

RESOLUTION 77-11-22

A RESOLUTION OF THE TOWN COMMISSION OF THE TOWN OF LAKE PARK, FLORIDA AUTHORIZING AND DIRECTING THE MAYOR TO EXECUTE AN AGREEMENT WITH IMAGE JANITORIAL SERVICES, INC., FOR THE PROVISION OF JANITORIAL SERVICES; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the Town of Lake Park (Town) is a municipal corporation of the state of Florida with such power and authority as has been conferred upon it by the Florida Constitution and Chapter 166, Florida Statutes; and

WHEREAS, the Town is empowered to enter into contractual arrangements with public agencies, private corporations, or other persons; and

WHEREAS, the Town previously determined a need for the provision of janitorial services (the Services) for the following Town buildings: Town Hall, Palm Beach Sheriff's Office District 10, Public Works Department, Library, Lake Park Harbor Marina restrooms and shower facilities, Lake Shore Park restrooms, Kelsey Park restrooms, 800 Park Avenue, and Evergreen House; and

WHEREAS, the Town staff has solicited from contractors the Services via Request for Proposal (RFP) No. 109-2022; and

WHEREAS, in its response to the RFP, Image Janitorial Services, represented that it is qualified, able, and willing to satisfactorily provide the Services solicited in the Town's RFP; and

WHEREAS, the response to the RFP from Image Janitorial Services, Inc. was determined by the Town Manager to be responsive and responsible to all of the requirements included in the RFP; and

WHEREAS, the Town Manager has recommended the Town Commission that it enter into the Agreement with the Image Janitorial Services, Inc., for the Services.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COMMISSION OF THE TOWN OF LAKE PARK:

Section 1. The whereas clauses are hereby incorporated herein.

Section 2. The mayor is hereby authorized and directed to execute the agreement between the Town and Image Janitorial Services, Inc., for the Services. A copy of the proposed contract is attached hereto and incorporated herein as Exhibit A.

Section 3. This Resolution shall take effect immediately upon its execution.

The foregoing Resolution was offered by Vice-Mayor Glas-Castro, who moved its adoption. The motion was seconded by Commissioner Michaud and upon being put to a roll call vote, the vote was as follows:

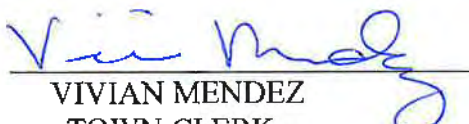
	AYE	NAY
MAYOR MICHAEL O'ROURKE	<u>/</u>	___
VICE-MAYOR KIMBERLY GLAS-CASTRO	<u>/</u>	___
COMMISSIONER JOHN LINDEN	<u>/</u>	___
COMMISSIONER ROGER MICHAUD	<u>/</u>	___
COMMISSIONER MARY BETH TAYLOR	<u>/</u>	___

The Town Commission thereupon declared the foregoing Resolution No. 77-11-22 duly passed and adopted this 2 day of November, 2022.

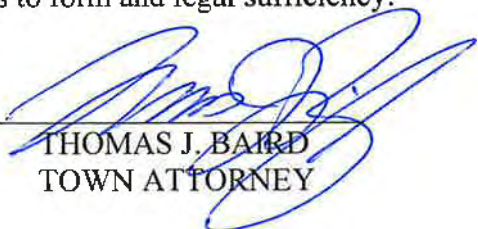
TOWN OF LAKE PARK, FLORIDA

BY: 
MICHAEL O'ROURKE
MAYOR

ATTEST:


VIVIAN MENDEZ
TOWN CLERK

Approved as to form and legal sufficiency:

BY: 
THOMAS J. BAIRD
TOWN ATTORNEY



**AGREEMENT FOR THE PROVISION OF JANITORIAL SERVICES FOR TOWN
BUILDINGS**

THIS AGREEMENT FOR THE PROVISION OF JANITORIAL SERVICES FOR TOWN BUILDINGS (AGREEMENT) is made and entered into this 2 day of November 2022, by and between the Town of Lake Park, a municipal corporation of the State of Florida, having an address of 535 Park Avenue, Lake Park, Florida, 33403 ("Town") and Image Janitorial Services, Inc, having an address of 1750 N. Florida Mango Rd, Suite 103, West Palm Beach, Florida 33409 ("Contractor").

WITNESSETH THAT:

WHEREAS, the Town is a municipality with such powers and authority as is enumerated by Chapter 166 Florida Statutes and the Florida Constitution; and

WHEREAS, the Town previously determined a need for janitorial services at the following Town buildings: Town Hall, Palm Beach Sheriff's Office District 10, Public Works Department, Library, Lake Park Harbor Marina restrooms and shower facilities, Lake Shore Park restrooms, Kelsey Park restrooms, 800 Park Avenue, and Evergreen House (the Services); and

WHEREAS, the Town staff solicited janitorial services via Request for Proposal (RFP) No. 109-2022; and

WHEREAS, in its response to the RFP, Image Janitorial Services represented that it is qualified, able, and willing to satisfactorily provide the Services solicited in the RFP; and

WHEREAS, the Contractor's response to the RFP was determined by the Town Manager to be responsive and responsible to all requirements included in the RFP; and

WHEREAS, the Town Manager has recommended to the Town Commission that the Town enter into the Agreement with the Contractor, for the Services.

NOW, THEREFORE, the Town and the Contractor in consideration of the benefits flowing from each to the other do hereby agree as follows:

1. The above stated recitals are true and correct, and are incorporated herein.

2. TERM AND OPTIONS

This term of the Agreement shall begin as of the date of execution and continue for a three-year period. The cost for the Services shall be \$94,862.30 annually, making the total cost for the Services during the Term \$284,586.90.

The Town shall have the option of extending the Agreement for two additional one-year terms at the same pricing, terms, and conditions agreed upon herein. Such extension

shall be in the form of a written amendment to the Agreement which must be executed by both parties.

3. COST OF SERVICES

The Town acknowledges the fluctuating nature of prices. Therefore, on the annual anniversary date of the Agreement, the parties hereto agree that the unit prices may be adjusted upward based on the Consumer Price Indices. The value of the adjustment will be determined by the Town.

4. LAWS AND REGULATIONS

The Contractor shall comply with all laws and regulations applicable to provide the goods or services specified in this solicitation. The Contractor shall comply with all federal, state, and local laws in the performance of this Agreement.

5. LICENSES, PERMITS AND FEES

The Contractor shall hold all licenses and/or certifications necessary to perform the Services, and shall obtain and pay for all permits and/or inspections, and comply with all laws, ordinances, regulations, and building code requirements applicable to the Services to be provided. Damages, penalties, and/or fines incurred by or imposed on the Town or Contractor for failure to obtain and maintain any required licenses, certifications, permits, and/or inspections shall be the responsibility of the Contractor.

6. SUBCONTRACTING

The Contractor shall not subcontract any portion of the work required by this Agreement without the prior written consent of the Town. Subcontracting without the prior consent of the Town shall constitute a material breach of the Agreement and may result in termination of the Agreement.

7. ASSIGNMENT

The Contractor shall not assign or transfer the Agreement, including any rights, title, or interest therein, or its power to perform the Services of this Agreement to any person, company, or corporation without the prior written consent of the Town. Assignment without the prior consent of the Town may result in termination of the Agreement.

8. RESPONSIBILITIES AS EMPLOYER

The employees of the Contractor shall be considered to be at all times its employees, and not an employees or agents of the Town. The Contractor shall provide physically competent employees capable of performing the work and licensed or certified as may be necessary to perform the Services. The Town may require the Contractor to remove any employee the Town deems to be unacceptable. All employees of the Contractor shall wear proper identification at all times while on Town properties.

It is the Contractor's responsibility to ensure that all its employees and any approved subcontractors comply with the employment regulations required by the United States Department of Homeland Security. The Town shall have no responsibility to check or verify the legal immigration status of any employee of the Contractor.

9. INDEMNIFICATION AND INSURANCE

The Contractor shall indemnify and hold harmless the Town and its elected and appointed officers, employees, and agents from any and all liability, losses, or damages, including attorney's fees and costs of defense, which the Town or its elected or appointed officers, employees, or agents may incur as a result of any claims, fees, demands suits, causes of actions, or proceedings of any kind or nature arising out of, relating to, or resulting from the performance of the Agreement by the Contractor or its employees, agents, servants, partners, principals, or subcontractors. The Contractor shall be responsible for paying all claims and losses, or fees in connection therewith, and shall investigate and defend all claims, suits, or actions of any kind or nature against the Town, for its negligence, act or omission, including appellate proceedings, and shall pay all costs, judgments, and attorney's fees which may be incurred thereon. The Contractor expressly understands and agrees that any insurance protection required by this Agreement or otherwise provided by the Contractor shall in no way limit its responsibility to indemnify, keep and save harmless, and defend the Town or its elected and appointed officers, employees, and agents.

The Contractor shall have and maintain during the term insurance coverage is to be issued by an insurance company authorized, licensed, and registered to do business in the state of Florida, with a minimum rating of B+ or better, in accordance with the latest edition of A.M. Best's Insurance Guide. This insurance shall be documented in certificates of insurance which provides that the Town shall be notified at least 30 days in advance of cancellation, non-renewal, or adverse change. The receipt of certificates of insurance, including if requested by the Town policies or copies of policies by the Town or by any of its representatives, which indicate less coverage than is required, does not constitute a waiver of the selected Contractor's obligation to fulfill the insurance requirements herein. Deductibles must be acceptable to the Town.

The selected Contractor must submit a current Certificate of Insurance, naming the Town as an additional insured and listed as such on the insurance certificate. New certificates of insurance are to be provided to the Town upon expiration.

The selected Contractor shall provide insurance coverage as follows:

- a. **WORKERS' COMPENSATION INSURANCE** in accordance with statutory requirements and Employer's Liability Insurance with limits of not less than (\$100,000 for each accident, not less than \$100,000 for each disease, and not less than \$500,000 aggregate.

- b. GENERAL LIABILITY INSURANCE with each occurrence limits of not less than \$1,000,000.
- c. PROFESSIONAL LIABILITY INSURANCE with limits of not less than \$1,000,000 annual aggregate.
- d. HIRED AND NON-HIRED VEHICLES with limits of not less than \$500,000 per claim.

10. MODIFICATION OF AGREEMENT

The Agreement may only be modified by the mutual consent, as evidenced by a written amendment to the Agreement.

11. TERMINATION FOR CONVENIENCE

The Town, at its sole discretion, reserves the right to terminate this Agreement for convenience and without cause upon providing 60 days advance written notice to the Contractor. Upon receipt of such notice, the Contractor shall not continue to provide the Services unless the Town shall have provided written authorization.

12. TERMINATION BY CONTRACTOR

The Contractor may terminate the Agreement before the expiration of the Term provided it gives 90 days written notice of its intention to do so. In the event of termination by Contractor, the Town may procure the required goods and/or services from any source and use any method deemed in its best interest to provide the Services. All re-procurement costs shall be borne by the Contractor.

13. ACCESS AND AUDIT OF RECORDS

The Town reserves the right to require the Contractor to submit to an audit by an auditor of the Town's choosing at the Contractor's expense of its records, which relate directly or indirectly to this Agreement, at its place of business during regular business hours, or at such other places as mutually agreed to by the Town and Contractor.

The Contractor shall retain all records pertaining to this Agreement, and upon request, make them available to the Town for three (3) years following expiration of the Agreement. The Contractor agrees to provide such assistance as may be necessary to facilitate the review or audit by the Town to ensure compliance with applicable accounting and financial standards.

14. OFFICE OF THE INSPECTOR GENERAL

Palm Beach County has established the Office of the Inspector General (OIG), which is authorized and empowered to review past, present, and proposed Town programs, contracts, transactions, accounts, and records. The OIG has the power to subpoena witnesses, administer oaths, require the production of records, and monitor existing

projects and programs. The OIG may, on a random basis, perform audits on all Town contracts.

15. BINDING EFFECT

All of the terms and provisions of this Agreement, whether so expressed or not, shall be binding upon, inure to the benefit of, and be enforceable by the parties and their respective legal representatives, successors, and authorized assigns.

16. SEVERABILITY

If any part of this Agreement is contrary to, prohibited by, or deemed invalid under applicable law or regulation, such provision shall be inapplicable and deemed omitted to the extent so contrary, prohibited, or invalid, but the remainder hereof shall not be invalidated thereby and shall be given full force and effect so far as possible.

17. GOVERNING LAW AND VENUE

The enforcement of this Agreement shall be governed by and enforced in accordance with the laws of the State of Florida without regard to any contrary conflicts of law principle. Venue of all proceedings in connection herewith shall lie exclusively in Palm Beach County, Florida.

18. ATTORNEY'S FEES

If either party is required to initiate a legal action, including appeals, to enforce this Agreement, the prevailing party shall be entitled to recover its reasonable attorney's fees and costs.

19. EQUAL OPPORTUNITY AND ANTI-DISCRIMINATION

The Town complies with all laws of prohibiting discrimination on the basis of age, race, gender, religion, creed, political affiliation, sexual orientation, physical or mental disability, color or national origin, and therefore is committed to assuring equal opportunity in the award of contracts and encourages small, local, minority and female-owned businesses to participate.

During the performance of this Agreement, Contractor shall not discriminate or permit discrimination in its hiring practices or in its performance of the Agreement. The Contractor shall strictly adhere to the equal employment opportunity requirements and any applicable requirements established by the state of Florida, Palm Beach County and the federal government.

The Contractor further acknowledges and agrees to provide the Town with all information and documentation that may be requested by the Town from time to time regarding the solicitation, selection, treatment, and payment of approved subcontractors, suppliers, and vendors in connection with this Agreement.

20. MINIMUM WAGE REQUIREMENTS

The Contractor shall comply with all minimum wage requirements, such as Living Wage requirements, minimum wages based on Federal Law, minimum wages based on the Davis-Bacon Act, and the provisions of any other employment laws, as may be applicable to this Agreement.

21. PUBLIC RECORDS

The Contractor shall comply with Florida's Public Records Law. Specifically, the Contractor shall:

- a. Keep and maintain public records required by the Town to perform the service.
- b. Upon the request of the Town's custodian of public records, provided the Town with such public records within a reasonable time at a cost that does not exceed the costs provided for in Chapter 119, Florida Statutes.
- c. Ensure that any public records that are exempt or confidential from public records disclosure are not disclosed except as authorized by law for the duration of the term of this Agreement, and following completion of this Agreement if the Contractor/Vendor does not transfer the records which are part of this Agreement to the Town.
- d. Upon the completion of the term of the Agreement, transfer, at no cost, to the Town all public records in possession of the Contractor/Vendor; or keep and maintain the public records associated with the services provided for in the Agreement. If the Contractor/Vendor transfers all public records to the Town upon completion of the term of the Agreement, the Contractor/Vendor shall destroy any duplicate public records that are exempt or confidential from public records disclosure. If the Contractor/Vendor keeps and maintains public records upon completion of the term of the Agreement, the Contractor/Vendor shall meet all applicable requirements pertaining to the retention of public records. All records stored electronically shall be provided to the Town, upon request from the Town's custodian of public records, in a format that is compatible with the information technology systems of the Town.
- e. IF THE CONTRACTOR/VENDOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, ITS DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, THE CONTRACTOR/VENDOR SHOULD CONTACT THE

CUSTODIAN OF PUBLIC RECORDS AT: TOWN CLERK,
535 Park Avenue, Lake Park, Florida 33403, 561-881-3311,
Townclerk@lakeparkflorida.gov.

IN WITNESS WHEREOF, the parties hereto have made and execute this Agreement as of the day and year last execute below.

ATTEST:

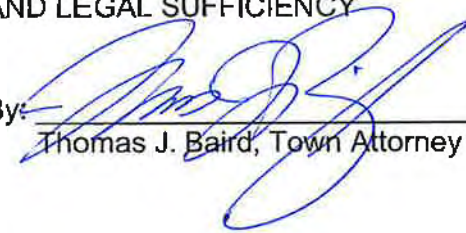
TOWN OF LAKE PARK

By: 
Vivian Mendez, TOWN Clerk

By: 
Michael O'Rourke, Mayor



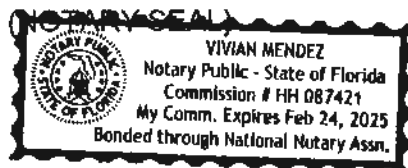
APPROVED AS TO FORM
AND LEGAL SUFFICIENCY

By: 
Thomas J. Baird, Town Attorney

STATE OF FLORIDA

COUNTY OF PALM BEACH

The foregoing instrument has been acknowledged before me this 2 day of November 2022 by Michael O'Rourke, Chairman of the Town of Lake Park TOWN, and who is personally known to me.



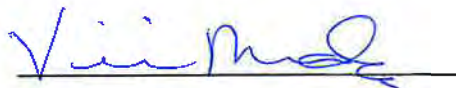

Notary Public, State of Florida

Image Janitorial Services, Inc:

By: Tim B. Wilson

Its: President

Timothy B. Wilson

Printed

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JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS



TOWN OF LAKE PARK

REQUEST FOR PROPOSAL (RFP) 109-2022

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

The Town of Lake Park is accepting sealed proposals from qualified proposers who can perform the work described herein.

The Town of Lake Park, is soliciting proposals from experienced and qualified companies to provide janitorial services to the Town.

The Town **will** provide all equipment, supplies, tools, materials, and all other necessary incidentals required to perform the work described in the Request for Proposals' (RFP) Scope of Work and Scope of Services.

The anticipated contract term resulting from this RFP is for a period of three (3) years, renewable annually for up to two (2) additional one (1) year extensions, for a total potential contract term of five (5) years.

Town Locations to be Serviced

1. **Town Hall** - 535 Park Avenue
2. **PBSO District 10 Substation** - 700 6th Street
3. **Public Works Department** - 640 Old Dixie Highway
4. **Library** - 529 Park Avenue
5. **Recreation** - 800 Park Avenue
6. **Evergreen House** - 601A Federal Highway
7. **Lake Park Harbor Marina (Restrooms and Shower Rooms)** - 103 – 105 Lake Shore Drive
8. **Lake Shore Park Restrooms** - 701 Lake Shore Drive
9. **Kelsey Park Restrooms** - 700 Lake Shore Drive

This Request for Proposal (RFP) is being procured via UrbanLeap, an electronic procurement platform. UrbanLeap shall impose a service fee to the lowest, responsive, responsible bidder equivalent to 1% of the contract value awarded. Service Fees will be coordinated between UrbanLeap and the Offeror.

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS



Request for Proposal documents are available beginning September 12, 2022 at 10:00 AM EDT at <https://app.urbanleap.io/form/110793568768891>.

Sealed responses will be accepted digitally via the following Submission Form:

<https://app.urbanleap.io/form/110793568768891> until October 13, 2022 at 2:30 PM EDT.

Proposals will be publicly opened and read aloud at October 13, 2022 at 2:35 PM EDT in the Town Hall Commission Chambers, 535 Park Avenue, Lake Park, Florida, 33403.

Proposals will not be accepted in any other format other than the specified above. Late proposals will not be accepted.

Information regarding a Pre-Proposal Meeting and Site Visit, if applicable to this solicitation, will be detailed below:

Pre-Bid Meeting: Yes

Date/Time: September 23, 2022 at 10:00 am

Location: Town Hall Commission Chambers

Additional Information: To visit all buildings

Site Visit: Yes - Attendance is Mandatory

Date/Time: September 23, 2022 at 10:00 am

Location: Town Hall Commission Chambers

Additional Information: Mandatory site visit

All Proposers are advised to closely examine the Solicitation package, and to become familiar with the scope of work and services to be performed under this solicitation. Any questions regarding the completeness or substance of the Solicitation package or scope of services must be submitted via this form: https://app.urbanleap.io/questions_form/278913969330542 by September 29, 2022 at 5:00 PM EDT.

Proposers shall demonstrate a satisfactory record of performance for services provided which are similar in the magnitude and scope for the services sought herein and as documented by their Letters of Reference.

The Town of Lake Park reserves the right to accept or reject any or all Proposals, in whole or in part, with or without cause, to waive any irregularities and/or technicalities, and to award the resultant contract on such coverage and terms it deems will best serve the interests of the Town. All proposed prices shall be guaranteed firm for a minimum of 90 calendar days after submission of the Proposal.

The Town of Lake Park is exempt from Federal and State Taxes for tangible personal property taxes.

All proposers are advised that the Town has not authorized the use of the Town seal by individuals or entities responding to Town invitations to bid or requests for proposals, and that any such use by unauthorized persons or entities constitutes a second-degree misdemeanor pursuant to Section 165.043, Florida Statutes. All proposers are further advised that the Town



**Mandatory
Pre-Proposal Meeting Minutes**

Town of Lake Park, Florida
Request for Proposal 109-2022
Janitorial Services for Town
Buildings and Parks Restrooms

Friday, September 23, 2022, 10:00 A.M.

Commission Chamber, Town Hall, 535 Park Avenue

The pre-proposal meeting was conducted on Friday, September 23, 2022 at 10:00 A.M. Present were Operations Manager Dwayne Bell, General Infrastructure Forman Howard Butts, and Town Clerk Vivian Mendez.

Operations Manager Bell introduced himself and General Infrastructure Forman Butts and welcomed everyone to the meeting. He explained that Mr. Butts would escort everyone to the all of the facilities that were part of the Request for Proposal. He explained that there were nine (9) locations. An Addendum has been issued updating the address of one of the facilities.

The general scope of work was to provide experienced and qualified companies to provide janitorial services to the Town. The Town will provide all equipment, supplies, tools, materials, and all other necessary incidentals required to perform the work described in the Request for Proposal Scope of Work of Services.

The anticipated contract term was for a period of three (3) years, renewable annually for up to two (2) additional one (1) year extensions, for a total potential contract term of five (5) years.

He thanked everyone for coming and Mr. Butts began to escort everyone through the facilities.

ADJOURNMENT:

The mandatory pre-proposal meeting adjourned at 10:04 A.M.

Town Clerk Vivian Mendez



Project # 109-2022

PROJECT: Janitorial Services for Town Buildings and Parks Restrooms

DATE/TIME:

October 13, 2022 2:30 P.M.

Pre-Construction Meeting

	CONTACT NAME & COMPANY	ADDRESS	PHONE	FAX	EMAIL ADDRESS
11	Image Companies Paul Saavedra	1780 N. Florida Mango Rd	861 255 9915	561 844 8986	psaavedra@imagecompanies.com
12	JUAN SARAMILLO BOY B&F	3260 NW 23 AVE STE 100E POMPANO BEACH FL 33069	954 600 4419		JUAN.SARAMILLO@boy.com
13	Crystal Building Maintenance RON WICKS	P.O. Box 18023 WPB 33416 5800 S. SABLE CIR	561-684-5652 954	561-790-6545	crystalblmaint@ciol.com
14	P.C.S PROFESSIONAL CLEANING SERV. TAMMY GRAHAM	20 SW 27th Ave Suite 100 Pompano Beach, FL 33069	561 297-5142 954 650 6928	954 580 0686	info@natchclean.com tgraham@anagofl.com
15	Estrellita Inc. d/b/a Anago of South Florida Stephanie Cetaute	1265 NE 203rd St Miami FL 33179	(305) 725-2355		scetaute@amerpluscleaning.com
16	Amer-Plus Janitorial & Maintenance				
17					
18					
19					
20					



TOWN OF LAKE PARK

REQUEST FOR PROPOSAL (RFP) 109-2022

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

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8. **Lake Shore Park Restrooms** - 701 Lake Shore Drive
9. **Kelsey Park Restrooms** - 700 Lake Shore Drive

This Request for Proposal (RFP) is being procured via UrbanLeap, an electronic procurement platform. UrbanLeap shall impose a service fee to the lowest, responsive, responsible bidder equivalent to 1% of the contract value awarded. Service Fees will be coordinated between UrbanLeap and the Offeror.

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS



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Date/Time: September 23, 2022 at 10:00 am

Location: Town Hall Commission Chambers

Additional Information: To visit all buildings

Site Visit: Yes - Attendance is Mandatory

Date/Time: September 23, 2022 at 10:00 am

Location: Town Hall Commission Chambers

Additional Information: Mandatory site visit

All Proposers are advised to closely examine the Solicitation package, and to become familiar with the scope of work and services to be performed under this solicitation. Any questions regarding the completeness or substance of the Solicitation package or scope of services must be submitted via this form: https://app.urbanleap.io/questions_form/278913969330542 by September 29, 2022 at 5:00 PM EDT.

Proposers shall demonstrate a satisfactory record of performance for services provided which are similar in the magnitude and scope for the services sought herein and as documented by their Letters of Reference.

The Town of Lake Park reserves the right to accept or reject any or all Proposals, in whole or in part, with or without cause, to waive any irregularities and/or technicalities, and to award the resultant contract on such coverage and terms it deems will best serve the interests of the Town. All proposed prices shall be guaranteed firm for a minimum of 90 calendar days after submission of the Proposal.

The Town of Lake Park is exempt from Federal and State Taxes for tangible personal property taxes.

All proposers are advised that the Town has not authorized the use of the Town seal by individuals or entities responding to Town invitations to bid or requests for proposals, and that any such use by unauthorized persons or entities constitutes a second-degree misdemeanor pursuant to Section 165.043, Florida Statutes. All proposers are further advised that the Town

September 14, 2022



Addendum No. 1: RFP 109-2022

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

Each recipient of Addendum No. 1 to the RFP who responds to the RFP acknowledges all of the provisions set forth in the RFP and agrees to be bound by the terms thereof. This addendum shall modify, clarify, change or add information and become part of the contract documents.

1. CLARIFICATIONS/ADDITIONAL INFORMATION

- a. This Addendum provides the approximate square footage of the service locations included in the Request for Proposal (RFP).
- b. Additionally, this Addendum corrects the address for service location No. 9, Kelsey Park Restrooms, in the RFP. *The correct address is 601 Federal Hwy.*

LOCATION NO.	LOCATION NAME	ADDRESS	APPROX. SQ. FT.
1	Town Hall	535 Park Avenue	15,372
2	PBSO District 10	700 6th Street	5,350
3	Public Works	640 - 650 Old Dixie Hwy	4,200
4	Library	529 Park Avenue	9,685
5	Recreation	800 Park Avenue	2,200
6	Evergreen House	601A Federal Hwy	1,396
7	Lake Harbor Marina Restrooms and Showers	103 -105 Lake Shore Drive	800
8	Lake Shore Park Restrooms	701 Lake Shore Drive	500
9	Kelsey Park Restrooms	601 Federal Hwy	900

DocuSigned by:

Dwayne Bell

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Minutes
Town of Lake Park, Florida
Request for Proposal 109-2022 Opening
Janitorial Services for Town Building
and Parks Restrooms
Thursday, October 13, 2022 2:30 P.M.
Commission Chamber, Town Hall, 535 Park Avenue

The Request for Proposal opening was conducted on Thursday, October 13, 2022 at 2:30 P.M. Present were Operations Manager Dwayne Bell and Town Clerk Vivian Mendez.

Operations Manager Bell called the meeting to order announced that six (6) submittals were received.

- 1) Amer-Plus Janitorial & Maintenance LLC., 1265 NE 203rd Street, Miami, FL 33179. The total for a three-year contract is \$419,508.94.
- 2) A Rostant and Sons Janitorial Services, P.O. Box 8387, West Palm Beach, FL 33407. They did not submit a proposal. They provided an invoice for \$1,350.
- 3) Crystal Building Maintenance, 3200 Summit Blvd, West Palm Beach, FL 33416. The total for a three-year contract is \$369,390.
- 4) Estrellita, Inc., d/b/a Anago of South Florida, 20 SW 27th Avenue., Suite 100, Pompano Beach, FL 33069. The total for a three-year contract is \$451,692.
- 5) Image Janitorial Services Inc., A50 N. Florida Mango Road, Suite 103., West Palm Beach, FL 33409. The total for a three-year contract is \$284,586.90.
- 6) PCS Professional Cleaning Services Corp., 5800 S. Sable Circle, Margate, FL 33063. The total for a three-year contract is \$ 386,942.76.

ADJOURNMENT:

The meeting adjourned at 2:46 P.M.

Town Clerk Vivian Mendez

Report Date: 10/18/2022

Bid Open Date: Proposals opened by Vivian Mendez on 10/13/22 at 6:36pm Eastern

Stage: Round 2

Image Janitorial Services, Inc



Image Companies

<http://imagecompanies.com>

Headquarters

West Palm Beach, Florida

Number of employees

1 - 10

Estimated annual revenue

\$1M-\$10M



[linkedin.com/company/image-companies](https://www.linkedin.com/company/image-companies)



twitter.com/ImageTracking

Solution Response

NAICS Code

561,720

Submitter



Timothy Wilson



twilson@imagecompanies.com



+1 561 844 8778

Submitted: 10/12/2022

Profile. Include a statement about the organization, as well as any subcontracted organizations, indicating the number of years, types of relevant experience, and history of working with municipal governments within and outside the state.

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

Over the years we have established and refined our business model, taking as our guide the dictionary definition of the Cosmos: " A self-inclusive system characterized by order and harmony amid complexity and detail ".

We constantly re-fine and improve our systems and service by patient observation, rapid response to customer needs, and by remaining open to customer and employee recommendations.

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

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

Paper Products & Supplies

Image Janitorial responded with certification through:

BSCAI - Building Service Contractors Association International

IICRC - Institute of Inspection Cleaning & Restoration Certification

USGBC - U.S. Green Building Council

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

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

Over the years we have gone from a small family owned business to a full-service corporation offering a wide range of products and services to meet

customer needs. But one thing remains the same, our commitment to the original idea:

Service: Quality Dependable Services.

Why Image Janitorial Services

- Fervently Customer Driven.
- Your property management partner.
- Ready to serve you instantaneously 24/7.

- Utterly devoted to quality.
- Leaders in promoting indoor air quality and disinfection services.
- Locally owned and managed.
- A strongly people-oriented company.

Special Projects

- Carpet Care: State of the art equipment and knowledgeable technicians can get your carpets clean, even high traffic areas. We can also Scotch guard your upholstery and carpets to help keep them clean.
- Floor Refinishing: Linoleum, Vinyl, Marble, and Terrazzo floors can look their very best with a maintenance program the Image Companies. Providing a clean polished look that protects too.
- Water Damage Restoration: Rapid state of the art de-flooder, high velocity air movers, ozone machines, commercial grade dehumidifiers. We are an IICRC - Certified flood restoration firm, which means we are qualified to return your building or office to its pre-loss condition.
- Paper Products & Janitorial Supplies: With over 7,000 items in stock it's easy one stop shopping for office, hotel, restaurant and janitorial supplies. We offer fast friendly service with competitive prices to meet your individual needs.
- Consulting: With our 20 years of combined experience we can set up an in-house cleaning program for your facility. We can help with technical training of your staff, establish proper labor schedules, increase productivity & help control costs.

Customer Communications

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

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

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

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

Image Janitorial Services – Staffing

We're your partner in building management. We'll work with you to make sure your building is clean and orderly. Our people are well trained, trust- worthy, and our management is well organized. We'll do the job right, on time, and on budget. We interview and thoroughly screen candidates for ability, character and temperament. We consider only those candidates with proper work credentials based on satisfactory work history of previous and present employers as well as qualifications. We verify all employees through local and statewide background checks via the Florida Department of Law Enforcement, The Division of Motor Vehicles, The Florida Division of Workers Compensation and The Department of Homeland Security and its E- Verification System. We are knowledgeable in matters affecting the hiring of personnel, including naturalization and immigration laws.

We staff a new building from four sources:

- Existing employees working at the building ONLY if they meet the strict standards of Image Janitorial Services, Inc.
- We find this approach minimizes the learning period. The current contractor's employees, whom we may hire after screening, interviewing, testing and evaluating

their performance, will be trained in our techniques and procedures through a required- on site classroom training class.

- Current Image, Janitorial employees at other locations. We know they do a great job already and have the track record to prove it; and
- Most importantly, we often hire based on referrals by Image Janitorial employees.

Training & Continued Education

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

Image Janitorial Employee Training Program:

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

Classroom Training:

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

Testing:

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

On-site training: Training Continues...

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

Image Janitorial Policy: All employees are issued a handbook and agree to these tried and true policies which are in place.

Approach. State your understanding of the work to be performed and describe your approach to satisfy the Scope of Work & Requirements. You may include implementation strategies or techniques that you intend to employ in carrying out the work.

Proposed Work Plan and Project Management Strategy

Management of Town of Lake Park begins with the Right hire. Image Companies has an intensive hiring process that begins at the Application process. The application is entered into the Image Applicant Insight Program. This software program unique and proprietary to Image Companies allows us to review each applicant for 15 different factors that we have determined are crucial to a good hire, a long-time employee and ultimately a satisfied client.

The Image Applicant Insight program will allow us to examine and review each applicant experience in the janitorial field, language and writing abilities, work load and time availability, location and traveling ability as well as many other factors. This information which is reviewed for each potential applicant and job opening is invaluable in assisting in making the right hire. Once hired all Image employees have a background check both locally and statewide. And all Image Employees are processed through the Federal Department of Homeland Security. Once each employee has passed our background check and it is verified that the employee is legally authorized to work in the United States through the Department of Homeland Security, a well-informed hire is made.

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

Prior to being assigned a permanent jobsite each Image employee must take and pass a 90-question final exam. This examination allows us to review each employee's retention of the material and to determine what may need to be reviewed and also what specific job functions or role each employee may be best suited for. Each employee has been screened and proper trained they are then placed on the jobsite where Image Team Management Software assists all Image employees from Administration to the front-line janitorial staff member to provide the best possible services for each and every Image Client.

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

Additional Quality Control Inspector* Each Image Account is randomly selected for inspection. The Town of Lake Park will have a minimum of 2 days per week of unannounced Quality Control Inspection. All inspections are submitted directly to the Image office for review and processing. All necessary corrections and score reviews are

shared within 24 hours of inspection with the Area Manager and Supervisor to be shared with Image staff for feedback, correction and training.

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

Quality Control and Correction

The Town of Lake Park staff will be scored for quality daily by the Supervisor and Lead assigned to oversee the daily cleaning. This will ensure quality and consistency. However, Image believes that additional oversight is necessary for the success of Image at the Town of Lake Park. Image will supply the Town of Lake Park with unannounced Quality Control Inspections. All inspections are submitted directly to the Image office for review and processing. All necessary corrections and score reviews are shared within 24 hours of inspection with the Area Manager and Supervisor to be shared with Image staff for feedback, correction and training. *(Note-Quality Control Inspector is not part of the minimum requirements for Town of Lake Park, this is customary on all Image jobsites and believe this additional step allows Image to provide better services for our clients. Image client retention is 7x the industry average. Industry average is 18 months for Client retention. Image client retention is 7 years) *

The following staff would be directly assigned to the Town of Lake Park

Tim Wilson- 35 Years of Industry Experience, 35 with Image Companies

Member of BSCAI (Building Service Contractors of America

IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial Janitorial Service

20 Years Industry Experience with Green Cleaning

Paul Saavedra- 27 Years of Industry Experience, 26 with Image Companies

Member of BSCAI (Building Service Contractors of America

IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial Janitorial Service

15 Years Industry Experience with Green Cleaning

Bilingual (English & Spanish)

Miguel Gutierrez – 5 Years of Industry Experience, 2 with Image

Quality Control, Commercial Cleaning

Janitorial Service

Bilingual (English & Spanish)

The following Image staff will be working closely with The Town of Lake Park

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

What sets your solution apart from competitors?

Communications and Responsiveness

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

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

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

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

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

Customer Communications

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

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

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

Image Janitorial Services – Staffing

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

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

Communications and Responsiveness

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

To what extent can you meet the outlined requirements?

Entirely

If any requirements cannot be met, please indicate which ones and why?

N/A

Please check all that apply

- Less than 250 employees

If an addendum has been issued, it shall be made available on this form upon refresh. By checking the box here, I acknowledge my responsibility to check this form for addenda prior to responding to the solicitation.

- I acknowledge.

By checking the box below, you and the company or other legal entity you represent confirm that you have read, understood, and agree to UrbanLeap's Terms of Service. In addition, if you enter into a contract with the Town of Lake Park, Florida, you will (i) promptly notify UrbanLeap in writing of such contract; (ii) promptly provide UrbanLeap with a copy of the executed version of such contract; and (iii) pay UrbanLeap (due upon receipt of its invoice, except where prohibited by law) a Service Fee (as defined in the Terms of Service) equivalent to one (1%) percent of any amounts actually paid by the City to the Vendor pursuant to the contract awarded to Vendor hereunder. For the removal of any doubt, UrbanLeap's Service Fee shall apply to all types of municipal arrangements with vendors, including, but not limited to, fixed-price contracts, on-call consultancy and advisory agreements, milestone-triggered payments and so forth, provided in all events that the Vendor has actually received payments from the City. UrbanLeap shall endeavor to issue invoices for its Service Fee concurrently with the City's payment practices, but in no event less than once annually.

- I have read, understand, and agree to UrbanLeap's Terms of Service.

Your Name

Timothy Brooke Wilson

Today's Date

10/12/2022

All attachments

 219667675273388required_forms_completed_pdf

Average Evaluation Scores



Average Score

94 / 120

Total Completed Evaluations

4

Overall Consistency of Evaluations

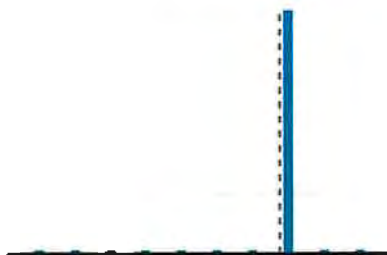
Highly Consistent (evaluators were very aligned)

Breakdown by Category

Category:

PRICE PROPOSAL AND PROPOSAL REQUIREMENTS

- Cost Effectiveness
- Evaluation based on total annual cost of all locations



Relative Score

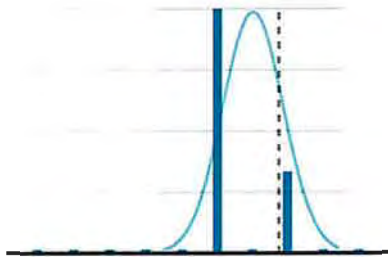
Highest scored category (8% above average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: . TECHNICAL APPROACH

- Understanding of the scope of services and scope of work
- Technical soundness of proposal
- Quality and thoroughness of the submitted proposal



Relative Score

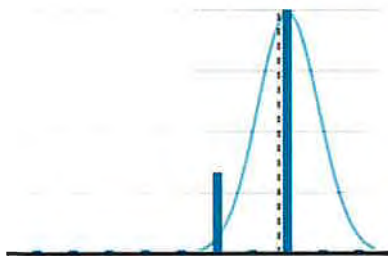
Lowest scored category (8% below average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: EXPERIENCE AND QUALIFICATIONS OF COMPANY

- Ability to comply with the full scope of work
- Number of years company has been in business
- References
- Experience conducting similar work
- Governmental experience



Relative Score

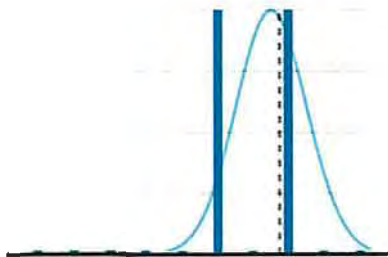
3% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: INNOVATIVE/CREATIVE APPROACH

- Measures taken to provide additional efficiencies or increased performance capabilities



Relative Score

3% below average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Individual Evaluation Scores and Comments

Jeffrey Duvall <jduvall@lakeparkflorida.gov>

94

All of the previous government contracts ended. Did not win rebid?

John M Wille <jwille@lakeparkflorida.gov>

88

Dwayne Bell, Sr. <dbell@lakeparkflorida.gov>

96

Roberto Travieso <rtravieso@lakeparkflorida.gov>

98

Annual total cost is 21.75% lower than the average of the three (3) evaluated proposals. Contractor also provides robust internal training program to staff, high levels of responsiveness and customer service, including after hours, strong credentials and municipal/commercial experience and references.

Report Date: 10/18/2022

Bid Open Date: Proposals opened by Vivian Mendez on 10/13/22 at 6:36pm Eastern

Stage: Round 2

P.C.S. Professional Cleaning Services Corp.



pcscleanup.com

<http://pcscleanup.com>

Solution Response

NAICS Code

561,720

Submitter

 **RW** Ron Wicks

 ron@neatcleaningserviceusa.com

 +1 954 297 5142

Submitted: 10/10/2022

Profile. Include a statement about the organization, as well as any subcontracted organizations, indicating the number of years, types of relevant experience, and history of working with municipal governments within and outside the state.

Dear Committee,

Please accept this letter as a Statement of Qualifications in furtherance of P.C.S.'s submission of its bid proposal with regard to the above reference RFP No. 109-2022.

P.C.S. is a family owned and operated professional janitorial service company operating in the South Florida/Tri-County area. For the past nine years we have had the pleasure of servicing our clients who represent a broad spectrum of business and properties. Our clients include condominiums associations, commercial office buildings, and industrial and construction sites. Our company has been in business for 10 years.

In addition to employing highly qualified and responsible personnel, P.C.S. utilizes the highest quality janitorial supplies, equipment, and environmental or "Green" safe products. We pride ourselves on providing professional, consistent, and responsible janitorial services to all our clients.

Should you require any additional information in support of our bid proposal, please contact our office. On behalf of P.C.S. and its staff, thank you and the Broward County Housing Authority for giving us this opportunity to offer our services.

Sincerely,

Madid Pedraza

P.C.S. Professional Cleaning Services Corp.

5800 S. Sable Circle

Margate, FL 33063

Approach. State your understanding of the work to be performed and describe your approach to satisfy the Scope of Work & Requirements. You may include implementation strategies or techniques that you intend to employ in carrying out the work.

Approach to perform work and Management Strategy

Management of The Town of Lake Park begins with the right hire. PCS has an intensive hiring process that begins at the Application process. The application is entered into the PCS Applicant Insight Program. This software program unique and proprietary to PCS allows us to review each applicant for 15 different factors that we have determined are crucial to a good hire, a long-time employee and ultimately a satisfied client. Each applicant experience in the janitorial field, language and writing abilities, work load and time availability, location and traveling ability as well as many other factors. This information which is reviewed for each potential applicant and job opening is invaluable in assisting in making the right hire.

Once hired all PCS employees have a background check both locally and statewide and all PCS Employees are processed through the Federal Department of Homeland Security. Once each employee has passed our background check and it is verified that the employee is legally authorized to work in the United States through the Department of Homeland Security, a well-informed hire is made. Once the employee is hired and before any PCS employee is placed on any jobsite; Each PCS employee must attend PCS Training. PCS Training is classroom training where all employees are trained in the PCS way of providing daily services to all PCS clients.

All PCS employees must attend these classes at the beginning of their employment and throughout their tenure with PCS. Regularly scheduled classes are mandatory for all PCS employees.

Topics of Discussion are:

- a) Basic Janitorial Services
- b) Restroom Care
- c) Office Cleaning
- d) Green Cleaning
- e) Chemical Handling and Usage
- f) Floor and Carpet Services
- g) Communications
- h) Safety, Ladder Safety, Chemical Safety and Blood Born Pathogen Protocol.

Prior to being assigned a permanent jobsite each PCS employee must take and pass final exam. This examination allows us to review each employee's retention of the material and to determine what may need to be reviewed and also what specific job functions or role each employee may be best suited for. Each employee has been screened and proper trained they are then placed on the jobsite where PCS Team Management Software assists all PCS employees from Administration to the front-line janitorial staff member to provide the best possible services for each and every PCS Client. 1-Time & Attendance is a valuable tool which will allow PCS to provide regular and real-time reports to the Janitorial Services as required by The Town of Lake Park.

In recent years, businesses have been faced with stiff regulations in regard to accurate timekeeping records to document hours worked. Our automated time and attendance solution is a vital to fully document PCS compliance with the requirements of the Janitorial Services as well as Department of Labor standards. PCS Time & Attendance

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

Work Scheduling

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

- After being awarded new business, information about the new customer flows directly from our Bid Module into the Work Scheduling program for minimal data entry. This information would be updated and verified at the Kick off Meeting if not sooner.
- Tracks periodic and project work for each job to ensure that no task ever gets missed. As tasks and contract responsibilities become due a work ticket and report are generated for each task due. Each work ticket and report are distributed to the PCS employee and supervisor responsible for the completion of the work.
- Work descriptions can be modified and customized. These work descriptions will also print directly on work tickets for Client and employees to review.
- Events can be entered as one time or recurring tasks. Many recurring frequencies are available, including daily, weekly, bi-weekly monthly, quarterly, semi-annually and certain days of the week.
- Billable and non-billable items are tracked.
- After the task is scheduled, the system will remember based on the frequency specified. Work tickets will be generated for employees to complete. If the task is billable, after the work ticket is marked as "Complete," the billing details are available in the Accounts Receivable invoicing module for immediate billing.

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

From Account Manager, down to the Supervisor level users can:

- View employee contact information
- Review & approve timekeeping information for payroll
- View & print management reports
- View scheduled work at job sites
- Request additional work on behalf of customers
- Approve requested work from customers
- Complete Work Orders

What sets your solution apart from competitors?

The Account Manager will immediately create a Work Ticket in our Software to document the request or complaint from client. This Work Ticket is delivered via email and in person to the Supervisor. Every ticket is expected to be resolved every night and a follow up call or visit to the property is expected the next morning by the Account Manager / Supervisor. Work Tickets are also sent to the Onsite Supervisors at the jobsite for its completion and every Ticket has to be returned every night to headquarters office with a signature of responsibility from the Supervisor acknowledging completion of the job

To what extent can you meet the outlined requirements?

Entirely

If any requirements cannot be met, please indicate which ones and why?

N/A

Please check all that apply

- Less than 250 employees
- Woman-owned

If an addendum has been issued, it shall be made available on this form upon refresh. By checking the box here, I acknowledge my responsibility to check this form for addenda prior to responding to the solicitation.

- I acknowledge.

By checking the box below, you and the company or other legal entity you represent confirm that you have read, understood, and agree to UrbanLeap's Terms of Service. In addition, if you enter into a contract with the Town of Lake Park, Florida, you will (i) promptly notify UrbanLeap in writing of such contract; (ii) promptly provide UrbanLeap with a copy of the executed version of such contract; and (iii) pay UrbanLeap (due upon receipt of its invoice, except where prohibited by law) a Service Fee (as defined in the Terms of Service) equivalent to one (1%) percent of any amounts actually paid by the City to the Vendor pursuant to the contract awarded to Vendor hereunder. For the removal of any doubt, UrbanLeap's Service Fee shall apply to all types of municipal arrangements with vendors, including, but not limited to, fixed-price contracts, on-call consultancy and advisory agreements, milestone-triggered payments and so forth, provided in all events that the Vendor has actually received payments from the City. UrbanLeap shall endeavor to issue invoices for its Service Fee concurrently with the City's payment practices, but in no event less than once annually.

- I have read, understand, and agree to UrbanLeap's Terms of Service.

Your Name

Ron Wicks

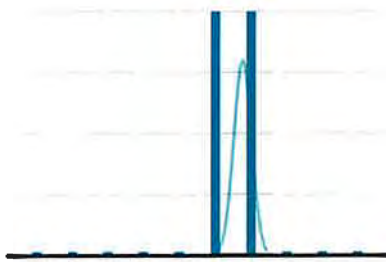
Today's Date

10/10/2022

All attachments

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Average Evaluation Scores



Average Score

84 / 120

Total Completed Evaluations

4

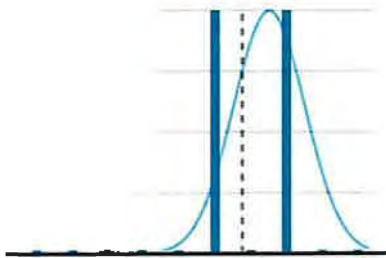
Overall Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Breakdown by Category

Category: INNOVATIVE/CREATIVE APPROACH

- Measures taken to provide additional efficiencies or increased performance capabilities



Relative Score

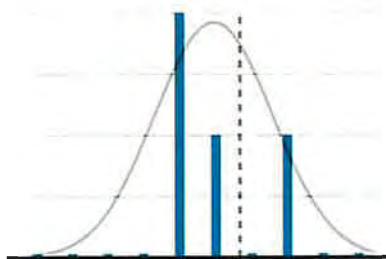
Highest scored category (9% above average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: EXPERIENCE AND QUALIFICATIONS OF COMPANY

- Ability to comply with the full scope of work
- Number of years company has been in business
- References
- Experience conducting similar work
- Governmental experience



Relative Score

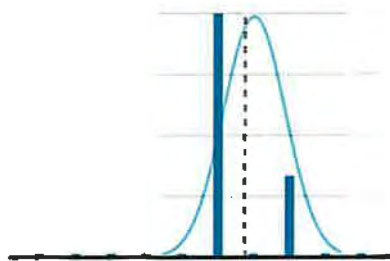
Lowest scored category (9% below average)

Consistency of Evaluations

Consistent (evaluators were mostly aligned)

Category: . TECHNICAL APPROACH

- Understanding of the scope of services and scope of work
- Technical soundness of proposal
- Quality and thoroughness of the submitted proposal



Relative Score

3% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category:

PRICE PROPOSAL AND PROPOSAL REQUIREMENTS

- Cost Effectiveness
- Evaluation based on total annual cost of all locations



Relative Score

3% below average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Individual Evaluation Scores and Comments

Jeffrey Duvall <jduvall@lakeparkflorida.gov>

88

John M Wille <jwille@lakeparkflorida.gov>

74

Dwayne Bell, Sr. <dbell@lakeparkflorida.gov>

78

Roberto Travieso <rtravieso@lakeparkflorida.gov>

80

Current service provider for the Town. Annual cost 6.4% higher than average. Provides in-house training to new staff and addresses trouble tickets on a timely manner. In business for 10 years with majority of staff having approx.. 9 years experience. Does not possess extensive experience with municipalities.

Report Date: 10/18/2022

Bid Open Date: Proposals opened by Vivian Mendez on 10/13/22 at 6:36pm Eastern

Stage: Round 2

Amer-Plus Janitorial & Maintenance LLC



Amer Plus Cleaning - Janitorial Cleaning Services

<http://amerpluscleaning.com>

Founded data

1998

Headquarters

Miami, Florida

Number of employees

11 - 50

Estimated annual revenue

\$1M-\$10M



[linkedin.com/company/amerpluscleaning](https://www.linkedin.com/company/amerpluscleaning)

Solution Response

NAICS Code

561,720

Submitter



Stephannie Cetoute



scetoute@amerpluscleaning.com



+1 305 725 2385

Submitted: 10/12/2022

Profile. Include a statement about the organization, as well as any subcontracted organizations, indicating the number of years, types of relevant experience, and history of working with municipal governments within and outside the state.

COMPANY PROFILE

Amer-Plus Janitorial & Maintenance LLC is a seasoned, minority-owned, and small business with a good track record that services the South Florida community and will be responsible for all work of the proposed contract.

Amer-Plus's professional cleaning services include:

- Commercial Cleaning
- Green Cleaning Solutions
- Routine Cleaning
- Carpet & Floor Cleaning
- Stripping & Waxing
- One-time Cleaning
- Pump-Up/Bottles Disinfectant Spraying
- Porter Services

We believe that we have a duty towards our citizens to provide an environment that is clean and safe. That is why for over 20 years Amer-Plus Janitorial & Maintenance LLC has been in the business of providing quality commercial cleaning services. We understand that our customers want to have a pleasurable work environment, a sense of security and peace of mind while providing their guests with the best and safest experience. That is why we approach each job with excellence and a deep understanding of what is expected of us.

LEADERSHIP

Below is a brief business background and experience summary of each of Amer-Plus's key management personnel:

1- Stephannie Cetoute, Managing Director

Stephannie Cetoute has over a decade of experience working in business finance and economics including several years in economic development, where she worked to retain, attract and develop businesses in the South Florida community. Ms. Cetoute has been involved with Amer-Plus Janitorial & Maintenance at various levels since its inception in 1998 and has officially stepped into the role of Managing Director in 2018. She is also the founder of the Amer-Plus Foundation, which on a broader scale, is aligned with Amer-Plus Janitorial & Maintenance mission to promote healthy living through healthy spaces.

Phone: (305) 725-238

Email: scetoute@amerpluscleaning.com

2- Lumodeste Cetoute, Director of Operations

Lumodeste "Lee" Cetoute founded Amer-Plus Janitorial & Maintenance in 1998, after working for nearly two decades as an environmental cleaning technician in the healthcare industry for several major hospitals in the South Florida Community. Lee has over forty (40) years of cleaning industry experience and currently serves as the Director of Operations for Amer-Plus Janitorial & Maintenance. He is an active church leader and provides service to the community through nursing home visits and feeding the homeless.

Phone: (305) 481-9833

Email: lcetoute@amerpluscleaning.com

GOVERNMENTAL EXPERIENCE WITHIN THE LAST FIVE (5) YEARS

Amer-Plus Janitorial & Maintenance LLC has over twenty (20) years of experience in the janitorial industry under its current organizational structure, providing services similar to those specified herein. We have experience serving a variety of industries ranging from government office buildings to hotels and restaurants. While our venues may be different, our goal remains the same; provide quality cleaning service to our customers.

Amer-Plus Janitorial & Maintenance LLC has the full capability to successfully provide the janitorial services required for the Town of Lake Park. We have sufficient financial support, equipment and organization.

Our Managing Director and Director of Operations have a combined total of over fifty (30) years of management experience in janitorial services. Amer-Plus Janitorial has experience in servicing buildings or locations of the same size and volume of the Town's locations listed herein.

Amer-Plus Janitorial has earned a strong reputation as a provider of high-quality custodial services to projects similar to the Town of Lake Park such as services to the City of Aventura Parks, Recreation & Arts & Cultural Center and Florida Fish & Wildlife Conservation Commission (FWCC). We will bring our understanding, experience and stability to the Town of Lake Park's project facilities.

Please see below for a summary of prior work experience and competence in undertaking engagements like that of the Town of Lake Park.

Governmental Experience #1

Contract Name: Florida Fish & Wildlife Conservation Commission, Division of Law Enforcement

Detailed Contract Scope of Work: General Cleaning Services at Port Everglades Location

Duration: 5 years

Governmental Experience #2

Contract Name: City of Aventura Parks, Recreation & Arts & Cultural Center

Detailed Contract Scope of Work: General Cleaning Services

Duration: 2 years with 2 (2) year option to renew

Governmental Experience #3

Contract Name: City of Aventura, Aventura City of Excellence School

Detailed Contract Scope of Work: General Cleaning Services

Duration: 2 years with 2 (2) year option to renew

Governmental Experience #4

Contract Name: Miami Dade County Express Authority

Detailed Contract Scope of Work: General Cleaning Services for headquarter and satellite offices

Duration: 1 year (Ongoing contract)

Governmental Experience #5

Contract Name: USA Engineer District (USACE)

Detailed Contract Scope of Work: General Cleaning Services for Palatka branch

Duration: 5 years

Approach. State your understanding of the work to be performed and describe your approach to satisfy the Scope of Work & Requirements. You may include implementation strategies or techniques that you intend to employ in carrying out the work.

As the Prime Vendor, Amer-Plus Janitorial will provide A+ Janitorial Services to all the 9 locations for the Town of Lake Park so you can have the sense of security and peace of mind necessary to focus on your own productivity. We will not be utilizing any Subcontractors to perform any of the work.

Amer-Plus has carefully reviewed the RFP and have taken note of the services that need to be performed at your facilities, special instructions, the number times and days per week basic and detailed cleaning are required, square footage and buildings/locations that need to be serviced. We have also taken note of the required minimum average monthly service hours proposed and will use it as a guide to ensure we meet your criteria and performance standards. However, we will also be implementing additional measures to ensure we meet the quality specifications described in the RFP. Our custodial staff will perform minimum work tasks outside of normal operating hours wherever possible, so as to reduce interface with normal building activities.

We will employ experienced and sufficiently trained staff so as to perform work safely and expeditiously. All custodial staff will be certified and be given continuous education regarding the safest, up-to-date methods of cleaning, disinfecting and sanitizing with a specific emphasis on the safe handling and storage of cleaning chemicals and hand hygiene. Amer-Plus will also equip our staff with OSHA Compliant Training, appropriate and effective tools, chemicals and equipment to get the job done satisfactorily so as to meet and exceed your expectations.

Amer-Plus is an eco-friendly janitorial company that cares about the environment. We recognize and understand that green cleaning protocols and the protection of health and the environment are issues of great concern to the Town of Lake Park. As such, we propose to use CDC and EPA-Registered and Approved industrial strength disinfectant products with broad spectrum kill claims for each location to eliminate viruses, germs, bacteria and dust to ensure that our cleaning practices have minimal effect on the environment, alleviate waste and are cost-effective.

The Spraying & Treatment methods that Amer-Plus proposes to use to disinfect, clean and sanitize are as follows:

Two (2) Pass System:

First pass is Routine cleaning: This process involves spraying and wiping surfaces with cleaning chemicals that are in compliance with OSHA to remove germs and dirt from surfaces and touch points.

Second pass Disinfecting: This process involves using Pump-up Sprayers to apply disinfectant to surfaces and touch points. The solution will remain wet for 5-10 minutes and will be allowed to dry. This will kill germs on a surface after cleaning, it can further lower the risk of spreading infection.

The implementation of our Green Cleaning Training & Procedures will have the following benefits:

- Reduce and minimize exposure to aggressive and toxic chemicals
- Reduce incidences of asthma attacks caused by dust and chemical allergens
- Improve indoor air quality by reducing airborne dust and chemical gasses

- Improve our training programs by stressing safety and responsibility
- Reduce the amount of dirt/soil entering a building by using appropriately sized walk off mats
- Improve cleaning processes and systems
- Promote increased productivity and learning
- Continuous training of our custodial employees in areas such as hazards, use, maintenance, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.

Proposed Methodology

Below is the methodology Amer-Plus Janitorial proposes to use to perform the services required of this proposal:

- Pay attention to entryways.

Since people track most pollutants into buildings by simply walking through the entrance, it's important to trap and remove dirt before it enters the building. As such we'll ensure that the entrances and entry mats are being cleaned and vacuumed frequently.

- Minimize airborne particles and chemicals.

We will avoid using dusters that make dust airborne (like feather dusters). Instead, we will use microfiber cleaning cloths, which trap the dust in the cloth.

- Use HEPA filtration vacuums to reduce airborne particles.

Vacuums with filtration systems contain the dust rather than allowing it to spew out into the air again, like conventional cloth bags. We will make sure that vacuum bags are emptied frequently for more efficient operation.

- Use environmentally friendly cleaning products.

- Use chemical management systems for accurate dilution which helps to eliminate waste.

- Use microfiber flat mops to capture and remove soil rather than moving it around with conventional mops.

- Color-code cleaning cloths and other tools to avoid cross contamination.

For example, we will use red cloths for toilets and urinals, green cloths for dusting, and so on. We will also colorize mop buckets and mop handles to ensure chemicals do not get mixed and carried from one area to another.

- Use recycled paper products in restrooms.

- Incorporate our Green Cleaning employee training program to make sure all employees understand the importance of following procedures.

- Use manufacturer's specifications especially in the treatment and care of special floor surfaces.

We will investigate the special requirements for floor care that may be necessary before applying treatment. This will ensure that public areas, specifically with high quality floor surfaces are maintained to expected performance standards.

EXPERIENCE OF INDIVIDUALS WHO WILL BE ASSIGNED TO THIS PROJECT AS PROJECT MANAGER AND/OR PROJECT TEAM

Lumodeste Cetoute - Director of Operations/Project Manager, 25+ years of cleaning industry experience. As a project manager, he will be responsible for coordination of work.

Stephannie Cetoute - Managing Director, 10+ years of project management experience, 7 years of cleaning industry experience.

Fritz Sido - Supervisor, over 13 years cleaning industry experience with 8 years at a Supervisory level.

Additional Staff with over 5 years industry experience:

Appranncon Jose

Kenel Lainy

Ernseau Preseau

What sets your solution apart from competitors?

Amer-Plus Janitorial & Maintenance uses technology to improve the efficacy of our work and to improve the customer experience. We use innovative technology in our business to perform inspections, report issues, communicate with our customers, manage supplies and much more. We also have a quality plan that we use to ensure that our customers get the best services.

AMER-PLUS JANITORIAL & MAINTENANCE QUALITY PLAN

Definition of Quality

At Amer Plus we are committed to providing quality service to our customers. We define quality service by exceeding the expectations of our customers and when they are able to say that we provided a clean site, are cost-effective, efficient, have consistent performance, competent and knowledgeable in our field. Additionally, we look for our staff to be friendly, courteous, respectful, cooperative, flexible, trustworthy, empathetic, professional, neat in appearance, and proud of our work.

Deliverables and Acceptance Criteria

- Contract: Upon signing of the contract, we will select the designated number of staff that provides us the greatest opportunity to successfully meet or exceed the expectations outlined in the contract.
- Equipment: We will select the most appropriate equipment, supplies and Green environmentally safe products in order to meet or exceed the Town of Lake Park's expectation.
- Specifications: The list of specifications will be provided to customers and employees responsible for cleaning the location(s).

Quality Assurance Activities

- We will train our employees on the use of products, equipment and processes we will use to fulfill our obligations to the contract.
- We will introduce our employees to the customers they are providing services to.

Service Monitoring and Control

- Quality control inspections will be scheduled and performed by supervisors to ensure services are performed to expectation.
- We will provide our customers with an inspection form and encourage them to inspect their own premises to ensure we are fulfilling the terms of the contract.
- We will provide our customers with several avenues they may take to share their concerns regarding service failures. We will follow up on all complaints within 24 hours.

- We will share the results of our inspections with our customers and follow up on any service failures.

Improvement Plan

- We will engage our customers to discern how expectations can be better met.
- Employees not performing to quality standards will be placed on a Corrective Action Plan (CAP).
- A tailored performance improvement process will be implemented in conjunction with CAP to ensure employees are continuing to improve.

OUR TECHNOLOGY

We are your complete cleaning service management solution.

From the Swept Janitorial mobile app, you can:

REPORT PROBLEMS

- Send photos and issue descriptions See open issues and when they were opened
- Get notified when issues are resolved and see photos of completed work

SEND MESSAGES

- Send messages knowing the right person will see them
- See a history of what was communicated about each location

VIEW SUPPLIES USAGE

- Receive supply request emails
- View fulfilled supply requests and delivered quantities

From the Swept Janitorial website, you can:

BROWSE THE DASHBOARD

- Review and evaluate activity across all locations

To what extent can you meet the outlined requirements?

Entirely

If any requirements cannot be met, please indicate which ones and why?

Amer-Plus Janitorial & Maintenance LLC will be able to meet all the requirements of this project.

Please check all that apply

- Less than 250 employees
- Minority-owned
- Woman-owned

If an addendum has been issued, it shall be made available on this form upon refresh. By checking the box here, I acknowledge my responsibility to check this form for addenda prior to responding to the solicitation.

- I acknowledge.

By checking the box below, you and the company or other legal entity you represent confirm that you have read, understood, and agree to UrbanLeap's Terms of Service. In addition, if you enter into a contract with the Town of Lake Park, Florida, you will (i) promptly notify UrbanLeap in writing of such contract; (ii) promptly provide UrbanLeap with a copy of the executed version of such contract; and (iii) pay UrbanLeap (due upon receipt of its invoice, except where prohibited by law) a Service Fee (as defined in the Terms of Service) equivalent to one (1%) percent of any amounts actually paid by the City to the Vendor pursuant to the contract awarded to Vendor hereunder. For the removal of any doubt, UrbanLeap's Service Fee shall apply to all types of municipal arrangements with vendors, including, but not limited to, fixed-price contracts, on-call consultancy and advisory agreements, milestone-triggered payments and so forth, provided in all events that the Vendor has actually received payments from the City. UrbanLeap shall endeavor to issue invoices for its Service Fee concurrently with the City's payment practices, but in no event less than once annually.

- I have read, understand, and agree to UrbanLeap's Terms of Service.

Your Name

Stephannie Cetoute

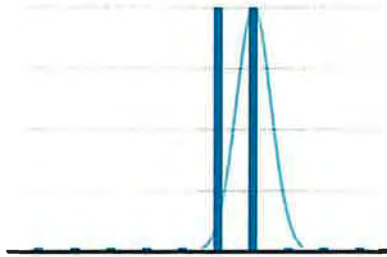
Today's Date

10/12/2022

All attachments

 183251960113169town_of_lake_park_documents.pdf

Average Evaluation Scores



Average Score

83 / 120

Total Completed Evaluations

4

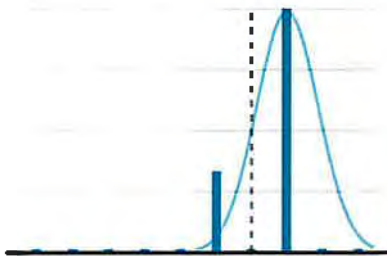
Overall Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Breakdown by Category

Category: INNOVATIVE/CREATIVE APPROACH

- Measures taken to provide additional efficiencies or increased performance capabilities



Relative Score

Highest scored category (12% above average)

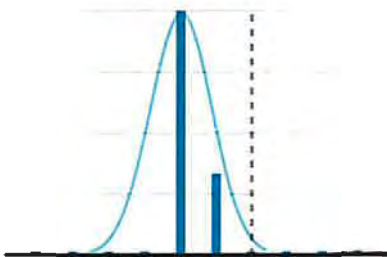
Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category:

PRICE PROPOSAL AND PROPOSAL REQUIREMENTS

- Cost Effectiveness
- Evaluation based on total annual cost of all locations



Relative Score

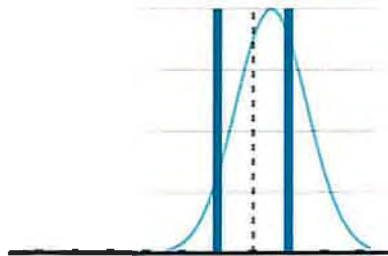
Lowest scored category (24% below average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: EXPERIENCE AND QUALIFICATIONS OF COMPANY

- Ability to comply with the full scope of work
- Number of years company has been in business
- References
- Experience conducting similar work
- Governmental experience



Relative Score

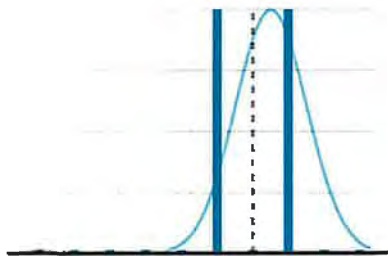
6% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: . TECHNICAL APPROACH

- Understanding of the scope of services and scope of work
- Technical soundness of proposal
- Quality and thoroughness of the submitted proposal



Relative Score

6% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Individual Evaluation Scores and Comments

Jeffrey Duvall <jduvall@lakeparkflorida.gov>

92

Can not start for 1 month after bid award.

John M Wille <jwille@lakeparkflorida.gov>

76

Dwayne Bell, Sr. <dbell@lakeparkflorida.gov>

76

Roberto Travieso <rtravieso@lakeparkflorida.gov>

88

Offeror has 20+ years industry experience and has served several municipal and state agencies. Provides dashboard for customers to monitor status of work and addresses complaints within 24-hrs. Utilizes two-pass cleaning system and recurring training to staff. Multiple staff with 5+ years work experience.



Public Works
Department

October 19, 2022

NOTICE OF INTENT TO AWARD

RFP 109-2022 – Janitorial Services for Town Buildings and Parks Restrooms

To All Interested Parties,

Thank you for submitting your response to RFP 109-2022, Janitorial Services for Town Buildings and Parks Restrooms, dated October 13, 2022. The Town received six responses total, with three submittals being fully responsive and responsible bids.

After careful review, the evaluation committee ranked the three proposals. The highest-ranked contractor was Image Janitorial Services, Inc.

The evaluation scores were as follows:

1. Image Janitorial Services, Inc., received a score of **94**
2. Professional Cleaning Services Corp (PCS) received a score of **84**
3. Amer-Plus Janitorial Services, Inc., received a score of **83**

The following Offerors' submittals were **not** fully responsive:

1. Estrellita, Inc. d/b/a Anago of South Florida
2. A-Rostant & Son's Janitorial Service
3. Crystal Building Maintenance

Attached to this notice is a complete bid tabulation, with a responsiveness checklist for the bids received. Accordingly, we announce our intent to award a contract to:

Image Janitorial Services, Inc.
1750 N, Florida Mango Rd, Suite 103
West Palm Beach, FL 33409

Award will be made during an upcoming Regular Town Commission Meeting. We would like to thank each vendor for their time and effort in preparing a response to this solicitation. We appreciate your interest in doing business with the Town of Lake Park.

Sincerely,

ROBERTO F. TRAVIESO, MPA
Director of Public Works

ATTACHED – Bid Tabulation for RFP 109-2022

650 Old Dixie Highway
Lake Park, FL 33403
Phone: (561) 881-3345
Fax: (561) 881-3349

www.lakeparkflorida.gov



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

Janitorial Services meeting your needs, exceeding your expectations

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Town of Lake Park

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	4. Training – Bloodborne Pathogen Training
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I.	Insurance Certificate, W-9, Tax Receipt, Sunbiz

TAB 1

ACKNOWLEDGEMENT OF ADDENDA

INSTRUCTIONS: COMPLETE PART I OR PART II, WHICHEVER APPLIES

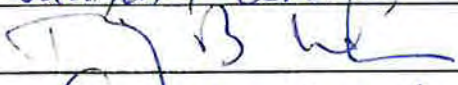
PART I:

List below the dates of issue for each addendum received in connection with this Solicitation:

Addendum #1, Dated 09-14-22
Addendum #2, Dated 09-27-22
Addendum #3, Dated 09-30-22
Addendum #4, Dated _____
Addendum #5, Dated _____
Addendum #6, Dated _____
Addendum #7, Dated _____
Addendum #8, Dated _____
Addendum #9, Dated _____
Addendum #10, Dated _____

PART II:

 NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS SOLICITATION

Firm Name: Image Technical Services, Inc.
Signature: 
Name and title (Print or Type): Giulio B. Wilson - President
Date: 09-30-22

September 14, 2022



Addendum No. 1: RFP 109-2022

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

Each recipient of Addendum No. 1 to the RFP who responds to the RFP acknowledges all of the provisions set forth in the RFP and agrees to be bound by the terms thereof. This addendum shall modify, clarify, change or add information and become part of the contract documents.

1. CLARIFICATIONS/ADDITIONAL INFORMATION

- a. This Addendum provides the approximate square footage of the service locations included in the Request for Proposal (RFP).
- b. Additionally, this Addendum corrects the address for service location No. 9, Kelsey Park Restrooms, in the RFP. *The correct address is 601 Federal Hwy.*

LOCATION NO.	LOCATION NAME	ADDRESS	APPROX. SQ. FT.
1	Town Hall	535 Park Avenue	15,372
2	PBSO District 10	700 6th Street	5,350
3	Public Works	640 - 650 Old Dixie Hwy	4,200
4	Library	529 Park Avenue	9,685
5	Recreation	800 Park Avenue	2,200
6	Evergreen House	601A Federal Hwy	1,396
7	Lake Harbor Marina Restrooms and Showers	103 -105 Lake Shore Drive	800
8	Lake Shore Park Restrooms	701 Lake Shore Drive	500
9	Kelsey Park Restrooms	601 Federal Hwy	900

DocuSigned by:

Dwayne Bell

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Addendum No. 2: RFP 109-2022
JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

Each recipient of Addendum No. 2 to the RFP who responds to the RFP acknowledges all of the provisions set forth in the RFP and agrees to be bound by the terms thereof. This addendum shall modify, clarify, change or add information and become part of the contract documents.

Vendor Questions

The following question was submitted by Ron Wicks at P.C.C. PROFESSIONAL CLEANING S (info@neatcleanserviceusa.com)

1. What is your budget for janitorial services?

Answer: Vendors should submit a proposal based on the scope of work in the RFP.

561720

The following questions were submitted by Luzmina Geste at (lgeste@amerpluscleaning.com)

1. What is the required wage under Davis-Bacon for this project?

Answer: There is no Davis-Bacon requirement for this project.

2. Is this project subject to any Davis-Bacon reporting? If so, please explain further?

Answer: No this project is not subject to Davis-Bacon reporting.

3. Who is the current vendor?

Answer: The current vendor is Professional Cleaning Services.

4. Why is there a temporary vendor currently being used?

Answer: The previous vendor was no longer able to provide the services to the Town.

5. What is the current monthly invoice amount for each location?

Answer: Vendors should submit a proposal based on the scope of work in the RFP.

6. What are the hours that the public has access to the park restrooms?

Answer: The park restrooms are accessible to the public from 8:00 AM to 9:00 PM, seven (7) days per week.

7. What are the current cleaning times that the park restrooms are cleaned twice daily?

Answer: At this time, the restrooms are not cleaned twice per day due to contractor capacity. Per the Scope of Services included in the RFP, the required cleaning times for the park restrooms shall be as follows:

- First cleaning: Between 8:00 AM and 12:00 PM
- Second cleaning: Between 6:00 PM and 9:00 PM

8. What is the projected budget for this project?

Answer: Vendors should submit a proposal based on the scope of work in the RFP.

9. Can we have a notary in the state of Florida that is not from Palm Beach County?

Answer: Yes, you can use a Notary of your choice.



Addendum No. 3: RFP 109-2022 JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

Each recipient of Addendum No. 3 to the RFP who responds to the RFP acknowledges all of the provisions set forth in the RFP and agrees to be bound by the terms thereof. This addendum shall modify, clarify, change or add information and become part of the contract documents.

Vendor Questions

The following questions were submitted by Tammy Graham at (tgraham@anagosfl.com)

1. During the walkthrough we were told that the town is responsible for supplies. 2-12 says contractor is responsible. Is the contractor responsible for supplies such as toilet paper, liners, hand soap, etc.? If so, do you have a current supply cost analysis?

Answer: Some of the procedural information included in Paragraphs 1-17 and 2-12 of the Specifications for Services attachment to the RFP is incorrect. The Town will be responsible for purchasing all supplies necessary to perform the services included in the RFP. The contractor will receive an order form that they will have to submit to Public Works via email to receive supplies. All other information included in RFP and its attachments is correct, unless otherwise noted via addendum.

2. Is the contractor responsible for supplying and maintaining cleaning equipment? The intro RFP on Urbanleap says the town is responsible then 1-17 has the contractor responsible for equipment.

Answer: Some of the procedural information included in Paragraphs 1-17 and 2-12 of the Specifications for Services attachment to the RFP is incorrect. The Town will be responsible for purchasing all standard equipment, supplies, tools, materials, and incidentals necessary to perform the services included in the RFP. The Contractor will be responsible for supplying specialized equipment, i.e.: Floor scrubbers, carpet cleaners, pressure washers, etc... All other information included in RFP and its attachments is correct, unless otherwise noted via addendum.

3. Are the cleaners responsible for the interior and exterior windows at the Library? If so, are they responsible for the upper level windows?

Answer: Yes, as indicated in the RFP specifications on page 29, the contractor will be responsible for the interior and exterior windows at the Library. The upper-level windows are to be cleaned on an As-needed basis or and upon request from the Town at an additional cost.

4. The library cleaning spec reads for 5 days a week but also has the cleaning for Monday through Saturday. Is the cleaning for 5 or 6 days a week?

Answer: The service frequency included in the Library cleaning specifications on Page 29 are correct (5 days per week); the days of the week in which the services shall be provided for the Library are hereby corrected to Monday through Friday. All other information included in RFP and its attachments is correct, unless otherwise noted via addendum.

5. Is the 1% Urbanleap service fee for the amount of the entire 3 year contract?

Answer: At this time, due to pending changes, Urbanleap will not be invoicing the winning bidder the 1% service fee.

6. Is the carpet cleaning extraction and other floor care on an as needed basis only or should we include it on the total cost on a regular schedule? Such as quarterly?

Answer: Carpet cleaning is on an As-needed basis and should not be included in the total RFP cost. The Marina and Parks restroom floors shall be power scrubbed on a quarterly basis and hosed down on a weekly basis.

The following question was submitted by Paul Saavedra at Image Janitorial Services, Inc (psaavedra@imagecompanies.com)

1. Who is providing all the restroom consumables such as: toilet tissue, hand towels, hand soap, trash liners, toilet seat covers, urinal screens, wax bags etc. Will this be the Town of Lake Park responsibility or the janitorial vendor?

Answer: Please see response to Question No. 1 of this addenda.

DocuSigned by:

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TAB 2

PROPOSAL SUBMITTAL SIGNATURE PAGE

Instructions: This form constitutes item 'b' of Part I. Include this form, along with all other forms identified below in your response to this RFP.

In accordance with the plans, specifications, scope of services, and/or scope of work included in this RFP document, the **TOTAL PROPOSED PRICE (Years One - Three)** for this project is:

Two hundred eighty four thousand five hundred eighty six 90/100 - (\$284,586.90)

Required documents attached?

(Checklist)

PART 1

- Acknowledgement of Addenda
- Proposal Submittal Page (signed)
- Proposal Price Form fully completed.
- Proposal Security (LOC or Cashier's Check, 5%)
of BASE proposal price for year one)
- Conflict of Interest Disclosure Form
- Notification of Public Entity Crimes Law
- Drug-Free Workplace
- Non-Collusion Affidavit
- Truth-in-Negotiation Certificate
- List of References
- Anti-Kickback Affidavit
- List of Subcontractors, if applicable

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PART 2

- Certificate of Insurance (per specification)
- Statement of prior or pending litigation

✓
✓

PART 3

- Copies of all licenses, certifications, business tax receipts

✓

PART 4 (OPTIONAL)

- Clarifications or Exceptions

✓

NAME OF FIRM: Image Janitorial Services Inc.

ADDRESS: 1750 W Florida Mango Rd Ste 103
West Palm Beach, FL 33409

PHONE #: 561-844-8778

FAX #: 561-844-8986

E-MAIL: twilson@imagecompanies.com

Statement by Proposer: "I HAVE REVIEWED ALL PLANS, MANUALS, SPECIFICATIONS, AND ALL OTHER INFORMATION CONTAINED WITHIN THIS SOLICITATION, AND UNDERSTAND ALL REQUIREMENTS"

AUTHORIZED SIGNATURE: [Signature]

NAME & TITLE (TYPED or PRINTED): Timothy B. Wilson - President.

PROPOSAL SUBMITTAL SIGNATURE PAGE

By signing this Proposal, the Proposer certifies that it satisfies all legal requirements as an entity to do business with the Town, including all Conflict of Interest and Code of Ethics provisions.

Firm Name:

Image Janitorial Services Inc.

Street Address:

1750 N. Florida Mango Rd, Ste 103 WPD, FL 33409

Mailing Address (if different from Street Address):

Telephone Number(s): 561-844-8778

Fax Number (s): 561-844-8986

Email Address: twilson@imagecompanies.com

Federal Employer Identification Number: 65-0273834

Signature:

GTB Wilson

(Signature of authorized agent)

Print Name:

Gregory B. Wilson

Title:

President

Date:

09-30-22

By signing this document, the Proposer agrees to all terms and conditions of this Solicitation and the resulting contract/agreement.

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF THE PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED ABOVE BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE PROPOSAL NON-RESPONSIVE. THE TOWN MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT THAT UNEQUIVOCALLY BINDS THE PROPOSER TO THE TERMS OF ITS PROPOSAL.

TAB 3

JANITORIAL SERVICES FOR TOWN BUILDINGS AND RESTROOMS
RFP 109-2022
PROPOSAL FORM

Please bid the following consistent with the information contained within the "Scope of Services" Section of the RFP:

Item	Description/Specifications	Qty	Unit	Unit Cost	Total Cost
1.	Janitorial Service - Town Hall - 5 days per week	12	Months	\$ 2,864.32	\$ 34,371.79
2.	Janitorial Service - PBSO District 10 - 5 days per week	12	Months	\$ 996.88	\$ 11,962.60
3.	Janitorial Service - Public Works - 3 days per week	12	Months	\$ 469.56	\$ 5,634.72
4.	Janitorial Service - Library - 5 days per week	12	Months	\$ 1,804.64	\$ 21,655.68
5.	Janitorial Service - 800 Park Avenue - 1 day per week	12	Months	\$ 204.97	\$ 2,459.60
6.	Janitorial Service - Evergreen House - 2 times per month	12	Months	\$ 130.06	\$ 1,560.73
7.	Janitorial Service - Lake Park Harbor Marina - October 1 - April 30 (4 days per week)/May 1 - September 30 (7 days per week)	12	Months	\$ 521.73	\$ 6,260.80
8.	Janitorial Service - Lake Shore Park Restrooms - twice-a-day service, 7 days per week	12	Months	\$ 326.08	\$ 3,913.00
9.	Janitorial Service - Kelsey Park Restrooms - twice-a-day service, 7 days per week	12	Months	\$ 586.95	\$ 7,043.40
BASE PRICE of ITEMS 1 - 9				First-year total	\$ 94,862.30
				Total of three-year contract	\$ 284,586.90

Unit Prices (on an "As-Needed" Basis)		
Description of Services	Price	
Power Scrub Ceramic Tile	\$ 0.29	per square foot
Strip and Wax Paver Tile	\$ 0.37	per square foot
Strip and Seal Wood Flooring	\$ 2.50	per square foot
Strip and Wax Vinyl Tile	\$ 0.39	per square foot
Carpet Cleaning	\$ 0.32	per square foot
Window Cleaning (Interior)	\$ 10	(1) large window
	\$ 5	(1) medium window
	\$ 3	(1) small window
Window Cleaning (Exterior)	\$ 12	(1) large window
	\$ 8	(1) medium window
	\$ 5	(1) small window
Hourly Labor Rate - Heavy Cleaning	\$ 23.00	per hour
Hourly Labor Rate - Porter Service	\$ 21.50	per hour

Number of days to start work after receipt of Notice to Proceed: 15

Submitted By: Timothy B. Wilson

Name of Firm: Image Janitorial Services, Inc

Tel. No. 561-844-8778 Fax No. 561-844-8986

Email Address: twilson@imagecompanies.com

THE AWARD OF THE CONTRACT WILL BE BASED ON THE LOWEST RESPONSIVE, RESPONSIBLE BASE BID. CONSIDERATION SHALL BE GIVEN TO UNIT PRICING.

NOTE: Bid Bond amount is to be based on 5% of BASE BID of Year-One pricing.

TAB 4

INSERT COPY OF PROPOSAL SECURITY HERE

1. Proposal Security is required. Proposal security shall be in the form of a Letter of Credit, or a certified cashier's check, and must be equal to at least 5% of the proposed base price for Year-One services, which includes the one-time initial cleaning charges required to bring locations into contract compliance.
2. Proposals that are submitted without the required proposal security shall be rejected.

OC-FL New 9/09 M 7089534-C

HOLD DOCUMENT UP TO THE LIGHT TO VIEW TRUE WATERMARK



Bank

OFFICIAL CHECK

HOLD DOCUMENT UP TO THE LIGHT TO VIEW TRUE WATERMARK

76830221-2

52-0133
112

RE:

IMAGE JANITORIAL SERVICES INC

DATE:

10/12/2022

PAY TO THE
ORDER OF

TOWN LAKE PARK

Four Thousand Seven Hundred Forty Three AND 12/100

\$4,743.12



DRAWER: TD BANK, N.A.

Liam Hatchell
AUTHORIZED SIGNATURE



⑈ 76830221 2⑈ ⑆ 011201335⑆ 6265069404⑈

TAB 5

CONFLICT OF INTEREST DISCLOSURE FORM

The award of this contract is subject to the provisions of Chapter 112, Florida Statutes. All Proposers must disclose within their Proposal: the name of any officer, director, or agent who is also an employee of the Town of Lake Park.

Furthermore, all Proposers must disclose the name of any Town employee who owns, directly, or indirectly, an interest of more than five percent (5%) in the Proposer's firm or any of its branches.

The purpose of this disclosure form is to give the Town the information needed to identify potential conflicts of interest for evaluation team members and other key personnel involved in the award of this contract.

The term "conflict of interest" refers to situations in which financial or other personal consideration may adversely affect, or have the appearance of adversely affecting, an employee's professional judgment in exercising any Town duty or responsibility in administration, management, instruction, research, or other professional activities.

Please check one of the following statements and attach additional documentation if necessary:



To the best of my knowledge, the undersigned firm has no potential conflict of interest due to any other Cities, Counties, contracts, or property interest for the Proposal.

The undersigned firm, by attachment to this form, submits information that may be a potential conflict of interest due to other Cities, Counties, contracts, or property interest for this Proposal.

Acknowledged by:

Image Janitorial Services, Inc.

Firm Name

Ty B U

Signature

Timothy B. Wilson - President

Name and title (Print or Type)

09-30-22

Date

TAB 6

NOTIFICATION OF PUBLIC ENTITY CRIMES LAW

Pursuant to Section 287.133, Florida Statutes, you are hereby notified that a person or affiliate who has been placed on the convicted contractors list following a conviction for a public entity crime may not submit a Proposal on a contract to provide any goods or services to a public entity; may not submit a Proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit Proposals on leases or real property to a public entity; may not be awarded or perform work as a contractor, supplier, sub-vendor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 [F.S.] for Category Two [\$35,000.00] for a period of thirty-six (36) months from the date of being placed on the convicted contractors list.

Acknowledged by:

Image Territorial Services, Inc.

Firm Name

Jeff B. Wilson

Signature

Jeffrey B. Wilson - President

Name and Title (Print or Type)

09-30-22

Date

TAB 7

DRUG-FREE WORKPLACE

Image Janitorial Services, Inc. is a drug-free workplace and has a
(Company Name)

Substance abuse policy in accordance with and pursuant to Section 440.102, Florida Statutes.

Acknowledged by:

Image Janitorial Services, Inc.

Firm Name

Ty B Wilson

Signature

Timothy B. Wilson - President

Name and title (Print or Type)

09-30-22

Date

TAB 8

NON-COLLUSION AFFIDAVIT

STATE OF Florida
COUNTY OF Palm Beach

Before me, the undersigned authority personally appeared Timothy B. Wilson, who after being by me first duly sworn, deposes and says of his/her personal knowledge that:

- a. His/her is President of Image Janitorial Services, Inc., the Proposer that has submitted a Proposal to perform work for the following:

RFQ No.: 109-2022 Title: Janitorial Services for Town Buildings and Park Restrooms

- b. His/her is fully informed respecting the preparation and contents of the attached Request for Qualifications, and of all pertinent circumstances respecting such Solicitation.

Such a Proposal is genuine and is not a collusive or sham Proposal.

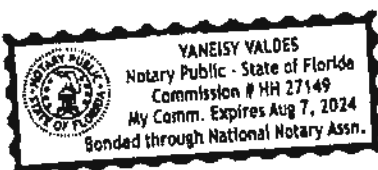
- c. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly, with any other Proposer, firm or person to submit a collusive or sham Proposal in connection with the Solicitation and contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such Solicitation and contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm, or person to fix the price or prices in the attached Proposal or any other Proposer, or to fix any overhead, profit or cost element of the Proposal price or the Proposal price of any other Proposer, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the City or any person interested in the proposed contract.
- d. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

Timothy B. Wilson
Signature

Subscribed and sworn to (or affirmed) before me this 30 day of September, 2022, by

Timothy B. Wilson, who is personally known to me or who has produced _____, as identification.

SEAL



Notary Signature Yaneisy Valdes

Notary Name: Yaneisy Valdes

Notary Public (State): Florida

My Commission No.: HH 27149

Expires on: August 7th, 2024

TAB 9

TRUTH – IN – NEGOTIATION CERTIFICATE

The undersigned warrants (i) that it has not employed or retained any company or person, other than bona fide employees working solely for the undersigned, to solicit or secure the Agreements and (ii) that it has not paid or agreed to pay any person, company, corporation, individual or firm other than its bona fide employees working solely for the undersigned or agreed to pay any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of the Agreement.

The undersigned certifies that the wage rates and other factual unit costs used to determine the compensation provided for in the Agreement are accurate, complete, and current as of the date of the Agreement.

This document must be executed by a Corporate Officer.

By: Gianthly B. Wilson

Title: President

Date: 09-30-22

TAB 10

LIST OF REFERENCES

Following are references from agencies/companies/individuals in which your company has provided similar services within the last 5 years:

REFERENCE #1

Company/Agency Name: Wycliffe Country Club
Address: 4650 Wycliffe Country Club Blvd
Wellington, FL 33449
Point of Contact: Daniel Lowe
Phone Number: 561-964-9200
Fax Number: -
E-mail: D.Lowe@wycliffecc.com

REFERENCE #2

Company/Agency Name: Mizner Country Club
Address: 16104 Mizner Club Dr
Delray Beach, FL 33446
Point of Contact: Mario Paz
Phone Number: 561-281-2355
Fax Number: -
E-mail: mpaz@miznercc.org

REFERENCE #3

Company/Agency Name: The Plaza of the Palm Beaches
Address: 525 S. Flagler Dr.
West Palm Beach, FL 33401
Point of Contact: Daniel Lewinsohn
Phone Number: 561-727-2352
Fax Number: 561-655-6274
E-mail: daniel@theplazacupb.com

TAB 11

ANTI-KICKBACK AFFIDAVIT

STATE OF FLORIDA
COUNTY OF PALM BEACH

BEFORE ME, the undersigned authority, personally appeared Timothy B. Wilson
_____, who, after being by me first duly sworn, deposes and says:

(1) I am President of Image Janitorial Servs, the offeror that has submitted a proposal to perform work for the following project:

Contract # 109-2022 Project name: Janitorial Services for Town Building and Parks Restrooms

(2) I, the undersigned, hereby depose and say that no portion of the sum Proposal in connection with the work to be performed at the property identified above will be paid to any employee of the Town of Lake Park as a commission, kickback, reward or gift, directly or indirectly by me or any member of my firm or by an officer of the corporation.

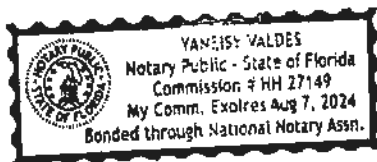
Timothy B. Wilson
Signature

Subscribed and sworn to (or affirmed) before me this 30 day of September 2022
by Timothy B. Wilson, who is personally known to me or who has
produced _____ as identification.

NOTARY SEAL:

Notary Signature: _____

Notary Name: Yanesis Valdes
Notary Public-State of Florida



TAB 12

LIST OF SUBCONTRACTORS AND PRIME VENDORS

The following are the subcontractors and prime vendors anticipated to be used if your company is awarded the Contract. Please note that all changes to this list must first be approved in writing by the TOWN OF LAKE PARK, Project Manager.

NAME OF COMPANY

ADDRESS OF COMPANY

PHONE/CONTACT

- 1) N/A
- 2) N/A
- 3) N/A
- 4) N/A
- 5) N/A

TAB 13

INCLUDE PROOF OF EXISTING INSURANCE.



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

09/28/2022

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 endorsement(s).

PRODUCER Brown & Brown of Florida, Inc. P.O. Box 2412 Daytona Beach FL 32115-2415	CONTACT NAME: Joy Glaug PHONE (A/C, No, Ext): (386) 239-4070 FAX (A/C, No): E-MAIL ADDRESS: Joy.Glaug@bbrown.com														
INSURED IMAGE JANITORIAL SERVICES, INC 1750 N FLORIDA MANGO ROAD STE 103 & 104 WEST PALM BEACH FL 33409	<table><tr><th>INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr><tr><td>INSURER A : Greenwich Insurance Company</td><td>22322</td></tr><tr><td>INSURER B : Auto Insurance Company</td><td>18988</td></tr><tr><td>INSURER C : Zenith Ins Co</td><td>13269</td></tr><tr><td>INSURER D : Federal Insurance Company</td><td>20281</td></tr><tr><td>INSURER E :</td><td></td></tr><tr><td>INSURER F :</td><td></td></tr></table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Greenwich Insurance Company	22322	INSURER B : Auto Insurance Company	18988	INSURER C : Zenith Ins Co	13269	INSURER D : Federal Insurance Company	20281	INSURER E :		INSURER F :	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A : Greenwich Insurance Company	22322														
INSURER B : Auto Insurance Company	18988														
INSURER C : Zenith Ins Co	13269														
INSURER D : Federal Insurance Company	20281														
INSURER E :															
INSURER F :															

COVERAGES**CERTIFICATE NUMBER:** 22-23**REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PROJECT ☒ LOC OTHER:		NGL- 1005816-00	04/01/2022	04/01/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY		96-982-266-06	04/01/2022	04/01/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
D	☒ UMBRELLA LIAB ☒ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE DED \$ RETENTION \$		7819-61-29	04/01/2022	04/01/2023	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	Z137404402	01/01/2022	01/01/2023	☒ PER STATUTE ☐ OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

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

CERTIFICATE HOLDER**CANCELLATION**

TOWN OF LAKE PARK 535 PARK AVE LAKE PARK FL 33403	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
---	---

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TAB 14

INCLUDE STATEMENT OF PRIOR OR PENDING LITIGATION.

N/A

TAB 15

INCLUDE PROOF OF PROPER LICENSING, CERTIFICATIONS, BUSINESS TAX RECEIPTS (AS APPLICABLE TO PERFORM THE REQUIRED SERVICES).



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

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

****LOCATED AT****

1750 North FLORIDA MANGO RD
Ste 103
WEST PALM BEACH, FL 33409

TYPE OF BUSINESS	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #
96-0007 CLEANING SERVICE	WILSON TIMOTHY		B22.601000 - 07/11/22	\$236.25	840106637

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

**STATE OF FLORIDA
PALM BEACH COUNTY
2022/2023 LOCAL BUSINESS TAX RECEIPT**

**LBTR Number: 200218449
EXPIRES: SEPTEMBER 30, 2023**

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

IMAGE JANITORIAL SERVICE INC
IMAGE JANITORIAL SERVICE INC
1750 N FLORIDA MANGO RD STE 103
WEST PALM BCH FL 33409-5230



7
6-2212

Request for Taxpayer Identification Number and Certification

► Go to www.irs.gov/FormW9 for instructions and the latest information.

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

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Image Janitorial Services, Inc	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) ► _____	4 Exemptions (codes apply only to certain entities; not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ <i>(Applies to accounts maintained outside the U.S.)</i>
	5 Address (number, street, and apt. or suite no.) See instructions. 1750 N. Florida Mango Road, Suite 103	Requester's name and address (optional)
6 City, state, and ZIP code West Palm Beach, FL 33409		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

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

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person ►	Date ► 4-4-22
-----------	----------------------------	---------------

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.

TAB 16

CLARIFICATIONS/EXCEPTIONS

Please list any clarifications of your Proposal in this section, as well as any exceptions you may have.

N/A

TAB 17

A



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

Janitorial Services meeting your needs, exceeding your expectations

STATEMENT OF QUALIFICATIONS

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

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

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

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

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

Image Companies responded with certification through:

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

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

Why Image Janitorial Services?

Fervently Customer Driven

Your Property Management partner

Ready to serve you instantaneously

Utterly devoted to quality

Leaders in promoting indoor air quality and fighting sick building syndrome

Locally owned and managed

A strongly people-oriented company

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

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



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

Janitorial Services meeting your needs, exceeding your expectations

Dear Procurement Committee,

Ability of Personnel:

- a) **Project Manager: Tim Wilson & Paul Saavedra**
- b) **Site Supervisors: will be locally hired at time of contract award**
- c) **Full time service Crews: will be locally hired at the time of contract award**

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

d) Management.

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

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

Tim Wilson

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

Paul Saavedra

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

Yaneisy Valdes

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

Ray Valentin-

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

B



Janitorial Services meeting your
needs, exceeding your expectations

561-844-8778

www.imagecompanies.com

Providing quality dependable
services since 1987



Building
Service
Contractors
Association
International





Why Image Janitorial Services

- **Fervently Customer Driven.**
- **Your property management partner.**
- **Ready to serve you instantaneously 24/7.**
- **Utterly devoted to quality.**
- **Leaders in promoting indoor air quality and **disinfection services**.**
- **Locally owned and managed.**
- **A strongly people-oriented company.**

Special Projects

- **Carpet Care:** State of the art equipment and knowledgeable technicians can get your carpets clean, even high traffic areas. We can also Scotch guard your upholstery and carpets to help keep them clean.
- **Floor Refinishing:** Linoleum, Vinyl, Marble, and Terrazzo floors can look their very best with a maintenance program the Image Companies. Providing a clean polished look that protects too.
- **Water Damage Restoration:** Rapid state of the art de-flooder, high velocity air movers, ozone machines, commercial grade dehumidifiers. We are an IIICRC - Certified flood restoration firm, which means we are qualified to return your building or office to its pre-loss condition.
- **Paper Products & Janitorial Supplies:** With over 7,000 items in stock it's easy one stop shopping for office, hotel, restaurant and janitorial supplies. We offer fast friendly service with competitive prices to meet your individual needs.
- **Consulting:** With our 20 years of combined experience we can set up in in-house cleaning program for your facility. We can help with technical training of your staff, establish proper labor schedules, increase productivity & help control costs.



Some of Our Clients

Aberdeen

City of Fort Lauderdale

Parks & Recreation

City of Oakland

City of Sunrise

Douglas Elliman Real Estate

Harbour Ridge Country Club

Jupiter Ocean & Racquet Club

Mizner Country Club

Morganti Group

Palm Beach Polo Golf &
Country Club

Polo Club Boca Raton

Town of Davie

Wycliffe Country Club





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West Palm Beach, Florida 33409
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

What Is Electrostatic Disinfection?

Electrostatic spray surface cleaning is the process of spraying an electrostatically charged mist onto surfaces and objects. Electrostatic spray uses a specialized solution that is combined with air and atomized by an electrode inside the sprayer. Subsequently, the spray contains positively charged particles that are able to aggressively adhere to surfaces and objects. Because the particles in the spray are positively charged, they cling to and coat any surface they're aimed at. For awkwardly shaped objects or hard to reach places, cleaning staff only have to point and spray; the nature of the mist allows it to coat surfaces evenly, and envelope objects—even if the mist is only sprayed from one side. After the spray is applied, the sanitizing agent works to disinfect the covered surfaces. For this reason, electrostatic spray is an excellent solution for germ and contaminant ridden areas.

How Does Electrostatic Disinfection Work?

Electrostatic spray is electrically charged, allowing the appropriate sanitizers or disinfectants for Fungi, Bacteria and Viruses. For disinfectants to wrap around and evenly coat all types of surfaces for a more complete clean. As the chemical exits the electrostatic sprayer, it's given a positive electrical charge. Because the particles in the spray are positively charged, they cling to and coat any surface they're aimed at. The droplets then become attracted to all negative surfaces, covering the visible area, underside and backside, with the sanitizing agent. For awkwardly shaped objects or hard to reach places, cleaning staff only have to point and spray; the nature of the mist allows it to coat surfaces evenly, and envelope objects—even if the mist is only sprayed from one side. After the spray is applied, the sanitizing agent works to disinfect the covered surfaces. For this reason, electrostatic spray is an excellent solution for germ and contaminant ridden areas.

Is Electrostatic Spray Disinfection Right For My Business?

- Reduces the time it takes to cover and disinfect all surfaces and hard-to-reach places by 50% compared to conventional methods
- Improves infection control and the spread of viruses such as influenza, MRSA, HIV and SARS-2 many others
- Applies chemicals in a more efficient, controlled manner, eliminating the dangers of overuse
- Prevents costly financial burdens associated with contagious healthcare infections

For desktops, floors and walls that need to be absolutely spotless, electrostatic spray cleaning is the best option. The same goes for equipment and hard to reach places; if a piece of equipment is heavily trafficked, electrostatic spray cleaning in the most comprehensive way to remove germs and dirt.

www.cdc.gov/coronavirus/2019-ncov/

Interested in learning more on our Electrostatic Disinfection/Sanitizing Technology and how this and/or other options may benefit your building or homes? Call us. We can help keep your people and loved-ones safe and healthy. As well as minimizing your liability and giving you peace of mind.



Coronavirus [COVID-19] Standard Operating Procedure

Due to the current COVID-19 outbreak, we want to explain what Image Companies, Inc. can provide for property owners.

General Cleaning May Reduce Spread of Pathogens:

There is no way to fully prevent viral infection spread. Although spaces may be cleaned, there are no guarantees on total disinfection. "Preventative" cleaning is not a valid concept but vigilant wash down of touch-prone surfaces is recommended by the CDC and other health authorities. Wetting surfaces with a hospital grade, EPA-certified disinfectant is part of the process. Commonly touched areas are targeted for this cleaning process.

If your property does not have confirmed coronavirus exposure, we may be able to offer these "wet-down/wipedown" procedures. Realize this work can be done by your own staff or regular maintenance staff, however if you do not have enough resources we can help you.

Confirmed or Suspected Infection Case Requires Trauma/Biohazard Team:

If a confirmed case exists in a building then we can provide a highly trained, specialized team that can perform disinfection services. These teams have extensive experience working in contaminated environments and are fit tested and certified to wear the proper protective equipment. The standard operating procedure in a confirmed/suspected infection scenario is similar to general cleaning but is more extensive. The first step is a disinfecting wet down of all touch-prone surfaces. Once complete, a process called SteraMist is applied. This is a hydrogen peroxide based solution known to kill viruses applied with an electrostatic sprayer.

Most commonly treated areas are:

- Entrances and lobbies
- Elevator cabs
- Doors, frames and handles
- Light switches
- Public interior space
- Hallways/Stairways

While availability of crews and resources is constantly changing day by day, please reach out to us if the need arises and we can help you and prioritize needs for the affected property. No restoration company can guarantee 100% eradication of the virus or prevent re-infection of a property. We are following best practices and process as recommended by local and federal health authorities.

Resources:

Below is a list of resources that are available on the subject:

Florida Department of Health's COVID-19 Webpage: <https://floridahealthcovid19.gov/>

Centers for Disease Control and Prevention Webpage: <https://www.cdc.gov/coronavirus/2019-ncov/>

Centers for Disease Control and Prevention Webpage: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Proactive Cleaning to Minimize the Transmission of Emerging Viral Pathogens (including Coronavirus)

This is a general guideline for the proactive cleaning and disinfecting of surfaces to minimize the transmission of emergent viral pathogens including coronavirus disease 2019 (abbreviated “COVID-19”). This guide may be superseded by federal, state and local regulations. It is recommended before commencing any work that you contact your pollution insurance and workers compensation insurance provider to confirm coverage for emerging pathogen type work.

About Coronavirus

According to the U.S. Centers for Disease Control (CDC), coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV). A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans. CDC is responding to an outbreak of respiratory disease caused by a novel (new) coronavirus that was first detected in Wuhan City, Hubei Province, China and which has now (as of this publication) been detected in 60 locations internationally, including cases in the United States. The virus has been named “SARS-CoV-2” and the disease it causes has been named “coronavirus disease 2019” (abbreviated “COVID-19”).ⁱ The CDC has setup a [Coronavirus Disease 2019 \(COVID-19\) Situation Summary](#) page to provide updated information as it becomes available, in addition to updated guidance.

The CDC has also provided information about how the virus potentially spreads. This is important knowledge for those creating cleanup plans for individual buildings and facilities. According to the CDC, their current understanding about how COVID-19 spreads is largely based on what is known about similar coronaviruses. COVID-19 is a new disease and there is more to learn about how it spreads, the severity of illness it causes, and to what extent it may spread in the United States. The virus is thought to spread mainly from person-to-person. This could be between people who are in close contact with one another (within about 6 feet) or through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.ⁱⁱ

Scope of Cleanup Protocol

This proactive cleanup protocol involves a customer that is requesting facility or structure cleaning and disinfection and the customer states that there is NO active known threat of SARS-CoV-2 contamination or exposure. This would be a proactive cleaning action driven from current, active events. In this scenario, the facility can be cleaned using the general guidelines provided within this document.

Please note that these are general guidelines only. Building and spaces greatly differ. Each location will require individual planning.

The scope of work will be created and agreed upon by the customer and the Image Companies to ensure a set of agreeable expectations. The customer needs to acknowledge that cleaning and disinfecting will only apply to the current state of the structure and contents. This should be documented with the [*Request for Proactive Cleaning to Minimize the Transmission of Emerging Viral Pathogens \(including Coronavirus\)*](#) form. The structure would not be protected from future SARS-CoV-2 contamination if an infected person was to enter and occupy the building.

Exclusions to Cleanup Protocol

Beyond the scope of this cleanup protocol is a situation involving a Person Under Investigation (PUI). A PUI includes someone who is involved in a quarantine situation or has come in contact with someone who has been in a quarantine situation. Also, beyond the scope of this cleanup protocol is a situation involving a confirmed positive case of SARS-CoV-2. In both these situations, it is advised to not perform any work without contacting the proper governmental agency (CDC, Health Department, etc.). In these situations, the protocol/scope needs to be provided by the presiding governmental agency. Do not perform this work without that oversight in place.

Cleanup Scope of Work and Planning

The CDC encourages cleaning of high touch surfaces such as counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, tablets, and tables at a minimum.ⁱⁱⁱ These same surfaces are mentioned in the CDCs guidance for commercial spaces as well.^{iv}

Cleaning removes the soil and dirt that harbors the infectious agents, while disinfecting kills the remaining environmental pathogens.^v Cleaning is a necessary first step in disinfecting a surface. Both cleaning and disinfecting must be a part of your scope of work and plan.

Surfaces to consider for cleaning and/or disinfecting based on porosity would include but are not limited to:

Kitchen/Food Areas	Bathrooms	Classrooms	Offices
• tables and chairs • countertops • cabinets and pulls • doorknobs • floors-hard surfaces/wood • mats • food contact surfaces • light switches • paper towel/napkin dispensers • push doors	• bathroom stalls • countertops • cabinets/vanities and pulls • doorknobs • floors-hard surfaces/wood • handrails • light switches • paper towel/napkin dispenser • sink hardware • sinks • soap dispensers	• book covers and binders • carpets • chairs • computer equipment • countertops • doorknobs • floors- hard surfaces/wood • small hard surface items • light switches • mats	• carpets • chairs • telephones • computer equipment • countertops • doorknobs • floors- hard surfaces/wood • light switches • rugs • shared office equipment • tabletops/desktops • water fountains

- salt and pepper shakers
- sink hardware
- soap dispensers
- tabletops
- toilets
- diaper changing station
- paper towel/napkin dispensers
- rugs
- sink hardware
- sinks
- soap dispensers tabletops/desktops

Retail Space

- shelving
- racking
- displays
- mannequins
- packaged inventory
- carpets
- fitting room stalls
- chairs
- telephones
- computer equipment and registers
- sales counters
- doorknobs
- floors- hard surfaces/wood
- light switches
- rugs
- tables
- water fountains

Hallways

- carpets
- diaper-changing pads
- diaper-changing tables
- doorknobs
- floors- hard surfaces/wood
- handrails
- light switches
- playground equipment
- rugs
- water fountains

Other

- Fitness equipment
- Lamps
- Storage bins
- Shelves and racking
- Lockers
- Stair handrails
- Elevator cars

Some items may need to be pretested to determine if cleaning and disinfecting is possible without causing damage. Be cautious of valuable pieces of art; some cleaning processes could cause damage to these items.

Personal Protective Equipment (PPE)

Personal protective equipment (PPE) should be selected and used to maintain worker health and safety.

Doffing procedures should be established and adhered to throughout the cleaning and disinfecting process. Cleanup personnel should don PPE prior to engaging in cleaning and disinfecting surfaces, and/or manipulating contents.

During the cleaning and disinfecting process, cleanup personnel should keep their PPE on while working in the space. Cleanup personnel should avoid touching their face while working to limit dermal exposure.

Doffing procedures should be established and adhered to throughout the cleaning and disinfecting process. When removing PPE and other soiled materials, do not allow the outer surfaces of PPE and other soiled material to contact bare skin. Wash hands with soap and water for at least 20 seconds after exiting the workspace.

Cleanup Procedures

These procedures focus on the critical role cleaning plays in preventing the transmission of viruses. Cleanup procedures may vary depending on the environment, but the general guideline includes [1] cleaning of porous and non-porous surfaces, [2] disinfecting of non-porous surfaces, [3] cleaning and disinfecting of equipment, tools, and/or supplies used for cleanup process, and [4] disposal of waste.

1. Cleaning of Porous and Non-porous Surfaces

The CDC describes cleaning as removing germs, dirt, and impurities from surfaces or objects. Cleaning works by using a detergent and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection.^{vi}

Some materials cannot be cleaned with detergent and water without being damaged. For this reason, paper and paper products are not able to be cleaned and/or disinfected. Cleaning methods typically used on water sensitive materials such as vacuuming or dry sponging would not be capable of removing enough soil and residue to be effective.

Porous materials like carpet, area rugs, upholstered items, and draperies that are not water sensitive, can be wet cleaned using a Hot Water Extraction or Deluxe Preconditioner and Rinse method.

Non-porous materials like hard surface floors, cabinets, countertops, doorknobs, and plumbing fixtures can be wet cleaned using a variety of Image Companies hard surface cleaners (general purpose cleaners) and cleaning methods.

2. Disinfecting of Non-porous Surfaces

The CDC describes disinfecting as killing germs on surfaces or objects. Disinfecting works by using chemicals to kill germs on surfaces or objects. This process does not necessarily clean dirty

surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection.^{vi}

Not all surfaces can be disinfected. Because of the porosity of some materials, disinfection is not possible. This includes carpet, area rugs, upholstered items, and draperies.

Non-porous materials like hard surface floors, cabinets, countertops, doorknobs, and plumbing fixtures can be disinfected using a variety of disinfectants within the Image Companies' product line.

Currently there are no disinfectants that have been tested specifically for this particular emerging viral pathogen. The CDC recommends usage of a labeled Hospital Grade disinfectant with claims against viruses similar to SARS-CoV-2.

Hospital-grade disinfectant that has demonstrated effectiveness against viruses similar to SARS-CoV-2 on hard, non-porous surfaces. Per the CDC, this product can be used against SARS-CoV-2 when used in accordance with the directions for use against Norovirus Feline Calicivirus and Canine Parvovirus, Strain Cornell-780916, ATCC VR- 2016 on hard, non-porous surfaces. Currently has EPA-approved claims for Feline coronavirus (Strain WSU 79-1683, ATCC VR 989) and Canine coronavirus (Strain 1-71, ATCC VR-809). As with all emerging-type pathogens, proper PPE use is of the utmost importance.

These disinfectants are normally applied using a spray bottle, pump-up sprayer, electric sprayer, or ULV Mister and must dwell on the surface for 10 minutes. Once again, follow label directions for the specific disinfectant being used.

The CDC encourages the use of disinfecting wipes on electronic items that are touched often, such as phones and computers. Pay close attention to the directions for using disinfecting wipes. It may be necessary to use more than one wipe to keep the surface wet for the stated length of contact time. Make sure that the electronics can withstand the use of liquids for cleaning and disinfecting.^{viii}

3. Cleaning and Disinfecting of Equipment, Tools, and/or Supplies Used for Cleanup Process

Any equipment, tools, and/or supplies used for the cleanup process must be cleaned and disinfected using the cleaning methods described in step 1 and 2. This is to ensure that potential contamination is not moved to other parts of the structure.

4. Disposal of Waste

All used gloves and disposable respirators should be bagged within the work area. As of the date of this publication, waste can be disposed within your franchise dumpster. Cleaning towels should be bagged separately and taken back to the franchise location for laundering.

Recommendations for Property Owners

Beyond the cleaning performed by the provider, property owners must understand that persons infected with the SARS-CoV-2 virus and/or COVID-19 that enter their property will potentially infect others and deposit the virus on surfaces.

According to the CDC, the virus is thought to spread mainly from person-to-person. This could be between people who are in close contact with one another (within about 6 feet) or through respiratory droplets produced when an infected person coughs or sneezes. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.^{ix}

The CDC has setup a webpage titled [Preventing COVID-19 Spread in Communities](https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html) which addresses homes, childcare and K-12 schools, colleges and universities, work environments, healthcare settings, and large community events and mass gatherings.

For business purposes, the CDC recommends routine environmental cleaning. This should include routinely cleaning all frequently touched surfaces in the workplace, such as workstations, countertops, and doorknobs; and provide disposable wipes so that commonly used surfaces (for example, doorknobs, keyboards, remote controls, desks) can be wiped down by employees before each use.^x For structures that utilize an internal or external janitorial crews, it is recommended that they follow proper cleaning protocols established by the CDC.

ⁱ <https://www.cdc.gov/coronavirus/2019-nCoV/summary.html>

ⁱⁱ <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>

ⁱⁱⁱ https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-prevent-spread.html

^{iv} <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>

^v <https://www.issa.com/infectionprevention>

^{vi} <https://www.cdc.gov/flu/school/cleaning.htm>

^{vii} <https://www.cdc.gov/flu/school/cleaning.htm>

^{viii} <https://www.cdc.gov/flu/school/cleaning.htm>

^{ix} <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>

^x <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html>



24/7 Emergency Service Licensed and Insured All Work Guaranteed

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Cell 561-310-1111

C



FREQUENCY DRIVEN PROGRAMS

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

SUPERVISION



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

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

1. Account Manager Cell Phone
2. Account Manager Email
3. Image Corporate Office Operations Clerk - The Operations Clerk works in support of the Account Manager to schedule special services, receive and dispatch client concerns to the Account Manager and ensure clients communications are promptly dealt with.
561-844-8778 Ext 0
4. Clients may also email to correspondence and requests to
operationsclerk@imagecompanies.com or tracking@imagecompanies.com

D

Work Plan and Project Management Strategy

Management of The Town of Lake Park begins with the right hire. Image Companies have an intensive hiring process that begins with the Application process. The application is entered into the Image Applicant Insight Program. This software program unique and proprietary to Image Companies allows us to review each applicant for 15 different factors that we have determined are crucial to a good hire, a long-time employee, and ultimately a satisfied client. The Image Applicant Insight program will allow us to examine and review each applicant's experience in the janitorial field, language and writing abilities, workload and time availability, location and traveling ability as well as many other factors. This information which is reviewed for each potential applicant and job opening is invaluable in assisting in making the right hire.

Once hired all Image employees have a background check both locally and statewide and all Image Employees are processed through the Federal Department of Homeland Security. Once each employee has passed our background check and it is verified that the employee is legally authorized to work in the United States through the Department of Homeland Security, a well-informed hire is made. Once the employee is hired and before any Image employee is placed on any job site; Each Image employee must attend Image Academy. Image Academy is classroom training where all employees are trained in the Image way of providing daily services to all Image clients.

All Image employees must attend these classes at the beginning of their employment and throughout their tenure with Image. Regularly scheduled classes are mandatory for all Image employees.

Topics of Discussion are:

- a) Basic Janitorial Services
- b) Restroom Care
- c) Office Cleaning
- d) Green Cleaning
- e) Chemical Handling and Usage
- f) Floor and Carpet Services
- g) Communications
- h) Safety, Ladder Safety, Chemical Safety, and Blood Born Pathogen Protocol.

Prior to being assigned a permanent Jobsite each Image employee must take and pass a 90-question final exam. This examination allows us to review each employee's retention of the material and to determine what may need to be reviewed and also what specific job functions or roles each employee may be best suited for. Each employee has been screened and properly trained they are then placed on the job site where Image Team Management Software assists all Image employees from Administration to the front-line janitorial staff member to provide the best possible services for each and every Image Client. I-Time & Attendance is a valuable tool that will allow Image to provide regular and real-time reports to the Janitorial Services as required by the EPW.

In recent years, businesses have been faced with stiff regulations in regard to accurate timekeeping records to document hours worked. Our automated time and attendance solution is vital to fully document Image Companies' compliance with the requirements of the Janitorial Services as well as Department of Labor standards. Image Time & Attendance is a versatile, robust, time and attendance suite that meets the diverse needs of our clients. It can completely automate timekeeping processes, saving valuable time and providing necessary information easily.

Telephone Timekeeping

How it Works

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

Features & Benefits

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

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

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

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

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

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

Work Scheduling

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

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

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

From the Account Manager, down to the Supervisor level users can:

- View employee contact information
- Review & approve timekeeping information for payroll
- View & print management reports
- View scheduled work at job sites
- Request additional work on behalf of customers
- Approve requested work from customers
- Complete Work Orders

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

Compliance Tracker:

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

Equipment Tracker

Inventory Management

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

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

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

All material costs are tracked closely at the job level, which gives both Image and the Janitorial Services great insight into the material cost at each job but most importantly it will ensure that both Image and Janitorial Services are in compliance.

E

Staffing and Cleaning Responsibilities

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

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

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

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

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

Quality Control and Correction

The Town of Lake Park cleaning staff will be scored for quality daily by the Supervisor and Lead assigned to oversee the daily cleaning. This will ensure quality and consistency. However, Image believes that additional oversight is necessary for the success of Image at the Town of Lake Park. Image will supply the Town of Lake Park cleaning staff with unannounced Quality Control Inspections. All inspections are submitted directly to the Image office for review and processing. All necessary corrections and score reviews are shared within 24 hours of inspection with the Area Manager and Supervisor to be shared with Image staff for feedback, correction, and training. *(Note-Quality Control Inspector is not part of the minimum requirements for The Town of Lake Park this is customary on all Image job sites and believe this additional step allows Image to provide better services for our clients. Image client retention is 7x the industry average. The industry average is 18 months for Client retention. Image client retention is 7 years) *

Day Time Porters:

Day Time Porters assigned for The Town of Lake Park will follow all the Cleaning Specifications given by The Town of Lake Park by area and by time.

Day Time Porters placed on the job site will go thru our training class. Routine service during the daytime has a different approach than the services at nighttime. Day Time Porters will be bilingual, and we enforce the dress code.

Management:

Location and Service Area

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

The following staff would be directly assigned to the Town of Lake Park.

Tim Wilson- 25 Years of Industry Experience, 25 with Image Companies
Member of BOMA, USGBC, BSCAI, Certified IICRC (Institute of Inspection, Cleaning and Restoration) - Commercial Janitorial Services, Water and Fire Damage Restoration, Carpet Care and Spot Cleaning, Odor Control, 10 Years of Industry Experience with Green Cleaning

Paul Saavedra- 20 Years of Industry Experience, 20 with Image Companies
Member of BSCAI (Building Service Contractors of America
IICRC (Institute of Inspection, Cleaning, and Restoration) - Quality Control, Commercial Janitorial Service
10 Years of Industry Experience with Green Cleaning
Bi-lingual (Spanish and English)

Finally, Image will 100% self-perform the Eco-Friendly Cleaning of the Town of Lake Park. There will be no subcontractor(s) used to provide any services.

F



Image Janitorial Services - Staffing

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

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



We staff a new building from four sources:

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



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

Training & Continued Education

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



Image Janitorial Employee Training Program

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



Classroom Training:

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



Testing:

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



On site training: Training Continues...

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

G

All Upon Request:

1. Image Policy – Security Procedures & Image Training Manual
2. Image Hurricane Policy & Family Plan
3. Training Environmental Health & Safety
4. Training – Bloodborne Pathogen Training
5. Training – Safety is Everybody's Business

H

Image Janitorial Services, Inc.

814 14th Street

Lake Park, Florida 33403



Tel: 561-844-8778

Fax: 561-844-8986

Quality Control ScoreCard Quaterly Walk - Through Report

Jobsite # _____	/ Jobsite Name _____	Inspected Prior to Cleaning	
Date of Evaluation: / / Time : am/pm		Inspected Post Cleaning	
Inspection Performed by: (Print Name) _____		Client Late Workers	

Office Areas , Multi Use, Dining Room

Area Inspected _____

- 1) Floors(Vacuum, Mop)
- 2) Carpets
- 3)Recycling Containers
- 4) Trash Cans
- 5) Glass (Doors, Tables, Wndws)
- 6) General Dusting (Desks, Workstation)
- 7) Windowsills, Picture Frame
- 8) Chairs, Chair Bases
- 9) AC Vents
- 10) Baseboards (Comers & Edges)
- 11) Finishing

(110)

Total Score

Restrooms

Area Inspected _____

- 1)Floors
- 2)Wall, Partitions
- 3)Fixtures (Sink)
- 4)Fixtures (Toilet)
- 5)Mirrors
- 6)Fans/ AC Vent
- 7)Dispensers
- 8)Doors and Door Jams
- 9)Toilets Bowls, Urinals
- 10)Countertops

(100)

Total Score

Lobby Entry (Interior & Exterior)

Area Inspected _____

- 1) Floors (Vacuum, Mop)
- 2) Glass
- 3) Elevator Cabs /Metal
- 4) Elevator Tracks
- 5) Directories
- 6) Dusting
- 7) Doors and Door Jams
- 8) Trash/Cigarette Urn
- 9) Track Off Mats
- 10)Water Fountains
- 11)Stairs and Railings

(110)

Total Score

Cafeteria, Kitchens

Area Inspected _____

- 1)Floors (Kitchen)
- 2)Floors (Dining Area)
- 3)Floors (Bar Area)
- 4)Grill Hoods
- 5)Walls
- 6)AC Vents
- 7)Metal Work
- 8)Vending Areas
- 9)Kitchen Mats
- 10)Floor Drains

(100)

Total Score

Image Operation Items

Area Inspected _____

- 1)Light Fixtures
- 2)Frequency Books
- 3)Equipment
- 4)Janitor Closets
- 5)MSDS Posted
- 6)Specifications Posted
- 7)Job # Posted
- 8) Emergency Office # Posted
- 9)Dumpster
- 10)Employee Uniform / ID Worn

(100)

Total Score

Area Inspected _____ (110)

- 1) Floors(Vacuum, Mop)
- 2) Carpets
- 3)Recycling Containers
- 4) Trash Cans
- 5) Glass (Doors, Tables, Wndws)
- 6) General Dusting (Desks, Workstation)
- 7) Windowsills, Picture Frame
- 8) Chairs, Chair Bases
- 9) AC Vents
- 10) Baseboards (Corners & Edges)
- 11) Finishing

Total Score

Specialty Services

Area Inspected _____

- 1)VCT Tile
- 2)VCT Tile Corners / Edges/ Baseboards
- 3)Ceramic Tile
- 4)Ceramic Tile Comers/Edges/Baseboards
- 5)Carpet (Full cleaning / Spotting)
- 6)Window Interior
- 7)Window Exterior

(100)

Total Score

RECOMMENDED SERVICES:

- 1) Floor Services
 - a) Scrub/Recoat
 - b) Strip/Wax
- 2) Carpet Cleaning
 - a) Steam Clean
- 3) Restrooms
 - a) Steam Clean
 - b) Scrub

- 1)
- 2)
- 3)
- 4)
- 5)
- 6)
- 7)
- 8)
- 9)
- 10)
- 11)
- 12)
- 13)
- 14)
- 15)
- 16)
- 17)
- 18)
- 19)
- 20)

Equals Performance Percentage>>>>>

Image Companies

Date To Start: All Dates

Review Date: All Dates

Discontinue Date: All Dates



Job File

03/22/16

10:16:53 AM

Job Number	Job Name		Address	City	Supervisor
Region	Branch		Customer Type	SalesPerson	Manager
Days of Service	Square Footage		# of Req Associates	Hrs @ Jobsite	Freq of Inspection
11005	Kitson-Evergreen, LLC	Active: Yes	4500 PGA Boulevard	Palm Beach Gardens	Manager 1/D. Perez
Corporate	Palm Beach Gardens		Balance Sheet	Timothy Wilson	Manager 1
5x/week M-F	5,000 To 10,000 Sq Ft.		2	2.5 Hrs. Per Visit/Assoc.	As Needed
	Contact:			Customer #	
11020	Palm Beach Broadcasting, Llc	Active: Yes	701 North Point Parkway	West Palm Beach	Corporate
Corporate	West Palm Beach		Janitorial	Paul Saavedra	Corporate
On Call	1,500 To 5,000 Sq Ft.		As Needed	Needed	As Needed
	Contact:			Customer #	
11021	Aeg Live	Active: Yes	1800 South Australian Ave. Suite	West Palm Beach	Corporate
Corporate	Palm Beach Gardens		Janitorial	Paul Saavedra	Corporate
1x/week F	1,500 To 5,000 Sq Ft.		As Needed	Needed	As Needed
	Contact:			Customer #	
1120	Ahrens Companies	Active: Yes	1461 Kinetic Road	Lake Park	Manager 1/D. Perez
Region 1	Palm Beach Gardens		Janitorial	Timothy Wilson	Manager 1
2x/Week W/F	1,500 To 5,000 Sq Ft.		1	2 Hrs. Per Visit/Assoc.	1x/month
	Contact:			Customer #	
1130	Palm Beach Shores Resort & Vacat	Active: Yes	181 Ocean Avenue	Palm Beach Shores	Corporate
Region 1	Riviera Beach		Floor Maintenance	Sales Team	Corporate
1x/Month As Scheduled	150,000 To 175,000 Sq Ft		2	4 Hrs. Per Visit/ Assoc.	1x/month
	Contact:			Customer #	
1171	Downtown At The Gardens	Active: Yes	11701 Lake Victoria Gardens Ave	Palm Beach Gardens	Manager 3/A. Rosado
Corporate	Palm Beach Gardens		Multi-Services	Paul Saavedra	Manager 3
7x/Week SU-S	175,000 To 200,000 Sq Ft		6	8 Hrs. Per Visit/ Assoc.	Weekly
	Contact:			Customer #	
12200	Restaurant Programs of America, L	Active: Yes	4500 PGA Boulevard	Palm Beach Gardens	Manager 1/D. Perez
Corporate	Palm Beach Gardens		Janitorial	Timothy Wilson	Manager 1
2x/Week W/F	1,500 To 5,000 Sq Ft.		1	1.5 Hrs. Per Visit/Assoc.	1x/month
	Contact:			Customer #	
1365	Show Turf	Active: Yes	1365 Neptune Drive	Boynton Beach	Manager 4/E. Moya
Balance Sheet	Balance Sheet		Balance Sheet	Paul Saavedra	Manager 4
1x/Week S ONLY	1,500 To 5,000 Sq Ft.		1	3 Hrs. Per Visit/Assoc.	1x/month
	Contact:			Customer #	

Image Companies

Date To Start: All Dates
Review Date: All Dates
Discontinue Date: All Dates



Job File

03/22/16 10:16:53 AM

Job Number	Job Name		Address	City	Supervisor
Region	Branch		Customer Type	SalesPerson	Manager
Days of Service	Square Footage		# of Req Associates	Hrs @ Jobsite	Freq of Inspection
1483	Senior Home Care	Active: Yes	2500 Quantum Lakes Drive, Suite	Boynton Beach	Manager 4/E. Moya
Region 1	Palm Beach Gardens		Multi-Services	Timothy Wilson	Manager 4
5x/week M-F	1,500 To 5,000 Sq Ft.	2		1.5 Hrs. Per Visit/Assoc.	As Needed
	Contact:			Customer #	1483 Medtech Services o
1500	PGA Joint Venture	Active: Yes	4500 PGA Boulevard	Palm Beach Gardens	Manager 1/D. Perez
Corporate	Palm Beach Gardens		Janitorial	Timothy Wilson	Manager 1
3x/Week M/W/F	1,500 To 5,000 Sq Ft.	2		2 Hrs. Per Visit/Assoc.	1x/week
	Contact:			Customer #	1500 PGA Joint Venture
1506	Greenway Professional Center	Active: Yes	4425,4455 And 4925 Military Tra	Jupiter	Corporate
Corporate	Palm Beach Gardens		Porter Service	Timothy Wilson	Manager 1
4x/week M/T/W/F	1,500 To 5,000 Sq Ft.	1		8 Hrs. Per Visit/ Assoc.	As Needed
	Contact:			Customer #	
1525	PGA Flyover Corporate Center Con	Active: Yes	4280 Professional Center Dr.	Palm Beach Gardens	Manager 3/A. Rosado
Corporate	Palm Beach Gardens		Multi-Services	Timothy Wilson	Manager 3
5x/week M-F	50,000 To 60,000 Sq Ft.	2		1 Hr. Per Visit/Assoc	1x/week
	Contact:			Customer #	
1535	Palms Wellington Surgical Center	Active: Yes	460 State Road 7	Royal Palm Beach	Manager 4/E. Moya
Region 1	Palm Beach Gardens		Janitorial	Timothy Wilson	Manager 4
5x/week M-F	10,000 To 20,000 Sq Ft.	3		Needed	Weekly
	Contact:			Customer #	1535 Palms Wellington S
1540	Riverhouse	Active: Yes	2373 PGA Boulevard	Palm Beach Gardens	Manager 1/D. Perez
Region 1	Palm Beach Gardens		Multi-Services	Timothy Wilson	Manager 1
7x/Week SU-S	5,000 To 10,000 Sq Ft.	2		4 Hrs. Per Visit/ Assoc.	1x/week
	Contact:			Customer #	1540 Riverhouse
1550	Wiener, Howard J. & Assoc, P. A.	Active: Yes	4500 P G A Boulevard	Palm Beach Gardens	Corporate
Region 1	Palm Beach Gardens		Janitorial	Sales Team	Corporate
1x/week F	>1,500 Sq Ft.	1		> 1 Hr Per Visit	As Needed
	Contact:			Customer #	
1560	C E D Financial Group	Active: Yes	4500 P G A Boulevard	Palm Beach Gardens	Corporate
Region 1	Palm Beach Gardens		Janitorial	Corporate	Manager 1
1x/week F	>1,500 Sq Ft.	1		> 1 Hr Per Visit	1x/month
	Contact:			Customer #	

Image Companies

Date To Start: All Dates

Review Date: All Dates

Discontinue Date: All Dates



Job File

03/22/16

10:16:53 AM

Job Number	Job Name		Address	City	Supervisor
Region	Branch		Customer Type	SalesPerson	Manager
Days of Service	Square Footage		# of Req Associates	Hrs @ Jobsite	Freq of Inspection
1580	Sawfish Bay Enterprises	Active: Yes	947 Alternate A1A	Jupiter	Manager 1/D. Perez
Corporate	Palm Beach Gardens		Janitorial	Timothy Wilson	Manager 1
2x/week T/Th	1,500 To 5,000 Sq Ft.		1	1.5 Hrs. Per Visit/Assoc.	As Needed
	Contact:			Customer #	1580 Sawfish Bay Enterprises
1707	Martin County Parks And Recreation	Active: Yes	1707 N.E Indian River Drive	Jensen Beach	Manager 6/ T. Wilson
Balance Sheet	Stuart/martin County		Janitorial	Paul Saavedra	Manager 6
On Call	1,500 To 5,000 Sq Ft.		1	1.5 Hrs. Per Visit/Assoc.	After Provided Service
	Contact:			Customer #	
1752	Strategic Realty Services/Northlake	Active: Yes	3450 Northlake Blvd.	Palm Beach Gardens	Manager 3/A. Rosado
Balance Sheet	Balance Sheet		Balance Sheet	Balance Sheet	Manager 3
5x/week M-F	1,500 To 5,000 Sq Ft.		1	2.5 Hrs. Per Visit/Assoc.	As Needed
	Contact:			Customer #	
1796	Metrostudy	Active: Yes	8895 North Military Trail Suite B-	Palm Beach Gardens	Manager 3/A. Rosado
Corporate	North Palm Beach		Janitorial	Paul Saavedra	Manager 3
1x/week F	1,500 To 5,000 Sq Ft.		1	> 1 Hr Per Visit	As Needed
	Contact:			Customer #	
2008	First Republic Bank	Active: Yes	241 Royal Palm Way	Palm Beach	Manager 3/A. Rosado
Corporate	West Palm Beach		Janitorial	Paul Saavedra	Manager 3
5x/week M-F	1,500 To 5,000 Sq Ft.		2	3 Hrs. Per Visit/Assoc.	Weekly
	Contact:			Customer #	
205	South Florida Science Museum	Active: Yes	4801 Dreher Trail North	West Palm Beach	Corporate
Region 1	West Palm Beach		Floor Maintenance	Paul Saavedra	Corporate
Needed	1,500 To 5,000 Sq Ft.		2	2 Hrs. Per Visit/Assoc.	As Needed
	Contact:			Customer #	
206	Surgery Partners	Active: Yes	7406 Lake Worth Rd	Lake Worth	Corporate
Region 1	Lake Worth		Floor Maintenance	Paul Saavedra	Corporate
Needed	1,500 To 5,000 Sq Ft.		2	2 Hrs. Per Visit/Assoc.	As Needed
	Contact:			Customer #	
2064	Two Men And A Truck	Active: Yes	6715 White Dr.	Riviera Beach	Manager 1/D. Perez
Corporate	Corporate		Janitorial	Paul Saavedra	Manager 1
1x/week F	1,500 To 5,000 Sq Ft.		1	2 Hrs. Per Visit/Assoc.	1x/month
	Contact:			Customer #	

Image Companies

Date To Start: All Dates

Review Date: All Dates

Discontinue Date: All Dates



Job File

03/22/16 10:16:53 AM

Job Number	Job Name	Address	City	Supervisor	
Region	Branch	Customer Type	SalesPerson	Manager	
Days of Service	Square Footage	# of Req Associates	Hrs @ Jobsite	Freq of Inspection	
207	Palm Beach Outpatient Surgical Ce Active: Yes	2889 10th Ave North Suite G-20	Lake Worth	Corporate	
Corporate	Lake Worth	Floor Maintenance	Operation Manager	Corporate	
Special Schedule Per Request	1,500 To 5,000 Sq Ft.	As Needed	Needed	As Needed	
	Contact:		Customer #		
2130	Global Stick Express Lic. Active: Yes	221 Clematis Street Suite 300	West Palm Beach	Manager 3/A. Rosado	
Balance Sheet	Balance Sheet	Balance Sheet	Paul Saavedra	Manager 3	
2x/week T/F	1,500 To 5,000 Sq Ft.	1	1 Hr. Per Visit/Assoc	1x/week	
	Contact:		Customer #		
215	Collier, Deanna Dr. Active: Yes	2151 S. Alternate A 1 A	Jupiter	Corporate	
Region 1	Jupiter	Floor Maintenance	Corporate	Corporate	
Needed	1,500 To 5,000 Sq Ft.	2	2 Hrs. Per Visit/Assoc.	As Needed	
	Contact:		Customer #		
2200	Farm Credit Of Florida Active: Yes	11903 Southern Blvd, Suite 200	Royal Palm Beach	Manager 4/E. Moya	
Corporate	West Palm Beach	Janitorial	Paul Saavedra	Manager 4	
3x/Week M/W/F	1,500 To 5,000 Sq Ft.	2	5 Hrs. Per Visit/Assoc.	2x/month	
	Contact:		Customer #		
2220	Capital Realty-NL Corp Park Active: Yes	8895 N. Military Trail	Palm Beach Gardens	Manager 3/A. Rosado	
Region 1	Palm Beach Gardens	Janitorial	Timothy Wilson	Manager 3	
5x/week M-F	20,000 To 30,000 Sq Ft	2	5 Hrs. Per Visit/Assoc.	2x/month	
	Contact:		Customer #	2220 Capital Realty Adv	
2229	Representative Patrick Rooney, Jr. Active: Yes	3950 Rca Blvd. Suite 7001	Palm Beach Gardens	Manager 3/A. Rosado	
Corporate	North Palm Beach	Janitorial	Paul Saavedra	Manager 3	
1x/Week TH	1,500 To 5,000 Sq Ft.	1	1 Hr. Per Visit/Assoc	1x/month	
	Contact:		Customer #		
2265	One Home Care Solutions Active: Yes	1700 Parklane South, Suite 4	Jupiter	Manager 1/D. Perez	
Balance Sheet	Balance Sheet	Balance Sheet	Paul Saavedra	Manager 1	
1x/week F	1,500 To 5,000 Sq Ft.	1	2 Hrs. Per Visit/Assoc.	1x/month	
	Contact:		Customer #		
2272	Northern P B County Improvement Active: Yes	359 Hiatt Drive	Palm Beach Gardens	Manager 1/D. Perez	
Corporate	Palm Beach Gardens	Janitorial	Timothy Wilson	Manager 1	
3x/Week T/TH/S	10,000 To 20,000 Sq Ft.	1	4 Hrs. Per Visit/ Assoc.	1x/month	
	Contact:		Customer #		

I



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

****LOCATED AT****

1750 North FLORIDA MANGO RD
Ste 103
WEST PALM BEACH, FL 33409

TYPE OF BUSINESS	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #
58-0007 CLEANING SERVICE	WILSON TIMOTHY		B22.601000 - 07/11/22	\$236.25	B40108537

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

**STATE OF FLORIDA
PALM BEACH COUNTY
2022/2023 LOCAL BUSINESS TAX RECEIPT**

**LBTR Number: 200218449
EXPIRES: SEPTEMBER 30, 2023**

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

IMAGE JANITORIAL SERVICE INC
IMAGE JANITORIAL SERVICE INC
1750 N FLORIDA MANGO RD STE 103
WEST PALM BCH FL 33409-5230



6-2212

Request for Taxpayer Identification Number and Certification

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

Go to www.irs.gov/FormW9 for instructions and the latest information.

Print or type.
See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Image Janitorial Services, Inc	
2 Business name/disregarded entity name, if different from above dba Image Companies	
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. ☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate ☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner. ☐ Other (see instructions) ▶ _____	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) _____ Exemption from FATCA reporting code (if any) _____ (Applies to accounts maintained outside the U.S.)
5 Address (number, street, and apt. or suite no.) See instructions. 1750 N. Florida Mango Road, Suite 103	Requester's name and address (optional)
6 City, state, and ZIP code West Palm Beach, FL 33409	
7 List account number(s) here (optional)	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
[]	[]	[]	-	[]	[]	-	[]	[]	[]
or									
Employer identification number									
6	5	-	0	2	7	3	8	3	4

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person ▶	Date ▶ 4-1-21
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General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
 - Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
 - Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
 - Form 1099-S (proceeds from real estate transactions)
 - Form 1099-K (merchant card and third party network transactions)
 - Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
 - Form 1099-C (canceled debt)
 - Form 1099-A (acquisition or abandonment of secured property)
- Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding*, later.



Public Works
Department

650 Old Dixie Highway
Lake Park, FL 33403
Phone: (561) 881-3345
Fax: (561) 881-3349

www.lakeparkflorida.gov

October 19, 2022

NOTICE OF INTENT TO AWARD

RFP 109-2022 – Janitorial Services for Town Buildings and Parks Restrooms

To All Interested Parties,

Thank you for submitting your response to RFP 109-2022, Janitorial Services for Town Buildings and Parks Restrooms, dated October 13, 2022. The Town received six responses total, with three submittals being fully responsive and responsible bids.

After careful review, the evaluation committee ranked the three proposals. The highest-ranked contractor was Image Janitorial Services, Inc.

The evaluation scores were as follows:

1. Image Janitorial Services, Inc., received a score of **94**
2. Professional Cleaning Services Corp (PCS) received a score of **84**
3. Amer-Plus Janitorial Services, Inc., received a score of **83**

The following Offerors' submittals were **not** fully responsive:

1. Estrellita, Inc. d/b/a Anago of South Florida
2. A-Rostant & Son's Janitorial Service
3. Crystal Building Maintenance

Attached to this notice is a complete bid tabulation, with a responsiveness checklist for the bids received. Accordingly, we announce our intent to award a contract to:

Image Janitorial Services, Inc.

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

Award will be made during an upcoming Regular Town Commission Meeting. We would like to thank each vendor for their time and effort in preparing a response to this solicitation. We appreciate your interest in doing business with the Town of Lake Park.

Sincerely,

Digitally signed by Roberto Travieso
DN: cn=Roberto Travieso, o=Town of Lake
Park, ou=Department of Public Works,
email=travieso@lakeparkflorida.gov, c=US
Date: 2022.10.19 12:31:19 -0400

ROBERTO F. TRAVIESO, MPA
Director of Public Works

ATTACHED – Bid Tabulation for RFP 109-2022