



## **Benefit package prepared for:**



### **CITY OF FORT LAUDERDALE**

City of Fort Lauderdale-Procurement Services Division  
100 North Andrews Avenue  
Suite #619 (6th floor)  
Fort Lauderdale, Florida 33301

### **Janitorial Services-Parks (RFP# 12224-595)**

**(ORIGINAL)**

Ceiling to Floor Cleaning, Inc.  
2003 Mears Parkway  
Margate, FL 33063

Contact: Aisha Styles, Chief Executive Officer  
Email: [Info@ctfcleaning.com](mailto:Info@ctfcleaning.com)  
Office: 954-662-2735  
Fax: 954-391-5088



*Quality Cleaning from Top to Bottom*

City of Fort Lauderdale -Janitorial Services-Parks (RFP #12224-595)

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January 22, 2019

City of Fort Lauderdale-City Hall  
Procurement Services Division, 6th Floor  
100 N. Andrews Avenue, Suite #619  
Fort Lauderdale, Florida 33301

**City of Fort Lauderdale -Janitorial Services-Parks (RFP #12224-595)**

Dear Purchasing Division:

Ceiling to Floor Cleaning, Inc. is pleased to have the opportunity to respond to your BID for **City of Fort Lauderdale Janitorial Services-Parks (RFP #12224-595)**. Ceiling to Floor Cleaning, Inc. is a full-service janitorial cleaning company with innovative technology, state-of-the-art equipment and an extensive knowledge-base in the industry. By allowing us to take care of all your cleaning needs, the City of Fort Lauderdale Janitorial Services-Parks will be maintained by professional staff members that will go above and beyond to ensure your facilities always look their best. Our dedicated executive management team has your best interest in mind and are committed to making sure each of your facilities are clean and properly maintained.

Outlined in this bid submission, you will find a program that has been designed based on the needs of your thriving city. Considering the information we gathered from the bid package/addendums, site visits and the requirements specified by the City of Fort Lauderdale; we will expend our years of experience servicing you.

In addition to thoroughly trained staff members, our management staff wants to make sure you have a professional working relationship with Ceiling to Floor Cleaning, Inc. We are always available to answer any questions you may have regarding our custom-tailored cleaning.

Thank you in advance for the opportunity to bid for Janitorial Services-Parks. We hope the enclosed information will aid in your decision-making process. If you have any questions and/or concerns, please do not hesitate in asking.

Sincerely,

A handwritten signature in black ink, appearing to read "Aisha Styles".

**Aisha Styles**  
President/CEO





# *Executive Summary*







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### Executive Summary

At Ceiling to Floor Cleaning, Inc., our commitment is to ensure that the job is performed with the highest degree of professionalism; every job... every day! Ceiling to Floor Cleaning, Inc.'s executive summary will outline the advantages of utilizing our highly customizable service programs to meet the individual needs of our clients.

Ceiling to Floor Cleaning, Inc. is pleased to present our Janitorial Cleaning Service Program to the City of Fort Lauderdale. We have developed a tradition and reputation for delivering on our promises and work ethics. Ceiling to Floor Cleaning, Inc. developed and will implement all applicable multitudes of the janitorial cleaning work force and systems; coupled with our ability to fully realize all the specific goals set forth in your scope of services. We will supply an outstanding cleaning service program cultivated in accountability, exceptional quality of service and customer satisfaction.

Through customer and employee feedback, corporate adaptation to new technology/procedures and utilization of our customer driven management team; Ceiling to Floor Cleaning, Inc. has identified ways to reduce customer maintenance budgets while continuing to customize cleaning services to the specification of each client. More than ever, today's janitorial cleaning market is faced with multiple challenges such as, inconsistencies of quality in an oversaturated market, reduced corporate/staffing structure and miscalculated budgets which leads to inefficiency/corner cutting.

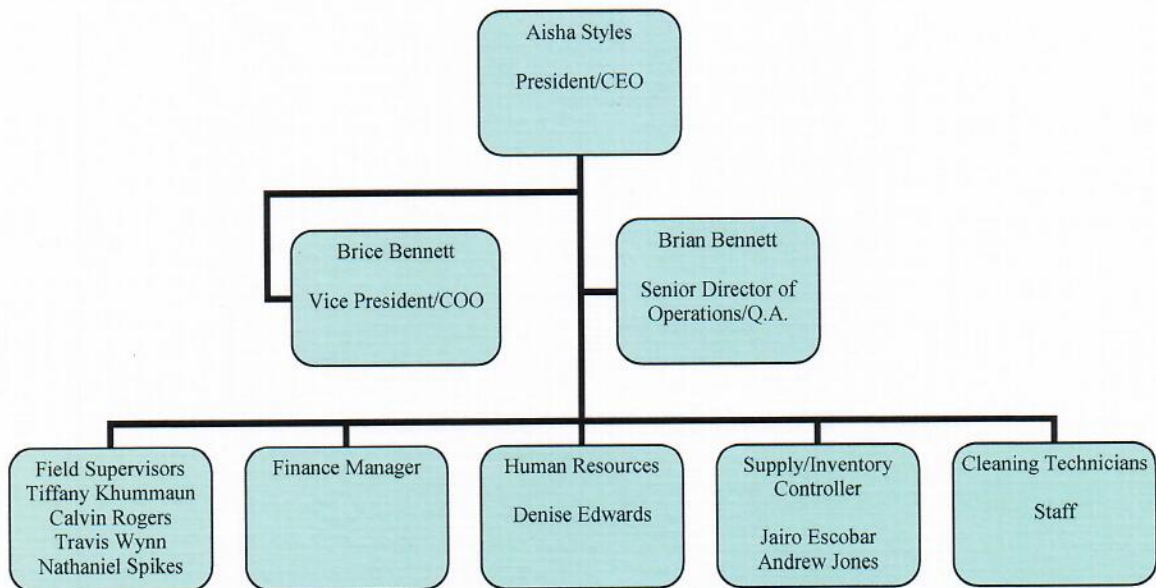
Ceiling to Floor Cleaning, Inc. has a highly skilled staff with evolved processes that ensure success while mitigating the risks of failure. We have repeatedly proven positive outcomes on projects of similar size and complexity. A highly qualified staff coupled with effective management, results in economical and efficient performance without sacrificing excellence. We believe there is a direct correlation between adequate supervision and quality work. Ceiling to Floor Cleaning, Inc. always thrives to reach the highest standards of quality through the management of a meticulous hiring process and seeks to grow by continually searching for the best qualified individuals. We carefully recruit our staff for trustworthiness, dependability and attention to detail. Through effective communication and immediate responses to your requests, we ensure that we are willing to meet all your service needs. We assure you that we will respond quickly to every situation that arises. Our staff is available daily to handle many emergencies and/or issues that may arise at any of your facilities. We mandate our uniform personnel are well-acquainted with safety procedures and are well-equipped with the proper personal protective equipment.

Ceiling to Floor Cleaning, Inc. believes in safety and has proof of General Liability Insurance, Worker's Compensation, Automobile Liability Insurance and Fidelity Bonding. In addition, all our employees undergo a comprehensive screening process that includes a Level I Criminal Background Screening and Level II Fingerprinting when deemed appropriate.





**Executive Organizational Chart**







*Quality Cleaning from Top to Bottom*

**Key Executive Management**

On behalf of Ceiling to Floor Cleaning, Inc., the following qualified individuals are authorized to represent the company as they can make executive-level decisions regarding the janitorial cleaning services that will be provided to the City of Fort Lauderdale.

Please feel free to communicate with the following key members of management:

Aisha Styles, President/CEO

Office: (954) 662-2735

Toll Free: (800) 954-5404

Mobile: (954) 629-8130

Fax: (954) 391-5088

Email: Info@ctfcleaning.com

Brice Bennett, Vice President/COO

Office: (954) 662-2735

Toll Free: (800) 954-5404

Mobile: (954) 778-7953

Fax: (954) 391-5088

Email: bbennett@ctfcleaning.com

Brian Bennett, Senior Director of Operations

Office: (954) 662-2735

Toll Free: (800) 954-5404

Mobile: (954) 274-9621

Fax: (954) 391-5088

Travis Wynn, Senior Field Supervisor

Office: (954) 662-2735

Toll Free: (800) 954-5404

Mobile: (954) 213-4456

Fax: (954) 391-5088

We would like to thank you for your consideration of Ceiling to Floor Cleaning, Inc. and we assure you that if given the opportunity, we will diligently perform our responsibilities to exceed your expectations.

Sincerely,

*Aisha Styles*

President/CEO







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### Key Management Qualifications

Ceiling to Floor Cleaning, Inc. has been fortunate in its' ability to develop an impressive management team. Our corporate management team will personally guarantee that your goals are met in a timely and professional manner. Below is a brief biography of the company's key management personnel:

#### **Aisha Styles-President/CEO**

As President /CEO of Ceiling to Floor Cleaning, Inc., Aisha Styles has over 15 years of experience in Executive Management. She received her BSBA from the University of Phoenix in 2006 and is in the process of completing the course-work for her MBA with a concentration in Project Management. Over the years she has held positions with Fortune 500 companies ranging from Operations Manager to Regional Business Director and now Chief Executive Officer of Ceiling to Floor Cleaning, Inc. Aisha develops formal bid qualifying proposals and submittal materials for purchasing committees and delivers shortlist presentations. She is instrumental in directing program developmental strategies, implementing employee enrichment and training programs, and establishing policies and objectives where our contracts are concerned. Aisha also generates marketing materials and monitors and advises on customer satisfaction benchmarks. With her versatile background in the healthcare Industry, Aisha has also proven to be instrumental in ensuring that Ceiling to Floor Cleaning, Inc. adheres to OSHA standards, medical Bio-hazard Regulations and HIPPA Compliance.

#### **Brice Bennett- Vice President/COO**

Brice Bennett is the Vice President and Chief Operations Officer of Ceiling to Floor Cleaning, Inc. He works tirelessly each day to ensure the operational success of this organization. Brice continuously researches the benefits of utilizing the most efficient equipment and supplies. He has over 20 years of experience in a service dominated industry inclusive of; 10 years of Automated and Tactical Logistics experience, as well as 15 years of experience in Purchasing/Procurement, Supply Management and Operations Director. All his experience has made him very successful in the cleaning and floor care industry. He is also the President/CEO of Brice Bennett Trucking where he regionally sub-contracts the transportation needs of entities as large as the United States Postal Service (USPS), Home Depot and the Florida East Coast Railway (FEC).

Brice, one of our country's honorable veterans, served 10 years in the Army Branch of the United States Military; 6 years of which were ranked as Sergeant. Brice served our country in many areas of the world in such countries as Germany, Saudi Arabia, Bosnia, Russia, Hungary.





#### **Brian Bennett- Senior Director of Operations**

Brian Bennett is a major asset to Ceiling to Floor Cleaning, Inc. as he has more than 15 years of experience in the janitorial cleaning areas of management, marketing, sales and training. Brian is continually working to increasing the effectiveness/efficiency of the service we provide by relying more on innovative equipment and unique processes that more consistently offer a higher quality level than our competitors. Brian Bennett has experience working with a multitude of clients such as CVS Stores, Apple, Braman Motors, large private schools/academies, multi-level condominiums/high-rise buildings.

#### **Educational Background**

Florida International University, Miami, FL  
B.A., Business Management, 1995  
B.A., Business Marketing, 1995  
Certified Networker Program, Broward County, FL  
50/60 Group Team Building Training





# *Experience/Qualifications of Firm*







### Corporate History and Qualifications

Ceiling to Floor Cleaning, Inc. is a rapidly growing business originating in South Florida in 2013. With over 60 employees (part-time, full-time and per-diem), we effectively provide quality janitorial cleaning and event cleaning services throughout Southeast Florida. We specialize in commercial, residential properties, city/county/state/governmental municipality custodial services. Ceiling to Floor Cleaning, Inc. uses state-of-art cleaning systems and equipment that consistently allows us to provide excellent quality service.

We have a proven record of accomplishment with multi-site city and government municipalities and private sector clients throughout Southeast Florida. As technology continually changes and advances, we can adapt to them as deemed necessary. We are constantly upgrading our systems and products to comply in every respect with today's ever-changing market. Our well-experienced managers have the adaptability to improve practices and find efficiencies for our customers in the realm of supply management, product cost and inventory control. Ceiling to Floor Cleaning, Inc. develops and implements a janitorial workforce and systems to provide our clientele with top-notch services. We do this by recruiting and training industry-focused personnel and providing them with solid executive management, efficient and proper tools, engineered systems and standardized products. Keeping in mind the vast knowledge, experience and qualifications of our firm, Ceiling to Floor Cleaning, Inc. is a well-rounded organization that can meet all your facility requirements.

Ceiling to Floor Cleaning, Inc. has staff members with more than 15 years of experience working in the janitorial cleaning industry. Our qualifications have enabled us to serve a wide array of facilities and organizations. We have extensive experience ranging from entities such as multi-site contracts for **Broward County, City of Fort Lauderdale, Florida Keys Marathon International Airport, City of Hollywood Parks and Recreation Division, Town of Jupiter, City of Pembroke Pines**, private learning institutions and medical facilities. This also includes the complexities of surgical centers and large social venues such as **NASCAR, Food and Wine Festivals, Caribbean Festivals and Miami's Ultra Music Festival at Bay Front Park (by which 50-60 employees were provided based on the event size)**. Several of our current projects demand the highest level of compliance to OSHA standards, as well as "Green Seal" environmental standards for cleaning. For example, the eye surgery center that we maintain; requires the most demanding standards of cleanliness along with specialized knowledge of handling blood-borne pathogen contaminants and knowledge of JAHCO Regulatory Standards.







*Quality Cleaning from Top to Bottom*

Our company adheres to a philosophy of owner-management and management participating in the operation of its' business units and contracts. This provides key contracts with direct accessibility to management for decision-making. A key reflection of this philosophy is seen in the following key indicators of performance:

- Long Term Account Retention/Professional relationships
- Flexibility in the management of projects and decision making
- Experienced project and corporate management
- Efficient processes and procedures
- Cost controls from suppliers
- Ongoing safety and product trainings

Our staff of professionals will provide you with cleaning expertise and our management team will provide you with exceptional project oversight. Through our strong beliefs in the constant training and motivation of our staff regarding cleaning technologies, at Ceiling to Floor Cleaning, Inc. our multi-faceted cleaning approach delivers results which meets and most often exceeds our client's benchmarks. Ongoing education and training incentives help keep our work force at the top of the service industry. Our customer base is both extensive and diverse, however, our core competency is commercial properties identical to your county facility and its' needs. We are building our success by tailoring our services to the specific needs of each customer, backed by a corporate support structure that is open and accessible. We are ready and available to discuss any customers questions and/or suggestions in the interest of improving our service and your bottom line.

Lastly, it is our staff that really set us apart from the competition. Our employees are a part of our team...part of our family. We continually invest in their future, hence our very low turnover rate. They understand that we value them and take pride and ownership in the work they do for our clients.

### Service Issue Resolution

The goal of Ceiling to Floor Cleaning, Inc.'s employees is perfection in the services we provide. That means never forgetting a task or an area, but no one is 100% perfect; after all we're only human. What separates us from other vendors is the immediate actions taken to identify and rectify service-related issues, we resolve issues within the first 24-48 hours that they are identified. Our Quality Control Program groups cleaning issues into three categories:

- Contract Work
- Complaints or Cleaning Related Issues
- Non-Contract Work/Additional Services





Via Wireless Technology, Ceiling to Floor Cleaning, Inc.'s on-site management is notified immediately of cleaning problems and visits their point of contact to determine the category of the cleaning issue. If it is determined to be a contract work issue, the operations manager is contacted to implement and supervise corrective actions as deemed appropriate. The registered issue is not closed out in our Quality Control System until a signed copy of the complaint sheet is returned to the account's manager.

### Employee Accountability

Since we are in the business of providing services to multiple locations simultaneously, it is of the utmost importance that we utilized a system to assist with employee tracking and scheduling. "When I Work" is a web-based & mobile-friendly interface that allows our management and supervisory team the ability to create daily, weekly and job specific employee schedules and track the time assigned to the operation of specific locations.

This system simplifies the difficulty of monitoring multiple employees in multiple area and/or locations by serving as eyes and ears despite the location of an employee.

"When I Work" provides us with the following accountability benefits:

- Employees are required to clock-in and clock-out directly with their smart phones.
- Employees select their working location and/or specified job at the clock-in screen.
- The system allows us to combine the GPS location of an employee's smart phone and the IP location of our scheduled cleaning locations to monitor employees exact clock-in and out location.
- Photo capture encourages honesty as employees are required to submit a photograph of themselves clocking-in and out.
- This electronic timekeeping software allows managers to easily track when employees are late for scheduled shifts, absent and available/unavailable to work.







### Inspection Procedures & Quality assurance

Our Quality Control Program utilizes a defined structure, clear responsibilities, a formal schedule, appropriate analytical procedures, strong documentation requirements and required corrective action plans (if necessary).

One of the key features of the proposed cleaning program at Ceiling to Floor Cleaning, Inc. is the maintenance of supervisory and management reports. This ensures proper care of tools, equipment and material. All our cleaning staff are trained in the maintenance of tools and equipment during our training sessions.

The City of Fort Lauderdale will benefit from multiple levels of quality assurance, including:

- Weekly inspections by the Site-Supervisor
- Regular inspections by the Project Manager
- Periodic reviews by the Operations Director

In addition, our process incorporates several controls, measures and a reporting system to ensure scheduled maintenance is performed on a regular basis.

Ceiling to Floor Cleaning, Inc. believes good communication is the heart of any quality assurance program. As such, representatives of the City of Fort Lauderdale facilities will have 24/7 access via cell phone to all team members placed on this project. Effective flow of communication between facility management, janitorial staff and building occupants will facilitate ongoing improvements, resolve recurring complaints and ultimately result in a safer work environment.

### Supervision

Ceiling to Floor Cleaning, Inc. shall provide a supervisor to direct the work being performed by his/her employees and to ensure that all requirements of the contract are being carried out. The responsible supervisor shall have authority to act as an agent for Ceiling to Floor Cleaning, Inc.

### Emergency/Security Protocol

In the event of an emergency, a communication follow-up log is maintained describing the situation in question and the follow-up that transpired. Ceiling to Floor Cleaning, Inc. nightly and/or weekly checklist provides accountability to insure the buildings are properly locked/secured upon completion of duties.





### Key Control Policy & Procedure

Since Ceiling to Floor Cleaning, Inc. understands the importance of safety and security in each location we service, we've implemented a policy to ensure proper distribution and handling of all keys for the locations we service. Access to locked facilities and areas required for the performance of an employee's assigned tasks will be provided through the issuance of an appropriate key/key card for entry into authorized area(s). Keys to buildings, offices, and other facilities will only be issued to an employee upon proper clearance through all necessary background checks. Any person who knowingly makes, duplicates, possesses or uses access-controlled keys for the entry to any areas without appropriate authorization will be subject disciplinary action by Ceiling to Floor Cleaning, Inc.

Individuals to whom keys/key cards are issued must sign the key request form when they pick up their key/key card acknowledging receipt and agreeing to assume full responsibility for the security and proper use of keys issued to them. Upon receiving keys or a keys card, the recipient must also agree to the following:

- agree not to lend or otherwise permit key(s) to be used by any other person.
- agree not to duplicate or alter the key(s) and will not allow others to do so.
- agree to report the loss or theft of keys(s) immediately to supervisor or management.
- agree to return issued key(s) that are no longer needed to supervisor or management.
- agree to return issued key(s) to supervisor upon termination of employment and obtain a clearance form indicating all keys have been returned.
- agree to hand deliver key(s) being returned and will not send key(s) through mail.
- agree to ensure the door(s) to an assigned work area are properly locked or otherwise secured when leaving the area of at the conclusion of work.

### Uniforms and Identification

Employee appearance is a direct reflection of the quality of service we will provide to the City of Fort Lauderdale. Therefore, it is always vital to portray the appropriate image. With your final approval in mind, we recommend the below uniform standard is used:







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Photo ID Badges are also issued to our employees for proof of identification and security purposes. See a sample shown below:



### E-Verify



Ceiling to Floor Cleaning, Inc. participates in the E-Verify System operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA). This Internet based system is used to verify the employment eligibility of all new hires. According to the U.S. Citizenship and Immigration Services (USCIS), E-Verify is the best means available for employers to electronically verify the employment eligibility of their newly-hired employees.

Once Ceiling to Floor Cleaning, Inc. hires a new employee, we enter the individual's I-9 information into the E-Verify online portal. The E-Verify System, based on records from the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA), notifies us regarding the individual's employment eligibility. If E-Verify determines that there is an issue, the employee must resolve the issue according to a specific process and timetable.

Key benefits of using the E-Verify System include:

- Helping employers maintain a legal workforce
- Virtually eliminating Social Security mismatch errors
- Improving the accuracy of wage and tax reporting







### Background Checks

Ceiling to Floor Cleaning, Inc. will conduct mandatory background checks at levels determined by the City of Fort Lauderdale and its' Board of County Commissioners.

### Drug-Free Workplace

Ceiling to Floor Cleaning, Inc. has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a treat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, Ceiling to Floor Cleaning, Inc. is committed to the elimination of alcohol and/or drug use and abuse in the workplace in accordance with Florida Statute 287.087.





### Full Range of Services

Ceiling to Floor Cleaning, Inc. understands the importance of professional appearance and cleanliness. When you contract with Ceiling to Floor Cleaning, Inc., you will see a dramatic difference in the appearance of your facility from the first day of service. Consistent satisfaction is the reason for our success and that consistency serves as the foundation for our company.

First, we meet with Administrators and Facility Managers to discuss your cleaning preferences and expectations. We will; then custom-tailor an affordable cleaning program based on your input to satisfy your specific requirements.

Our professional staff uses the latest state-of-the-art equipment and is trained to provide any and all the following services as required by any given scope of service:

- ❖ Special Event Cleaning Services
- ❖ Parking Lot Cleaning/Maintenance
- ❖ Debris/Trash Removal
- ❖ Exterior Pressure Washing
- ❖ Commercial Parking Garages/Parking Lots Cleaning Services
- ❖ Carpet Cleaning/Spotting
- ❖ General/Specialized Office Cleaning
- ❖ Restroom Sanitizing
- ❖ Medical Facility Sterilization
- ❖ Emergency Cleaning (Floods & Water Damages)
- ❖ Glass /Window Cleaning
- ❖ Floor Care: Tile/Grout Cleaning and Floor Stripping & Refinishing
- ❖ Wood Floor/Laminate Care
- ❖ Supply/Inventory Management
- ❖ Security Lock-up







## TOOLS/EQUIPMENT

The following is a list of the working tools and equipment provided, depending upon the type of service rendered:

### **Color-Coded Microfiber Cleaning System**

**Kaivac No Touch System**

**DVAC One-Pass System**

**Auto Scrubbers**

**Backpack Blowers**

**Safety Vests**

**Squeegees**

**Vacuum Cleaners**

**Floor Dressings**

**Dust Cloth**

**Microfiber Mops**

**Carpet Cleaning Machines**

**Floor Refinishing Machines**

**Tile & Grout Machines**

**Commercial Brooms**

**Waxes**

**Trash Grabbers**

**Wiping Cloths**

**Wet Mops**

**Floor Machines**

**Green Machine Street Sweeper**

**Dust Mops**

**Rubbermaid Pulse System**

**Rubbermaid Hygiene System**

**RotoVac 360 Machine**

**Hand-held Blowers**

**Carpet Sweepers**

**Disinfectants/Sanitizers**

**Metal Polish**

**Gloves/Goggles/P.P.E.**

**3M Twist-N-Fill System**

Shown below are snapshots of some of the essential equipment used by Ceiling to Floor Cleaning, Inc. in our routine janitorial/event cleaning services.



### **KaiVac 2150**

**No Touch Restroom  
Cleaning System**



### **Rubbermaid HYGEN System**

**Hygienic Mopping &  
Water Filtration System**



### **KaiVac Omni Flex**

**Restroom Cleaning  
Dispenser & Vacuum**



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## COLOR-CODED CLEANING SYSTEM

### Complete Commercial Cleaning

### colour coded cleaning system



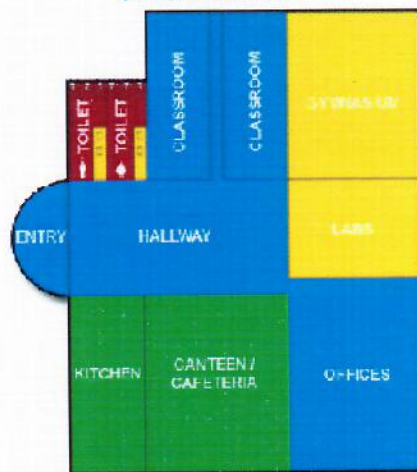
Ceiling To Floor Cleaning, Inc. uses the color coding guide for cleaning. This is an integral part of our cleaning processes and ensures the most hygienic and thorough cleaning methods.

Color Coding is the idea of designating certain cleaning tools and processes by consistent color schemes. Its purpose is the segregation of materials, equipment and procedures as a means of preventing cross-contamination. The colors used **MUST** remain consistent for their specific tasks.

The colors and their meaning are:

- \* **RED**- most often used in high sanitary (high risk of spreading infection) applications or in restroom cleaning such as toilets and urinals.
- \* **YELLOW**- for sinks, counters and washroom surfaces. Also, used for speciality cleaning such as mirrors, gyms, service counters and metal works.
- \* **BLUE**- In lower risk areas of a building such as desk-tops, ledges, walls and tile, window cleaning and high/low dusting.
- \* **GREEN**- used in food processing and food service areas, such as kitchens and bar areas.

(Sample work-site)







# *Project Management/Plan*





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### PROJECT MANAGEMENT

The Operations Manager for this project will be Brian Bennett as he has over 15 years of experience in overseeing all the responsibilities of any size entity. Mr. Bennett will act as a point of contact for the City of Fort Lauderdale Janitorial Services-Parks. He will supervise staff and can make immediate decisions to successfully maintain our highest standards, as well as the City of Fort Lauderdale. Mr. Bennett is also fully supported by our corporate resources and management infrastructure. During the site visit of your facility, we performed a detailed analysis of your individual requirements of each park location. This approach ensures that all your needs are accounted for and processes are put into practice.

Our **uniformed staff** currently provides exceptional cleaning services to multiple city/governmental facilities and we would love to continue expanding our opportunities with the City of Fort Lauderdale. The project plan outlined below is consistent with all your janitorial and event cleaning service needs. Ceiling to Floor Cleaning, Inc. has thoroughly planned tasks and responsibilities in the best interest of your facility and its' employees. We will provide exceptional cleaning services to the City of Fort Lauderdale Janitorial Services-Parks. We will also communicate with facility managers regarding ensuring that all parties involved are aware of any special events that may affect cleaning schedules and/or increase restroom traffic. In the event that any additional cleanings become necessary, it is our goal to ensure that the lines of communication are always open.

Added benefits to choosing Ceiling to Floor Cleaning, Inc.:

- ✓ Customizable service based on janitorial needs
- ✓ Assistance with Supply Management and Inventory Control (if applicable)
- ✓ Professional uniformed staff
- ✓ Employee Accountability
- ✓ Adaptable to change/ability to comply with changes
- ✓ Exceptional standards in safety
- ✓ Management Services
  - Efficient event clean-up planning/organizing/controlling
  - Initiative Taking & Independent Judgment
  - Effective Communication







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City of Fort Lauderdale -Janitorial Services-Parks (RFP #12224-595)-Project Plan

Days of the Week	Monday-Sunday (based on the requested schedule outlined in the Scope of Services)
Hours of Operation	Starting at 6am-7am (based on the requested schedule outlined in the Scope of Services)
Number of Staff Members	5 employees
Major Equipment (available if appl.)	KaiVac Omni Flex Kaivac 2150 No Touch Cleaning System Rubbermaid Hygiene Clean Water System
Storage	We would keep all necessary equipment in the designated janitorial storage areas.

At Ceiling to Floor Cleaning, Inc. we provide the services you need at the level of quality you deserve. We have evaluated/considered all your scope of service requirements. With your Janitorial Cleaning needs in our hands, we embody an ownership mentality by which we will treat them as our own.

Our **100% company-owned; state-of-the-art equipment** allows us to perform all methods of cleaning in a very efficient and effective manner. For example, our Kaivac No Touch Cleaning System provides a much deeper cleaning than a standard mop and bucket. This system is a hygienic green cleaning system that removes soils and invisible bacteria/germs (where mops spread them around). The multiple cleaning systems that will be provided to you by Ceiling to Floor Cleaning, Inc. are the best when it comes to protecting the health and safety of your buildings occupants, visiting patrons and overall environment. Our Kaivac No Touch Cleaning System will particularly serve an exceptionally beneficial purpose in the restroom areas of all the City of Fort Lauderdale Parks as these areas are highly susceptible to bacteria. Ceiling to Floor Cleaning, Inc. is armed with multiple cleaning systems needed to adapt to any cleaning environment

Ceiling to Floor Cleaning, Inc. also uses the Microfiber Cloth Color Coding System. This is an integral part of our cleaning processes and ensures the most hygienic and thorough cleaning methods. Color Coding is the idea of designating certain cleaning tools and processes by consistent color schemes. Its purpose is the segregation of materials, equipment and procedures as a means of preventing cross-contamination. The colors used **MUST** remain consistent for their specific tasks.





**Method of Operation:**

We will spend the first 30 days meeting regularly with facility liaisons to ensure standardization methods are in place to exercise a smooth and orderly new vendor/new facility transition. In addition, our experience will allow us to implement the following transitional approach:

- The assignment of a site supervisor and most appropriate and knowledgeable staff to support and effectively implement all start-up functions and cleaning assignments.
- Schedule pre-start meetings with designated facility liaisons from the City of Fort Lauderdale Parks to ensure all concerns are proactively addressed and processes are initiated.
- Maintain close communications with pertinent personnel regarding all transition efforts. Ensuring those individuals have access to telephone numbers and email addresses of Ceiling to Floor Cleaning, Inc.'s staff members.
- Implement our cleaning checklists to include the development of employee schedules, assigned cleaning tasks, equipment set-up, quality control measures and safety/security procedures.
- Ensure said checklists and schedules are posted in appropriate areas of facility.
- Conduct site orientations between Ceiling to Floor Cleaning, Inc. supervisors and cleaning staff to clearly address the efficiency/ full details of the scope of service for each location.
- Conduct inspections of progress and receive feedback from the City of Fort Lauderdale and facility management to address areas of focus.
- Conduct ongoing-periodic inspections of progress and receive feedback from the City of Fort Lauderdale.







# *Approach to Scope of Service*





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### Approach to Scope of Services

Please see that below are specific examples of two Employee Scheduled Cleaning Routes based on the locations to be serviced within the Scope of Services. Please keep in mind that we will be performing an initial cleaning to bring all locations into contract compliance within the first 30 days of the start of service.

### EMPLOYEE SCHEDULED CLEANING ROUTE (EXAMPLE)

#### Route #1

1. Holiday Park Baseball Field
2. Holiday Park Multi-fields
3. Holiday Park Jimmy Evert Tennis Center
4. George English Park
5. George English Park (Admin Office)
6. Bayview Park
7. Mangurian Park

Within the first 30 days of the start of service, Ceiling to Floor Cleaning, Inc. plans to perform an initial cleaning to bring your park restrooms into contract compliance. To ensure your park restrooms always look their best, our uniformed staff members will be on-site Monday-Sunday between the hours of 7:00am and 12:00pm (unless otherwise indicated by facility management). Within those first 30 days (as well as routinely) some of the specific tasks to be performed will include the following:

- High/low level dusting and cleaning throughout each restroom
  - Tops of door frames and door trims will be cleaned and dusted.
  - Dust and clean tops of lockers.
  - Corners of ceilings, ceiling vents/returns, and baseboards will be cleaned to remove cob-webs on a monthly basis.
  - Window sills, ledges/frames (internal), shelving and light fixtures will be dusted and cleaned weekly.
  - All trash through-out the facilities will be emptied, and trash can liners will be replaced.
  - Clean and disinfect all drinking water fountains daily (if applicable).
- Floor Care
  - Machine scrubbing of restroom floors (Tile & Grout) will be conducted on a monthly basis.
- Glass/Window Cleaning
  - Clean all glass interior, windows, window frames and window sills weekly.
  - Clean all non-glass doors and door frames.
- Restroom Disinfecting
  - Sweep and flooring areas to remove dirt and debris.
  - Clean and disinfect all basins, sinks and counter tops.







- All restrooms throughout the facility will be cleaned thoroughly with our Kaivac No Touch Cleaning System. This **Hygienic Green Cleaning System** from Kaivac **removes greater than 99.9% of targeted bacteria** in restrooms.
- Replace all urinal blocks/screens.
- Pour disinfectant and deodorizer into floor drains to prevent odors.
- Replace/replenish all paper products, hand soaps and trash can liners.

## **EMPLOYEE SCHEDULED CLEANING ROUTE (EXAMPLE)**

### **Route #2**

1. Fort Lauderdale Stadium
2. Osswald Park
3. Mills Pond Baseball Restrooms
4. Mills Pond at the Multi-fields
5. Mills Pond Maintenance

Within the first 30 days of the start of service, Ceiling to Floor Cleaning, Inc. plans to perform an initial cleaning to bring your park restrooms into contract compliance. To ensure your park restrooms always look their best, our uniformed staff members will be on-site Monday-Sunday between the hours of 7:00am and 12:00pm (unless otherwise indicated by facility management). Within those first 30 days (as well as routinely) some of the specific tasks to be performed will include the following:

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  - Sweep and flooring areas to remove dirt and debris.
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*Quality Cleaning from Top to Bottom*

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- Pour disinfectant and deodorizer into floor drains to prevent odors.
- Replace/replenish all paper products, hand soaps and trash can liners.







*Quality Cleaning from Top to Bottom*

**City of Fort Lauderdale -Janitorial Services-Parks (RFP #12224-595)**  
**Schedule/Timeline (Sample Only)**

**(SAMPLE)**

**Ceiling to Floor Cleaning, Inc. Facility Cleaning Checklist**

Facility  
 Location:  
 Employee  
 Name:  
 Date:

DONE	ENTRY / HALL WAYS / STAIRS	NOTES
	Front Door (inside/outside)	
	Closets	
	Flooring	
	Light Fixture (if reachable)	
	Cob Webs	
	Mop (if applicable)	
	Other	
DONE	OFFICES/CONFERENCE ROOMS/RECEPTION AREAS	NOTES
	Dust Walls & Cobwebs	
	Patio Doors & Sliders	
	Light Fixtures (if reachable)	
	Heater Vents	
	Vacuum & Edge	
	Baseboards	
	Mop (if applicable)	
	Other	
DONE	FITNESS CENTERS	NOTES
	Dust Walls & Cobwebs	
	Closets	
	Doors & Knobs	
	Mirrors	
	Shelves & Cabinets (inside/outside)	
	Light Fixtures (if reachable)	
	Vacuum & Edge	
	Baseboards	
	Other	
DONE	BATHROOMS/LOCKER ROOMS/SAUNAS	NOTES
	Tub/Shower-Tile, Grout, Doors, Tracks, Soap Dish, Chrome	
	Sink-Stains, Polish Chrome	
	Toilet-Tank, Bowl, Seat/Lid, Paper Holder	
	Countertops	
	Closet/Cabinets (inside/outside)	





*Quality Cleaning from Top to Bottom*

	Light Fixtures (if reachable)	
	Remove Cobwebs from Exhaust Fan	
	Dust Walls & Cobwebs	
	Vacuum & Edge	
	Baseboards & Mop	
<b>DONE</b>	<b>KITCHEN</b>	<b>NOTES</b>
	Stove Top, Drip Pans, Under Burners & Range Top, Knobs	
	Grill	
	Oven Racks-Clean Underneath (if already moved)	
	Inside/Outside Oven Door	
	Range Vent and Filters	
	Dishwasher (inside/outside)	
	Microwave (inside/outside)	
	Cabinets, Shelves & Drawers, Handles & Knobs, Clean Tops & Fronts	
	Countertops-Tile and Grout	
	Sink-Stains, Disposal, Polish Chrome	
	Trash Compactor (inside/outside)	
	Pantry-Floors, Shelves, Door	
	Light Fixtures (if reachable)	
	Dust Walls & Cobwebs	
	Vacuum & Edge	
	Baseboards & Mop	
<b>DONE</b>	<b>WINDOWS</b>	<b>NOTES</b>
	Tracks	
	Sills	
	Blinds & Shutters	
	Traverse Rods	
	Other	
	Other	
<b>DONE</b>	<b>PATIO and BALCONY</b>	<b>NOTES</b>
	Sweep & Vacuum	
	Rails	
	Light Fixtures (if reachable)	
	Storage Area, Sweep	
	Dust Walls & Cobwebs	
	Other	
<b>DONE</b>	<b>MISCELLANEOUS</b>	<b>NOTES</b>
	Cobwebs, Walls, and Ceiling	
	Baseboards	
	Fingerprints on Walls	
	Mark Removal	
	Switch and Outlet Plates	
	Top of Doors	
	Note if there are any cracks in windows or tears in screens.	







# *References/Experience*





### References

#### Florida Keys/Marathon International Airport

9000 Overseas Highway

Marathon, FL 33050

(Current Contract-2-year term)

Contact: Thomas J. Henderson, Assistant Director of Airports  
(305) 289-6060  
Email: [henderson-thomas@monroecounty-fl.gov](mailto:henderson-thomas@monroecounty-fl.gov)

Scope: Provide after-hours full janitorial cleaning services to this facility 7 days per week in the areas of daily general office cleaning, internal and external window cleaning, restroom sanitizing, carpet cleaning, hard floor surface auto scrubbing, etc.

#### City of Pembroke Pines-Charles F. Dodge City Center

601 SW City Center Way

Pembroke Pines, FL 33025

(Current Contract- 5-year term)

Contact: Steve Clark, SMG General Manager  
(954) 392-9480  
Email: [sclark@ppines.com](mailto:sclark@ppines.com)

Scope: Provide after-hours full janitorial cleaning services and special event cleaning to this (180,000+ sq. ft.) facility 5-7 days per week in the areas of daily general office cleaning, stripping and waxing quarterly, quarterly tile & grout cleaning, monthly floor maintenance, monthly pressure washing, restroom sanitizing, etc.

#### Town of Jupiter

210 Military Trail

Jupiter, FL 33458

(3rd renewal term eff. 10/1/2018)

Contact: Laurie Van Fossen, Special Projects Coordinator  
(561) 748-2766  
Email: [lauriev@jupiter.fl.us](mailto:lauriev@jupiter.fl.us)

Scope: Provide full day-porter janitorial cleaning services to this (60,000 sq. ft.) facility 5 days per week in the areas of daily general office cleaning, stripping and waxing quarterly, quarterly tile & grout cleaning, monthly floor maintenance, carpet cleaning, restroom sanitizing, etc. We also provide special event cleaning services to the Community Center of the Town of Jupiter.







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**City of Hollywood (Parks and Recreation Department)**

**1405 South 28th Avenue**  
**Hollywood, FL 33022**

**(Current Contract/amount varies based on events)**

Contact: Daniel Mell, Recreation Coordinator  
(954) 921-3501  
Email: [dmell@hollywoodfl.org](mailto:dmell@hollywoodfl.org)

Scope: Provide full special event cleaning services to all areas of Arts Park @Young Circle during and post special events such as the Food and Wine Festival, Colors of the Caribbean Festival and the Caribbean "Chill" Festival. We service all areas of these special events to include restroom cleaning & disinfecting, event grounds cleaning of all trash/debris/litter, sidewalk perimeter and building perimeter blowing, trash pick-up and debris removal, proper trash and recycling disposal, tree branch and weed cleaning, etc.

**Griffin Gardens Building-Broward County Housing Authority**

**4881 Griffin Road**  
**Davie, FL 33314**

**(3rd renewal term eff. 9/1/2018)**

Contact: Curvis Jackson, Property Manager  
(954) 325-3692  
Email: [cljackson@bchafl.org](mailto:cljackson@bchafl.org)

Scope: Provide after-hours full janitorial cleaning services to this (75,000+ sq. ft.) facility 5 days per week in the areas of daily general office cleaning, stripping and waxing quarterly, quarterly tile & grout cleaning, monthly floor maintenance, monthly pressure washing, restroom sanitizing, etc.





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# *Additional Information*







## Janitorial Services-Parks (RFP# 12224-595)



### CITY OF FORT LAUDERDALE

#### Additional Information Enclosed

- ✓ Local Business Tax Receipt
- ✓ Certificate of Status
- ✓ Sample Proof of Insurance:
  - Business Automobile Liability
  - Commercial General Liability
  - Worker's Compensation
- ✓ Spirit of Excellence
- ✓ Mission Statement/Pledge
- ✓ Drug Free Workplace Policy
- ✓ Green Cleaning Program





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### Local Business Tax Receipt

#### BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 - 954-831-4000  
VALID OCTOBER 1, 2018 THROUGH SEPTEMBER 30, 2019

DBA: CEILING TO FLOOR CLEANING INC  
Business Name: CEILING TO FLOOR CLEANING INC  
Owner Name: BRUCE BENNETT  
Business Location: 6814 W SAMPLE RD  
CORAL SPRINGS  
Business Phone: 954-662-2735  
Receipt #: 115-268336  
Business Type: CLEANING/CAPITORIAL  
Business Opened: 01/09/2019  
State/County/Cert/Reg:  
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals		
		2				
For Vending Business Only						
Number of Machines:			Vending Type:			
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00

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:

BRUCE BENNETT  
6814 W SAMPLE RD  
CORAL SPRINGS, FL 33067

Receipt #: WWW-17-00171590  
Paid 09/28/2018 33.00

2018 - 2019

#### BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 - 954-831-4000  
VALID OCTOBER 1, 2018 THROUGH SEPTEMBER 30, 2019

DBA: CEILING TO FLOOR CLEANING INC  
Business Name: CEILING TO FLOOR CLEANING INC  
Owner Name: BRUCE BENNETT  
Business Location: 6814 W SAMPLE RD  
CORAL SPRINGS  
Business Phone: 954-662-2735  
Receipt #: 115-268336  
Business Type: CLEANING/CAPITORIAL  
Business Opened: 01/09/2019  
State/County/Cert/Reg:  
Exemption Code:

Rooms	Seats	Employees	Machines	Professionals		
		2				
Signature _____						
Far Vending Business Only						
Number of Machines:			Vending Type:			
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	0.00	0.00	0.00	0.00	0.00	33.00
Receipt #www 17 00171500						
Paid 09/28/2018 33.00						

Receipt #: WWW-17-00171590  
Paid 09/28/2018 33.00







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State of Florida-Certificate of Status

***State of Florida  
Department of State***

I certify from the records of this office that CEILING TO FLOOR CLEANING INC. is a corporation organized under the laws of the State of Florida, filed on June 28, 2013.

The document number of this corporation is P13000055552.

I further certify that said corporation has paid all fees due this office through December 31, 2018, that its most recent annual report/uniform business report was filed on March 10, 2018, and that 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 Sixteenth day of May, 2018*



*Ken Datzman*  
**Secretary of State**

Tracking Number: CU2259084849

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

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>





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**Business Automobile Insurance  
(Example)**



**CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)  
4/5/2018

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).

<b>PRODUCER</b> Triton Insurance Group 100 N State Road 7 Unit 304 Margate FL 33063		<b>CONTACT NAME:</b> Triton Global <b>PHONE (A/C No., Ext.):</b> (866) 400-7674 x100 <b>FAX (A/C No.):</b> (866) 657-3678 <b>EMAIL ADDRESS:</b> quote@tritonagency.com	
<b>INSURED</b> Ceiling to Floor Cleaning Inc 1431 SW 6 Way Deerfield Beach FL 33441		<b>INSURER'S AFFORDING COVERAGE</b> INSURER A: Depositors Insurance Company NAIC# 42587 INSURER B: INFINITY AUTO INSURANCE INSURER C: INSURER D: INSURER E: INSURER F:	

**COVERAGES** **CERTIFICATE NUMBER:** CL1772805643 **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.

ITEM LTR	TYPE OF INSURANCE	ADDITIONAL INSURED (INSO) WYO	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Deductible: \$500 Per Occ GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO <input type="checkbox"/> JEOT <input type="checkbox"/> LOC OTHER:	X	ACV3007831364	7/28/2017	7/28/2018	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/CP AGG \$ 2,000,000
B	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$		509820033119001	04/02/2018	04/02/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000.00 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ EACH OCCURRENCE \$ AGGREGATE \$
	WORKERS COMPENSATION AND EMPLOYERS LIABILITY ANY PROPRIETOR/OWNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y/N <input checked="" type="checkbox"/> N/A If yes, describe under DESCRIPTION OF OPERATIONS below					E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Additional Insured Status Afforded where required by written contract with insured.

<b>CERTIFICATE HOLDER</b>  City of Fort Lauderdale Procurement Services Division 100 N Andrews Avenue Suite #6 Fort Lauderdale, FL 33301	<b>CANCELLATION</b>  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  W Michaud/GLOBAL
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ACORD 25 (2014/01)  
INS025 (2014/01)

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### General Liability Insurance

**(Example)**



### CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY):  
8/3/2018

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).

<b>PRODUCER</b> Triton Insurance Group 100 N State Road 7 Unit 104 Margate FL 33063 <b>INSURER</b> Ceiling to Floor Cleaning Inc 1431 SW 6 Way Deerfield Beach FL 33441	<b>CONTACT</b> NAME: Triton Global PHONE (Alt. No. Ext): (866) 400-7674 x100 FAX (Alt. No.): (866) 551-3678 E-MAIL: quote@tritonagency.com ADDRESS: INSURERS AFFORDING COVERAGE INSURER: Depositors Insurance Company NAIC # 42587 INSURER: INFINITY AUTO INSURANCE INSURER: Old Republic Surety Co. INSURER D: INSURER E: INSURER F:
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**COVERAGES** **CERTIFICATE NUMBER: CL188303614** **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.

TYPE OF INSURANCE	ADD. SLUR (INS. NO.)	POLICY NUMBER	POLICY EFF. (MM/DD/YYYY)	POLICY EXP. (MM/DD/YYYY)	LIMITS
<b>A. COMMERCIAL GENERAL LIABILITY</b>					
CLAIM-MADE <input checked="" type="checkbox"/> OCCUR					
Deductible: \$500 Per Occ	<input checked="" type="checkbox"/>	ACF3007022224	7/28/2018	7/28/2019	EACH OCCURRENCE BODILY INJURY PROPERTY DAMAGE MED EXP (per person) AD & AMB (per person) GENERAL AGGREGATE PRODUCTS-COMP/OP AGG
AGGREGATE LIMIT ATTACHED					\$ 1,000,000 \$ 100,000 \$ 5,000 \$ 1,000,000 \$ 2,000,000 \$ 2,000,000
<b>B. AUTOMOBILE LIABILITY</b>		50982003319001	04/01/2018	04/01/2019	COMBINED SINGLE LIMIT (B1 AGGREGATE) BODILY INJURY (per person) BODILY INJURY (per accident) PROPERTY DAMAGE (per accident)
ANY AUTO ALL OWNED AUTOS Hired Autos	<input checked="" type="checkbox"/> SCHEDULED OTHER NON-OWNED AUTOS				\$ 1,000,000,000 \$ \$ \$
<b>UMBRELLA LIAE</b>	COUPL				EXCLUDED LIMITS AGGREGATE
EXCESS LIAE	CLAIM-MADE				\$ \$
DED RETENTION					\$
WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	Y-N	N/A			TYPE U-M STATED 1 EACH ACCIDENT 2... OLENE - 13 EMPLOYEE 3 DISEASE POLICY (M)
<b>BOND</b>		W120317805	06/11/2018	06/11/2019	FM 100% FIDELITY
					\$10,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ADDENDUM, Additional Remarks Schedule, may be attached if more space is required)

Additional Insured Status Afforded where required by written contract with the insured.

Certificate Holder is listed as a Loss Payee in regards to the Bond.

#### CERTIFICATE HOLDER

#### CANCELLATION

Monroe County BOCC  
 Board of County Commissioners  
 1100 Simonton St.  
 Key West, FL 33040

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

W. Michael G. GLENN

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 INS025 (2014/01)

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## Workers Compensation Insurance

(Example)

ACORD		<b>CERTIFICATE OF LIABILITY INSURANCE</b>		DATE IN EFFECT <b>08/30/2017</b>
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.				
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. IF SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsements(s).				
PRODUCER <b>AP INTEGRO INSURANCE GROUP</b> 375 Woodcliff Drive Suite 103 Fairport, NY 14450		<div style="float: right; font-size: x-small;">FNA #00, Y00</div> <div style="clear: both;"></div> <div style="text-align: right; font-size: x-small;">INSURER(S) APPROVING COVERAGE      94124</div>		
INSURED <b>Ceiling To Floor Cleaning, Inc.</b>  PO Box 880 Fort Lauderdale, FL 33302		<div style="float: right; font-size: x-small;">31470</div> <div style="clear: both;"></div> <div style="text-align: right; font-size: x-small;">INSURER B: <b>NorGUARD Insurance Company</b></div>		
		INSURER C: INSURER D: INSURER E: INSURER F:		
<b>COVERAGES</b>		<b>CERTIFICATE NUMBER:</b>		<b>REVISION NUMBER:</b>
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 ALSO CLAUSE, LIMIT OR CONDITION OF OTHER DOCUMENTS WHICH EXCEPT TO WHAT ITS 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.				
INSTR. #1-5	TYPE OF INSURANCE	AUTOMOBILE CLASS CODE	POLICY NUMBER	EFFECTIVE DATE / CANCEL DATE
	COMMERCIAL GENERAL LIABILITY			
	CLAIMS MADE   COVER			
	PERMANENT DISMEMBERMENT BENEFIT			
	POLICY LIMIT \$500,000			
	ALSO CLAUSE			
	ADDITIONAL COVERAGES			
	UMBRELLA & EXCESS JAB			
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			
B	CEILING TO FLOOR CLEANING, INC.	Y/N	CEWC865515	07/11/2017 07/11/2018
	EL SEVERE ACCIDENT			\$ 500,000
	EL CHRONIC EMPLOYEE			\$ 500,000
	EL CHRONIC POLICYHOLD			\$ 500,000
DESCRIPTION OF OPERATION(S) / LOCATION(S) / VEHICLE(S) / ADDRESS: Remarks See below. Policy attached if more space is required.				
Exclusions: <b>BRICE BENNETT; AISHA STYLES;</b>				
<b>CERTIFICATE HOLDER</b>			<b>CANCELLATION</b>	
<b>CEILING TO FLOOR CLEANING, INC</b> P.O. Box 880 Fort Lauderdale, FL 33302			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 _____	

ACORD 25 (2015/03)

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## *Operating in The Spirit of Excellence!*

We provide complete janitorial cleaning services and professional sanitizing services to commercial properties, governmental branches, learning institutions, physician/healthcare facilities and residential properties throughout South Florida. We pride ourselves in supplying the professional & sanitized cleaning services that you deserve.

Ceiling to Floor Cleaning, Inc. has the highest standards when it comes to keeping your building/facility clean and properly maintained. Our employees are committed to doing the best job possible. While we believe in being competitive in price, there are other factors to consider when choosing a cleaning company:

1. Will your cleaning company ensure your building portrays a first-class image to customers and employees?
2. A properly cleaned building will help to ensure you have a healthy building free from contaminants such as mold, bacteria, allergens and pollutants. A healthy building with good indoor air quality will also reduce the amount of sick time taken by employees.
3. Studies have proven that employees are more productive in clean working environments.
4. Clean showrooms, service areas and medical facilities are more appealing to customers.
5. Keeping your building/facility in tip top shape will assist in maintaining high property values. Having a clean building improves the lifespan of the facility.

What Ceiling To Floor Cleaning, Inc. can provide to you:

1. All your general cleaning services provided by a dedicated staff of well-trained employees.
2. Professional advice on all your cleaning concerns and issues.
3. Specialized cleaning services including carpet spotting, carpet cleaning, emergency water damage, pressure cleaning and sanitizing.





*Quality Cleaning from Top to Bottom*

## *Our Mission*

Our mission is to become an asset to our customer's team by providing exceptional customer service with immediate responses to issues on a consistent basis. Thus, enabling them to ensure the highest quality work environment for their employees, tenants and consumers. Our mission is also to exceed our customers expectations for quality and safety while being socially conscious/compliant to environmental standards.

## *Our Pledge*

To our customers we pledge to remain a principle-centered organization built on a superior level of hard-work, honesty, loyalty and fairness. We strive to provide our internal and external customers with the highest quality of personal service possible at a cost-effective price. We are committed to being a customer-driven organization as our customer's needs are our top priority. We are creative and proactive in our ability to conform to your specifications. Not only do we maintain facilities, at Ceiling to Floor Cleaning, Inc. we also build and maintain relationships.

To our employees we pledge to adhere to the highest standards in our recruitment and employee selection process. We provide our employees with personal and career growth opportunities. Training is a top priority and we ensure our staff the continued benefit of learning and cross-training in a positive work environment. We recognize employee contributions and provide incentives consistent with extraordinary work efforts/ethics.

To our corporation we pledge to making a fair profit in an ethically, yet aggressively competitive manner. Our strategy is one of controlled growth by building our customer base and actively contributing to our targeted market selection. We commit to repaying our community for providing Ceiling to Floor Cleaning, Inc. with this business opportunity. We fully support community directed efforts towards the betterment of people and the environment.

Aisha Styles  
President/CEO







*Quality Cleaning from Top to Bottom*

## **DRUG-FREE WORKPLACE POLICY**

### **Purpose and Goal**

Ceiling to Floor Cleaning, Inc. is committed to protecting the safety, health and well being of all employees and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

**This organization encourages employees to voluntarily seek help with drug and alcohol problems.**

### **Covered Workers**

Any individual who conducts business for the organization, is applying for a position or is conducting business on the organization's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to executive management, supervisors, full-time employees, part-time employees and off-site employees.

### **Applicability**

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization, while on call, paid standby, while on organization property and at company-sponsored events.

### **Prohibited Behavior**

It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

### **Notification of Convictions**

Any employee who is convicted of a criminal drug violation in the workplace must notify the organization in writing within five calendar days of the conviction. The organization will take appropriate action within 30 days of notification. Federal contracting agencies will be notified when appropriate.

### **Drug Testing**

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines where applicable and will include a screening test; a confirmation test; the opportunity for a split sample; review by a Medical Review Officer, including the opportunity for employees who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a documented chain of custody.

All drug-testing information will be maintained in separate confidential records.

Each employee, as a condition of employment, will be required to participate in random, post-accident and reasonable suspicion testing upon selection or request of management.

The substances that will be tested for are: Cannabinoids (THC), Cocaine, Phencyclidine (PCP), Alcohol, Methaqualone and Methadone.

Testing for the presence of alcohol will be conducted by analysis of breath.

Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine.





*Quality Cleaning from Top to Bottom*

Any employee who tests positive will be immediately removed from duty, referred to a substance abuse professional for assessment and recommendations, required to successfully complete recommended rehabilitation including continuing care, required to pass a Return-to-Duty test and sign a Return-to-Work Agreement and terminated immediately if he/she tests positive a second time or violates the Return-to-Work Agreement.

An employee will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

#### Consequences

One of the goals of our drug-free workplace program is to encourage employees to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious.

In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicant may reapply after one year and must successfully pass a pre-employment drug test.

If an employee violates the policy, he or she will be subject to progressive disciplinary action and may be required to enter rehabilitation. An employee required to enter rehabilitation who fails to successfully complete it and/or repeatedly violates the policy will be terminated from employment. Nothing in this policy prohibits the employee from being disciplined or discharged for other violations and/or performance problems.

#### Return-to-Work Agreements

Following a violation of the drug-free workplace policy, an employee may be offered an opportunity to participate in rehabilitation. In such cases, the employee must sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment.

#### Assistance

**Ceiling to Floor Cleaning, Inc.** recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees, our drug-free workplace policy:

- Encourages employees to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help. Treatment for alcoholism and/or other drug use disorders may be covered by the employee benefit plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee.

#### Confidentiality

All information received by the organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.







**Shared Responsibility**

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play.

All employees are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

In addition, employees are encouraged to:

- Be concerned about working in a safe environment.
- Report dangerous behavior to their supervisor.  
It is the supervisor's responsibility to:
  - Inform employees of the drug-free workplace policy.
  - Observe employee performance.
  - Investigate reports of dangerous practices.
  - Document negative changes and problems in performance.
  - Counsel employees as to expected performance improvement.
  - Clearly state consequences of policy violations.

**Communication**

Communicating our drug-free workplace policy to both supervisors and employees is critical to our success. To ensure all employees are aware of their role in supporting our drug-free workplace program:

- All employees will receive a written copy of the policy.
- The policy will be reviewed in orientation sessions with new employees.
- Employee education about the dangers of alcohol and drug use and the availability of help will be provided to all employees.

\_\_\_\_\_  
Employee Signature/Title

\_\_\_\_\_  
Date





## GREEN AND HEALTHY CLEANING PROGRAM

### **Green and Healthy Cleaning Policy**

The following is a set of written guidelines or Standard Operating Procedures (SOPs) that govern Ceiling to Floor Cleaning, Inc.'s cleaning procedures, chemical handling and tracking requirements, equipment operation and maintenance procedures, communication protocols, training programs, inspection programs, and record keeping and reporting procedures. These guidelines are available to all cleaning personnel upon request. These SOPs shall be reviewed for possible revisions on an annual basis.

### **Green Clean Plan**

A comprehensive Green Cleaning plan encompasses cleaning practices, as well as the procurement of cleaning products, equipment and training. There are dozens of manufacturers who offer "certified" green cleaning chemicals that work well and are cost-competitive compared to traditional products. Vacuums, floor buffers and furnishers are available with high-efficiency filters that can capture microscopic materials that might adversely impact building occupant health or damage sensitive equipment.

### **Cleaning Practices**

Changes in the frequency, technique or time when cleaning is performed can be as important as the products and equipment being used. Green Cleaning promotes the use of less toxic cleaners and the use of equipment that would reduce the need to use harsh, conventional chemicals. The technology of the cleaning industry has made remarkable advances with newer technologies that perform effectively, reduce health and environmental impacts, and are cost competitive compared with conventional products.

It is best to promote cleaning programs based on:

- The US Green Building Council's Leadership in Energy & Environmental Design-Existing Buildings criteria and
- ASTM's E-1971 Standard Guide on Stewardship for Cleaning Commercial and Institutional Buildings.
- Green Seal's GS-42 Environmental Standard for Commercial and Institutional Cleaning Services







## **Procurement of Cleaning Products and Equipment**

The products chosen to accomplish the tasks can have significant impacts on the health and performance of students, staff, and the people performing the cleaning. Choices in cleaning products and equipment dramatically impact the lifespan of building materials and furnishings while preserving the environment.

A purchasing program that promotes Green Cleaning uses products and equipment that meet the following standards:

- Green Seal's GS-37 environmental standard for industrial and institutional cleaners,
- EcoLogo's CCD-146 standard for Hard Surface Cleaners,
- Carpet and Rug Institute's Green Label Program for vacuum cleaners and
- US EPA's Comprehensive Procurement Guidelines for janitorial paper products and plastic trash bags.

## **Cleaning Program**

- Ceiling to Floor Cleaning, Inc. will develop and implement a floor maintenance plan, consistent with manufacturers' maintenance recommendations, to extend the life of flooring through routine, periodic, and restorative cleaning operations.
- Ceiling to Floor Cleaning, Inc. will prepare schedules of routine cleaning operations, project work or activities performed periodically, equipment operation and maintenance/ cleaning inspections.
- The schedule of cleaning operations will include and detail the minimum frequency required for cleaning and maintaining the area to a level that adequately protects human health and the environment.
- The schedules of cleaning operations will be reviewed at a minimum of twice per year and adjusted as needed in response to the changing needs of the building and its occupants.
- A comprehensive communications plan will be established by the department with the client. The plan shall describe procedures for cleaning personnel to communicate with building coordinators and occupants, as well as a system for providing feedback from them.
- Easily understood directions will be provided to custodial staff in appropriate written languages or in graphic representation for the dilution of chemical cleaning products.
- The quantities of chemicals consumed over time by cleaning operations must be tracked on a quarterly basis.
- Ceiling to Floor Cleaning, Inc. will use a chemical measuring and dilution control system that limits worker exposure to chemical concentrates while facilitating the proper dilution of chemical concentrates.
- The custodial staff must be fully trained in the safe and effective use of all relevant chemical cleaning products.
- The appropriate technology (coarse spray bottles, automatic chemical dispensers on powered equipment, etc.) must be used for applying the chemical product in a manner that does not result in overuse and waste of the product.







- Clear directions for the proper rinsing and disposal of used or expended chemical solutions or empty chemical containers will be provided to the custodial staff.
- Ceiling to Floor Cleaning, Inc. will reduce, minimize, or eliminate the need for using cleaning chemicals wherever possible.

### **Equipment Maintenance Program**

- Department supervisors must maintain an accurate inventory of their janitorial equipment, including information showing date of purchase and vendor specifications showing the equipment meets the sustainability requirement.
- All powered cleaning equipment in use must be routinely maintained to optimize performance.
- All janitorial equipment must be inspected by the supervisor every quarter to ensure that each piece of equipment operates at a safe and optimum level in accordance with the manufacturer's specifications.
- Results of the inspection must be recorded in a maintenance log, which should always be available for review.
- On an annual basis, the department will avail of the expert services of equipment distributors or other third-party specializing in equipment repair to inspect and validate the condition of the equipment.

### **Reducing Solid Waste**

- Chemical products and supplies are to be purchased in concentrates or quantities that minimize the amount of packaging and container waste generated.
- All waste items from cleaning operations, including paper, glass, plastics, cardboard, other packaging materials, empty chemical containers, and worn equipment that are acceptable for recycling in the community must be segregated and recycled.
- When working with cleaning towels, cloths, and materials saturated with cleaning products, these materials must be disposed of, rinsed, or placed in a sealable container (i.e., metal flammable rag canister, locking plastic bag, etc.) within 2 hours of use to minimize evaporation of cleaning product.
- Where feasible and practical, reusable cleaning cloths or microfiber technology will be used in lieu of paper products. Reusable cleaning cloths or microfiber must be cleaned or laundered prior to reuse.

### **Vacuum Use and Maintenance**

- The following requirements apply to the use of vacuum cleaners: Vacuums must be equipped with the proper filter or bag; the filters shall be changed or cleaned consistent with the manufacturer's recommendations.
- Vacuum bags or canisters must be inspected at regularly and changed or replaced when half full or when indicated by a bag sensor, if vacuum is so equipped.







- Precautions, such as the provision of Personal Protection Equipment (PPE), must be taken to limit worker exposure to dust and particulate matter when cleaning and replacing bags and filters.

### **Training**

- Green Cleaning practices provide proper training of custodians in the hazards, use, proper dilution, safety, maintenance and disposal of cleaning chemicals, dispensing equipment, and packaging.
- The custodial staff, including supervisors, Assistant Superintendents and Senior Superintendents shall be trained in the proper handling of chemicals, proper use and maintenance of janitorial equipment, and proper cleaning procedures.
- Upon hire, custodial staff will be required to undergo initial training on standard operating procedures, the proper sequencing of cleaning steps, and the proper use of personal protective equipment (PPE). This training may occur before personnel are assigned to a facility or it may be conducted at the site, before beginning independent work.
- As part of initial training, all personnel are to be given standard safety training including focusing on reducing and preventing ergonomic injuries and exposure to hazardous materials encountered by the department.
- Site-specific training such as providing specific job-site training focusing on standards for the facility to which they will be assigned. Site-specific training shall cover:
- All custodial staff shall receive continuing training and/or education on an annual basis to maintain knowledge of correct procedures for safety, tools, techniques, and pertinent environmental standards. For new hires, at least 12 hours of this training must be provided upon initial employment, followed by 24 hours of in-service training, continuing education, and/or professional development opportunities on an annual basis.
- Training records shall be maintained on each employee for all training specified within this program. The documentation shall include topics included in the training, a general outline of information covered, the name and qualifications of the trainer, and the date(s) and duration of the training or courses. For current employees, records shall be retained for two years from their hiring date; records shall be retained for one year for former employees.





# *Required Forms/Addendums*





# BID/PROPOSAL CERTIFICATION

**Please Note:** If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

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

Company: (Legal Registration) Ceiling to Floor Cleaning, Inc. EIN (Optional): 41-3081997

Address: 400 N.W. 7th Avenue, Suite #880

City: Fort Lauderdale State: FL Zip: 33302

Telephone No. (954) 662-2735 FAX No. (954) 391-5088 Email: info@ctfcleaning.com

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

Total Bid Discount (section 1.05 of General Conditions): \_\_\_\_\_

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): MBE \_\_\_\_\_ WBE \_\_\_\_\_

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

Addendum No.	Date Issued	Addendum No.	Date Issued	Addendum No.	Date Issued
<u>1</u>	<u>1/14/19</u>	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

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

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

Submitted by:

Aisha Styles

Name (printed)

1/21/2019

Date:

Aisha Styles

Signature

CEO

Title



**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>
<u>NONE</u>	<u>NONE</u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>
<u> </u>	<u> </u>

**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.**



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

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

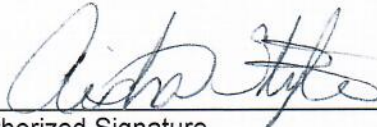
Pursuant to City Ordinance Sec. 2-17(a)(i)(ii), bidders must certify compliance with the Non-Discrimination provision of the ordinance.

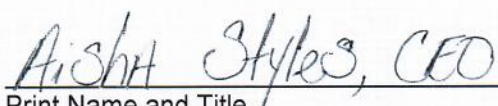
- (a) Contractors doing business with the City shall not discriminate against their employees based on the employee's race, color, religion, gender (including identity or expression), marital status, sexual orientation, national origin, age, disability or any other protected classification as defined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

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

The Contract shall include provisions for the following:

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

  
Authorized Signature

  
Print Name and Title

  
Date

## LOCAL BUSINESS PRICE PREFERENCE CERTIFICATION STATEMENT

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

- (1) \_\_\_\_\_  
Business Name
- is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
- (2) \_\_\_\_\_  
Business Name
- is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Business Tax Receipt or a complete list of full-time employees and evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.
- (3) \_\_\_\_\_  
Business Name
- is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.
- (4) \_\_\_\_\_  
Business Name
- requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (5) \_\_\_\_\_  
Business Name
- requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.
- (6) Ceiling to Floor Cleaning, Inc.  
Business Name
- is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-17-26, Sec.2-186 and does not qualify for Local Preference consideration.

BIDDER'S COMPANY: Ceiling to Floor Cleaning, Inc.

AUTHORIZED COMPANY PERSON: Aisha Styles Aisha Styles 1/31/2019  
NAME SIGNATURE DATE



## CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer:

☐ Master Card

☒ Visa Card

Company Name: Ceiling to Floor Cleaning, Inc.

Aisha Styles  
Name (Printed)

Aisha Styles  
Signature

1/31/2019  
Date

CEO  
Title



**ADDENDUM NO. 1**

RFP No. 12224-595  
TITLE: Janitorial Services, Parks

ISSUED: January 14, 2019

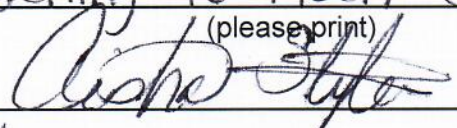
This addendum is being issued to make the following change(s):

1. Section VI – Cost Proposal Page, Line Items 12 and 20 have been corrected. Bidder must use the Revised Section VI included with this addendum.
2. The end date has been changed to Wednesday, January 23, 2019.

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB  
Procurement Administrator

Company Name: Ceiling to Floor Cleaning, Inc.  
(please print)

Bidder's Signature: 

Date: 1/31/2019





*Quality Cleaning from Top to Bottom*

# *Cost Proposal*

400 NW 7th Avenue, #880, Fort Lauderdale, FL 33302  
Office: (954) 662-2735



## SECTION VI - COST PROPOSAL PAGE - REVISED

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

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

Page 1 of 2

	LOCATIONS	DESCRIPTION	OPERATING HOURS	SERVICES PER YEAR	PRICE PER SERVICE (svc)	TOTAL ANNUAL COST PER LOCATION
1.	<b>Bayview Park</b> 4401 Bayview Dr. Located at northside of park. (Estimated Square Footage – 455 sqft.)	One Men and Women restroom. 1 Service per Day - Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	<u>\$10.00</u> /svc	<u>\$3,650.00</u>
2.	<b>Floranada Park</b> Located at 5100 NE 14 Way, on north side of the school by baseball fields third base. (Estimated Square Footage – 88 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	<u>\$10.00</u> /svc	<u>\$3,650.00</u>
3.	<b>George English Park</b> Located at 1101 Bayview Dr. (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	<u>\$10.00</u> /svc	<u>\$3,650.00</u>
4.	<b>George English Park</b> Administrative Office Located at 1101 Bayview Dr. (Estimated Square Footage – 200 sqft.)	One unisex restroom with shower. 1 Service per Week– Must be cleaned once per week, by 12-noon.	7AM to 4PM	52 SVC	<u>\$15.00</u> /svc	<u>\$780.00</u>
5.	<b>Holiday Park multi-fields</b> Located at 800 North Federal Highway. Located very close to Park Rangers office. (Estimated Square Footage – 660 sqft.)	One Men and Women restroom. 2 Services per Day - Must be cleaned 2 times a day. One cleaning by 9-am and the other must be 4 hours after first cleaning.	7AM to 8PM	730 SVC	<u>\$15.00</u> /svc	<u>\$10,950.00</u>
6.	<b>Holiday Park Baseball fields,</b> Located at most northern end of park, by NE 12 Way. (Estimated Square Footage – 744 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	<u>\$10.00</u> /svc	<u>\$3,650.00</u>
7.	<b>Holiday Park Jimmy Evert Tennis Center.</b> Located at 800 North Federal Highway. (Estimated Square Footage – 648 sqft.)	One Men and Women restroom with showers. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 4PM	365 SVC	<u>\$19.00</u> /svc	<u>\$6,935.00</u>
8.	<b>Floyd Hull Stadium – inside the Park</b> at the corner of SW 8 <sup>th</sup> Avenue & SW 28 Street	One Men and One Women restrooms (in the new concessions)	7AM to 6PM	365 SVC	<u>\$26.00</u> /svc	<u>\$9,490.00</u>



	(Estimated Square Footage – 288 sqft.)	1 Service per Day – Must be cleaned before 12-noon daily.				
9.	<b>Floyd Hull Stadium</b> Across from Morton Center – Outfield area (Estimated Square Footage – 260 sqft.)	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>10.00</u> /svc	\$ <u>3,650.00</u>
10.	<b>Dottie Mancini Park.</b> Located at 6400 NE 22 Ave. (Estimated Square Footage – 52 sqft.)	One unisex restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
11.	<b>Sunset Park.</b> Located at 3775 SW 16 St., beside the school (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
12.	<b>Parks Yard Restroom.</b> Located at 220 SW 14 Ave., by the Foremen and Supervisors offices. (Estimated Square Footage – 314 sqft.)	Unisex bathroom and hallway with shower. Also, cleaning of the ladies restroom (3 sinks and 3 toilets and one utility sink) at the front of the building. 2 Services per Week (Monday and Thursday), by 12-noon.	7AM to 3PM	52 SVC Corrected to: 104 SVC	\$ <u>15.00</u> /svc	\$ <u>1,560.00</u>
13.	<b>Las Olas Esplanade at Riverwalk.</b> Located directly across from the IMAX complex. (Estimated Square Footage – 1737 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>20.00</u> /svc	\$ <u>7,300.00</u>
14.	<b>Riverland Park</b> Located at 4000 Riverland Rd., on the north side of the park. (Estimated Square Footage – 120 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 8PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
15.	<b>Mills Pond Baseball Restrooms</b> 2201 NW 9 Ave. (by concession stand) Gated park entrance. (Estimated Square Footage – 184 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 6PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
16.	<b>Mills Pond at the Multi-fields.</b> Location is at southern end of park. Gated park entrance. (Estimated Square Footage – 668 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	7AM to 6PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>



17.	<b>Mills Pond Maintenance</b> Located at: 2201 NW 9 Ave (Estimated Square Footage – 42 sqft.)	One unisex restroom – 1 Service per day	8AM to 4PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
18.	<b>Palm Aire Park</b> Located at 3354 NW 63 St. (Estimated Square Footage – 636 sqft.)	One Men and Women restroom. 1 Service per Day – Must be cleaned by 12-noon daily.	8AM to 4PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
19.	<b>South Beach Restrooms</b> Located at the beach at A1A and Harbor Drive, across from Bahia Mar Hotel and Marina (Estimated Square Footage – 1290 sqft.)	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>18.00</u> /svc	\$ <u>25,272.00</u>
20.	<b>Fort Lauderdale Stadium</b> Located at 1301 NW 55 Street (Estimated Square Footage – 260 sqft.)	Men and Women Restroom used for Soccer behind the left field bleachers, Main Men and Women 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 Corrected to: 156 SVC	\$ <u>19.00</u> /svc	\$ <u>2,964.00</u>
21.	<b>Cooley's Landing Restrooms</b> – 420 SW 7 Ave (Estimated Square Footage – 612 sqft.)	One Men and Women restroom. 1 Service per Day –	6AM to 7PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
22.	<b>Hardy Park</b> Located at 25 SW 9 Street (Estimated Square Footage – 600 sqft.)	One Men and Women restroom. 1 Service per Day –	8AM to 9PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
23.	<b>Morton Activity Center</b> Located at 2890 SW 8 Ave (Estimated Square Footage – 400 sqft.)	One Men and One Women Restroom – 1 Service per Day	8AM to 5PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>
24.	<b>15<sup>th</sup> Street Boat Basin/Cox Landing</b> Located at: 1784 SE 15 Street (Estimated Square Footage – 288 sqft.)	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	8AM to 5PM	365 SVC	\$ <u>20.00</u> /svc	\$ <u>7,300.00</u>



		<p>25'x16'.</p> <p>The bathroom structure is 20'x 15 and the mens and ladies bathroom both have one toilet and one sink in each room. The soap, toilet paper and paper towel dispensers need to be filled daily and the baby changing tables need to be cleaned daily. The garbage cans in each bathroom also need to be emptied daily. Clean 2 drinking fountains.</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>				
25.	<p><b>Mangurian Park</b>  Located at: 3850 N Federal Hwy  (Estimated Square Footage – 288 sqft.)</p>	<p>One Men and One Women Restroom (1 service per day)</p>	8AM to 9PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3650.00</u>

26.	<b>Osswald Park</b> Located at: 2220 NW 21 Ave (Estimated Square Footage – 630 sqft.)	One Men and One Woman Restroom – 1 cleaning per day	8AM to 9PM	365 SVC	\$ <u>10.00</u> /svc	\$ <u>3,650.00</u>

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

**TOTAL ANNUAL COST** \$ 134,601.00

**Special Events:**

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

\$ 20.00 per hour