



814 14th Street
Lake Park, Fl 33403-2354
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

NAME: IMAGE JANITORIAL SERVICES, INC

CONTACT PERSON: TIMOTHY B. WILSON

ADDRESS: 814 14TH ST
LAKE PARK, FL 33403

PHONE NUMBER: 561-844-8778

FAX NUMBER: 561-844-8986

WEBSITE: WWW.IMAGECOMPANIES.COM

EMAIL: TWILSON@IMAGECOMPANIES.COM

SUBJECT: City of Fort Lauderdale
Procurement Services Division
City Hall Room # 619
100 North Andrews Avenue
Fort Lauderdale, Fl 33301
RFP # 555-11543
“Janitorial Services, Parks “
Bid Open Date: December 30th,
2014
Time: 2:00 P.M.



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City of Fort Lauderdale

RFP # 555-11543

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TAB 1

BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: Proposals must be submitted by hard copy only. It will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Services Division, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed 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. 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.

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: Tim B Wilson (signature) Dec 22 - 2014 (date)

Name (printed) Timothy B. Wilson Title: President

Company: (Legal Registration) Image Janitorial Services, Inc.

CONTRACTOR, IF FOREIGN CORPORATION, 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/>).

Address: 814 14th St.

City Lake Park State: FL Zip 33403

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

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

Payment Terms (section 1.04): 20% - 10 days Total Bid Discount (section 1.05): N/A

Does your firm qualify for MBE or WBE status (section 1.09): MBE _____ WBE _____ N/A

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

Addendum No. 1 Date Issued Dec 10 - 2014

P-CARDS: Will your firm accept the City's Credit Card (VISA / MasterCard) as payment for goods/services?

VISA YES _____ NO X MasterCard YES _____ NO X

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS. If this section does not apply to your bid, simply mark N/A in the section below.

Variances: _____



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TAB 2

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	N/A
N/A	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.



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TAB 3

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business Identified below certifies that it qualifies for the local BUSINESS 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-12-04, Sec.2-199.2. 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-12-04, Sec.2-199.2. 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) Image Transfer Services Inc. is a **Class C Business** as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. 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-12-04, Sec.2-199.2. 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-12-04, Sec.2-199.2. 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-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

Business Name

BIDDER'S COMPANY: Image Transfer Services Inc.
 AUTHORIZED COMPANY PERSON: Timothy Wilson [Signature] 12-22-14
 NAME SIGNATURE DATE



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TAB 4

PART VI
PROPOSAL RESPONSE PAGES
COST INFORMATION

Proposer agrees to supply the services at the prices proposed below in accordance with the terms, conditions and specifications contained in this Request for Proposal (RFP).

Page 1 of 4

	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.	One Men and Women restroom. 1 Service per Day - Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>12</u> /svc	\$ <u>4.380</u>
2.	Floranada Park Located at 5100 NE 14 Way, on north side of the school by baseball fields third base.	One Men and Women restroom. 1 Service per Day - Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3.650</u>
3.	George English Park Located at 1101 Bayview Dr.	One Men and Women restroom. 1 Service per Day - Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3.650</u>
4.	George English Park Administrative Office Located at 1101 Bayview Dr.	One unisex restroom with shower. 1 Service per Week- Must be cleaned once per week, by 12-noon.	7AM to 4PM	52 SVC	\$ <u>12</u> /svc	\$ <u>624</u>
5.	Holiday Park multi-fields Located at 800 North Federal Highway. Located very close to Park Rangers office.	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>12.50</u> /svc	\$ <u>9.125</u>
6.	Holiday Park Baseball fields, Located at most northern end of park, by NE 12 Way.	One Men and Women restroom. 1 Service per Day - Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>12</u> /svc	\$ <u>4.380</u>
7.	Holiday Park Jimmy Evert Tennis Center, Located at 800 North Federal Highway.	One Men and Women restroom with showers. 1 Service per Day - Must be cleaned by 12-noon daily.	7AM to 4PM	365 SVC	\$ <u>17</u> /svc	\$ <u>6.205</u>
8.	Floyd Hull Stadium - inside the Park at the corner of SW 8 th Avenue & SW 28 Street	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>24</u> /svc	\$ <u>8.760</u>

TW

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
9.	Floyd Hull Stadium Across from Morton Center – Outfield area	One Men and Women restroom (Madera-Tyrell Building) 1 Service per Day – Must be cleaned by 12- noon daily.	7AM to 6PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3.650</u>
10.	Dottle Mancini Park. Located at 8400 NE 22 Ave.	One unisex restroom. 1 Service per Day – Must be cleaned by 12- noon daily.	7AM to 8PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3.650</u>
	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
11.	Sunset Park. Located at 3775 SW 16 St., beside the school	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12- noon daily.	7AM to 8PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3.650</u>
12.	Parks Yard Restroom. Located at 220 SW 14 Ave., by the Foremen and Supervisors offices.	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	\$ <u>20</u> /svc	\$ <u>1.040</u>
13.	Las Olas Esplanade at Riverwalk. Located directly across from the IMAX complex.	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12- noon daily.	7AM to 8PM	365 SVC	\$ <u>12</u> /svc	\$ <u>4.380</u>
14.	Riverland Park Located at 4000 Riverland Rd., on the north side of the park.	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12- noon daily.	7AM to 8PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3.650</u>
15.	Mills Pond Baseball Restrooms 2201 NW 9 Ave. (by concession stand) Gated park entrance.	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12- noon daily.	7AM to 6PM	365 SVC	\$ <u>12</u> /svc	\$ <u>4.380</u>
16.	Mills Pond at the Multi-fields. Location is at southern end of park. Gated park entrance.	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12- noon daily.	7AM to 6PM	365 SVC	\$ <u>12</u> /svc	\$ <u>4.380</u>
17.	Palm Aire Park Located at 3354 NW 63 St.	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12- noon daily.	8AM to 4PM	365 SVC	\$ <u>12</u> /svc	\$ <u>4.380</u>

TW

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
18.	South Beach Restrooms Located at the beach at A1A and Harbor Drive, across from Bahia Mar Hotel and Marina	One Men and Women restroom. <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.	6AM to 8PM	1404 SVC	\$ <u>16</u> /svc	\$ <u>22,464</u>
19.	Fort Lauderdale Stadium Located at 1301 NW 55 Street	Men and Women Restroom used for Soccer behind the left field bleachers, Main Men and Womens Bathrooms located behind the food court area and Men and Women restrooms located behind the outfield bleachers. 3 cleanings per week - MWF	8AM to 9PM	168 SVC	\$ <u>18</u> /svc	\$ <u>3,024</u>
20.	Coolay's Landing Parking Lot Restrooms - 420 SW 7 Ave	One Men and Women restroom. 1 Service per Day -	6AM to 7PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3,650</u>
21.	Hardy Park Located at 25 SW 9 Street	One Men and Women restroom. 1 Service per Day -	8AM to 9PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3,650</u>
22.	Morton Activity Center Located at 2890 SW 8 Ave	One Men and One Women Restroom - 1 Service per Day	8AM to 5PM	365 SVC	\$ <u>10</u> /svc	\$ <u>3,650</u>
23.	15 th Street Boat Basin/Cox Landing Located at: 1784 SE 15 Street	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	8AM to 5PM	365 SVC	\$ <u>18</u> /svc	\$ <u>6,570</u>

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		<p>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.</p> <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> <p>This whole facility needs to be cleaned daily before 12 noon.</p>				
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(All cleaning schedules as outlined in Contract are subject to change by City)

TOTAL ANNUAL COST \$ 116,942⁰⁰

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TAB 5



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LETTER OF INTEREST

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 customers 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.



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TAB 6

Proposed Work Plan and Project Management Strategy

Management of The City of Fort Lauderdale 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 applicants 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 employees 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 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 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 preferences per the RFP or discussions with The City of Fort Lauderdale 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 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 is generated for each task due. Each work ticket and report is 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 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 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 great insight into the material cost at each job but most important it will ensure that both Image and The City of Fort Lauderdale 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 challenges 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 email.

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
- 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 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

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 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 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

Customer Self Service with eHub

In today's extremely competitive marketplace, The City of Fort Lauderdale will benefit from Image Win Team Customer Self Service. For The City of Fort Lauderdale will have a convenient way to receive and view invoices, view activity at their job sites and request additional work.

The The City of Fort Lauderdale can log into eHub to:

- View and print current and past invoices
 - The City of Fort Lauderdale can receive invoices electronically via e-mail with a link to eHub
- View and print supporting documentation for invoices
- View scheduled work
- Request work
- View and print work tickets

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 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 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 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 The City of Fort Lauderdale 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 Satisfaction. These regularly scheduled services and any additionally requested services are all available for review by both Image and The City of Fort Lauderdale staff.

Quality Control and Correction

The The City of Fort Lauderdale 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. Image will supply the The City of Fort Lauderdale 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, 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 will follow all the Cleaning Specifications given by The City of Fort Lauderdale 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 that the services at night time. Day Time Porters will be bilingual and we enforce the dress code as they are facing PB State College Management, Staff, students, and visitors.

Management:

Location and Service Area

Image Companies is located in Lake Park, 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 City of Fort Lauderdale

Tim Wilson- 25 Years Industry Experience, 25 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

Eduardo Moya- 10 Years of Industry Experience, 5 with Image Companies
Member of BSCAI (Building Service Contractors of America
IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial
Janitorial Service
5 Years Industry Experience with Green Cleaning
Bi-lingual (Spanish and English)

Angel Rosado- 35 Years of Industry Experience, 8 with Image Companies
Certified by BSCAI (Building Service Contractors of America and IICRC (Institute of
Inspection, Cleaning and Restoration)
5 Years Industry Experience with Green Cleaning
Bi-lingual (Spanish and English)

Javier Morales – 8 Years of Industry Experience, 4 with Image Companies
Certified by Cleaning Institute in Janitorial Services, Quality Control and Green Cleaning
Bi-lingual (Spanish and English)

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



814 14th Street
Lake Park, FL 33403-2354
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

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.

By signing below, I understand the Janitor job functions as outlined in this document.

Signed:



814 14th Street
Lake Park, Fl 33403-2354
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

Position: MULTI JOBSITE SUPERVISOR

Essential Job Functions

Basic Function

Provide and maintain various Image Janitorial Client/Customer buildings in a clean and orderly condition by enforcement of the Image Janitorial Services, Inc. (IJS) and Client specifications thru supervision, delegation, inspection and the actual physical work when necessary.

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:

- Knowledge of vacuum cleaners to clean carpets and floor services.
- Knowledge of additional equipment such as dust mops, brooms, mops and mop buckets to clean hard surface floors.
- A knowledge and understanding of Cleaning Chemicals used on and at IJS and IJS Client Facilities.
- Knowledge and ability to lift, move and empty 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.
- Direct Staff and or Move office furniture and other equipment at designated IJS Client facility.

- Moves equipment and supplies between IJS Headquarters and IJS Client facility.
- Notifies Day Account Representative and or Nighttime Account Manager 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, Lead Janitors on assigned IJS Client Facility per client specification requirements.
- Attendance, Training and possible Janitor discipline as necessary daily, weekly, monthly etc.
- Filling and Replacing staff as necessary. Recognizing and administering discipline, training and termination when necessary.
- 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
- Methods of Supervision, Training and Motivating Staff.

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 and 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 **MULTI JOBSITE SUPERVISOR** position must meet the following requirements:

- 3 year full time experience performing custodial type work
- 1 year full time experience performing SUPERVISOR 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.

Signed:



814 14th Street
Lake Park, FL 33403-2354
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

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
- Must Speak English Fluently
- 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.



814 14th Street
Lake Park, FL 33403-2354
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

TAB 7

State of Florida

Department of State

I certify from the records of this office that IMAGE JANITORIAL SERVICES INC. is a corporation organized under the laws of the State of Florida, filed on June 25, 1991.

The document number of this corporation is S63134.

I further certify that said corporation has paid all fees due this office through December 31, 2014, that its most recent annual report/uniform business report was filed on April 17, 2014, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Seventeenth day of April, 2014*



Ken Detzner
Secretary of State

Authentication ID: CC5050922068

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

<https://efile.sunbiz.org/certauthver.html>

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 - 954-831-4000
 VALID OCTOBER 1, 2014 THROUGH SEPTEMBER 30, 2015

DBA: **IMAGE JANITORIAL SERVICES INC** Receipt #: 325-266060
 Business Name: **IMAGE JANITORIAL SERVICES INC** Business Type: (JANITORIAL)

Owner Name: **TIMOTHY B WILSON** Business Opened: 12/08/2014

Business Location: **814 14TH ST PALM BEACH COUNTY** State/County/Cert/Reg: **FL**
 Business Phone: **561-844-8778** Exemption Code:

Rooms: Seats: Employees: **250** Machines: Professionals:

Tax Amount	Number of Machines:			For Vending Business Only			Total Paid
	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost		
150.00	0.00	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
814 14TH ST
LAKE PARK, FL 33403

Receipt # **01A-14-00002177**
 Paid 12/08/2014 150.00

2014 - 2015

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

**Request for Taxpayer
 Identification Number and Certification**

Give Form to the
 requester. Do not
 send to the IRS.

Name (as shown on your income tax return)
Image Janitorial Services Inc.

Business name/disregarded entity name, if different from above

Check appropriate box for federal tax classification:
 Individual/sole proprietor C Corporation S Corporation Partnership Trust/estate

Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____

Other (see instructions) ▶ _____

Exemptions (see instructions):
 Exempt payee code (if any) _____
 Exemption from FATCA reporting code (if any) _____

Address (number, street, and apt. or suite no.)
814 14th Street

City, state, and ZIP code
Lake Park, Florida 33403

Requester's name and address (optional)

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note: If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number								
			-					

Employer identification number								
6	5		-	0	2	7	3	8 3 4

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
- I am a U.S. citizen or other U.S. person (defined below), and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification Instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here Signature of U.S. person ▶ *[Handwritten Signature]* Date ▶ **2/18/14**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. The IRS has created a page on IRS.gov for information about Form W-9, at www.irs.gov/w9. Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

- Certify that the TIN you are giving is correct for you are waiting for a number to be issued,
- Certify that you are not subject to backup withholding, or
- Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the

withholding tax on foreign partners' share of effectively connected income, and

- Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

Note. If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.



SOUTH FLORIDA WATER MANAGEMENT DISTRICT

REGISTERED VENDOR NO.: 116996

April 18, 2014

CERTIFICATION EXPIRATION DATE
April 18, 2017

Mr. Timothy B. Wilson, President
Image Janitorial Services, Inc.
814 14th Street
Lake Park, FL 33403

Dear Mr. Wilson:

Congratulations, the South Florida Water Management District (District) has certified your firm as a Small Business Enterprise (SBE). This certification is valid for three (3) years and may only be applied when business is conducted in the following area(s):

Janitorial Services

Your submittal of bids or proposals to supply other products or services outside of the specialty area(s) noted above will not count toward SBE participation. If you require certification in other specialty areas, please contact the Procurement Bureau, SBE Section, for additional information.

Renewal is required every three (3) years and should be requested a minimum of 45 days prior to the above expiration date.

If any changes occur within your company during the certification period such as ownership, affiliate company status, address, telephone number, licensing status, gross revenue, or any information that relates to your SBE Certification status, you must notify this office in writing immediately. It is imperative that we maintain current information on your company at all times. **FAILURE TO REPORT CHANGES MAY RESULT IN DECERTIFICATION.**

Certification is not a guarantee that your firm will receive work, nor an assurance that your firm will remain in the District's vendor database.

We look forward to a mutually beneficial working relationship.

Sincerely,

A handwritten signature in cursive script that reads "Colleen M. Robbs".

Colleen M. Robbs
Sr. Compliance Specialist
Procurement Bureau

/cr

002376

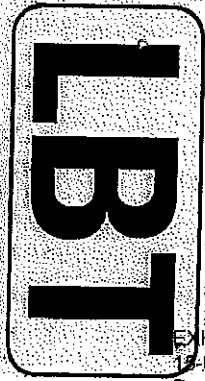
Local Business Tax Receipt

Miami - Dade County, State of Florida
-THIS IS NOT A BILL - DO NOT PAY

6889811

BUSINESS NAME/LOCATION
IMAGE JANITORIAL SERVICES INC
DOING BUS IN DADE CO
MIAMI FL 33000

RECEIPT NO.
RENEWAL
7165285



EXPIRES
SEPTEMBER 30, 2014

Must be displayed at place of business
Pursuant to County Code
Chapter 8A - Art. 9 & 10

OWNER
IMAGE JANITORIAL SERVICES INC
Employee(s) 30

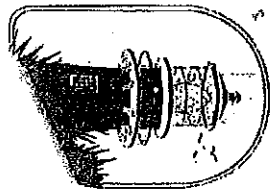
SEC. TYPE OF BUSINESS
213 SERVICE BUSINESS

PAYMENT RECEIVED
BY TAX COLLECTOR
\$225.00 08/22/2013
TXHS1-13-048458

This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit or a certification of the holder's qualifications to do business. Holders must comply with any governmental or non-governmental regulatory laws and requirements which apply to the business.

The RECEIPT NO. above must be displayed on all commercial vehicles. Miami - Dade Code Sec 8a-27b.

For more information, visit www.miamidade.gov/taxcol/director



Town of Jupiter
210 Military Trail, Jupiter, FL 33458
Website: www.jupiter.fl.us
E-Mail: TOJBTR@jupiter.fl.us

LOCAL BUSINESS TAX RECEIPT

Business Name	Location	BTR No.
IMAGE JANITORIAL SERVICES INC	OUT OF TOWN	15-00033965

*Valid at this location ONLY

Business Classification	Applicant or Qualifier	Total Fee
OUT OF TOWN BUSINESS	TIM WILSON	15.00
JANITORIAL SERVICES		

Expires: September 30, 2015

DISPLAY IN PLACE OF BUSINESS
NON-TRANSFERABLE

WILSON, TIMOTHY B.
(561) 844-8778

TOWN OF LAKE PARK

LOCAL BUSINESS TAX RECEIPT

535 PARK AVENUE, LAKE PARK, FL 33403

THIS TAX RECEIPT EXPIRES SEPTEMBER 30, 2015

2015

No:

04783

Date:

8/14/14

Tax

49.35

Penalty

Transfer

Total Paid

49.35

Address: 814 14TH ST
LAKE PARK FL 33403
Activity: JA010 JANITORIAL - RES/COMM CLIENTS

Issued to: IMAGE JANITORIAL SERVICES INC
814 14TH ST
LAKE PARK FL 33403



THIS RECEIPT MUST BE CONSPICUOUSLY DISPLAYED AT BUSINESS BUSINESS TAX OFFICIAL

[Handwritten Signature]

A



ANNE M. GANNON
 CONSTITUTIONAL TAX COLLECTOR
Serving Palm Beach County
Serving you.

P.O. Box 3353, West Palm Beach, FL 33402-3353
 www.pbctax.com Tel: (561) 355-2264

LOCATED AT
 814 14TH STREET
 LAKE PARK, FL 33403

TYPE OF BUSINESS	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #
58-0007 CLEANING SERVICE	WILSON TIMOTHY		B14, 1409851 - 08/13/14	\$33.00	B40111697

This document is valid only when receipted by the Tax Collector's Office.

B2 - 105

IMAGE JANITORIAL SERVICE INC
 IMAGE JANITORIAL SERVICE INC
 814 14TH ST
 LAKE PARK, FL 33403-2354

STATE OF FLORIDA
 PALM BEACH COUNTY
 2014/2015 LOCAL BUSINESS TAX RECEIPT
 LBTR Number: 200218449
 EXPIRES: SEPTEMBER 30, 2015

This receipt grants the privilege of engaging in or managing any business profession or occupation within its jurisdiction and MUST be conspicuously displayed at the place of business and in such a manner as to be open to the view of the public.

2014-2015 MARTIN COUNTY ORIGINAL
BUSINESS TAX RECEIPT

HONORABLE RUTH PIETRUSZEWSKI CFC, TAX COLLECTOR
 3485 S.E. WILLOUGHBY BLVD., STUART, FL 34994
 (772) 288-5604

ACCOUNT 1992-275-0075 CERT
 PHONE (561) 844-8778 SICO NO 000782
 LOCATION: 814 14TH ST BPC

CHARACTER COUNTS IN MARTIN COUNTY

PREV YR. \$.00	LIC FEE \$	26.25
\$.00	PENALTY \$.00
\$.00	COL FEE \$.00
\$.00	TRANSFER \$.00
TOTAL	26.25		

HAS SATISFIED REQUIREMENTS TO ENGAGE IN THE BUSINESS, PROFESSION OR OCCUPATION
 OF **COMMERCIAL CLEANING SERVICES**
 AT LOCATION LISTED FOR THE PERIOD BEGINNING ON THE

WILSON, TIMOTHY B
 IMAGE JANITORIAL SERVICES INC
 814 14TH ST
 LAKE PARK, FL 33403

12 DAY OF **AUGUST** 2015 TO 14
 AND ENDING SEPTEMBER 30, 2015

11 2013 43150 0001 PAID





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Lake Park, Fl 33403-2354
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Janitorial Services meeting your needs, exceeding your expectations

TAB 8



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
3/17/2014

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

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

PRODUCER Insurance Express.Com 2005 Vista ParkWay Suite 200 West Palm Beach FL 33411	CONTACT NAME: Maria Rodriguez PHONE (A/C No. Exh): (561) 471-9813 FAX (A/C No.): (561) 471-9818 E-MAIL ADDRESS: becky@insuranceexpress.com													
	<table border="1"> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: Southern Owners Ins Co</td> <td>10190</td> </tr> <tr> <td>INSURER B: Auto-Owners Insurance Company</td> <td>18988</td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Southern Owners Ins Co	10190	INSURER B: Auto-Owners Insurance Company	18988	INSURER C:		INSURER D:		INSURER E:		INSURER F:
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INSURER C:														
INSURER D:														
INSURER E:														
INSURER F:														
INSURED Image Janitorial Service Inc 814 14th Street Lake Park FL 33403														

COVERAGES CERTIFICATE NUMBER: CL1431706061 REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR		72729546	4/1/2014	4/1/2015	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50000 MED EXP (Any one person) \$ 5000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
	GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROTECT <input type="checkbox"/> LOC					
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		9698226600	4/1/2014	4/1/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Medical payments \$ 2,000
	UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTIONS \$					
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A			WC STATUTORY LIMITS OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER City of Fort Lauderdale Procurement Services Division 100 N Andrews Avenue, Room 619 Ft Lauderdale, FL 33301	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Maria Rodriguez/BECKY <i>Signature</i>
--	--

ADDITIONAL COVERAGES

Ref #	Description	Coverage Code	Form No.	Edition Date
	BFCGL	BFCGL		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
				Premium \$165.49
	Hired/borrowed	HRDBD		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
				Premium \$32.92
	Combined single limit	CSL		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
1,000,000			0	Premium \$50.00
	Combined single limit	CSL		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
1,000,000			0	Premium \$160.00
	Combined single limit	CSL		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
1,000,000			0	Premium
	Uninsured motorist BI split limit	UMISP		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
250,000	500,000			Premium
	PIP-Basic	PIP		
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
10,000				Premium
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
				Premium
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
				Premium
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
				Premium
Limit 1	Limit 2	Limit 3	Deductible Amount	Deductible Type
				Premium

OFADTLCV

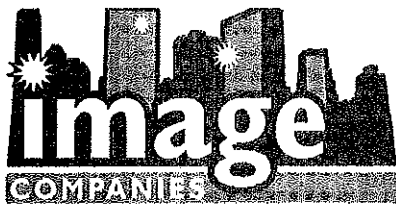
Copyright 2001, AMS Services, Inc.

Additional Named Insureds

Other Named Insureds

Image Supply Inc

Corporation



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Janitorial Services meeting your needs, exceeding your expectations

TAB 9



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Janitorial Services meeting your needs, exceeding your expectations

How the company will achieve the services and quality standards described

Besides the daily performance performed by our onsite Supervisors, Image Companies implements the following tasks that will assure that every staff is knowledgeable on the buildings and the tasks devoted to the person as well as the frequencies on which they have to be performed such as: daily, weekly, monthly, quarterly, semi annual, yearly.

A copy of the set of cleaning specifications is visible posted on the janitor's closet as well as every employee onsite receives a copy of the set of specifications. They are read and understood as a group before starting their cleaning shift.

A daily meeting is performed with the Supervisor and staff and they all are aware of the tasks and duties that are to be completed that day or on days to come.

We from the main office produce Work Tickets that are being entered into our computer system with dates of completion, these tickets are being print every day and are being emailed to the Supervisors and Managers in order for them to have this also as reminder of tasks that have to be completed on such dates.

This tickets need to have a signature of responsibility at the end of the day and send back to our office to ensure that the job has been completed as requested.

Please refer to the Work Tickets sample attached.



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Janitorial Services meeting your needs, exceeding your expectations

Training your firm currently has in place to assure on-site

Training is the most important part of our organization. We highly believe that a trained janitor is a very good representative of our organization and provides quality consistent services every day.

Beside the numerous of training manuals provided to the staff on all different aspects of this business we are proud to train them in person in our training facility at our main building on Saturdays from 9am to 1pm.

We provide them with a 4 hour paid training class on which our staff is trained on the following areas:

- a) Safety
- b) Cleaning procedures
- c) Equipment
- d) Chemicals & MSDS
- e) Company benefits
- f) Understand their paycheck
- g) Uniform, grooming policy and ethics
- h) Employee handbook
- i) Company standards and client expectations
- j) Privacy
- k) Notification of suspicious behavior and personnel
- l) Lost & Found
- m) Water floods, fire, etc
- n) Accidents and immediate reports to Supervisors and Managers



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Janitorial Services meeting your needs, exceeding your expectations

Inspection procedures including technical aids to monitor performance standards

Image Companies performs daily inspections at the end of the shift by every onsite Supervisor, no employee is authorized to leave the premises until his or her area has been inspected.

Every day the Account Manager will perform inspections on a group of buildings scheduled for that date, a calendar of inspections will be provided to The City of Fort Lauderdale, this calendar will include all locations by day and by month. These inspections we highly recommend to be performed with a representative from Broward County.

Image Companies will present a Quality Control Score Card to be completed by location and it must be completed by Supervisors and Account Manager, all this forms are to be emailed or faxed into the Image Companies headquarter office in order for us to keep an accurate control on the condition of every building and the performance of the cleaning staff.



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Janitorial Services meeting your needs, exceeding your expectations

Start up orientation program to bring facilities into compliance with quality standards.

Image Companies policy to start up on a new facility is as follows:

We will start the job with a higher number of staff members to perform a detail cleaning on all areas of the building, all areas have to comply with our Quality Control Forms and pass with a minimum of 90/100.

Upon award of the contract we will determine the amount of time available to bring the level of cleaning in the facility to the standards admitted by The City of Fort Lauderdale and Image Companies.



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Janitorial Services meeting your needs, exceeding your expectations

Activities that can most easily be implemented to maximize opportunities to promote a green building cleaning practices

Image Companies is trying to educate and assist all of our clients' to "Go Green" because we feel like the janitorial industry can make a huge impact on health and the environment. First, prevention of diseases is our job so we would implement a hybrid Green Cleaning Program if you found this suitable. In addition, we have a great LEED program (Leading in Environmental & Energy Design). Many of our purchasing decisions, training programs, documentation and management already conform to LEED because these are best practices which improve our capability to deliver consistent quality services.

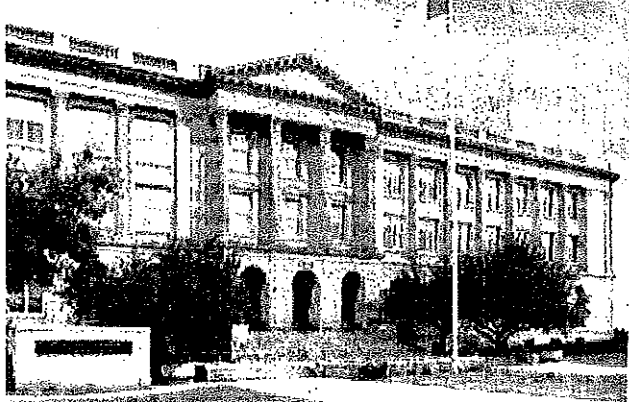
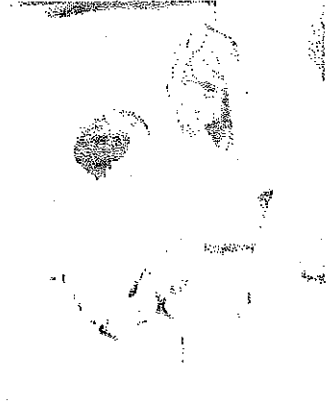
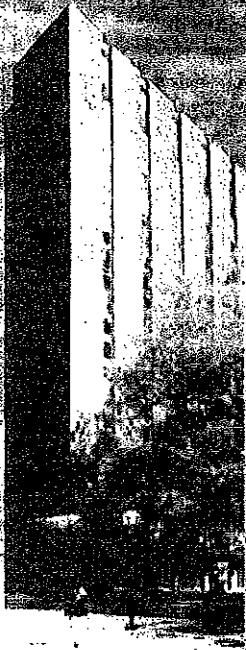
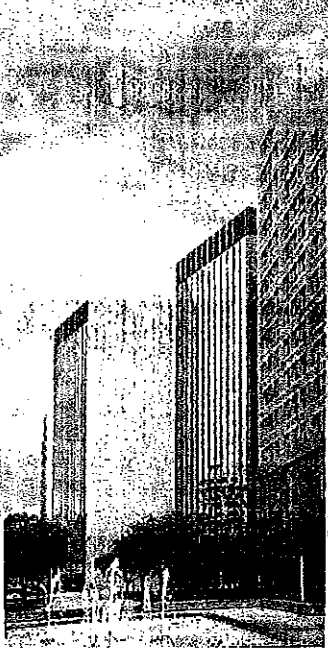
Please refer to the attached GREEN CLEANING PROGRAM

BECOME PRO-ACTIVE IN THE ENVIRONMENTAL SOLUTION



GREEN SOLUTIONS

Clean for Health - Clean for Environment





Look around, now close your eyes
and think about your environment.
What do you see? Do you see yourself?
If not, put yourself in the picture. You're it!

You • People • Humans

We are part of the environment in which
we live...it is not just plants, trees, water
and animals.

It's Us!

It's All People!

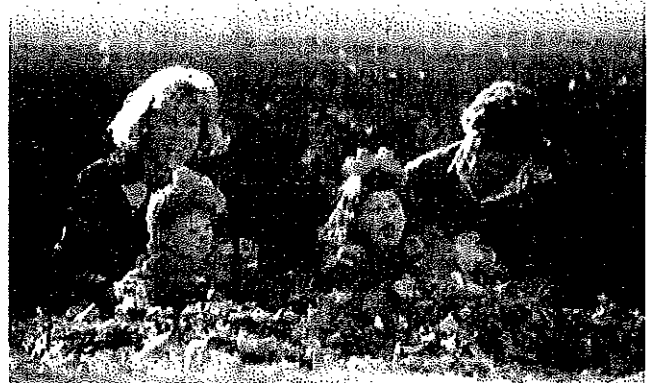
Young, old and middle-age
workers, tenants, building owners,
all people, from all lifestyles, across all
demographic profiles.

It's All Environments!

- Office Buildings
- Day Care Centers
- Education
- Federal Buildings and Town Halls
- Hospitality
- Lodging
- Industrial
- Retail

Benefits of "Green Cleaning"

- Improve Indoor Air Quality
- Healthier Facilities for
Tenants – Workers – Custodians
- Increase Worker Productivity
- Improve Morale
- Reduce Sick Days and Associated
Health Care Costs
- Minimize Exposure to Aggressive
Chemicals
- Reduce Water and Air Pollution
- Reduce Waste with
Concentrated Products
- Reduce Package Waste with
Recyclable Packaging
- Clean without Sacrificing Effectiveness
- Peace of Mind



We are surrounded by OUR MAN-MADE ENVIRONMENTS...



Who Should Clean "Green"?

- Any public or private facility that cleans!
- Any facility with the desire to create a safer, cleaner and healthier environment.
- Any facility seeking to meet the goals of the U.S. government to implement "green cleaning".
- Any facility that has a need or desire to use environmentally preferable products and reduce risk products.
- Any facility that is concerned about indoor air quality.
- Any facility that may have inhabitants with compromised immune systems.
- Any facility that may have inhabitants with sensitivities to suspected allergens.
- Any facility that is concerned about indoor chemical usage,
- Any facility seeking LEED-NC or LEED-EB certification.

Clean "Green" with What?

Spartan's Green Solutions is a well-rounded assortment of products to meet most fundamental cleaning tasks. Products that truly clean and are competitively priced.

- All Purpose Cleaner
- Glass Cleaner
- Restroom Cleaner
- High Dilution Disinfectant
- Neutral Disinfectant Cleaner
- Carpet Cleaner
- Industrial Cleaner
- Floor Finish Remover
- Floor Seal & Finish

When should I clean "Green"?

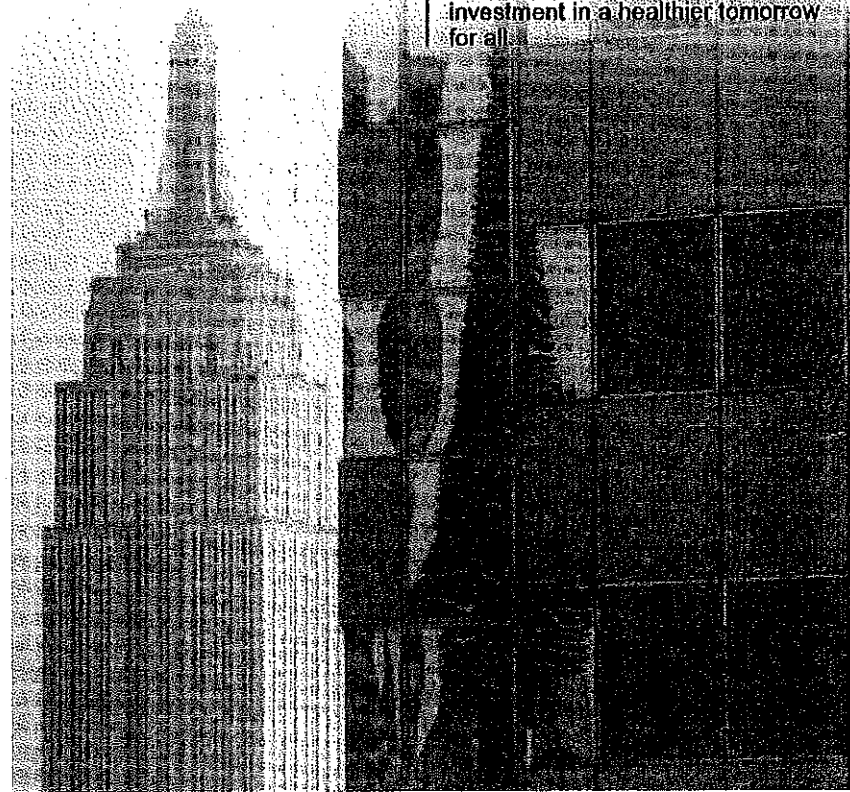
Always, and on a regularly scheduled cleaning maintenance plan. Remember clean for health first, appearance second.

Where should I clean "Green"?

No matter what your environment, from high-rise office building, local day care center, to federal court building, cleaning "green" is cleaning smart, which is always an investment in a healthier tomorrow for all.

Why clean "Green"?

Be smart – clean smart. Science and technology allow us to formulate products that clean with less aggressive ingredients. Cleaning "green" assists in reducing exposure to potentially harmful chemicals that can endanger the health and safety of building occupants, visitors and the cleaning staff; plus, reducing negative impact on the environment. You are cleaning anyway, so why not enjoy the benefits that "green cleaning" allows. Compared to most traditional cleaning products, Spartan's Green Solutions products are cost effective and competitively priced.





What is Green Seal?



Green Seal is an independent, non-profit organization that strives to achieve a healthier and cleaner environment by identifying and promoting products and services that cause less toxic pollution and waste, conserve resources and habitats, and minimize global warming and ozone depletion. Green Seal has no financial interest in the products that it certifies or recommends or in any manufacturer or company. Green Seal's evaluations are based on state-of-the-art science and information using internationally recognized methods and procedures. Thus, Green Seal provides credible, objective, and unbiased information whose only purpose is to direct the purchaser to environmentally responsible products and services.

Green Seal Certified Products

Spartan Chemical Company, Inc. has been a pioneer in the formulation and development of sanitary maintenance products in the cleaning chemical industry. From basic cleaners to scientifically advanced product lines, Spartan continually reaches to the next rung of the ladder, and that continues with Green Solutions. Where applicable, Spartan looks to Green Seal for green certification standards.

Green Seal enjoys an outstanding reputation in the janitorial industry as being the leader in pioneering what constitutes "green" in the formulation of "green cleaning".

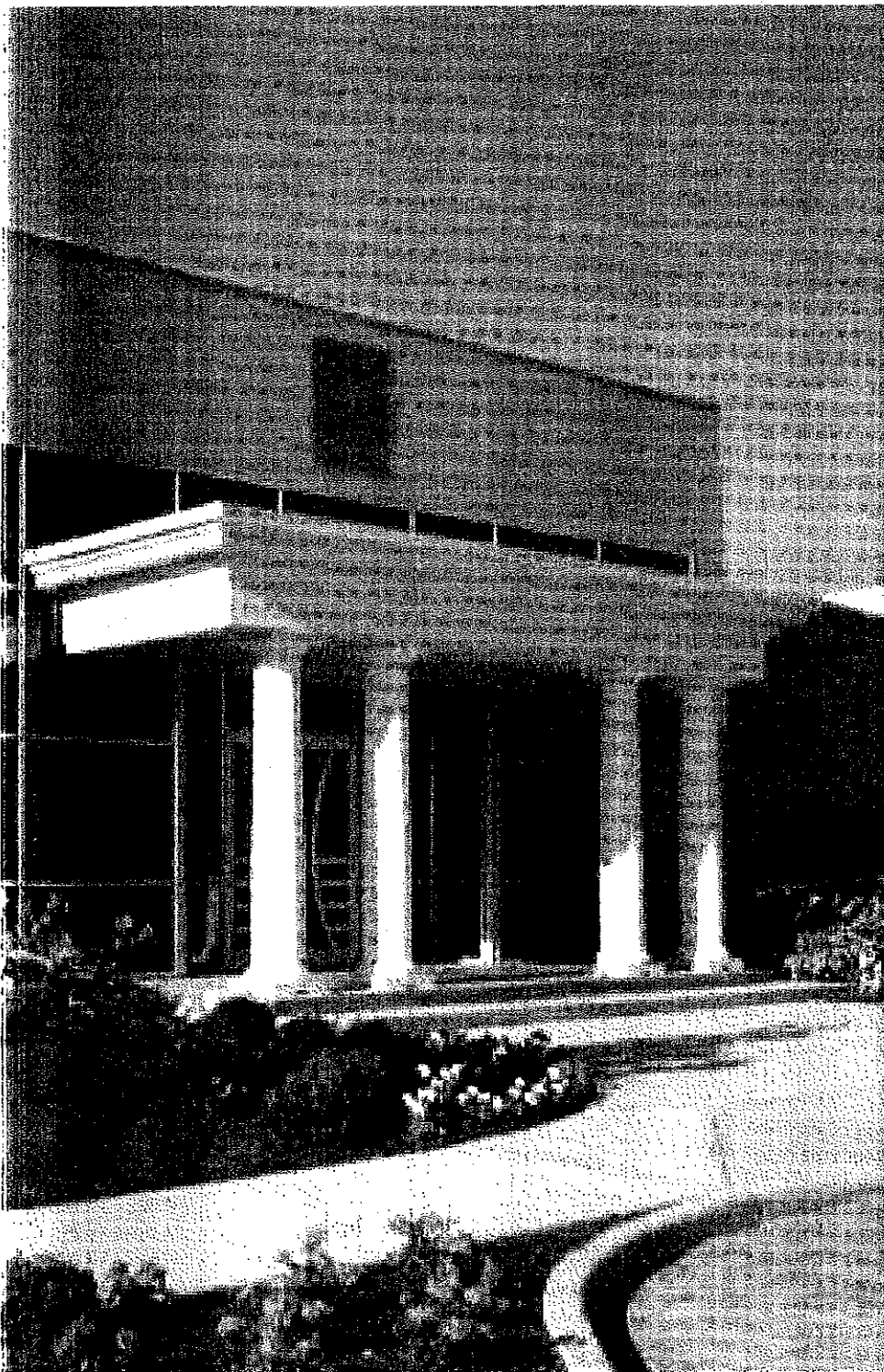
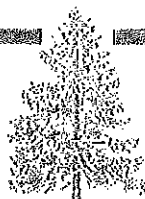
Green Seal standards are recognized by the Federal Government for meeting environmentally preferable product standards for use in federal facilities.

In the future, Spartan looks forward to formulating new products within the guidelines set forth by Green Seal. Spartan's Green Solutions products will continue to emphasize improved public and private health and safety, indoor air quality, and reduced effects on the outdoor environment.

Spartan will continue to meet the challenges the future will bring. "Green cleaning" will continue to evolve, grow, and with that so will Spartan's Green Solutions products.

Green Solutions products perform their specified task and are competitively priced.





Mission

To provide a line of environmentally preferred products that directly contribute to a cleaner, safer and healthier environment for workers and building occupants.

Living and working in a dirty, unsanitary environment is not an option; however, responsible consumption is.

Three points to consider when selecting specialty maintenance cleaning products are:

- I. Environmental Impact
- II. Worker Safety
- III. Product Performance

Spartan's Green Solutions product line has been created with current and future global environmental concerns in mind. Its purpose is to offer an opportunity to become a part of the environmental solution. Green Solutions is the pro-active choice for the professional who is selecting cleaners for institutional and industrial use in the sanitary maintenance industry.

- No persistent, bioaccumulative or toxic chemicals
- No ozone depleting compounds
- No or low volatile organic compound content (VOC)
- No hazardous waste characteristics
- No phosphates or phosphonates
- No carcinogens, mutagens or teratogens



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Janitorial Services meeting your needs, exceeding your expectations

High Quality floor surfaces.-

I would like to thank you for reviewing our proposal. This letter is to share our professional views after walking the various building spaces and quickly address some key points that I hope you find helpful.

First, is the need to address extending the life cycle of building surfaces? It is the responsibility of your janitorial provider to lengthen the life cycle of building surfaces so that you have more money in your budget. If you are interested in additional information regarding life cycle I have attached an article that may interest you. If Image Companies can save you money on replacing floor surfaces than our value as a service provider is exponentially increased. Maybe this is why our client retention is 4.5 x the national average or 7 years.

Subsequently, my purpose in mentioning the current cleaning companies approach is not to be critical; but, to offer guidance so you get the most from your program. It seems the "floor care program" has become ineffective in its frequency and approach. The carpeted areas had deep wear patterns, indicating a lack of janitorial attention. Our specialty services, training, organizational hierarchy and quality guarantee are discussed in the Image Companies brochure. Evaluating vendors on these specialty services and their plan to implement this scope consistently will significantly improve the appearance of your facilities, productivity and extend the life cycle of floors.

Cleaning Specifications are provided for a reason and that is to help maintain the life cycle of carpets and floors. We as your janitorial provider will become partners in maintaining your hard floor surfaces and carpeted areas always looking the best, we go all the way to maintain all areas and we will exceed your expectations.

A monthly, quarterly, semi annual and annual calendar will be provided to The City of Fort Lauderdale with exact dates and locations on were carpet cleaning and floor service will be performed, with this not only we are complying with the contract requirements but we are providing dates ahead so all areas can be properly prepared for when we arrive to clean carpets and floors.

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



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Janitorial Services meeting your needs, exceeding your expectations

TAB 10

Image Co. Hiring Process

1. HR director responsible for Hiring, Training, Evaluating, & Testing Employees.
2. HR director to run newspaper ad for staff as needed. *Image to review and provide a script for ad.
3. HR director to interview potential employees from 4-8pm, Monday-Friday.
4. When current company hiring is on, HR director to supply paperwork on 4-6 potential applicants to CW for screening procedures. CW to return to HR director no more than 24-48 hours, the screened and approved applicants.
5. Danny calls them by phone to schedule a 2nd interview, and informs applicant that next interview will consist of processing paperwork, and they should put aside at least 1 additional hour for training.
6. At this training meeting they are to complete all paperwork, I-9, Image ID, issue uniforms, supply requisition rules, etc., and given a start date for work.
7. HR director reviews with new hire, the training manual, operational procedures, company policies, product knowledge and administers a test at the conclusion of training. *Staff must pass exam to be paid.
8. HR director is responsible for issuing uniforms and turning in signed confirmation that they were received to be placed in employee file. *Uniforms-first t-shirts are free, then they are charged \$7 per shirt.
9. HR director notifies appropriate job manager that staff is ready to work, manager then fills equipment request form requesting any necessary equipment needed for new hire, so that warehouse manager can fill order.
10. Equipment requisition form must be signed by manager on job, owner of company, and staff confirming they understand all equipment they are responsible for, signed copy goes in file, give a copy to employee. *Should an employees work be terminated, job manager immediately visits job-site and takes a physical count of documented items. Missing items will be deducted from employees last check.
11. 60 day evaluation of new staff is scheduled by HR director. Are staff wearing uniforms? Quality of work? Chemical knowledge? Equipment storage and closet organization in order? All write-ups and job cleaning specs are to be reviewed at this time. *Written Evaluation goes into employee file.
12. Annual employee evaluation to be scheduled and done by HR director. What tool will he use to track employees and dates??
13. HR director to enter new employee info into W/T.
14. 9-12pm HR director inspect jobs, fixes and repairs any deficiencies on spot, reports items to job manager following day. Job manager enters work ticket into W/T and re-train staff on job-site that evening.



814 14th Street, Lake Park, Fl 33403-2354
561-844-8778 Facsimile 561-844-8986

NEW HIRE/ JOB RELOCATION CHECK LIST

Associate Name: _____

Employee Id: _____

- New Hire** (*Requires section 1 -7 to be filled out)
- Job Staff Relocation** (*Requires section 1, 3, & 7 to be filled out)

I have read and have received as follows:

He leído y he recibido como sigue:

1. Pay Agreement for job number (s): Acuerdo de pagar para el número del trabajo:

_____ M _____ M _____ M _____ M _____
_____ M _____ M _____ M _____ M _____

(Associate Initials)

2. Uniform & Employee ID
Identificación de empleado y uniforme

3. Jobsite Cleaning Specifications
Especificaciones de limpieza del Trabajo

4. Employee Manual.
Manual de Empleados

5. I am to report for New Hire Orientation on: _____ / _____ / _____ at _____.
Debo atender la nueva orientación del Trabajo: _____
Date/ Fecha a Time/ Tiempo

6. I am to report for the mandatory Image Academy Janitorial Training on at: _____ at _____
Debo atender el entrenamiento de la academia de limpieza obligado por mi patron a: Date/ Fecha a Time/ Tiempo

7. I am to report for my first day of work at: _____ at _____
Debo presentarme para mi primer día del trabajo en: Date/ Fecha Time/ Tiempo

at _____ to meet my manager _____
Address/ Dirección para encontrar a mi encargado Manager Name

8. You can contact your Manager at 844-8778 at their / Para contactar con su encargado llame al 844-8778 ha la
Extension/Extensión _____ or Cell: (_____) _____ - _____;

Employee Signature

Human Resource Signature

Lead Manager Signature

Payroll Signature

Name: (Last) _____,
(First) _____



DATE: ____/____/____

Qualifications for Employment/ Calificaciones para el empleo

- a) After hire, can you provide acceptable documentation to work in the U.S.? Yes/Si
(If yes, proceed to b)-(If not, you do not qualify for employment at Image)
Despues de ser empleado, usted puede proveernos la documentacion aceptada para trabajar en los estados unidos? (Si es Si, proceda a la proxima pregunta)-
(Si es NO, usted no califica para trabajar para Image)
- b) Do you have your own vehicle to allow you to go from your home to the jobsites? Yes/Si
(If yes, please proceed to c)-(If not, you do not qualify)
Usted tiene un vehiculo disponible para ir de su casa al trabajo? (Si es si, proceda a la proxima pregunta)(Si es NO, usted no califica para trabajar para Imagen)
- Do you have a valid Driver's License? Yes/Si
Usted tiene su Licencia de manejar valida?

(If yes you qualify for employment with us please fill out our application)-(If not, you do not qualify for employment with Image at this time) (Si es si, usted califica para trabajar)-(Si es NO, usted no califica para trabajar para Image)

Este Empleador Participa en E-Verify

Este empleador le proporcionará a la Administración del Seguro Social (SSA) y si es necesario, al Departamento de Seguridad Nacional (DHS), información obtenida del Formulario I-9 correspondiente a cada empleado recién contratado con el propósito de confirmar la autorización de trabajo.

AVISO
La Administración Federal de Empleo y los Empleadores que verifican la identidad y elegibilidad de empleo de toda persona contratada para trabajar en los Estados Unidos.

Este empleador no puede continuar el contrato autorizado para trabajar, este empleador está obligado a proporcionar la instrucción por escrito y darle la oportunidad a que se ponga en contacto con la oficina del SSA y o el DHS antes de tomar una determinación adversa en contra suya, inclusive despido.

Los empleadores no pueden utilizar E-Verify con el propósito de realizar una prospección de aspirantes a empleo o para hacer nuevas verificaciones de los empleados actuales, y no deben restringir o influenciar la selección de los documentos que sean presentados para ser utilizados en el Formulario I-9.

A fin de poder determinar si la documentación del Formulario I-9 es válida o no, este empleador utiliza la herramienta de selección fotográfica de E-Verify para comparar la fotografía que aparece en algunas de las tarjetas de identidad y autorizaciones de empleo, con las fotografías oficiales del Servicio de Inmigración y Ciudadanía de los Estados Unidos (USCIS).

Si usted cree que su empleador ha violado sus responsabilidades bajo este programa, o ha discriminado en contra suya durante el proceso de verificación debido a su lugar de origen o condición de ciudadanía, favor ponerse en contacto con la Oficina de Asesoría Especial llamando al 1-800-255-7688 (TDD: 1-800-237-2615).

Image Companies is a Employer.

Para mayor información sobre E-Verify, favor ponerse en contacto con la oficina del DHS llamando al: **1-888-464-4218**



Image Janitorial Services, Inc.
561-844-8778

814 14th Street

Lake Park, FL 33403
Facsimile 561-844-8986

SEXUAL HARASSMENT COMPLAINT FORM

Please provide as much information as possible and circle or check in areas indicated. Attach any additional forms or evidence to this incident form.

Date of Event: _____ Date of Interview: _____

Employee Name: _____ Employee # _____

Location of Incident: _____

Date Complainant Reported Sexual Harassment to: _____

Please check all that apply		Name
_____	Operations Manager	_____
_____	Jobsite Lead	_____
_____	Human Resources	_____
_____	Other	_____

Date and method of Complaint received: _____

_____ Walk-In Complaint

_____ Phone Call by Complainant, Followed by Appointment

Name and job title of each individual who allegedly harassed the complainant.

Is the alleged harasser an Image Employee? YES _____ NO _____

Is the alleged harasser one of the following: LEAD MANAGER CLIENT

Were there any witnesses to the incident described by the complainant? YES NO

Name, job title and telephone number of any witnesses to any incident described by complainant.

PRIOR ACTION REGARDING THESE HARASSMENT ALLEGATIONS

Prior to bringing this complaint, has the complainant described the harassment to anyone including supervisors? YES NO

If yes, list the following: Name, job title, work location, and telephone number of any persons.

POSSIBLE PRIOR INCIDENTS INVOLVING OTHER EMPLOYEES

Does the complainant know of any other employee who has experienced similar sexual harassment in the same location or person?

YES _____ NO _____

If yes, provide the name, job title, work location, and telephone number of each such employee, and a description of the incident.

If applicable, has the complainant filed a grievance or report with any officials?

YES _____ NO _____

If yes, which agency?

Human Recourses: The Process of Hiring Employees, "The Image Way"

Demand

- Human Recourses receives a request from Operations, for trained employees to meet the job demand in the work field.
- Human Recourse at this point runs an ad for employees, using a specific date and time schedule, for applicants to interview. This time schedule is Monday –Friday from 5-8pm. Human Recourses is to report to work Monday-Friday, NO LATER THAN 4PM, in order to prepare to field the 5pm interviews.
- Human Recourses must respond in written form, within 24 hours, where add was placed, the cost of the ad, and inform management, how much company money was spent on recruiting the applicants to date, of that specific month in time.

Applicant Process

- HR to respond to telephone inquires from the hours of 4-8pm, Monday-Friday, calling back applicants and scheduling interviews for the following day, between the hours of 5-8pm, Monday-Friday.
- HR to assist and interview all walk-ins as needed.
- HR is responsible that all necessary application fields are filled out and complete, *All necessary fields need to be filled in, HR director to verify this on this spot, and have applicant complete the requested information on his own before leaving, and upon our acceptance of this application.
- All applicants at this stage should be fully aware of the document requirements that our company requires, and they must understand our qualifications clearly before moving on to the next stage of the hiring process *Note-some documents can be collected at this time, and guaranteed documents, that are verbally promised by applicant can be collected on the 2nd interview stage if necessary.
- HR director reviews the applications, and narrows down the scope of applicants for hire, by measuring the applicants ability skills at the first point of contact, the applicants work history and janitorial skills/experience, from prior history, within our industry. This is accomplished by performing in-dept interviews and questions and answer process with the applicant by HR director.

Schedule 2nd Interview

- HR director to call back applicants that have qualified for a 2nd interview. *Alert potential hire that they *must* bring all of the necessary documents to our office for processing on this 2nd interview and put aside approximately 3 hours for paper processing and training.
- At this 2nd interview, the Pre-Qualifying Questionnaire should be completed, and then the actual cleaning training is conducted with applicant with the HR director.

Salary Negotiation

- Upon verification that all paperwork is valid and complete, the salary must be announced and agreed upon before applicant is actually hired. *NOTE-It is in the best interest of the applicant to inform them that salary negotiations are a topic of

personal discussion, and at no point in time should they discuss their pay within in our company with anyone, except the owner of the company, and/or HR director.

Training

- HR director to train hired applicant using the Image Training Manual, highlights from the test will be given to student at this time, inform them that in order to be paid for their time in class, they must get a passing score on the upcoming test, SO LISTEN UP, the scores are tabulated graded by HR director. HR director is to schedule training sessions, which are to be held in warehouse at the large tables, from the hours of 8-10pm, Monday-Friday. The hired applicants are encouraged to take notes at this training class. They are then instructed to sign out a numbered study manual, take it home, to read & study. 7 days from now, they are to schedule by HR director to come back and take the cleaning exam. *They must return the numbered study guide at this time, in clean good condition or \$50 will be deducted from their first check. An Employee Manual must be issued. Applicant must pass the test, which is to be administered in the Testing Room.
- Applicant must get a score no lower than 80% or test the opportunity of giving the test a second time will be offered.
- Hr director to grade and record new hires scores, and make reports of such available to management each Thursday in the meetings.
- When they pass, issue them a certificate, this proves their completion of the Image Academy for Janitorial Training. *Make a copy of this certificate, deliver the copy to admin. This will be placed in the employee file. Give original to employee. This process must be kept current by HR director and concluded no later than 24 hours after the completion of the test.
- HR Director reviews company policy for submitting the need for cleaning materials & equipment. Hr director to show new staff example copies of what they are to expected to use, and inform them of all proper field requirements which are required to be filled in on, *Supply Request Form*, for prompt, accurate processing. Inform them that all requests are tracked, and monitored. Most customers pay for materials and therefore are billed according to what was taken out of the warehouse. All orders must be carefully scrutinized and monitored by employee. Do not over order, and do not under order. Train new employee on establishing a par for their job, and if they need assistance they are to ask their supervisor. *If submitting *Supply Request Form* in the Image office they must, time punch the requested supply request, and make a photo-copy for their records, before depositing into the *Inventory Order Box* located in our warehouse. NOTE- Inform them to check all orders before submitting, to confirm that an accurate order is being submitted. *Incomplete or inaccurate *Supply Request Forms*, will only delay there order, and inform them they are required to fill out all fields of the document, including *the current level of inventory*, as described on *Supply Order Form*.
- Hr Director is to review with trainee a copy of the Equipment Sign out Form, and the company policy of being responsible for the items that are on the job-site during their tenure of employment. Inform them that before they are issued keys to their job, they required meeting with the Operations Supervisor and agreeing to the current amount of equipment and cleaning stock on the job, and signing a

document proving so. Inform them they will be required to take care and inventory their supplies on a daily basis. Any Decencies and/or missing items from employee's jobsite that are discovered should be reported to their supervisor immediately.

- Hr director issues an *Employee Manual*, and instructs staff to review the employee manual. Should they have any questions re-the training manual, they are to make an appointment with their supervisor. *Remember to have them sign off that they have received the manual, and they are encouraged to read it. A copy of the signed confirmation goes to admin to be stored in employee file.
- At this time a 60 day evaluation date is scheduled, by HR director. HR director is to report to management weekly, in a data report, who is currently scheduled for evaluations now and in the future.

Uniforms & ID's

- An Image ID is then prepared, a photo taken and issued to new staff. Store all photos of staff in the ID Maker, listed under last name, first name. Make a photocopy of the ID after staff has signed the card, before sealing it in plastic. Give this photo copy to admin, for a copy to be put in employee file.
- Image T-Shirts are then issued using the T-Shirt Log. *1st shirt is free; it is \$7.00 per each shirt requested. *All staff is ordered to be in a clean uniform, when on an Image jobsite.
- T-Shirt Log form must be filled out, employee and manager to sign in appropriate fields, the yellow copy of the log stays with the employee and white copy goes to administration to be kept in employee file. The appropriate deductions will be made from their check. At this point newly hired trained applicant can be instructed to report to Operations for their cleaning assignments.

Submit Paperwork

A completed Employee Packet for New Hire is submitted to administration for W/T entry. Note-All tests administered along with results are to be included in New employees file.

Employee Evaluations

HR Director to schedule annual evaluations with all existing staff by using the W/T system in the Human Recourse Module. The current employees are to be called in to office, meet with HR director Monday-Friday from the hours of 8-10pm. They are issued a numbered training manual. They are instructed to study and review the manual and scheduled to return to Image office, no later than 7 days from this date and required to participate and pass the Image Test. *HR director is responsible for making all necessary telephone calls to W/T for needed Tech Support @ (402)-345-5660 during business hours Monday-Friday as needed if any software needs are required.

Reprimands

Depending on the severity of the reprimand, most will be conducted through the Operations Manager. If assistance from HR is needed, a request should be made. All completed reprimands must be completed, signed by employee no longer than 72 hours from incident.

Terminations Process

Employees that are terminated must have an immediate demand from HR to Operations for a final inspection of their equipment on their job-site. Upon confirmation of inventory of the supply closet, HR is to schedule a time to meet with terminated employee. At this meeting all necessary documents must be reviewed and completed before the last check is issued. All Equipment Forms completed, keys handed in, and a possible documented discussion of why employment has ended between us, for the record of the terminated Employee.

Employee Requests Issues

All hired company employees need to know that all requests must be made to HR department such as Vacation, Family Medical Leave, Income Verification, Reference Letters, Salary Raises; Healthcare must be submitted in writing and responded to in a timely manner.



814 14th Street
Lake Park, FL 33403-2354
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

TAB 11



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Janitorial Services meeting your needs, exceeding your expectations

Additional Services

Carpet cleaning \$0.12 p/sq ft

Floor service: VCT scrub and recoat \$0.13 p/sq ft

Floor service: VCT strip and recoat \$.20 p/sq ft

Floor service: Steam cleaning \$0.30 p/sq ft

Pressure cleaning

Window washing

Water damage restoration

Porter services \$18.50 hour



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Janitorial Services meeting your needs, exceeding your expectations

REFERENCES

- 1) **Village of North Palm Beach**
Contact Person: Director of Public Works - Brian Moree
bmoree@village-npb.org
561-691-3440
Number of sites cleaned: 10 (7 buildings – 3 Parks)
Size of buildings: 125,859 sq ft
Primary Contact Holder
Yes
Services Start date:
2010
Problems encountered and resolutions:
None

- 2) **The City of Palm Beach Gardens**
Contact Person: Daniel Widdick
Dwiddick@pbgfl.com
561-282-8552
Number of sites cleaned: 14 Parks – 1 Golf House
Size of buildings: 15,000 sq ft
Primary Contact Holder
Yes
Services Start date:
2014
Problems encountered and resolutions:
None

- 3) **Palm Beach County Health Department**
Contact Person: Lynn McCullough – Facilities Manager
Lynn.McCullough@flhealth.gov
561-840-4522
Number of sites cleaned: 13
Size of buildings: 309,603 sq ft
Primary Contact Holder
Yes
Services Start date:
2013
Problems encountered and resolutions:
None



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Janitorial Services meeting your needs, exceeding your expectations

TAB 13

Environmental Health & safety

Presents ...

Image Companies

Bloodborne Pathogen Training

Safety Is Everybody's Business

**OSU
Environmental Health & Safety**



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Janitorial Services meeting your needs, exceeding your expectations

TAB 14

