.

Essential Knowledge and Abilities

Knowledge of:

- Methods, materials, equipment and safety procedures utilized in custodial work

Ability to:

- Learn and carry out the IJS Custodial procedures
- Safely operate vacuuming, mopping and ceiling cleaning equipment
- Read, write, speak and understand English
- Follow Oral and written instructions
- Tolerate exposure to cleaning agents and fumes
- Perform moderate physical labor
- Lift and move objects weighing up to 60 pounds
- Ability to direct staff and enforce quality standards to be adhered to.
- Ability to motivate, reward and discipline IJS staff under Lead Janitors Direction.
- Ability to perform simple math of Addition, Subtraction, Multiplication and Division for purposes of Inventory Control of supplies and equipment and also for determining payroll needs of IJS Janitor Staff on Assigned jobsite.

Minimum Qualifications

Potential candidates interested in the **JANITOR** position must meet the following requirements:

- 2 year full time experience performing custodial type work
- 1 year full time experience performing LEAD custodial type work.
- Valid Florida Class E drivers license

Disclaimer

This job specification is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor or IJS Client.

I understand the Lead Janitor job functions as outlined in this document.

Signed: _____

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1750 N. Florida Mango Rd., Ste 103
West Palm Beach, FL 33409
561-844-8778 Fax: 561-844-8986

Position: DAYTIME

PORTER Essential Job

Functions

Basic Function

Under moderate supervision, maintain various Image Janitorial Client/Customer buildings in a clean and orderly condition.

Supervised by: Day Account Representatives

Work Environment:

In order to achieve Image Janitorial Services, Inc. goals in support of its' mission, potential candidates are required to continuously practice and demonstrate the following work values:

Safety – Safety is 1st for IJS customers, employees and business partners. Accidents and injuries are preventable.

Employees- Employees are IJS most valuable resources and are to be treated with mutual respect and provided opportunities for professional development.

Fiscal Responsibility- Individually and as a team we are accountable for safeguarding and wisely spending Client and IJS Budget dollars entrusted to us through equipment, supplies and hours budgeted for successful completion of each and all jobs.

Integrity- We rely on the professional ethics and honesty of every IJS employee.

Innovation- Creativity and innovative thinking are valued and new ideas are welcomed.

Customer Satisfaction – All IJS employees must strive to exceed the expectations of our clients/customers.

Teamwork- We actively seek to bend our individual talents in order to be the best janitorial service provider in South Florida Area.

Examples of Duties:

- Operates vacuum cleaners to clean carpets and floor services.
- Operates additional equipment such as dust mops, brooms, mops and mop buckets to clean hard surface floors.
- To operate equipment such as Webster's and blowers for outdoor use.
- A knowledge and understanding of Cleaning Chemicals used on and at IJS and IJS Client Facilities.
- Lifts moves and empties trash and garbage containers; replaces discarded plastic bags with new clean bags.
- Removes all recycled paper and cardboard to a designated recycling dumpster.
- Cleans walls, doors, window frames, baseboards, ceiling and AC Vents

- Dust all office furnishings including desks, chairs, file cabinets and any other style or type of furniture. To include low items such as chair bases and high items such as chandelier and hanging lights.
- Cleans and sanitizes restrooms to include sinks, toilets, urinals, partition and tiled walls using heavy duty chemical cleaners.
- Lifts moves and replaces emptied water bottles with full water bottles.
- Cleaning up accidental spills and or mess in IJS Client Facility High Traffic Areas quickly with proper Warning Signs and Caution in place for safe and efficient clean up.
- Move office furniture and other equipment at designated IJS Client facility.
- Moves equipment and supplies between IJS Headquarters and IJS Client facility.
- Notifies management of need for repairs of IJS Client facility and or IJS equipment repair.
- Properly locking/unlocking IJS Client facility to include arming and disarming alarm systems.
- Responsible for maintaining, supporting and promoting a safe work environment while complying with all IJS safety rules, policies and procedures.

Essential Knowledge and Abilities

Knowledge of:

- Methods, materials, equipment and safety procedures utilized in custodial work

Ability to:

- Learn and carry out the IJS Custodial procedures
- Safely operate vacuuming, mopping and ceiling cleaning equipment
- Read, write, speak and understand English
- Follow Oral and written instructions
- Tolerate exposure to cleaning agents and fumes
- Perform moderate physical labor
- Lift and move objects weighing up to 60 pounds

Minimum Qualifications

Potential candidates interested in the **PORTER** position must meet the following requirements:

- 1 year full time experience performing custodial type work
- 1 year full time experience performing Porter custodial type work
- Valid Florida Class E drivers license

Disclaimer

This job specification is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor or IJS Client.

I understand the Daytime Porter job functions as outlined in this document.

Signed: _____

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1750 N. Florida Mango Rd., Ste 103
West Palm Beach, FL 33409
561-844-8778 Fax: 561-844-8986

Position: JANITOR

Essential Job Functions

Basic Function

Under moderate supervision, maintain various Image Janitorial Client/Customer buildings in a clean and orderly condition.

Supervised by: Day Account Representatives and Night Account Managers

Work Environment:

In order to achieve Image Janitorial Services, Inc. goals in support of its' mission, potential candidates are required to continuously practice and demonstrate the following work values:

Safety – Safety is 1st for IJS customers, employees and business partners. Accidents and injuries are preventable.

Employees- Employees are IJS most valuable resources and are to be treated with mutual respect and provided opportunities for professional development.

Fiscal Responsibility- Individually and as a team we are accountable for safeguarding and wisely spending Client and IJS Budget dollars entrusted to us through equipment, supplies and hours budgeted for successful completion of each and all jobs.

Integrity- We rely on the professional ethics and honesty of every IJS employee.

Innovation- Creativity and innovative thinking are valued and new ideas are welcomed.

Customer Satisfaction – All IJS employees must strive to exceed the expectations of our clients/customers.

Teamwork- We actively seek to bend our individual talents in order to be the best janitorial service provider in South Florida Area.

Examples of Duties:

- Operates vacuum cleaners to clean carpets and floor services.
- Operates additional equipment such as dust mops, brooms, mops and mop buckets to clean hard surface floors.
- To operate equipment such as Webster's and blowers for outdoor use.
- A knowledge and understanding of Cleaning Chemicals used on and at IJS and IJS Client Facilities.
- Lifts moves and empties trash and garbage containers; replaces discarded plastic bags with new clean bags.
- Removes all recycled paper and cardboard to a designated recycling dumpster.
- Cleans walls, doors, window frames, baseboards, ceiling and AC Vents

- Dust all office furnishings including desks, chairs, file cabinets and any other style or type of furniture. To include low items such as chair bases and high items such as chandelier and hanging lights.
- Cleans and sanitizes restrooms to include sinks, toilets, urinals, partition and tiled walls using heavy duty chemical cleaners.
- Lifts moves and replaces emptied water bottles with full water bottles.
- Move office furniture and other equipment at designated IJS Client facility.
- Moves equipment and supplies between IJS Headquarters and IJS Client facility.
- Notifies management of need for repairs of IJS Client facility and or IJS equipment repair.
- Properly locking/unlocking IJS Client facility to include arming and disarming alarm systems.
- Responsible for maintaining, supporting and promoting a safe work environment while complying with all IJS safety rules, policies and procedures.

Essential Knowledge and Abilities

Knowledge of:

- Methods, materials, equipment and safety procedures utilized in custodial work

Ability to:

- Learn and carry out the IJS Custodial procedures
- Safely operate vacuuming, mopping and ceiling cleaning equipment
- Read, write, speak and understand English
- Follow Oral and written instructions
- Tolerate exposure to cleaning agents and fumes
- Perform moderate physical labor
- Lift and move objects weighing up to 60 pounds

Minimum Qualifications

Potential candidates interested in the JANITOR position must meet the following requirements:

- 1 year full time experience performing custodial type work
- Valid Florida Class E drivers license

Disclaimer

This job specification is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor or IJS Client.

I understand the Janitor job functions as outlined in this document.

Signed: _____

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1750 N. Florida Mango Rd., Ste 103
West Palm Beach, FL 33409
561-844-8778 Fax: 561-844-8986

Position: FLOOR REFINISHING TECHNICIAN

Essential Job Functions

Basic Function

Under moderate supervision, maintain various Image Janitorial Client/Customer buildings in a clean and orderly condition.

Supervised by: Day Account Representatives and Night Account Managers

Work Environment:

In order to achieve Image Janitorial Services, Inc. goals in support of its' mission, potential candidates are required to continuously practice and demonstrate the following work values:

Safety – Safety is 1st for IJS customers, employees and business partners. Accidents and injuries are preventable.

Employees- Employees are IJS most valuable resources and are to be treated with mutual respect and provided opportunities for professional development.

Fiscal Responsibility- Individually and as a team we are accountable for safeguarding and wisely spending Client and IJS Budget dollars entrusted to us through equipment, supplies and hours budgeted for successful completion of each and all jobs.

Integrity- We rely on the professional ethics and honesty of every IJS employee.

Innovation- Creativity and innovative thinking are valued and new ideas are welcomed.

Customer Satisfaction – All IJS employees must strive to exceed the expectations of our clients/customers.

Teamwork- We actively seek to bend our individual talents in order to be the best janitorial service provider in South Florida Area.

Examples of Duties:

- Operates Rotary Disc Scrubbing machines to clean floors.
- Operates additional equipment such as Wet Dry Vacuums, Propane Burnishers, doodlebugs and Electrical Buffers and High Velocity Air Movers.
- To have understanding and knowledge of proper equipment, styles and intensities of floor pads and chemicals involved in the floor refinishing process.
- Lifts and moves office furniture and other equipment at designated IJS Client facility in order to perform services to exceed customer requirements and satisfaction.
- Cleans walls, doors, baseboards and other low lying areas as necessary during the floor refinishing process.
- Properly locking/unlocking IJS Client facility to include arming and disarming alarm systems.

- Moves equipment and supplies between IJS Headquarters and IJS Client facility.
- Notifies management of need for repairs of IJS Client facility and or IJS equipment repair.
- Responsible for maintaining, supporting and promoting a safe work environment while complying with all IJS safety rules, policies and procedures.

Essential Knowledge and Abilities

Knowledge of:

- Methods, materials, equipment and safety procedures utilized in general floor refinishing custodial work

Ability to:

- Learn and carry out the IJS Custodial procedures
- Safely operate floor refinishing equipment
- Read, write, speak and understand English
- Follow Oral and written instructions
- Tolerate exposure to cleaning agents and fumes
- Perform moderate physical labor
- Lift and move objects weighing up to 60 pounds

Minimum Qualifications

Potential candidates interested in the **FLOOR REFINISHING TECHNICIAN** position must meet the following requirements:

- 1 year full time experience performing custodial type work
- 1 year full time experience performing Floor Refinishing type work
- Valid Florida Class E drivers license

Disclaimer

This job specification is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor or IJS Client.

I understand the Floor Refinishing Technician job functions as outlined in this document.

Signed:

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1750 N. Florida Mango Rd., Ste 103
West Palm Beach, FL 33409
561-844-8778 Fax: 561-844-8986

Position: CARPET CLEANING TECHNICIAN

Essential Job Functions

Basic Function

Under moderate supervision, maintain various Image Janitorial Client/Customer buildings in a clean and orderly condition.

Supervised by: Day Account Representatives and Night Account Managers

Work Environment:

In order to achieve Image Janitorial Services, Inc. goals in support of its' mission, potential candidates are required to continuously practice and demonstrate the following work values:

Safety – Safety is 1st for IJS customers, employees and business partners. Accidents and injuries are preventable.

Employees- Employees are IJS most valuable resources and are to be treated with mutual respect and provided opportunities for professional development.

Fiscal Responsibility- Individually and as a team we are accountable for safeguarding and wisely spending Client and IJS Budget dollars entrusted to us through equipment, supplies and hours budgeted for successful completion of each and all jobs.

Integrity- We rely on the professional ethics and honesty of every IJS employee.

Innovation- Creativity and innovative thinking are valued and new ideas are welcomed.

Customer Satisfaction – All IJS employees must strive to exceed the expectations of our clients/customers.

Teamwork- We actively seek to bend our individual talents in order to be the best janitorial service provider in South Florida Area.

Examples of Duties:

- Operates Rotary Disc Bonet Cleaning machines to clean carpets.
- Operates additional equipment such as Wet Dry Vacuums, Portable Carpet Machines, Spot Cleaning Technics and High Velocity Air Movers.
- To have understanding and knowledge of proper equipment, Proper Spot Cleaning chemicals involved in the carpet cleaning process.
- Lifts and moves office furniture and other equipment at designated IJS Client facility in order to perform services to exceed customer requirements and satisfaction.
- Cleans walls, doors, baseboards and other low lying areas as necessary during the carpet cleaning process.
- Properly locking/unlocking IJS Client facility to include arming and disarming alarm systems.

- Moves equipment and supplies between IJS Headquarters and IJS Client facility.
- Notifies management of need for repairs of IJS Client facility and or IJS equipment repair.
- Responsible for maintaining, supporting and promoting a safe work environment while complying with all IJS safety rules, policies and procedures.

Essential Knowledge and Abilities

Knowledge of:

- Methods, materials, equipment and safety procedures utilized in general carpet cleaning custodial work

Ability to:

- Learn and carry out the IJS Custodial procedures
- Safely operate floor refinishing equipment
- Read, write, speak and understand English
- Follow Oral and written instructions
- Tolerate exposure to cleaning agents and fumes
- Perform moderate physical labor
- Lift and move objects weighing up to 60 pounds

Minimum Qualifications

Potential candidates interested in the **CARPET CLEANING TECHNICIAN** position must meet the following requirements:

- 1 year full time experience performing custodial type work
- 1 year full time experience performing Carpet Cleaning type work
- Valid Florida Class E drivers license

Disclaimer

This job specification is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor or IJS Client.

I understand the Carpet Cleaning Technician job functions as outlined in this document.

Signed: _____

IMAGE JANITORIAL SERVICES, INC

Code of Conduct

1750 N. Florida Mango Road, Suite 103
West Palm Beach, FL 33409

561-844-8778

www.imagecompanies.com

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1.0 CODE OF CONDUCT PURPOSE AND SCOPE

1.1. Purpose

Image Janitorial Services, Inc. commits to encouraging a productive, supportive, safe and profitable work environment where everybody has the opportunity to be treated fairly and work in a professional manner.

This Code of Conduct outlines the expected rules for everyone to follow. As an employee you are expected to read, know and follow these standards.

1.2. Scope

This Code of Conduct applies to all employees of **Image Janitorial Services, Inc.** including but not limited to Directors, Managers, Supervisors, and Team Members.

Failure to follow these guidelines will mean you could be subject to disciplinary action which may include reprimand, warning, suspension or dismissal.

2.0 CODE OF CONDUCT POLICY

2.1. Aim

Image Janitorial Services, Inc. is committed to providing a positive work environment and an expectation that all our employees will represent our Image Janitorial Services, Inc. with integrity.

2.2. Policy

Image Janitorial Services, Inc. staff will represent our Image Janitorial Services, Inc. with integrity and professionalism in all interactions with other Image Janitorial Services, Inc. staff, our vendors, customers, contractors and in the community.

Image Janitorial Services, Inc. will ensure the uniform implementation of this Code of Conduct Policy to foster an ideal of fairness and community.

Image Janitorial Services, Inc. will follow all laws and honour our agreements in an ethical manner.

2.3. Disciplinary Action

A person who is found to break the code of conduct will be subject to disciplinary action which could include immediate suspension of their employment or immediate termination of their employment.

All employees are required to participate in code of conduct training and this training will include information about appropriate behaviour in the workplace.

2.4. Retaliation

Image Janitorial Services, Inc. prohibits anyone from retaliating against employees because they have filed a Code of Conduct Policy complaint or have cooperated in any way in the investigation of a complaint.

2.5. Accountabilities

The following table identifies accountabilities for relevant parties.

Personnel	Responsibilities
Employee	<p>These are the responsibilities of the Employees:</p> <ul style="list-style-type: none">▪ Follow Code of Conduct Policy.▪ Report all Code of Conduct issues immediately.▪ Use sound judgment when completing tasks and/or making decisions.▪ Cooperate with co-workers, supervisors and managers on Code of Conduct issues.▪ Protect Image Janitorial Services, Inc. assets, including intellectual property and Image Janitorial Services, Inc. reputation.▪ Ensure that the use of Image Janitorial Services, Inc. equipment and facilities is limited to Image Janitorial Services, Inc. tasks.▪ Avoid Conflicts of Interest.▪ Maintain Confidentiality as required.
Supervisor	<p>These are the responsibilities of Supervisors:</p> <ul style="list-style-type: none">▪ Ensure this Code of Conduct Policy is put into practice on a day-to-day basis.▪ Work to foster the concept of integrity and professionalism.▪ Be proactive in taking uniform action for any Code of Conduct violations.▪ Instruct employees regarding Code of Conduct Policy for specific issues.▪ Ensure employees have received the appropriate training.
Manager	<p>These are the responsibilities of Managers:</p> <ul style="list-style-type: none">▪ Ensure overall implementation and maintenance of the Code of Conduct Policy.

	<ul style="list-style-type: none"> ▪ Ensure that any regulatory changes are incorporated into Image Janitorial Services, Inc.'s policy as required. ▪ Inform contractors and suppliers of the Image Janitorial Services, Inc.'s Code of Conduct Policy.
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2.6. Definitions

This policy applies to all terms related to conduct, including, but not limited to the following.

Definitions	
Behaviour	Expectations
Proper practices	Professionalism
Confidentiality	Integrity

3.0 EXPECTATIONS AND PERFORMANCE

3.1. Professionalism

As an employee you are expected to behave in a professional manner at all times. The following behaviour will not be tolerated:

- using threatening or abusive language towards a fellow employee,
- sexism and sexist comments.

3.2. Dress Code

As an employee you are expected to behave dress in a manner that suits your role in accordance with your Supervisor's guidelines. This means:

- As an employee of **Image Janitorial Services, Inc.**, we expect you to present a clean appearance when you represent us, whether that is in, or outside of the business.

Management, and those employees who come in contact with our clients are expected to dress in **accepted corporate tradition**.

It is just as essential that you act in a professional manner and extend the highest courtesy to co-workers, visitors, customers, vendors and clients. A cheerful and positive attitude is essential to our commitment to extraordinary customer service and impeccable quality.

3.3. Absenteeism

As an employee you are expected to be honest in your reasons for being absent. The following behaviour is not acceptable.

- Being absent from work without a valid reason.
- Intentionally giving any false or misleading information to obtain a leave of absence.
- Being late or taking unexcused absences from work.
- Not arriving at work prior to start time to start work on time.
- Having extended lunch breaks without a valid reason.

3.4. Stealing

As an employee you are expected to be honest in your dealings at all times. The following behaviour is not acceptable.

- Wilfully damaging property belonging to fellow employees or the Image Janitorial Services, Inc.
- Destroying property belonging to fellow employees or the Image Janitorial Services, Inc.
- Stealing property belonging to fellow employees or the Image Janitorial Services, Inc..

3.5. Skylarking

As an employee you are expected to be act in a mature manner. The following behaviour is not acceptable.

- Fighting or engaging in horseplay or disorderly conduct.

3.6. Failure to Obey Instructions

As an employee you are expected to listen and obey your supervisors instructions. The following behaviour is not acceptable.

- Refusing to follow or failing to carry out the reasonable instructions of a supervisor.

3.7. Work Procedures and Equipment

As an employee you are expected to work hard and put in a 'good days work' for a 'good days pay'. The following behaviour is not acceptable.

- Ignoring work duties or wasting time during working hours
- Not taking proper care of, neglecting or abusing Image Janitorial Services, Inc. equipment or tools
- Using Image Janitorial Services, Inc. equipment in an unauthorised manner
- Possessing firearms or weapons of any kind on Image Janitorial Services, Inc. property.

3.8. Alcohol and Drugs

As an employee you are expected to be 'alert on the job'. The following behaviour is not acceptable.

- Coming to work under the influence of alcohol
- Coming to work under the influence of any drug
- Bringing alcoholic beverages onto the Image Janitorial Services, Inc. property
- Bringing drugs onto the Image Janitorial Services, Inc. property.

3.9. Safety

As an employee your safety and the safety of others is paramount. Therefore the following behaviour is not acceptable.

- Smoking contrary to established policy or violating any fire protection regulation
- Wilfully or habitually violating health and safety regulations
- Failing to wear clothing conforming to standards set by the Image Janitorial Services, Inc..

4.0 REPORTING

4.1. Reporting

The workplace is a place where you are required to behave in a professional and courteous manner to your colleagues. Any behaviour that does not meet Image Janitorial Services, Inc. Standards will be addressed.

If you observe illegal behaviour by other team members or Image Janitorial Services, Inc. personnel, it is expected that you report this to Image Janitorial Services, Inc. Management immediately.

Image Janitorial Services, Inc. encourages all employees to report any illegal or suspicious activity. This help should first start with their supervisor or manager. Should the issue be of a serious nature, then contacting Image Janitorial Services, Inc. Management is required.

5.0 SUMMARY

5.1. Code of Conduct Summary

This concludes the Employee Code of Conduct. Please refer to this policy on a daily basis and ensure you apply it in your daily work.

The application of this code of conduct is a requirement of your employment at **Image Janitorial Services, Inc.** and a requirement to fulfil your position correctly. Following the guidelines set out in this code of conduct ensures that we provide a fair and equitable workplace for all people involved in this organization.

Should you have questions about your employment, standards of behaviour or any other questions, do not hesitate to speak to your team leader, workplace manager or supervisor.

Should you have any concerns or suggestions on how to improve this document do not hesitate to contact your supervisor.

END OF DOCUMENT

AMENDMENT NO. 2

RFP No.49

TITLE: Janitorial Services, Recreational Areas

ISSUED: 3/13/2023

This addendum is being issued to make the following change(s):

1. The services per year for location 12 (Parks Yard Restroom) were changed from 52 to 104.
2. The services per year for location 20 (Cooley's Landing Restrooms) were changed from 365 to 469.
3. The services per year for location 23 (15th Street Boat Basin/Cox Landing) was changed from 469 to 564.
4. **Proposer must replace the revised No.2 cost proposal page with the version included with Amendment 2.**

All other terms, conditions, and specifications remain unchanged.

Company Name: _____
(please print)

Bidder's Signature: _____

Date: _____

SECTION VI - COST PROPOSAL PAGE

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor shall quote firm, fixed, costs for all services identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Page 1 of 2

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
1.	Bayview Park 4401 Bayview Dr. Located at northside of park. (Estimated Square Footage – 455 sqft.)	One Men and Women restroom. 1 Service per Day - Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
2.	Floranada Park Located at 5100 NE 14 Way, on north side of the school by baseball fields third base. (Estimated Square Footage – 88 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
3.	George English Park Located at 1101 Bayview Dr. (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 9:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
4.	George English Park Administrative Office Located at 1101 Bayview Dr. (Estimated Square Footage – 200 sqft.)	One unisex restroom with shower. 1 Service per Week– Must be cleaned once per week, by 10:00am.	7AM to 4PM	52 SVC	\$_____/svc	\$_____
5.	Holiday Park multi-fields Located at 800 North Federal Highway. Located very close to Park Rangers office. (Estimated Square Footage – 660 sqft.)	One Men and Women restroom. 2 Services per Day - Must be cleaned 2 times a day. One cleaning by 9-am and the other must be 4 hours after first cleaning.	7AM to 8PM	730 SVC	\$_____/svc	\$_____
6.	Holiday Park Baseball fields, Located at most northern end of park, by NE 12 Way. (Estimated Square Footage – 744 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
7.	Holiday Park Jimmy Evert Tennis Center. Located at 800 North Federal Highway. (Estimated Square Footage – 648 sqft.)	One Men and Women restroom with showers. 2 Services per Day – Must be cleaned by 10:00am and again at 4:00pm daily.	7AM to 4PM	730 SVC	\$_____/svc	\$_____
8.	Floyd Hull Stadium – inside the Park at the corner of SW 8 th Avenue & SW 28 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women restrooms (in the new concessions) 1 Service per Day – Must be cleaned before 12-noon daily.	7AM to 6PM	365 SVC	\$_____/svc	\$_____
9.	Floyd Hull Stadium Across from Morton Center – Outfield area	One Men and Women restroom (Madera-Tyrell Building) 1 Service per Day –	7AM to 6PM	365 SVC	\$_____/svc	\$_____

	(Estimated Square Footage – 260 sqft.)	Must be cleaned by 12-noon daily.				
10.	Dottie Mancini Park. Located at 6400 NE 22 Ave. (Estimated Square Footage – 52 sqft.)	One unisex restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
11.	Sunset Park. Located at 3775 SW 16 St., beside the school (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
12.	Parks Yard Restroom. Located at 220 SW 14 Ave., by the Foremen and Supervisors offices. (Estimated Square Footage – 314 sqft.)	Unisex bathroom and hallway with shower. Also, cleaning of the ladies restroom (3 sinks and 3 toilets and one utility sink) at the front of the building. 2 Services per Week (Monday and Thursday), by 12-noon.	7AM to 3PM	104 SVC	\$_____/svc	\$_____
13.	Las Olas Esplanade at Riverwalk. Located directly across from the IMAX complex. (Estimated Square Footage – 1737 sqft.)	One Men and Women restroom. 2 Services per Day – Must be cleaned by 8:00am daily and again at 4:00pm.	7AM to 8PM	730 SVC	\$_____/svc	\$_____
14.	Riverland Park Located at 4000 Riverland Rd., on the north side of the park. (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
15.	Mills Pond Baseball Restrooms 2201 NW 9 Ave. (by concession stand) Gated park entrance. (Estimated Square Footage – 184 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$_____/svc	\$_____
16.	Mills Pond at the Multi-fields. Location is at southern end of park. Gated park entrance. (Estimated Square Footage – 668 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$_____/svc	\$_____
17.	Mills Pond Maintenance Located at: 2201 NW 9 Ave (Estimated Square Footage – 42 sqft.)	One unisex restroom – 1 Service per day	8AM to 4PM	365 SVC	\$_____/svc	\$_____
18.	Palm Aire Park Located at 3354 NW 63 St. (Estimated Square Footage – 636 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	8AM to 4PM	365 SVC	\$_____/svc	\$_____
19.	South Beach Restrooms Located at the beach at A1A	One Men and Women restroom.	6AM to 8PM	1404 SVC		

	and Harbor Drive, across from Bahia Mar Hotel and Marina (Estimated Square Footage – 1290 sqft.)	<u>Monday through Friday:</u> Must be cleaned three (3) times a day at 7 am, 12 noon, and 4 pm. <u>Weekends:</u> must be cleaned six (6) times a day at 6 am, 9 am, 12 noon, 3 pm, 5 pm, 7 pm.			\$ _____/svc	\$ _____
20.	Cooley's Landing Restrooms – 420 SW 7 Ave (Estimated Square Footage – 612 sqft.)	One Men and Women restroom. 1 Service per Day (M-F) 2 Services per day on Saturday and Sunday at 7:00am and 2:00pm –	6AM to 7PM	469 SVC	\$ _____/svc	\$ _____
21.	Hardy Park Located at 25 SW 9 Street (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 2 Services per Day – First service before 8:00am and last service at 4:00pm	8AM to 9PM	730 SVC	\$ _____/svc	\$ _____
22.	Morton Activity Center Located at 2890 SW 8 Ave (Estimated Square Footage – 400 sqft.)	One Men and One Women Restroom – 1 Service per Day	8AM to 5PM	365 SVC	\$ _____/svc	\$ _____
23.	15th Street Boat Basin/Cox Landing Located at: 1784 SE 15 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women Restroom. 1 cleaning per day M-F. 3 Cleanings per day on Saturday and Sunday at 6:00am, 12:00pm and 5:00pm. Need a daily cleaning of all the picnic tables under the pavilion by the restroom room. They will also need to wash the floor washed down daily and empty the 2 garbage can on eastside of the pavilion .This structure is 25'x16'. The bathroom structure is 20'x 15 and the mens and ladies bathroom both have one toilet and one sink in each room. The soap, toilet paper and paper towel dispensers need to be filled daily and the baby changing tables need to be cleaned daily. The garbage cans in each bathroom also need to be emptied daily. Clean 2 drinking fountains.	8AM to 5PM	564 SVC	\$ _____/svc	\$ _____

		<p>The walls and floor and light fixtures need to fall under the same cleaning schedule as the other bathrooms.</p> <p>The fish cleaning table also needs to be cleaned daily with the right chemicals and no abrasive material should be used on it. Please report any damage or functioning issues. The floor also needs to be cleaned daily and lighting and walls should be cleaned on the same schedule as stated in contract. The garbage can will need to be cleaned daily as well.</p>				
24.	<p>Mangurian Park Located at: 3850 N Federal Hwy (Estimated Square Footage – 288 sqft.)</p>	One Men and One Women Restroom (1 service per day) Must be cleaning by 10:00am	8AM to 9PM	365 SVC	\$_____/svc	\$_____
25.	<p>Osswald Park Located at: 2220 NW 21 Ave (Estimated Square Footage – 630 sqft.)</p>	One Men and One Woman Restroom – 1 cleaning per day. Must be cleaned by 10:00am.	8AM to 9PM	365 SVC	\$_____/svc	\$_____
26.	<p>Fort Lauderdale Aquatics Complex – 501 Seabreeze Blvd.</p>	<p>3 Services per week*, Monday, Wednesday, Friday before 12 noon. *Exceptions to the normal Monday/Wednesday/Friday service would be during events conducted at FLAC, where service would expand (depending on the size/type of event), to include Saturday, Sunday, as well as possibly additional weekday, such as Thursday, or Monday. Number of events per year estimated (based on previous events conducted annually), at 24, which could add at</p>	8AM to 8PM	156 SVC*	\$_____/svc	\$_____

		minimum an additional 48 service days				

(All cleaning schedules as outlined in Contract are subject to change by City)

TOTAL ANNUAL COST \$_____

Special Events:

In addition, the City of Fort Lauderdale occasionally hosts special events which require a restroom monitor be present to ensure the restroom facilities are kept clean during City sponsored special events. Please indicate your cost for a restroom monitor below. This shall be a flat rate, regardless of nights/weekends/holidays.

\$ _____ per hour

AMENDMENT NO. 1

RFP No.49

TITLE: Janitorial Services, Recreational Areas

ISSUED: 3/10/2023

This addendum is being issued to make the following change(s):

1. The services per year for location 7 (Holiday Park Jimmy Evert Tennis Center) were changed from 365 to 730.
2. The services per year for location 13 (Las Olas Esplanade at Riverwalk) were changed from 365 to 730.
3. The services per year for location 21 (Hardy Park) were changed from 365 to 730.
4. The services per year for location 23 (15th Street Boat Basin/Cox Landing) was changed from 365 to 469.
5. **Proposer must replace the revised cost proposal page with the revised version included with Amendment 1.**

All other terms, conditions, and specifications remain unchanged.

Company Name: _____
(please print)

Bidder's Signature: _____

Date: _____

SECTION VI – REVISED COST PROPOSAL PAGE

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor shall quote firm, fixed, costs for all services identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Page 1 of 2

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
1.	Bayview Park 4401 Bayview Dr. Located at northside of park. (Estimated Square Footage – 455 sqft.)	One Men and Women restroom. 1 Service per Day - Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
2.	Floranada Park Located at 5100 NE 14 Way, on north side of the school by baseball fields third base. (Estimated Square Footage – 88 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
3.	George English Park Located at 1101 Bayview Dr. (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 9:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
4.	George English Park Administrative Office Located at 1101 Bayview Dr. (Estimated Square Footage – 200 sqft.)	One unisex restroom with shower. 1 Service per Week– Must be cleaned once per week, by 10:00am.	7AM to 4PM	52 SVC	\$_____/svc	\$_____
5.	Holiday Park multi-fields Located at 800 North Federal Highway. Located very close to Park Rangers office. (Estimated Square Footage – 660 sqft.)	One Men and Women restroom. 2 Services per Day - Must be cleaned 2 times a day. One cleaning by 9-am and the other must be 4 hours after first cleaning.	7AM to 8PM	730 SVC	\$_____/svc	\$_____
6.	Holiday Park Baseball fields, Located at most northern end of park, by NE 12 Way. (Estimated Square Footage – 744 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
7.	Holiday Park Jimmy Evert Tennis Center. Located at 800 North Federal Highway. (Estimated Square Footage – 648 sqft.)	One Men and Women restroom with showers. 2 Services per Day – Must be cleaned by 10:00am and again at 4:00pm daily.	7AM to 4PM	730 SVC	\$_____/svc	\$_____
8.	Floyd Hull Stadium – inside the Park at the corner of SW 8 th Avenue & SW 28 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women restrooms (in the new concessions) 1 Service per Day – Must be cleaned before 12-noon daily.	7AM to 6PM	365 SVC	\$_____/svc	\$_____
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	(Estimated Square Footage – 260 sqft.)	Must be cleaned by 12-noon daily.				
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13.	Las Olas Esplanade at Riverwalk. Located directly across from the IMAX complex. (Estimated Square Footage – 1737 sqft.)	One Men and Women restroom. 2 Services per Day – Must be cleaned by 8:00am daily and again at 4:00pm.	7AM to 8PM	730 SVC	\$_____/svc	\$_____
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17.	Mills Pond Maintenance Located at: 2201 NW 9 Ave (Estimated Square Footage – 42 sqft.)	One unisex restroom – 1 Service per day	8AM to 4PM	365 SVC	\$_____/svc	\$_____
18.	Palm Aire Park Located at 3354 NW 63 St. (Estimated Square Footage – 636 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	8AM to 4PM	365 SVC	\$_____/svc	\$_____
19.	South Beach Restrooms Located at the beach at A1A	One Men and Women restroom.	6AM to 8PM	1404 SVC		

	and Harbor Drive, across from Bahia Mar Hotel and Marina (Estimated Square Footage – 1290 sqft.)	<u>Monday through Friday:</u> Must be cleaned three (3) times a day at 7 am, 12 noon, and 4 pm. <u>Weekends:</u> must be cleaned six (6) times a day at 6 am, 9 am, 12 noon, 3 pm, 5 pm, 7 pm.			\$ _____/svc	\$ _____
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21.	Hardy Park Located at 25 SW 9 Street (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 2 Services per Day – First service before 8:00am and last service at 4:00pm	8AM to 9PM	730 SVC	\$ _____/svc	\$ _____
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		<p>The walls and floor and light fixtures need to fall under the same cleaning schedule as the other bathrooms.</p> <p>The fish cleaning table also needs to be cleaned daily with the right chemicals and no abrasive material should be used on it. Please report any damage or functioning issues. The floor also needs to be cleaned daily and lighting and walls should be cleaned on the same schedule as stated in contract. The garbage can will need to be cleaned daily as well.</p>				
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		minimum an additional 48 service days				

(All cleaning schedules as outlined in Contract are subject to change by City)

TOTAL ANNUAL COST \$ _____

Special Events:

In addition, the City of Fort Lauderdale occasionally hosts special events which require a restroom monitor be present to ensure the restroom facilities are kept clean during City sponsored special events. Please indicate your cost for a restroom monitor below. This shall be a flat rate, regardless of nights/weekends/holidays.

\$ _____ per hour

SECTION VI - COST PROPOSAL PAGE

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Page 1 of 2

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
1.	Bayview Park 4401 Bayview Dr. Located at northside of park. (Estimated Square Footage – 455 sqft.)	One Men and Women restroom. 1 Service per Day - Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110</u>
2.	Floranada Park Located at 5100 NE 14 Way, on north side of the school by baseball fields third base. (Estimated Square Footage – 88 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ <u>13</u> /svc	\$ <u>4,745</u>
3.	George English Park Located at 1101 Bayview Dr. (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 9:00am daily.	7AM to 8PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110</u>
4.	George English Park Administrative Office Located at 1101 Bayview Dr. (Estimated Square Footage – 200 sqft.)	One unisex restroom with shower. 1 Service per Week– Must be cleaned once per week, by 10:00am.	7AM to 4PM	52 SVC	\$ <u>70</u> /svc	\$ <u>3,640</u>
5.	Holiday Park multi-fields Located at 800 North Federal Highway. Located very close to Park Rangers office. (Estimated Square Footage – 660 sqft.)	One Men and Women restroom. 2 Services per Day - Must be cleaned 2 times a day. One cleaning by 9-am and the other must be 4 hours after first cleaning.	7AM to 8PM	730 SVC	\$ <u>15</u> /svc	\$ <u>10,950</u>
6.	Holiday Park Baseball fields, Located at most northern end of park, by NE 12 Way. (Estimated Square Footage – 744 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>13.50</u> /svc	\$ <u>4,927.50</u>
7.	Holiday Park Jimmy Evert Tennis Center. Located at 800 North Federal Highway. (Estimated Square Footage – 648 sqft.)	One Men and Women restroom with showers. 2 Services per Day – Must be cleaned by 10:00am and again at 4:00pm daily.	7AM to 4PM	730 SVC	\$ <u>15</u> /svc	\$ <u>10,950</u>
8.	Floyd Hull Stadium – inside the Park at the corner of SW 8 th Avenue & SW 28 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women restrooms (in the new concessions) 1 Service per Day – Must be cleaned before 12-noon daily.	7AM to 6PM	365 SVC	\$ <u>18</u> /svc	\$ <u>6,570</u>
9.	Floyd Hull Stadium Across from Morton Center – Outfield area	One Men and Women restroom (Madera-Tyrell Building) 1 Service per Day –	7AM to 6PM	365 SVC	\$ <u>21</u> /svc	\$ <u>7,665</u>

	(Estimated Square Footage – 260 sqft.)	Must be cleaned by 12-noon daily.				
10.	Dottie Mancini Park. Located at 6400 NE 22 Ave. (Estimated Square Footage – 52 sqft.)	One unisex restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110⁻</u>
11.	Sunset Park. Located at 3775 SW 16 St., beside the school (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110⁻</u>
12.	Parks Yard Restroom. Located at 220 SW 14 Ave., by the Foremen and Supervisors offices. (Estimated Square Footage – 314 sqft.)	Unisex bathroom and hallway with shower. Also, cleaning of the ladies restroom (3 sinks and 3 toilets and one utility sink) at the front of the building. 2 Services per Week (Monday and Thursday), by 12-noon.	7AM to 3PM	104 SVC	\$ <u>18</u> /svc	\$ <u>1,872⁻</u>
13.	Las Olas Esplanade at Riverwalk. Located directly across from the IMAX complex. (Estimated Square Footage – 1737 sqft.)	One Men and Women restroom. 2 Services per Day – Must be cleaned by 8:00am daily and again at 4:00pm.	7AM to 8PM	730 SVC	\$ <u>20</u> /svc	\$ <u>14,600⁻</u>
14.	Riverland Park Located at 4000 Riverland Rd., on the north side of the park. (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110⁻</u>
15.	Mills Pond Baseball Restrooms 2201 NW 9 Ave. (by concession stand) Gated park entrance. (Estimated Square Footage – 184 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$ <u>15</u> /svc	\$ <u>5,475</u>
16.	Mills Pond at the Multi-fields. Location is at southern end of park. Gated park entrance. (Estimated Square Footage – 668 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$ <u>17</u> /svc	\$ <u>6,205⁻</u>
17.	Mills Pond Maintenance Located at: 2201 NW 9 Ave (Estimated Square Footage – 42 sqft.)	One unisex restroom – 1 Service per day	8AM to 4PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110⁻</u>
18.	Palm Aire Park Located at 3354 NW 63 St. (Estimated Square Footage – 636 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	8AM to 4PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110⁻</u>
19.	South Beach Restrooms Located at the beach at A1A	One Men and Women restroom.	6AM to 8PM	1404 SVC		

	and Harbor Drive, across from Bahia Mar Hotel and Marina (Estimated Square Footage – 1290 sqft.)	Monday through Friday: Must be cleaned three (3) times a day at 7 am, 12 noon, and 4 pm. Weekends: must be cleaned six (6) times a day at 6 am, 9 am, 12 noon, 3 pm, 5 pm, 7 pm.			\$ <u>29.50</u> /svc	\$ <u>41,418</u> ⁻ 1
20.	Cooley's Landing Restrooms – 420 SW 7 Ave (Estimated Square Footage – 612 sqft.)	One Men and Women restroom. 1 Service per Day (M-F) 2 Services per day on Saturday and Sunday at 7:00am and 2:00pm –	6AM to 7PM	469 SVC	\$ <u>14</u> /svc	\$ <u>6,566</u> ⁻
21.	Hardy Park Located at 25 SW 9 Street (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 2 Services per Day – First service before 8:00am and last service at 4:00pm	8AM to 9PM	730 SVC	\$ <u>14</u> /svc	\$ <u>10,220</u> ⁻
22.	Morton Activity Center Located at 2890 SW 8 Ave (Estimated Square Footage – 400 sqft.)	One Men and One Women Restroom – 1 Service per Day	8AM to 5PM	365 SVC	\$ <u>14</u> /svc	\$ <u>5,110</u> ⁻
23.	15th Street Boat Basin/Cox Landing Located at: 1784 SE 15 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women Restroom. 1 cleaning per day M-F. 3 Cleanings per day on Saturday and Sunday at 6:00am, 12:00pm and 5:00pm. Need a daily cleaning of all the picnic tables under the pavilion by the restroom room. They will also need to wash the floor washed down daily and empty the 2 garbage can on eastside of the pavilion. This structure is 25'x16'. The bathroom structure is 20'x 15 and the mens and ladies bathroom both have one toilet and one sink in each room. The soap, toilet paper and paper towel dispensers need to be filled daily and the baby changing tables need to be cleaned daily. The garbage cans in each bathroom also need to be emptied daily. Clean 2 drinking fountains.	8AM to 5PM	564 SVC	\$ <u>31</u> /svc	\$ <u>17,484</u> ⁻

		<p>The walls and floor and light fixtures need to fall under the same cleaning schedule as the other bathrooms.</p> <p>The fish cleaning table also needs to be cleaned daily with the right chemicals and no abrasive material should be used on it. Please report any damage or functioning issues. The floor also needs to be cleaned daily and lighting and walls should be cleaned on the same schedule as stated in contract. The garbage can will need to be cleaned daily as well.</p>				
24.	Mangurian Park Located at: 3850 N Federal Hwy (Estimated Square Footage – 288 sqft.)	One Men and One Women Restroom (1 service per day) Must be cleaning by 10:00am	8AM to 9PM	365 SVC	\$ <u>15</u> /svc	\$ <u>5,475</u>
25.	Osswald Park Located at: 2220 NW 21 Ave (Estimated Square Footage – 630 sqft.)	One Men and One Woman Restroom – 1 cleaning per day. Must be cleaned by 10:00am.	8AM to 9PM	365 SVC	\$ <u>15</u> /svc	\$ <u>5,475</u>
26.	Fort Lauderdale Aquatics Complex – 501 Seabreeze Blvd.	3 Services per week*, Monday, Wednesday, Friday before 12 noon. *Exceptions to the normal Monday/Wednesday/Friday service would be during events conducted at FLAC, where service would expand (depending on the size/type of event), to include Saturday, Sunday, as well as possibly additional weekday, such as Thursday, or Monday. Number of events per year estimated (based on previous events conducted annually), at 24, which could add at	8AM to 8PM	156 SVC*	\$ <u>50</u> /svc	\$ <u>7,800</u>

		minimum an additional 48 service days				

(All cleaning schedules as outlined in Contract are subject to change by City)

TOTAL ANNUAL COST \$ 212,917.50

Special Events:

In addition, the City of Fort Lauderdale occasionally hosts special events which require a restroom monitor be present to ensure the restroom facilities are kept clean during City sponsored special events. Please indicate your cost for a restroom monitor below. This shall be a flat rate, regardless of nights/weekends/holidays.

\$ 25 per hour

Image Janitorial Services, Inc.

814 14th Street
Lake Park Florida 334032354

**Work Ticket 57622566****Polo Club Of Boca Raton**

5400 Champion Blvd
Boca Raton FL 33496

(561)995-1116 Main
(561)995-1232 Fax
(561)400-4613 Ray Cell

General Information:

TT Job Number: 5040
Job Number: 5040
Schedule Date: 04/06/16
Billable: No
Route: Manager 5
Crew: Cleaning Staff 5
Frequency: Weeks of Month
Section:
Requested By: Ray Valdez
Ticket Supervisor: Manager 5/P. Saavedra
Task Name: Qc Inspection

Work Description:

- 1) Perform detailed inspection of the areas to be cleaned per the client specifications with the customer present. * Identify any specialty services performed (Floors Refinishing, Carpet Care, Window Detailing)
- 2) Consult customer to address any/all concerns of the property and list all clients' concerns on the QC Score Card attached.
- 3) Advise customer that a complete recap of any and all concerns from this walk-thru will be compile and send via email from service@imagecompanies.com.
- 4) Advise customer that if they have any future concerns they should send them to service@imagecompanies.com.
- 5) Present Work Ticket and QC Score Card to customer for signature.
- 6) Next Scheduled Client Visit will be ____ / ____ / ____

Customer Signature_____

Print Name_____

Image Signature_____

Print Name_____

THANK YOU FOR ALLOWING IMAGE COMPANIES THE OPPORTUNITY TO BE YOUR SERVICE PROVIDER.

Start Date	Date Completed	Work Completed by	Verified By	Scheduled Hrs	Actual Hours

Image Janitorial Services, Inc.
814 14th Street
Lake Park Florida 334032354



Work Ticket 57622614

Wycliffe Golf And Country Club, Inc.
4650 Wycliffe Country Club Blvd.
Wellington FL 33449

(561)472-6535
(561)964-5350 Fax

General Information:

TT Job Number: 4500
Job Number: 4500
Schedule Date: 04/06/16
Billable: No
Route: Manager 5
Crew: Cleaning Staff 5
Frequency: Weeks of Month
Section:
Requested By:
Ticket Supervisor: Manager 5/P. Saavedra
Task Name: Qc Inspection

Work Description:

- 1) Perform detailed inspection of the areas to be cleaned per the client specifications with the customer present. * Identify any specialty services performed (Floors Refinishing, Carpet Care, Window Detailing)
- 2) Consult customer to address any/all concerns of the property and list all clients' concerns on the QC Score Card attached.
- 3) Advise customer that a complete recap of any and all concerns from this walk-thru will be compile and send via email from service@imagecompanies.com.
- 4) Advise customer that if they have any future concerns they should send them to service@imagecompanies.com.
- 5) Present Work Ticket and QC Score Card to customer for signature.
- 6) Next Scheduled Client Visit will be ____ / ____ / ____

Customer Signature_____

Print Name_____

Image Signature_____

Print Name_____

THANK YOU FOR ALLOWING IMAGE COMPANIES THE OPPORTUNITY TO BE YOUR SERVICE PROVIDER.

Start Date	Date Completed	Work Completed by	Verified By	Scheduled Hrs	Actual Hours



Work Ticket Report

04/11/17 To 04/11/17

Route ID	Task Name	Section	Ticket #	Work Description	Job Number	Job Description	TT Job #	Schedule Type	Billable	Crew	Route	Scheduled Hours	Date	Time

04/11/17

11:57:39 AM

04/11/17

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Cleaning Staff 3

57638794	Air Vents				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Dust and clean return air vents.										
57639172	Telephones (Clean)				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Sanitize telephones using a spray disinfectant cleaner, apply directly to your cloth, wipe clean the ear and mouth pieces.										
57639297	Vacuum/Complete				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Vacuum upholstered furniture including behind and under cushions in public areas.										
57639576	Baseboards				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Clean all baseboards.										
57639628	Dust (1)/Detail				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Dust tables bases, baseboards, air vents, ceiling fans and other light and low dusting not performed daily.										
57639680	Light Fixt. (*)				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Damp wipe and clean ceiling light fixtures.										
57639744	Dust (1)/Detail				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Dust high and low reach areas including structural ledges, baseboards and other areas not done daily inside restrooms.										
57639796	Deep Scrub Hard Flrs				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Deep scrub tile floors in restrooms.										
57639934	Cobwebs				5040	Polo Club Of Boca Raton	5040	Reminder	No	Employee Assigned To Jobsite	Cleaning Staff 3		04/11/17	
				Remove cobwebs from walls, ceilings etc. in main entrance/lobby.										
57671121	Inspection				7003	Pbc Health Department-Jupiter Aux	7003	Inspection	No	Cleaning Staff 3	Cleaning Staff 3		04/11/17	
				Every night Supervisor must complete checklist and sign-in sheet send to Account Manager.										
57668467	Inspection				7600	N A I/Merlin Hunter Codman, Inc.	7600	Inspection	GcNo	Cleaning Staff 3	Cleaning Staff 3		04/11/17	
				Every night Supervisor must complete checklist and sign-in sheet send to Account Manager.										

Total Hours

57666348	Stairways				4250	4250		Janitorial Services		Cleaning Staff 4			04/11/17	
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Company Totals



Work Ticket Report

04/11/17 To 04/11/17

04/11/17 11:57:39 AM Page 2 of 20

Route ID	Route	Ticket #	Task Name	Section	Work Description	Job Number	TT Job #	Schedule Type	Billable	Crew	Route	Scheduled Hours	Date	Schedule-----Time
						City Of Oakland Park-City Hall		No		Employee Assigned To Jobsite	Not Done			
					Sweep and mop stairs. Clean all handrails with an approved germicidal cleaning solution.	6031	6031	Reminder		Cleaning Staff 4			04/11/17	
57635500			Dining/Break Rooms (2 Days)		Check and refill soap and paper towel dispensers.	South Florida Water Management D No				Employee Assigned To Jobsite	Not Done			
			Daily Service (Tuesday and Thursday)		Empty trash containers, replace liners and wipe down exterior of trash containers. Wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.	6031	6031	Reminder		Cleaning Staff 4			04/11/17	
57635604			Dining/Break Rooms (2 Days)		Check and refill soap and paper towel dispensers.	South Florida Water Management D No				Employee Assigned To Jobsite	Not Done			
			Daily Service (Tuesday and Thursday)		Empty trash containers, replace liners and wipe down exterior of trash containers. Wipe surfaces adjacent to hand soap dispensers to remove spillage and leakage.	6031	6031	Reminder		Cleaning Staff 4			04/11/17	
57635893			Conference Room/Training Rooms (2 Days)		Check and refill soap and paper towel dispensers.	South Florida Water Management D No				Employee Assigned To Jobsite	Not Done			
			Daily Service (Tuesday and Thursday)		Empty trash containers, replace liners and wipe down exterior of trash containers.	6031	6031	Reminder		Cleaning Staff 4			04/11/17	
57636248			Restrooms		Empty trash containers, replace liners and wipe down exterior of trash containers.	6031	6031	Reminder		Cleaning Staff 4			04/11/17	
			Clean and sanitize restroom fixtures, doors, partitions and all surfaces. Clean inside all toilet bowls and urinals to remove rust stains and mineral deposits. Wipe mirrors, polish chrome, refill dispensers, empty trash, pick up urinal mats from floor during the sweeping and mopping.			South Florida Water Management D No				Employee Assigned To Jobsite	Not Done			
57636384			Floor - Spot Mop			6031	6031	Reminder		Cleaning Staff 4			04/11/17	
			Spot mop stains and spills, especially coffee and drinking spills.			South Florida Water Management D No				Employee Assigned To Jobsite	Not Done			
			Using damp cloth, mop up all stains and spills. In highly soiled areas, use a neutral mopping solution and wet mop.			6031	6031	Reminder		Cleaning Staff 4			04/11/17	
57636814			Recyl Trash		Empty recycle and regular trash containers; replace correct color liners in containers as necessary.	South Florida Water Management D No				Employee Assigned To Jobsite	Not Done			
						6031	6031	Reminder		Cleaning Staff 4			04/11/17	
57637333			Lights - Turn Off		Turn off lights except those designated as night lights.	South Florida Water Management D No				Employee Assigned To Jobsite	Not Done			
			Turn off lights except those designated as night lights.			6031	6031	Reminder		Cleaning Staff 4			04/11/17	
57656787			Customer Request		Daily Cleaning Services at Location per the agreed upon cleaning specifications	6500	6500	Janitorial Services	No	Cleaning Staff 4	Not Done		04/11/17	
						City Of Boynton Beach-City Hall								
57668141			Customer Request		Client Request	6500	6500	Client Request	No	Cleaning Staff 4	Not Done		04/11/17	
			WHEN YOU SEE THIS YOU NEED TO EMAIL TONYA THE JOB NUMBER AND WORK TICKET NUMBER			City Of Boynton Beach-City Hall				Employee Assigned To Jobsite	Not Done			
57656972			Customer Request		Janitorial Services	6501	6501	Janitorial Services	No	Cleaning Staff 4	Not Done		04/11/17	
						City Of Boynton Beach-Police Station				Employee Assigned To Jobsite	Not Done			

Company Totals

NON-COLLUSION STATEMENT

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g., ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents, and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME

RELATIONSHIPS

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

Authorized Signature

Title

Name (Printed)

Date

**CONTRACTOR'S CERTIFICATE OF COMPLIANCE WITH
NON-DISCRIMINATION PROVISIONS OF THE CONTRACT**

The completed and signed form should be returned with the Contractor's submittal. If not provided with submittal, the Contractor must submit within three business days of City's request. Contractor may be deemed non-responsive for failure to fully comply within stated timeframes.

Pursuant to City Ordinance Sec. 2-17(a)(i)(ii), bidders must certify compliance with the Non-Discrimination provision of the ordinance.

- A. Contractors doing business with the City shall not discriminate against their employees based on the employee's race, color, religion, gender (including identity or expression), marital status, sexual orientation, national origin, age, disability, or any other protected classification as defined by applicable law.

Contracts. Every Contract exceeding \$100,000, or otherwise exempt from this section shall contain language that obligates the Contractor to comply with the applicable provisions of this section.

The Contract shall include provisions for the following:

- (i) The Contractor certifies and represents that it will comply with this section during the entire term of the contract.
- (ii) The failure of the Contractor to comply with this section shall be deemed to be a material breach of the contract, entitling the City to pursue any remedy stated below or any remedy provided under applicable law.

Authorized Signature

Print Name and Title

Date

CONTRACT PAYMENT METHOD

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to credit card payments via MasterCard or Visa as part of this program.

This allows you as a vendor of the City of Fort Lauderdale to receive your payments fast and safely. No more waiting for checks to be printed and mailed.

In accordance with the contract, payments on this contract will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, bidders must presently have the ability to accept the credit card or take whatever steps necessary to implement acceptance of a card before the start of the contract term, or contract award by the City.

All costs associated with the Contractor's participation in this purchasing program shall be borne by the Contractor. The City reserves the right to revise this program as necessary.

By signing below, you agree with these terms.

Please indicate which credit card payment you prefer:

_____ MasterCard

_____ Visa

Company Name

Name (Printed)

Signature

Title

Date

LOCAL BUSINESS PREFERENCE

Section 2-199.2, Code of Ordinances of the City of Fort Lauderdale, (Ordinance No. C-12-04), provides for a local business preference.

In order to be considered for a local business preference, a bidder must include the Local Business Preference Certification Statement of this ITB, as applicable to the local business preference class claimed **at the time of bid submittal**.

Upon formal request of the City, based on the application of a Local Business Preference the Bidder shall, within ten (10) calendar days, submit the following documentation to the Local Business Preference Class claimed:

A) Copy of City of Fort Lauderdale current year business tax receipt, **or** Broward County current year business tax receipt, **and**

B) List of the names of all employees of the bidder and evidence of employees' residence within the geographic bounds of the City of Fort Lauderdale or Broward County, as the case may be, such as current Florida driver license, residential utility bill (water, electric, telephone, cable television), or other type of similar documentation acceptable to the City.

Failure to comply at time of bid submittal shall result in the bidder being found ineligible for the local business preference.

THE COMPLETE LOCAL BUSINESS PREFERENCE ORDINANCE MAY BE FOUND ON THE CITY'S WEB SITE AT THE FOLLOWING LINK:

[https://library.municode.com/fl/fort lauderdale/codes/code of ordinances?nodeId=COOR CH2 AD ARTVFI DIV2PR S2-186LOBUPR](https://library.municode.com/fl/fort%20lauderdale/codes/code%20of%20ordinances?nodeId=COOR_CH2_AD_ARTVFI_DIV2PR_S2-186LOBUPR)

Definitions: The term "Business" shall mean a person, firm, corporation or other business entity which is duly licensed and authorized to engage in a particular work in the State of Florida. Business shall be broken down into four (4) types of classes:

1. Class A Business – shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone and staffed with full-time employees within the limits of the City **and** shall maintain a staffing level of the prime contractor for the proposed work of at least fifty percent (50%) who are residents of the City.
2. Class B Business - shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone and staffed with full-time employees within the limits of the City **or** shall maintain a staffing level of the prime contractor for the proposed work of at least fifty percent (50%) who are residents of the City.
3. Class C Business - shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone **and** staffed with full-time employees within the limits of Broward County.
4. Class D Business – shall mean any Business that does not qualify as either a Class A, Class B, or Class C business.

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local business price preference classification as indicated herein, and further certifies and agrees that it will re-affirm its local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

- (1) _____ is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the City of Fort Lauderdale current year Business Tax Receipt **and** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (2) _____ is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Business Tax Receipt **or** a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (3) _____ is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (4) _____ requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (5) _____ requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (6) _____ is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186 and does not qualify for Local Preference consideration.

Business Name

BIDDER'S COMPANY: _____

AUTHORIZED COMPANY PERSON: _____
PRINT NAME SIGNATURE DATE

DISADVANTAGED BUSINESS ENTERPRISE (DBE) PREFERENCE

Section 2-185, Code of Ordinances of the City of Fort Lauderdale, provides for a disadvantaged business preference.

In order to be considered for a DBE Preference, a bidder must include a certification from a government agency, as applicable to the DBE Preference class claimed **at the time of bid submittal**.

Upon formal request of the City, based on the application of a DBE Preference the Bidder shall, within ten (10) calendar days, submit the following documentation to the DBE Class claimed:

A) Copy of City of Fort Lauderdale current year business tax receipt, **or** Broward County current year business tax receipt, **or** State of Florida active registration **and/or**

B) List of the names of all employees of the bidder and evidence of employees' residence within the geographic bounds of the City of Fort Lauderdale or Broward County, as the case may be, such as current Florida driver license, residential utility bill (water, electric, telephone, cable television), or other type of similar documentation acceptable to the City.

Failure to comply at time of bid submittal shall result in the bidder being found ineligible for the disadvantaged business preference.

THE COMPLETE DBE PREFERENCE ORDINANCE MAY BE FOUND ON THE CITY'S WEB SITE AT THE FOLLOWING LINK: <https://www.fortlauderdale.gov/home/showpublisheddocument?id=56883>

Definitions

- a. The term "disadvantaged class 1 enterprise" shall mean any disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the city, and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.
- b. The term "disadvantaged class 2 enterprise" shall mean any disadvantaged business enterprise that has established and agrees to maintain a permanent place of business within the limits of the city with a full-time employees and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.
- c. The term "disadvantaged class 3 enterprise" shall mean any disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the Tri-County area and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.
- d. The term "disadvantaged class 4 enterprise" shall mean any disadvantaged business enterprise that does not qualify as a Class A, Class B, or Class C business, but is located in the State of Florida and provides supporting documentation of its disadvantaged certification as established in the City's Procurement Manual.

DISADVANTAGED BUSINESS ENTERPRISE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the disadvantaged business enterprise price preference classification as indicated herein, and further certifies and agrees that it will re-affirm its preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this solicitation. Violation of the foregoing provision may result in contract termination.

- (1) is a disadvantaged class 1 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the city, and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (2) is a disadvantaged class 2 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that has established and agrees to maintain a permanent place of business within the limits of the city with a full-time employee(s) and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (3) is a disadvantaged class 3 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the Tri-County area and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (4) is a disadvantaged class 4 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that does not qualify as a Class A, Class B, or Class C business, but is located in the State of Florida and provides supporting documentation of its disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (5) is not considered a Disadvantaged Enterprise Business as defined in the City of Fort Lauderdale Ordinance Sec.2-185 and does not qualify for DBE Preference consideration.

Business Name

BIDDER'S COMPANY: _____

AUTHORIZED COMPANY PERSON: _____
PRINT NAME SIGNATURE DATE

Solicitation/Bid /Contract No: _____

Project Description:

Contractor/Proposer/Bidder acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of,

- A. all persons employed by Contractor/Proposer/Bidder to perform employment duties within Florida during the term of the Contract, and,
- B. all persons (including subcontractors/vendors) assigned by Contractor/Proposer/Bidder to perform work pursuant to the Contract.

The Contractor/Proposer/Bidder acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the Contract is a condition of the Contract.

Contractor/Proposer/ Bidder Company Name: _____

Authorized Company Person's Signature: _____

Authorized Company Person's Title: _____

Date: _____

REFERENCES

A minimum of three (3) references shall be provided. It is the responsibility of the Bidder/ Proposer to ensure that the information provided is accurate and current. The City may find your firm non-responsive for providing wrong and or outdated information. Additional references may be provided on a separate page.

Company Name: _____
Address: _____
Contact Person: _____
Title: _____
Phone #: _____
Email: _____
Contract Value: _____
Year(s): _____
Description: _____

Company Name: _____
Address: _____
Contact Person: _____
Title: _____
Phone #: _____
Email: _____
Contract Value: _____
Year(s): _____
Description: _____

Company Name: _____
Address: _____
Contact Person: _____
Title: _____
Phone #: _____
Email: _____
Contract Value: _____
Year(s): _____
Description: _____

CITY OF FORT LAUDERDALE BID/PROPOSAL CERTIFICATION

Please Note: It is the sole responsibility of the bidder/proposer to ensure that their response is submitted electronically through the City's on-line strategic sourcing platform prior to the bid opening date and time listed. Paper bid submittals will not be accepted. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) _____ EIN (Optional): _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone No.: _____ FAX No.: _____ Email: _____

Delivery: Calendar days after receipt of Purchase Order (**section 1.02 of General Conditions**): _____

Total Bid Discount (**section 1.05 of General Conditions**): _____

Check box if your firm qualifies for DBE (**section 1.09 of General Conditions**): ☐

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A.

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Name (printed)

Signature

Date

Title

Staffing and Cleaning Responsibilities

The daily cleaning and staffing for the City of Fort Lauderdale Parks & Recreation will be performed by permanent assigned staff to a designated area. Image Companies Supervisor and Manager will verify that every employee has proper knowledge of the assigned area to be cleaned and under no circumstance employees are authorized to clean other area without prior authorization from Supervisor and Manager. In the event of staff being absent, the on-call staff will be placed in position to cover those specific areas until the assigned permanent employee returns to his/her daily duties.

Additional Quality Control Inspector* Each Image Account is randomly selected for inspection. The City of Fort Lauderdale Parks & Recreation will have a minimum of 2 days per week of unannounced Quality Control Inspection. All inspections are submitted directly to the Image office for review and processing. All necessary corrections and score reviews are shared within 24 hours of inspection with the Area Manager and Supervisor to be shared with Image staff for feedback, correction and training.

This schedule allows each Image staff to clean a designated area of approximately 15,000 square feet during the 4 Hour shift or approximately 3750 per hour. This allows for set up and breakdown of supplies and equipment, incidentals and ultimately a schedule that will allow for proper cleaning per the specifications. In addition, it allows the supervisor to be just a supervisor, ultimately leading to a better finished product daily.

In addition, Image will staff and train 5 additional staff members for staff coverage due to illness; emergency and or requested days off. With the additional staff, Image will be able to meet the not only the staffing requirements but also have staff available for specialty work and or Supervisory requests for additional staff to maintain the City of Fort Lauderdale Parks & Recreation as necessary.

All staff will be directed by the Assigned Area Manager in conjunction with the Assigned Supervisor. With the daily work tickets, reports and recurring service schedule which is dictated by the RFP and built in the Image Operation Management Software both the Area Manager and Supervisor will be able to direct staff to duties and responsibilities per the desired frequency (Daily, Weekly, Monthly, Quarterly, Semi Annually and Annually). This at minimum per the RFP but with trained supervision each Area Manager and Supervisor will have the ability to request additional special services thru the Win Team system ensure City of Fort Lauderdale Parks & Recreation satisfaction. These regularly scheduled services and any additionally requested services are all available for review by both Image and City of Fort Lauderdale Parks & Recreation staff.

Quality Control and Correction

The City of Fort Lauderdale Parks & Recreation cleaning staff will be scored for quality daily by the Supervisor and Lead assigned to oversee the daily cleaning. This will ensure quality and consistency. However, Image believes that additional oversight is necessary for the success of Image at the Florida Department of Transportation. Image will supply the City of Fort Lauderdale Parks & Recreation cleaning staff with unannounced Quality Control Inspections. All inspections are submitted directly to the Image office for review and processing. All necessary corrections and score reviews are shared within 24 hours of inspection with the Area Manager and Supervisor to be shared with Image staff for feedback, correction and training. *(Note-Quality Control Inspector is not part of the minimum requirements for City of Fort Lauderdale Parks & Recreation this is customary on all Image jobsites and believe this

additional step allows Image to provide better services for our clients. Image client retention is 7x the industry average. Industry average is 18 months for Client retention. Image client retention is 7 years) *

Day Time Porters: Day Time Porters assigned for City of Fort Lauderdale Parks & Recreation will follow all the Cleaning Specifications given by City of Fort Lauderdale Parks & Recreation by area and by times.

Day Time Porters placed in the jobsite will go thru our training class. Routine service during the daytime has different approach than the services at night time. Day Time Porters will be bilingual and we enforce the dress code.

Management:

Location and Service Area

Image Companies has our corporate office located in West Palm Beach, Florida. Client / Prospective Clients Tours of the Image Offices are available. Meet the staff and see our Operations Center, Inventory Warehouse, Image Academy Training and much more. Image has 1-hour response time to all locations within our service area. Our entire staff will be hired locally including all janitorial, Specialties Service Teams. Most importantly Image Companies services rest above all else on the staff assigned.

The following staff would be directly assigned to the City of Fort Lauderdale Parks & Recreation.

Tim Wilson- 30 Years Industry Experience, 30 with Image Companies Member of BOMA, USGBC, BSCAI, Certified IICRC (Institute of Inspection, Cleaning and Restoration) - Commercial Janitorial Services, Water and Fire Damage Restoration, Carpet Care and Spot Cleaning, Odor Control, 10 Years Industry Experience with Green Cleaning

Paul Saavedra- 26 Years of Industry Experience, 26 with Image Companies Member of BSCAI (Building Service Contractors of America IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial Janitorial Service 10 Years Industry Experience with Green Cleaning Bi-lingual (Spanish and English)

Finally, Image will 100% self-perform the Eco-Friendly Cleaning of the City of Fort Lauderdale Parks & Recreation. There will be no subcontractor(s) used to provide any services.



1750 N. Florida Mango Rd, Ste103
West Palm Beach, FL 33409
(561) 844-8778 Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

STATEMENT OF QUALIFICATIONS

It is our goal to provide exceptional services to all our clients. We call this goal “The Goal Standard” Image Companies strives to provide customers and employees a unique opportunity; a forward looking company with an emphasis on an old fashion idea: Service.

We strongly believe in mutual respect, high expectations, enthusiasm for life and strong family values. We believe these virtues bring out the best in everyone. Through a strong relationship built on communication and a commitment to these ideals.

Image Janitorial, its customers and employees will reap the benefits of the Gold Standard.

We began as a small family owned operated business in 1987 and have grown to be the multifaceted full service company we are today. Over the years we have established and refined our business model, we constantly refine and improve our systems and service by patient observation, rapid response to customer needs and by remaining open to customer and employee recommendations.

Our goal of complete customer satisfaction has led us to increase our services to meet the ever expanding needs of our customers.

Image Companies responded with certification through:

BOMA – Building Owners and Managers Association
BSCAI - Building Service Contractors Association International
IICRC - Institute of Inspection Cleaning & Restoration Certification

These certifications gave us the knowledge and the tools to respond to our customer’s requests with the level of service they have come to expect from our company.

Why Image Janitorial Services?

Fervently Customer Driven

Your Property Management partner

Ready to serve you instantaneously

Utterly devoted to quality

Leaders in promoting indoor air quality and fighting sick building syndrome

Locally owned and managed

A strongly people-oriented company

If we are chosen as your service provider, Image Companies guarantees your facilities spaces will be brought to the highest level possible, this will include implementing a thorough initial cleaning and floor services.

Thank you for your time and consideration. Image Companies looks forward to the opportunity of becoming your facility maintenance partner in the future.



1750 N. Florida Mango Road, Suite 103
West Palm Beach, FL 33409
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

Dear Procurement Committee,

Ability of Personnel:

- a) **Operations Director: Paul Saavedra**
- b) **Site Supervisors: Promoted from Present Image Staff or Locally hired at time of contract award**
- c) **Full time service Crews: will be locally hired at the time of contract award**

Brief Resume of each key employee who will furnish professional and technical support expertise on this account. This should include the following:

d) Management:

Image Companies is located in West Palm Beach, Florida. Client / Prospective Clients Tours of the Image Office are available. Meet the staff and see Operation Center, Inventory Warehouse, Image Academy Training and much more. Image has a 1-hour response time to all locations within our service area. Our entire staff will be hired locally including all janitorial, specialties, Management, Administrative Support Staff.

Most importantly Image Companies services rest above all else on the staff assigned. The following staff would be directly assigned to the Florida Department of Transportation.

Tim Wilson

- 1. 30 Years Industry Experience, 30 with Image Companies
- 2. Member of BOMA, USGBC, BSCAI, Certified IICRC (Institute of Inspection, Cleaning and Restoration) - Commercial Janitorial Services, Water and Fire Damage Restoration, Carpet Care and Spot Cleaning, Odor Control
- 3. 20 Years Industry Experience with Green Cleaning

Paul Saavedra

- 1. 26 Years of Industry Experience, 25 with Image Companies
- 2. Member of BSCAI (Building Service Contractors of America)
- 3. IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial Janitorial Service
- 4. 20 Years Industry Experience with Green Cleaning
- 5. English & Spanish speaking

Yaneisy Valdes

1. 15 Years of Industry Experience, 11 with Image Companies
2. Human Resources / Accounting
3. 6 Years Industry Experience with Green Cleaning

Ray Valentin-

1. 10 Years of Industry Experience, 5 with Image Companies
2. Inventory, Warehouse & Supplies Manager
3. English & Spanish speaking

Proposed Work Plan and Project Management Strategy

Management of The City of Fort Lauderdale Parks & Recreation begins with the Right hire. Image Companies has an intensive hiring process that begins at the Application process. The application is entered into the Image Applicant Insight Program. This software program unique and proprietary to Image Companies allows us to review each applicant for 15 different factors that we have determined are crucial to a good hire, a long-time employee and ultimately a satisfied client. The Image Applicant Insight program will allow us to examine and review each applicant experience in the janitorial field, language and writing abilities, work load and time availability, location and traveling ability as well as many other factors. This information which is reviewed for each potential applicant and job opening is invaluable in assisting in making the right hire. Once hired all Image employees have a background check both locally and statewide. And all Image Employees are processed through the Federal Department of Homeland Security. Once each employee has passed our background check and it is verified that the employee is legally authorized to work in the United States through the Department of Homeland Security, a well-informed hire is made.

Once the employee is hired and before any Image employee is placed on any jobsite; Each Image employee must attend Image Academy. Image Academy is classroom training where all employees are trained in the Image way of providing daily services to all Image clients. All Image employees must attend these classes at the beginning of their employment and throughout their tenure with Image. Regularly scheduled classes are mandatory for all Image employees. Topics of Discussion are a) Basic Janitorial Services b) Restroom Care c) Office Cleaning d) Green Cleaning e) Chemical Handling and Usage f) Floor and Carpet Services g) Communications h) Safety, Ladder Safety, Chemical Safety and Blood Born Pathogen Protocol.

Prior to being assigned a permanent jobsite each Image employee must take and pass a 90-question final exam. This examination allows us to review each employee's retention of the material and to determine what may need to be reviewed and also what specific job functions or role each employee may be best suited for.

Each employee has been screened and proper trained they are then placed on the jobsite where Image Team Management Software assists all Image employees from Administration to the front-line janitorial staff member to provide the best possible services for each and every Image Client.

1-Time & Attendance is a valuable tool which will allow Image to provide regular and real-time reports to the The City of Fort Lauderdale Parks & Recreation as required by the RFP.

In recent years, businesses have been faced with stiff regulations in regard to accurate timekeeping records to document hours worked. Our automated time and attendance solution is vital to fully document Image Companies compliance with the requirements of the The City of Fort Lauderdale Parks & Recreation as well as Department of Labor standards

Image Time & Attendance is a versatile, robust, time and attendance suite that meets the diverse needs of our clients. It can completely automate timekeeping processes, saving valuable time and providing necessary information easily.

Telephone Timekeeping

How it Works

When the Image employee arrives at the job site, he/she uses a designated touch tone telephone to call into the Image Time and Attendance number. The system greets the employee, asks for a unique employee number and presents the employee with several options for clocking in or out. The employee is then asked for the job number which he or she is working at. The employee selects the appropriate option and hangs up the phone. The entire process is quick and easy for the employee.

Features & Benefits

Location verification with Caller ID – We know where our employees are clocking in and out from.

- In the job set up, Image is able to enter a valid list of phone numbers from which the employee can check in and out.
- When an employee places a call to Image Time and Attendance system to start or end a shift or check in or out for lunch, the system uses Caller ID to compare the number in the job file to the number on the incoming call.
- If the two numbers do not match, Image Time and Attendance flags this record and alerts the designated supervisor immediately according to preset preferences we have built per the The City of Fort Lauderdale Parks & Recreation preferences per the RFP or discussions with The City of Fort Lauderdale Parks & Recreation which it determines the most advantageous.

Alert Notifications – We find out about problems at the job 1st and quickly.

- Image Time and Attendance's sophisticated notification system will alert appointed employees in our organization to attendance discrepancies such as, tardiness, absences and caller ID mismatches.
- All supervisors and Acct Managers have the option to be notified via e-mail page or with a message in our individual voice mail box.
- Notification tolerances are configured based on The City of Fort Lauderdale Parks & Recreation Schedule. For example, Image could wait 10 minutes after the shift start time before notifying a supervisor of an absence or it could wait 5 minutes – the options are virtually limitless.
- Settings can vary by job, location, schedule, day, employee and or client preference as well for ultimate flexibility.

Integrated voice messaging – provides a friendly communication tool for employees and supervisors.

- All employees with access to Image Time and Attendance have their own voice mail box.
- Employees can leave messages for supervisors and vice versa. Bilingual ability – Standard English and Spanish prompts; Voice Verification – Prevent employees from clocking in and out for each other in between travel time between jobs

Work Scheduling

After winning new business, how do we ensure that the schedule you committed to in the contract is executed? How do you track one-time tasks and project work? The Work Scheduling program provides a solution for all of these challenges.

- After being awarded new business, information about the new customer flows directly from our Bid Module into the Work Scheduling program for minimal data entry. This information would be updated and verified at the Kick off Meeting if not sooner.
- Tracks periodic and project work for each job to ensure that no task ever gets missed. As tasks and contract responsibilities become due a work ticket and report are generated for each task due. Each work ticket and report are distributed to the Image employee and supervisor responsible for the completion of the work.
- The Win Team software includes over 500 industry standard tasks with built-in work descriptions. However specific work descriptions can be added or amended to ensure that specific The City of Fort Lauderdale Parks & Recreation concerns/requests are executed correctly.
- Work descriptions can be modified and customized. These work descriptions will also print directly on work tickets for Client and employees to review.
- Events can be entered as one time or recurring tasks. Many recurring frequencies are available, including daily, weekly, bi-weekly monthly, quarterly, semi-annually and certain days of the week. Win Team can also specify a custom frequency.
- Billable and non-billable items are tracked.
- After the task is scheduled, Win Team will remember based on the frequency specified. Work tickets will be generated for employees to complete. If the task is billable, after the work ticket is marked as “Complete,” the billing details are available in the Accounts Receivable invoicing module for immediate billing.

This program also contains an interactive calendar for all scheduled work. The calendar has multiple views, including a daily, weekly and monthly view. In addition, multiple filters exist so that you may focus on a particular customer, service location, crew or type of task, to allow for accurate forecasting and planning to manage specific duties easily.

From Account Manager down to the Supervisor level users can:

- View employee contact information
- Review & approve timekeeping information for payroll
- View & print management reports

- View scheduled work at job sites
- Request additional work on behalf of customers
- Approve requested work from customers
- Complete Work Orders

In addition to scheduling and tracking all tasks, the Win Team has the ability to budget and track all revenue and expense associated with a particular task or project to analyze the task or project. This is a very powerful tool to help you refine the way extra work or special projects are priced, the way pricing for specific duties is determined and most importantly allow Image to be efficient, proactive and help the district save money. In addition, it is extremely effective in tracking and complying with the LEED reporting requirements.

Compliance Tracker –

- Training requirements will also be tracked in the Compliance Tracker of Image Operation Management Software
- Alerts employees and managers of due dates via e-mail

Equipment Tracker

Inventory Management

Inventory supplies are a large cost in doing business. If Image is not effectively monitoring supplies and their associated costs, it is possible that the costs associated with keeping the The City of Fort Lauderdale Parks & Recreation would be inflated. Reporting requirements such as chemical and equipment purchases are easily tracked, retrieved and reported with ease.

With the Image Operations Management Software Inventory module allows Image to enter all of the different products used in maintaining your property.

- Each item has its own master file record
- Track warehouse information, quantities on hand and re-order levels
- You can also store quoted prices from your vendors for each item to have on file
- When an item is sold or used at a job site or drop shipped, each step of the transaction is tracked closely
- Details such as who requested the item, who approved the request, the date, the pricing details if needed, the associated service location and the status of the request are tracked.

All material costs are tracked closely at the job level, which gives both Image and the The City of Fort Lauderdale Parks & Recreation great insight into the material cost at each job but most important it will ensure that both Image and The City of Fort Lauderdale Parks & Recreation are in compliant.

In addition to these very important Client Management tools, the Image Operation Management Software allows Image to manage the employee which is the largest cost to provide high quality services to Image clients. These days, companies are tasked with tracking many layers of employee data. Tax reporting, Department of Labor compliance, benefit tracking and compliance with state regulations are just some of the many challenge's companies must address in relation to employee data. With the Win Team Software Human Resource and Payroll programs are designed to be flexibility along with all of the tools required to meet reporting and compliance obligations as defined with the RFP.

Complete HR “master file” for each employee

- Stores all contact information, pay rate history, status history, tax information, etc.
- Employees can review and request changes to contact information online via eHub Employee Self Service

Payroll module

- Other Compensations & Deductions
- Garnishments
- Integrates with Accounts Payable module for agency payments, such as child support payments
 - Local, state and federal tax compliance
 - Payroll tax reporting & payment service
- Pay stubs online via eHub Employee Self Service program
- Paycheck printing service

Benefit Management program

- Configure benefits
- Track and manage accrued benefits
- Offer different benefit packages to different groups of employees
- Supports hourly benefits, such as vacation, and insurance benefits

Absence Tracker, Time off Planner will allow Image to meet and exceed The City of Fort Lauderdale Parks & Recreation staffing requirements as per the RFP.

ACCOUNTS RECEIVABLE AND CLIENT FISCAL MANAGEMENT:

IOM's unique value proposition is that not only in the areas of operations and labor management, but we also provide a fully integrated accounting and financial management program.

Accounts Receivable

- Customer Master file
- Recurring Invoices
- Integration with Inventory module for quick & easy billing of resale

- Integration with Work Scheduling module for immediate billing of completed work tickets
- Taxability down to the item level
- Electronic delivery of invoices
 - Via e-mail
 - Via eHub Customer Self Service site

Job Costing

- Budget labor, materials, other direct costs to the job (work location) level
 - Budget labor by position, number of hours worked each day of the week
 - IOM intelligently calculates labor budgets based on working days in the month
- Tier parameters allow for reporting by region, division, manager, market segment or any other category either Image or the The City of Fort Lauderdale Parks & Recreation may specify
- Interactive on-Screen Job Costing Program
 - Shows profitability and costing for the time frame specified
 - Can drill down to the source transaction to uncover details
 - Great information to share with management staff, site supervisors and the The City of Fort Lauderdale Parks & Recreation to make them aware of the performance of the jobsite
 - Job Cost can be run or filtered many different ways
- Supports an unlimited number of job sites for each customer

The Win Team uses workflow to ensure that requests from customers are not ignored. Our highly customizable workflow program allows you to specify each step in the approval process.

- Tolerances may be set to escalate requests if they are not addressed in a timely manner
- Requests are routed intelligently based on the who is requesting the work
- When the request is approved, it may be imported automatically into the Win Team Work Scheduling program to create a work ticket
- The City of Fort Lauderdale Parks & Recreation can view a history of all requests along with a status of each request

Staffing and Cleaning Responsibilities

The daily cleaning and staffing of the The City of Fort Lauderdale Parks & Recreation will be performed by permanent assigned staff to a designated area. Image Companies Supervisor and Manager will verify that every employee has proper knowledge of the assigned area to be cleaned and under no circumstance employees are authorized to clean other area without prior authorization from Supervisor and Manager. In the event of staff

being absent, the On Call staff will be placed in position to cover those specific areas until the assigned permanent employee returns to his/her daily duties.

Additional Quality Control Inspector* Each Image Account is randomly selected for inspection. The The City of Fort Lauderdale Parks & Recreation will have a minimum of 2 days per week of unannounced Quality Control Inspection. All inspections are submitted directly to the Image office for review and processing. All necessary corrections and score reviews are shared within 24 hours of inspection with the Area Manager and Supervisor to be shared with Image staff for feedback, correction and training.

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In addition, Image will staff and train 5 additional staff members for staff coverage due to illness; emergency and or requested days off. With the additional staff Image will be able to meet the not only the staffing requirements but also have staff available for specialty work and or Supervisory requests for additional staff to maintain the The City of Fort Lauderdale Parks & Recreation as necessary.

All staff will be directed by the Assigned Area Manager in conjunction with the Assigned Supervisor. With the daily work tickets, reports and recurring service schedule which is dictated by the RFP and built in the Image Operation Management Software both the Area Manager and Supervisor will be able to direct staff to duties and responsibilities per the desired frequency (Daily, Weekly, Monthly, Quarterly, Semi Annually and Annually). This at minimum per the RFP but with trained supervision each Area Manager and Supervisor will have the ability to request additional special services thru the Win Team system ensure The City of Fort Lauderdale Parks & Recreation Satisfaction. These regularly scheduled services and any additionally requested services are all available for review by both Image and The City of Fort Lauderdale Parks & Recreation staff.

Quality Control and Correction

The The City of Fort Lauderdale Parks & Recreation staff will be scored for quality daily by the Supervisor and Lead assigned to oversee the daily cleaning. This will ensure quality and consistency. However, Image believes that additional oversight is necessary for the success of Image at the The City of Fort Lauderdale Parks & Recreation. Image will supply the The City of Fort Lauderdale Parks & Recreation with unannounced Quality Control Inspections. All inspections are submitted directly to the Image office for review and processing. All necessary corrections and score reviews are shared within 24 hours of inspection with the Area Manager and Supervisor to be shared with Image staff for feedback, correction and training. *(Note-Quality Control Inspector is not part of the minimum requirements for The City of Fort Lauderdale Parks & Recreation, this is customary on all Image jobsites and believe this additional step allows Image to provide

better services for our clients. Image client retention is 7x the industry average. Industry average is 18 months for Client retention. Image client retention is 7 years) *

Day Time Porters:

Day Time Porters assigned for The City of Fort Lauderdale Parks & Recreation will follow all the Cleaning Specifications given by The City of Fort Lauderdale Parks & Recreation by area and by times.

Day Time Porters placed in the jobsite will go thru our training class. Routine service during the daytime has different approach than the services at night time. Day Time Porters will be bilingual and we enforce the dress code as they are facing The City of Fort Lauderdale Parks & Recreation Management, Staff and visitors.

Image Companies Management involved with The City of Fort Lauderdale Parks & Recreation

Management:

Image Companies is located in West Palm Beach, Florida. Client / Prospective Clients Tours of the Image Office are available. Meet the staff and see Operation Center, Inventory Warehouse, Image Academy Training and much more. Image has a 1-hour response time to all locations within our service area. Our entire staff will be hired locally including all janitorial, specialty, Management, Administrative Support Staff. Most importantly Image Companies services rest above all else on the staff assigned.

The following staff would be directly assigned to The City of Fort Lauderdale Parks & Recreation

Tim Wilson- 35 Years of Industry Experience, 35 with Image Companies
Member of BSCAI (Building Service Contractors of America)
IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial Janitorial Service
20 Years Industry Experience with Green Cleaning

Paul Saavedra- 26 Years of Industry Experience, 25 with Image Companies
Member of BSCAI (Building Service Contractors of America)
IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial Janitorial Service
15 Years Industry Experience with Green Cleaning
Bilingual (English & Spanish)

Miguel Gutierrez – 5 Years of Industry Experience, 2 with Image
Quality Control, Commercial Cleaning
Janitorial Service

Bilingual (English & Spanish)

The following Image staff will be working closely with The City of Fort Lauderdale Parks & Recreation

- Yaneisy Valdes – Human Resources & Payroll
- Yaneisy Valdes – Accounting
- Ray Valentin – Warehouse, Inventory & Equipment
- Alejandro Espinosa – Quality Control Supervisor
- Carlos Rodriguez – Quality Control Supervisor



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AMENDMENT NO. 1

RFP No.49

TITLE: Janitorial Services, Recreational Areas

ISSUED: 3/10/2023

This addendum is being issued to make the following change(s):

1. The services per year for location 7 (Holiday Park Jimmy Evert Tennis Center) were changed from 365 to 730.
2. The services per year for location 13 (Las Olas Esplanade at Riverwalk) were changed from 365 to 730.
3. The services per year for location 21 (Hardy Park) were changed from 365 to 730.
4. The services per year for location 23 (15th Street Boat Basin/Cox Landing) was changed from 365 to 469.
5. Proposer must replace the revised cost proposal page with the revised version included with Amendment 1.

All other terms, conditions, and specifications remain unchanged.

Company Name: Image Janitorial Services, Inc.

(please print)

Bidder's Signature: [Signature]

Date: 03-10-23

SECTION VI – REVISED COST PROPOSAL PAGE

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor shall quote firm, fixed, costs for all services identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Page 1 of 2

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
1.	Bayview Park 4401 Bayview Dr. Located at northside of park. (Estimated Square Footage – 455 sqft.)	One Men and Women restroom. 1 Service per Day - Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
2.	Floranada Park Located at 5100 NE 14 Way, on north side of the school by baseball fields third base. (Estimated Square Footage – 88 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
3.	George English Park Located at 1101 Bayview Dr. (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 9:00am daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
4.	George English Park Administrative Office Located at 1101 Bayview Dr. (Estimated Square Footage – 200 sqft.)	One unisex restroom with shower. 1 Service per Week– Must be cleaned once per week, by 10:00am.	7AM to 4PM	52 SVC	\$_____/svc	\$_____
5.	Holiday Park multi-fields Located at 800 North Federal Highway. Located very close to Park Rangers office. (Estimated Square Footage – 660 sqft.)	One Men and Women restroom. 2 Services per Day - Must be cleaned 2 times a day. One cleaning by 9-am and the other must be 4 hours after first cleaning.	7AM to 8PM	730 SVC	\$_____/svc	\$_____
6.	Holiday Park Baseball fields, Located at most northern end of park, by NE 12 Way. (Estimated Square Footage – 744 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$_____/svc	\$_____
7.	Holiday Park Jimmy Evert Tennis Center. Located at 800 North Federal Highway. (Estimated Square Footage – 648 sqft.)	One Men and Women restroom with showers. 2 Services per Day – Must be cleaned by 10:00am and again at 4:00pm daily.	7AM to 4PM	730 SVC	\$_____/svc	\$_____
8.	Floyd Hull Stadium – inside the Park at the corner of SW 8 th Avenue & SW 28 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women restrooms (in the new concessions) 1 Service per Day – Must be cleaned before 12-noon daily.	7AM to 6PM	365 SVC	\$_____/svc	\$_____
9.	Floyd Hull Stadium Across from Morton Center – Outfield area	One Men and Women restroom (Madera-Tyrell Building) 1 Service per Day –	7AM to 6PM	365 SVC	\$_____/svc	\$_____

	(Estimated Square Footage – 260 sqft.)	Must be cleaned by 12-noon daily.				
10.	Dottie Mancini Park. Located at 6400 NE 22 Ave. (Estimated Square Footage – 52 sqft.)	One unisex restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
11.	Sunset Park. Located at 3775 SW 16 St., beside the school (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
12.	Parks Yard Restroom. Located at 220 SW 14 Ave., by the Foremen and Supervisors offices. (Estimated Square Footage – 314 sqft.)	Unisex bathroom and hallway with shower. Also, cleaning of the ladies restroom (3 sinks and 3 toilets and one utility sink) at the front of the building. 2 Services per Week (Monday and Thursday), by 12-noon.	7AM to 3PM	52 SVC	\$ _____/svc	\$ _____
13.	Las Olas Esplanade at Riverwalk. Located directly across from the IMAX complex. (Estimated Square Footage – 1737 sqft.)	One Men and Women restroom. 2 Services per Day – Must be cleaned by 8:00am daily and again at 4:00pm.	7AM to 8PM	730 SVC	\$ _____/svc	\$ _____
14.	Riverland Park Located at 4000 Riverland Rd., on the north side of the park. (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
15.	Mills Pond Baseball Restrooms 2201 NW 9 Ave. (by concession stand) Gated park entrance. (Estimated Square Footage – 184 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$ _____/svc	\$ _____
16.	Mills Pond at the Multi-fields. Location is at southern end of park. Gated park entrance. (Estimated Square Footage – 668 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$ _____/svc	\$ _____
17.	Mills Pond Maintenance Located at: 2201 NW 9 Ave (Estimated Square Footage – 42 sqft.)	One unisex restroom – 1 Service per day	8AM to 4PM	365 SVC	\$ _____/svc	\$ _____
18.	Palm Aire Park Located at 3354 NW 63 St. (Estimated Square Footage – 636 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	8AM to 4PM	365 SVC	\$ _____/svc	\$ _____
19.	South Beach Restrooms Located at the beach at A1A	One Men and Women restroom.	6AM to 8PM	1404 SVC		

	and Harbor Drive, across from Bahia Mar Hotel and Marina (Estimated Square Footage – 1290 sqft.)	<u>Monday through Friday:</u> Must be cleaned three (3) times a day at 7 am, 12 noon, and 4 pm. <u>Weekends:</u> must be cleaned six (6) times a day at 6 am, 9 am, 12 noon, 3 pm, 5 pm, 7 pm.			\$ _____/svc	\$ _____
20.	Cooley's Landing Restrooms – 420 SW 7 Ave (Estimated Square Footage – 612 sqft.)	One Men and Women restroom. 1 Service per Day (M-F) 2 Services per day on Saturday and Sunday at 7:00am and 2:00pm –	6AM to 7PM	365 SVC	\$ _____/svc	\$ _____
21.	Hardy Park Located at 25 SW 9 Street (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 2 Services per Day – First service before 8:00am and last service at 4:00pm	8AM to 9PM	730 SVC	\$ _____/svc	\$ _____
22.	Morton Activity Center Located at 2890 SW 8 Ave (Estimated Square Footage – 400 sqft.)	One Men and One Women Restroom – 1 Service per Day	8AM to 5PM	365 SVC	\$ _____/svc	\$ _____
23.	15th Street Boat Basin/Cox Landing Located at: 1784 SE 15 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women Restroom. 1 cleaning per day M-F. 3 Cleanings per day on Saturday and Sunday at 6:00am, 12:00pm and 5:00pm. Need a daily cleaning of all the picnic tables under the pavilion by the restroom room. They will also need to wash the floor washed down daily and empty the 2 garbage can on eastside of the pavilion .This structure is 25'x16'. The bathroom structure is 20'x 15 and the mens and ladies bathroom both have one toilet and one sink in each room. The soap, toilet paper and paper towel dispensers need to be filled daily and the baby changing tables need to be cleaned daily. The garbage cans in each bathroom also need to be emptied daily. Clean 2 drinking fountains.	8AM to 5PM	469 SVC	\$ _____/svc	\$ _____

		<p>The walls and floor and light fixtures need to fall under the same cleaning schedule as the other bathrooms.</p> <p>The fish cleaning table also needs to be cleaned daily with the right chemicals and no abrasive material should be used on it. Please report any damage or functioning issues. The floor also needs to be cleaned daily and lighting and walls should be cleaned on the same schedule as stated in contract. The garbage can will need to be cleaned daily as well.</p>				
24.	<p>Mangurian Park Located at: 3850 N Federal Hwy (Estimated Square Footage – 288 sqft.)</p>	One Men and One Women Restroom (1 service per day) Must be cleaning by 10:00am	8AM to 9PM	365 SVC	\$_____/svc	\$_____
25.	<p>Osswald Park Located at: 2220 NW 21 Ave (Estimated Square Footage – 630 sqft.)</p>	One Men and One Woman Restroom – 1 cleaning per day. Must be cleaned by 10:00am.	8AM to 9PM	365 SVC	\$_____/svc	\$_____
26.	<p>Fort Lauderdale Aquatics Complex – 501 Seabreeze Blvd.</p>	<p>3 Services per week*, Monday, Wednesday, Friday before 12 noon. *Exceptions to the normal Monday/Wednesday/Friday service would be during events conducted at FLAC, where service would expand (depending on the size/type of event), to include Saturday, Sunday, as well as possibly additional weekday, such as Thursday, or Monday. Number of events per year estimated (based on previous events conducted annually), at 24, which could add at</p>	8AM to 8PM	156 SVC*	\$_____/svc	\$_____

		minimum an additional 48 service days				

(All cleaning schedules as outlined in Contract are subject to change by City)

TOTAL ANNUAL COST \$ _____

Special Events:

In addition, the City of Fort Lauderdale occasionally hosts special events which require a restroom monitor be present to ensure the restroom facilities are kept clean during City sponsored special events. Please indicate your cost for a restroom monitor below. This shall be a flat rate, regardless of nights/weekends/holidays.

\$ _____ per hour



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AMENDMENT NO. 2

RFP No.49

TITLE: Janitorial Services, Recreational Areas

ISSUED: 3/13/2023

This addendum is being issued to make the following change(s):

1. The services per year for location 12 (Parks Yard Restroom) were changed from 52 to 104.
2. The services per year for location 20 (Cooley's Landing Restrooms) were changed from 365 to 469.
3. The services per year for location 23 (15th Street Boat Basin/Cox Landing) was changed from 469 to 564.
4. **Proposer must replace the revised No.2 cost proposal page with the version included with Amendment 2.**

All other terms, conditions, and specifications remain unchanged.

Company Name: Image Janitorial Services, Inc
(please print)
Bidder's Signature: [Signature]
Date: 03-13-23

SECTION VI - COST PROPOSAL PAGE

Proposer agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

Cost to the City: Contractor shall quote firm, fixed, costs for all services identified in this request for proposal. These firm fixed costs for the project include any costs for travel and miscellaneous expenses. No other costs will be accepted.

Page 1 of 2

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
1.	Bayview Park 4401 Bayview Dr. Located at northside of park. (Estimated Square Footage – 455 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
2.	Floranada Park Located at 5100 NE 14 Way, on north side of the school by baseball fields third base. (Estimated Square Footage – 88 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
3.	George English Park Located at 1101 Bayview Dr. (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 9:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
4.	George English Park Administrative Office Located at 1101 Bayview Dr. (Estimated Square Footage – 200 sqft.)	One unisex restroom with shower. 1 Service per Week– Must be cleaned once per week, by 10:00am.	7AM to 4PM	52 SVC	\$ _____/svc	\$ _____
5.	Holiday Park multi-fields Located at 800 North Federal Highway. Located very close to Park Rangers office. (Estimated Square Footage – 660 sqft.)	One Men and Women restroom. 2 Services per Day - Must be cleaned 2 times a day. One cleaning by 9-am and the other must be 4 hours after first cleaning.	7AM to 8PM	730 SVC	\$ _____/svc	\$ _____
6.	Holiday Park Baseball fields, Located at most northern end of park, by NE 12 Way. (Estimated Square Footage – 744 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
7.	Holiday Park Jimmy Evert Tennis Center. Located at 800 North Federal Highway. (Estimated Square Footage – 648 sqft.)	One Men and Women restroom with showers. 2 Services per Day – Must be cleaned by 10:00am and again at 4:00pm daily.	7AM to 4PM	730 SVC	\$ _____/svc	\$ _____
8.	Floyd Hull Stadium – inside the Park at the corner of SW 8 th Avenue & SW 28 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women restrooms (in the new concessions) 1 Service per Day – Must be cleaned before 12-noon daily.	7AM to 6PM	365 SVC	\$ _____/svc	\$ _____
9.	Floyd Hull Stadium Across from Morton Center – Outfield area	One Men and Women restroom (Madera-Tyrell Building) 1 Service per Day –	7AM to 6PM	365 SVC	\$ _____/svc	\$ _____

	(Estimated Square Footage – 260 sqft.)	Must be cleaned by 12-noon daily.				
10.	Dottie Mancini Park. Located at 6400 NE 22 Ave. (Estimated Square Footage – 52 sqft.)	One unisex restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
11.	Sunset Park. Located at 3775 SW 16 St., beside the school (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
12.	Parks Yard Restroom. Located at 220 SW 14 Ave., by the Foremen and Supervisors offices. (Estimated Square Footage – 314 sqft.)	Unisex bathroom and hallway with shower. Also, cleaning of the ladies restroom (3 sinks and 3 toilets and one utility sink) at the front of the building. 2 Services per Week (Monday and Thursday), by 12-noon.	7AM to 3PM	104 SVC	\$ _____/svc	\$ _____
13.	Las Olas Esplanade at Riverwalk. Located directly across from the IMAX complex. (Estimated Square Footage – 1737 sqft.)	One Men and Women restroom. 2 Services per Day – Must be cleaned by 8:00am daily and again at 4:00pm.	7AM to 8PM	730 SVC	\$ _____/svc	\$ _____
14.	Riverland Park Located at 4000 Riverland Rd., on the north side of the park. (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 8PM	365 SVC	\$ _____/svc	\$ _____
15.	Mills Pond Baseball Restrooms 2201 NW 9 Ave. (by concession stand) Gated park entrance. (Estimated Square Footage – 184 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$ _____/svc	\$ _____
16.	Mills Pond at the Multi-fields. Location is at southern end of park. Gated park entrance. (Estimated Square Footage – 668 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 10:00am daily.	7AM to 6PM	365 SVC	\$ _____/svc	\$ _____
17.	Mills Pond Maintenance Located at: 2201 NW 9 Ave (Estimated Square Footage – 42 sqft.)	One unisex restroom – 1 Service per day	8AM to 4PM	365 SVC	\$ _____/svc	\$ _____
18.	Palm Aire Park Located at 3354 NW 63 St. (Estimated Square Footage – 636 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	8AM to 4PM	365 SVC	\$ _____/svc	\$ _____
19.	South Beach Restrooms Located at the beach at A1A	One Men and Women restroom.	6AM to 8PM	1404 SVC		

	and Harbor Drive, across from Bahia Mar Hotel and Marina (Estimated Square Footage – 1290 sqft.)	<u>Monday through Friday:</u> Must be cleaned three (3) times a day at 7 am, 12 noon, and 4 pm. <u>Weekends:</u> must be cleaned six (6) times a day at 6 am, 9 am, 12 noon, 3 pm, 5 pm, 7 pm.			\$ _____ /svc	\$ _____
20.	Cooley's Landing Restrooms – 420 SW 7 Ave (Estimated Square Footage – 612 sqft.)	One Men and Women restroom. 1 Service per Day (M-F) 2 Services per day on Saturday and Sunday at 7:00am and 2:00pm –	6AM to 7PM	469 SVC	\$ _____ /svc	\$ _____
21.	Hardy Park Located at 25 SW 9 Street (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 2 Services per Day – First service before 8:00am and last service at 4:00pm	8AM to 9PM	730 SVC	\$ _____ /svc	\$ _____
22.	Morton Activity Center Located at 2890 SW 8 Ave (Estimated Square Footage – 400 sqft.)	One Men and One Women Restroom – 1 Service per Day	8AM to 5PM	365 SVC	\$ _____ /svc	\$ _____
23.	15th Street Boat Basin/Cox Landing Located at: 1784 SE 15 Street (Estimated Square Footage – 288 sqft.)	One Men and One Women Restroom. 1 cleaning per day M-F. 3 Cleanings per day on Saturday and Sunday at 6:00am, 12:00pm and 5:00pm. Need a daily cleaning of all the picnic tables under the pavilion by the restroom room. They will also need to wash the floor washed down daily and empty the 2 garbage can on eastside of the pavilion. This structure is 25'x16'. The bathroom structure is 20'x 15 and the mens and ladies bathroom both have one toilet and one sink in each room. The soap, toilet paper and paper towel dispensers need to be filled daily and the baby changing tables need to be cleaned daily. The garbage cans in each bathroom also need to be emptied daily. Clean 2 drinking fountains.	8AM to 5PM	564 SVC	\$ _____ /svc	\$ _____

		<p>The walls and floor and light fixtures need to fall under the same cleaning schedule as the other bathrooms.</p> <p>The fish cleaning table also needs to be cleaned daily with the right chemicals and no abrasive material should be used on it. Please report any damage or functioning issues. The floor also needs to be cleaned daily and lighting and walls should be cleaned on the same schedule as stated in contract. The garbage can will need to be cleaned daily as well.</p>				
24.	Mangurian Park Located at: 3850 N Federal Hwy (Estimated Square Footage – 288 sqft.)	One Men and One Women Restroom (1 service per day) Must be cleaning by 10:00am	8AM to 9PM	365 SVC	\$ _____/svc	\$ _____
25.	Osswald Park Located at: 2220 NW 21 Ave (Estimated Square Footage – 630 sqft.)	One Men and One Woman Restroom – 1 cleaning per day. Must be cleaned by 10:00am.	8AM to 9PM	365 SVC	\$ _____/svc	\$ _____
26.	Fort Lauderdale Aquatics Complex – 501 Seabreeze Blvd.	3 Services per week*, Monday, Wednesday, Friday before 12 noon. *Exceptions to the normal Monday/Wednesday/Friday service would be during events conducted at FLAC, where service would expand (depending on the size/type of event), to include Saturday, Sunday, as well as possibly additional weekday, such as Thursday, or Monday. Number of events per year estimated (based on previous events conducted annually), at 24, which could add at	8AM to 8PM	156 SVC*	\$ _____/svc	\$ _____

		minimum an additional 48 service days				

(All cleaning schedules as outlined in Contract are subject to change by City)

TOTAL ANNUAL COST \$ _____

Special Events:

In addition, the City of Fort Lauderdale occasionally hosts special events which require a restroom monitor be present to ensure the restroom facilities are kept clean during City sponsored special events. Please indicate your cost for a restroom monitor below. This shall be a flat rate, regardless of nights/weekends/holidays.

\$ _____ per hour



NON-COLLUSION STATEMENT

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g., ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents, and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
n/a	

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

Authorized Signature

Timothy B. Wilson

Name (Printed)

President

Title

03-13-2023

Date



**CONTRACTOR'S CERTIFICATE OF COMPLIANCE WITH
NON-DISCRIMINATION PROVISIONS OF THE CONTRACT**

The completed and signed form should be returned with the Contractor's submittal. If not provided with submittal, the Contractor must submit within three business days of City's request. Contractor may be deemed non-responsive for failure to fully comply within stated timeframes.

Pursuant to City Ordinance Sec. 2-17(a)(i)(ii), bidders must certify compliance with the Non-Discrimination provision of the ordinance.

- A. Contractors doing business with the City shall not discriminate against their employees based on the employee's race, color, religion, gender (including identity or expression), marital status, sexual orientation, national origin, age, disability, or any other protected classification as defined by applicable law.

Contracts. Every Contract exceeding \$100,000, or otherwise exempt from this section shall contain language that obligates the Contractor to comply with the applicable provisions of this section.

The Contract shall include provisions for the following:

- (i) The Contractor certifies and represents that it will comply with this section during the entire term of the contract.
- (ii) The failure of the Contractor to comply with this section shall be deemed to be a material breach of the contract, entitling the City to pursue any remedy stated below or any remedy provided under applicable law.

A handwritten signature in black ink, appearing to read 'Timothy B. Wilson', written over a horizontal line.

Authorized Signature

Timothy B. Wilson - President

Print Name and Title

03-13-2023

Date



CONTRACT PAYMENT METHOD

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to credit card payments via MasterCard or Visa as part of this program.

This allows you as a vendor of the City of Fort Lauderdale to receive your payments fast and safely. No more waiting for checks to be printed and mailed.

In accordance with the contract, payments on this contract will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, bidders must presently have the ability to accept the credit card or take whatever steps necessary to implement acceptance of a card before the start of the contract term, or contract award by the City.

All costs associated with the Contractor's participation in this purchasing program shall be borne by the Contractor. The City reserves the right to revise this program as necessary.

By signing below, you agree with these terms.

Please indicate which credit card payment you prefer:

☒ MasterCard

☒ Visa

Image Janitorial Services, Inc

Company Name

Timothy B. Wilson

Name (Printed)

Signature

President

Title

03-13-2023

Date



LOCAL BUSINESS PREFERENCE

Section 2-199.2, Code of Ordinances of the City of Fort Lauderdale, (Ordinance No. C-12-04), provides for a local business preference.

In order to be considered for a local business preference, a bidder must include the Local Business Preference Certification Statement of this ITB, as applicable to the local business preference class claimed **at the time of bid submittal**.

Upon formal request of the City, based on the application of a Local Business Preference the Bidder shall, within ten (10) calendar days, submit the following documentation to the Local Business Preference Class claimed:

- A) Copy of City of Fort Lauderdale current year business tax receipt, **or** Broward County current year business tax receipt, **and**
- B) List of the names of all employees of the bidder and evidence of employees' residence within the geographic bounds of the City of Fort Lauderdale or Broward County, as the case may be, such as current Florida driver license, residential utility bill (water, electric, telephone, cable television), or other type of similar documentation acceptable to the City.

Failure to comply at time of bid submittal shall result in the bidder being found ineligible for the local business preference.

THE COMPLETE LOCAL BUSINESS PREFERENCE ORDINANCE MAY BE FOUND ON THE CITY'S WEB SITE AT THE FOLLOWING LINK:

[https://library.municode.com/fl/fort lauderdale/codes/code of ordinances?nodeId=COOR CH2 AD ARTVFI DIV2PR S2-186LOBUPR](https://library.municode.com/fl/fort%20lauderdale/codes/code%20of%20ordinances?nodeId=COOR_CH2_AD_ARTVFI_DIV2PR_S2-186LOBUPR)

Definitions: The term "Business" shall mean a person, firm, corporation or other business entity which is duly licensed and authorized to engage in a particular work in the State of Florida. Business shall be broken down into four (4) types of classes:

1. Class A Business – shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone and staffed with full-time employees within the limits of the City **and** shall maintain a staffing level of the prime contractor for the proposed work of at least fifty percent (50%) who are residents of the City.
2. Class B Business - shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone and staffed with full-time employees within the limits of the City **or** shall maintain a staffing level of the prime contractor for the proposed work of at least fifty percent (50%) who are residents of the City.
3. Class C Business - shall mean any Business that has established and agrees to maintain a permanent place of business located in a non-residential zone **and** staffed with full-time employees within the limits of Broward County.
4. Class D Business – shall mean any Business that does not qualify as either a Class A, Class B, or Class C business.



LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local business price preference classification as indicated herein, and further certifies and agrees that it will re-affirm its local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this ITB. Violation of the foregoing provision may result in contract termination.

- (1) _____ is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (2) _____ is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

Image Janitorial Services Inc

Business Name

- (3) _____ is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (4) _____ requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (5) _____ requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

Business Name

- (6) _____ is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186 and does not qualify for Local Preference consideration.

Business Name

BIDDER'S COMPANY: **Image Janitorial Services Inc**

AUTHORIZED COMPANY PERSON: **Timothy B. Wilson**

PRINT NAME

SIGNATURE

03-13-2023

DATE

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2022 THROUGH SEPTEMBER 30, 2023

DBA:
Business Name: IMAGE JANITORIAL SERVICES INC

Receipt #: 325-266060
Business Type: CLEANING/JANITORIAL (JANITORIAL)

Owner Name: TIMOTHY B WILSON
Business Location: 814 14TH ST
PALM BEACH COUNTY
Business Phone: 561-844-8778

Business Opened: 12/08/2014
State/County/Cert/Reg:
Exemption Code:

Rooms Seats Employees Machines Professionals
250

For Vending Business Only						
Number of Machines:			Vending Type:			
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
150.00	0.00	0.00	0.00	0.00	0.00	150.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

IMAGE JANITORIAL SERVICES INC
1750 N FLORIDA MANGO RD #103
WEST PALM BEACH, FL
33409-5230

Receipt #1CP-21-00005303
Paid 07/15/2022 150.00
07/13/2022 Effective Date

2022 - 2023

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT



DISADVANTAGED BUSINESS ENTERPRISE (DBE) PREFERENCE

Section 2-185, Code of Ordinances of the City of Fort Lauderdale, provides for a disadvantaged business preference.

In order to be considered for a DBE Preference, a bidder must include a certification from a government agency, as applicable to the DBE Preference class claimed **at the time of bid submittal**.

Upon formal request of the City, based on the application of a DBE Preference the Bidder shall, within ten (10) calendar days, submit the following documentation to the DBE Class claimed:

A) Copy of City of Fort Lauderdale current year business tax receipt, **or** Broward County current year business tax receipt, **or** State of Florida active registration **and/or**

B) List of the names of all employees of the bidder and evidence of employees' residence within the geographic bounds of the City of Fort Lauderdale or Broward County, as the case may be, such as current Florida driver license, residential utility bill (water, electric, telephone, cable television), or other type of similar documentation acceptable to the City.

Failure to comply at time of bid submittal shall result in the bidder being found ineligible for the disadvantaged business preference.

THE COMPLETE DBE PREFERENCE ORDINANCE MAY BE FOUND ON THE CITY'S WEB SITE AT THE FOLLOWING LINK: <https://www.fortlauderdale.gov/home/showpublisheddocument?id=56883>

Definitions

- a. The term "disadvantaged class 1 enterprise" shall mean any disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the city, and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.
- b. The term "disadvantaged class 2 enterprise" shall mean any disadvantaged business enterprise that has established and agrees to maintain a permanent place of business within the limits of the city with a full-time employees and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.
- c. The term "disadvantaged class 3 enterprise" shall mean any disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the Tri-County area and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.
- d. The term "disadvantaged class 4 enterprise" shall mean any disadvantaged business enterprise that does not qualify as a Class A, Class B, or Class C business, but is located in the State of Florida and provides supporting documentation of its disadvantaged certification as established in the City's Procurement Manual.



DISADVANTAGED BUSINESS ENTERPRISE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the disadvantaged business enterprise price preference classification as indicated herein, and further certifies and agrees that it will re-affirm its preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this solicitation. Violation of the foregoing provision may result in contract termination.

- (1) is a disadvantaged class 1 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the city, and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (2) is a disadvantaged class 2 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that has established and agrees to maintain a permanent place of business within the limits of the city with a full-time employee(s) and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (3) is a disadvantaged class 3 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that has established and agrees to maintain a permanent place of business located in a non-residential zone, staffed with full-time employees within the limits of the Tri-County area and provides supporting documentation of its City of Fort Lauderdale business tax and disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (4) is a disadvantaged class 4 enterprise as defined in the City of Fort Lauderdale Ordinance Section 2-185 disadvantaged business enterprise that does not qualify as a Class A, Class B, or Class C business, but is located in the State of Florida and provides supporting documentation of its disadvantaged certification as established in the City's Procurement Manual.

Business Name

- (5) is not considered a Disadvantaged Enterprise Business as defined in the City of Fort Lauderdale Ordinance Sec.2-185 and does not qualify for DBE Preference consideration.

Image Janitorial Services Inc

Business Name

BIDDER'S COMPANY: **Image Janitorial Services Inc**

AUTHORIZED COMPANY PERSON:

Timothy B. Wilson

PRINT NAME

SIGNATURE

03-13-2023

DATE



E-VERIFY AFFIRMATION STATEMENT

Solicitation/Bid /Contract No: **RFP No. 49**

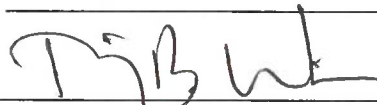
Project Description:
Janitorial Services, Recreational Areas

Contractor/Proposer/Bidder acknowledges and agrees to utilize the U.S. Department of Homeland Security's E-Verify System to verify the employment eligibility of,

- A. all persons employed by Contractor/Proposer/Bidder to perform employment duties within Florida during the term of the Contract, and,
- B. all persons (including subcontractors/vendors) assigned by Contractor/Proposer/Bidder to perform work pursuant to the Contract.

The Contractor/Proposer/Bidder acknowledges and agrees that use of the U.S. Department of Homeland Security's E-Verify System during the term of the Contract is a condition of the Contract.

Contractor/Proposer/ Bidder Company Name: **Image Janitorial Services Inc**

Authorized Company Person's Signature: 

Authorized Company Person's Title: **Timothy B. Wilson - President**

Date: **03-13-2023**



REFERENCES

A minimum of three (3) references shall be provided. It is the responsibility of the Bidder/ Proposer to ensure that the information provided is accurate and current. The City may find your firm non-responsive for providing wrong and or outdated information. Additional references may be provided on a separate page.

Company Name:	Imagine Schools Chancellor Campus
Address:	3333 High Ridge Road, Boynton Beach FL 33426
Contact Person:	Mary Salas
Title:	Facilities Director
Phone #:	561-585-8969
Email:	Mary.Salas@imagineschools.org
Contract Value:	\$216,000.00 per year
Year(s):	2017 - ongoing
Description:	Janitorial Services 5 x week - Charter School

Company Name:	Frenchman's Reserve Country Club
Address:	3370 Grande Corniche Palm Beach Gardens, FL 33410
Contact Person:	Andre Cloutier
Title:	Facilities Director
Phone #:	561-630-0333 Ext 128
Email:	acloutier@frenchmansreservecc.com
Contract Value:	\$234,000.00 per year
Year(s):	2022- ongoing
Description:	Janitorial Services 7 x week
	Class A Country Club

Company Name:	City of Fort Lauderdale Parks & Recreation
Address:	701 S. Andrews Ave Fort Lauderdale, FL 33316
Contact Person:	Carolyn Bean
Title:	Asssistant to the Director
Phone #:	954-828-5348
Email:	cbean@fortlauderdale.gov
Contract Value:	\$162,000.00
Year(s):	2018 - ongoing
Description:	Janitorial Services 7 x week
	Public Restrooms on all City Parks and Beach



1750 N. Florida Mango Road, Suite 103
West Palm Beach, FL 33409
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

REFERENCES

- 1) **Mizner Country Club**
Contact Person: Mario Paz
561-288-3319
Mpaz@miznercc.org
Number of sites cleaned: 1 site
Description of services: Janitorial services 7 x week – Class A Private Country Club.
Services Start date:
2016 – Ongoing
Approx. Sq. ft. 85K
Project Manager: Paul Saavedra
Supervisors: 2
- 2) **The Plaza of the Palm Beaches**
Contact Person: Daniel Lowinsohn
561-727-2352
daniel@theplazawpb.com
Number of sites cleaned: 2 site
Description of services: Janitorial services 7 x week – Class A Condominium
Services Start date:
2017 – Ongoing
Approx. Sq. ft. 250K
Project Manager: Paul Saavedra
Supervisors: 2
- 3) **FirstService Residential – Cascade Lakes**
Contact Person: Deborah Balka
561-737-9986
deborah.balka@fsresidential.com
Number of sites cleaned: 1 site
Description of services: Janitorial services 7 x week – Class A Clubhouse
Services Start date:
2019 – Ongoing
Approx. Sq. ft. 35K
Project Manager: Paul Saavedra
Supervisors: 1

Catherine Ast, FCP

District Services Manager

West Palm Beach Downtown

Development Authority

Email: CAst@DowntownWPB.com

Phone: (561) 833-8873

300 Clematis Street #200, West Palm
Beach, FL 33401

www.DowntownWPB.com

Tom Malone / CPP

Parking Operations Coordinator

City of West Palm Beach

Parking Administration Department

500 Banyan Blvd • West Palm Beach • Florida 33401

P: 561.822.1496 www.wpb.org

TMalone@wpb.org

Tony Zerante:

Senior Manager Security, Facilities & Admin

Tropical Shipping

501 Avenue P 1 Riviera Beach, FL 33404

W (561)840-2703 | C: (561)373-7796

tzerante@tropical.com | www.tropical.com

CITY OF FORT LAUDERDALE BID/PROPOSAL CERTIFICATION

Please Note: It is the sole responsibility of the bidder/proposer to ensure that their response is submitted electronically through the City's on-line strategic sourcing platform prior to the bid opening date and time listed. Paper bid submittals will not be accepted. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you may be required to obtain a certificate of authority from the department of state, in accordance with Florida Statute §607.1501 (visit <http://www.dos.state.fl.us/>).

Company: (Legal Registration) Image Janitorial Services Inc EIN (Optional): 65-0273834

Address: 1750 N. Florida Mango Road, Suite 103

City: West Palm Beach State: FL Zip: 33409

Telephone No.: 561-844-8778 FAX No.: 561-844-8986 Email: twilson@imagecompanies.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 30

Total Bid Discount (section 1.05 of General Conditions): 0

Check box if your firm qualifies for DBE (section 1.09 of General Conditions): ☐

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
1	03-10-2023						
2	03-13-2023						


VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A.

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Timothy B. Wilson
Name (printed)

03-13-2023
Date


Signature
President
Title