

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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### 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:

$od kl_2 27$	
Addendum #1, Dated <u>09-14-22</u>	
Addendum #2, Dated <u>09-27-22</u>	
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 S	OLICITATION
Firm Name: - Image Jacinford Services Inc.	
Signature:	
Name and title (Print or Type): Jinathy B. Wilson - Pr	esident.
Date: 09-30-22	



### 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
	Lake Harbor Marina	103 -105 Lake Shore	
7	Restrooms and	Drive	800
	Showers		
8	Lake Shore Park	701 Lake Shore Drive	500
0	Restrooms		500
9	Kelsey Park Restrooms	601 Federal Hwy	900

DocuSigned by: Wayne 257D4E6AC37405



### 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-Beacon 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 page29, 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: Dwayne Bell F257D4E6AC37405...

# **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 - (\$284,586-10)

	· · · · · ·
Required documents attached?	(Checklist)
PART 1	
- Acknowledgement of Addenda	V
- Proposal Submittal Page (signed)	
- Proposal Price Form fully completed.	V
- Proposal Security (LOC or Cashier's Check, 5%)	
of BASE proposal price for year one)	U
- Conflict of Interest Disclosure Form	V
- Notification of Public Entity Crimes Law	V
- Drug-Free Workplace	C.
- Non-Collusion Affidavit	V
- Truth-in-Negotiation Certificate	V
- List of References	V
- Anti-Kickback Affidavit	V
- List of Subcontractors, if applicable	V
PART 2	
<ul> <li>Certificate of Insurance (per specification)</li> </ul>	V
- Statement of prior or pending litigation	
PART 3	
- Copies of all licenses, certifications, business tax receipts	V
PART 4 (OPTIONAL)	
- Clarifications or Exceptions	C

NAME OF FIRM: Image Janitonal Services Inc.
ADDRESS: 1750 N. Florida Mango Dd Ste 103
West Poly Beuch FL 33409
PHONE #: <u>56/-844-8778</u> FAX #: <u>56/-844-8986</u>
E-MAIL: Twilson@ Punagecompanies.com
Statement by Proposer: "I HAVE REVIEWED ALL PLANS, MANUALS, SPECIFICATIONS, AND ALL OTHER
INFORMATION CONTAINED WITHIN THIS SOLICITATION, AND UNDERSTAND ALL REQUIREMENTS"
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 Janiforial Services Vac.
Street Address:
PSON. Floridu Mango Rd Ste 103 UPB, FZ 33409
Mailing Address (if different from Street Address):
Telephone Number(s): 561-844-8778
Fax Number (s): <u>561-844-8986</u>
Email Address: Twilson & Pinagecompanies, com
Federal Employer Identification Number: <u>65-0273834</u>
Signature: TSB UL
Print Name: <u>Jicoflup B. Wilson</u>
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.

# 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	\$ 21,655.66
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	BASE PRICE of ITEMS 1 - 9 First-year total			\$94,862.30	
Total of three-year contract				\$ 284 586.90	

Unit Prices (o	n 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: \_\_\_\_\_\_\_

Submitted By: Trucky B. Wilson

Name of Firm: Image Janiforial Services, Jac.

Tel. No. <u>561-844-8778</u> Fax No. <u>561-844-8986</u>

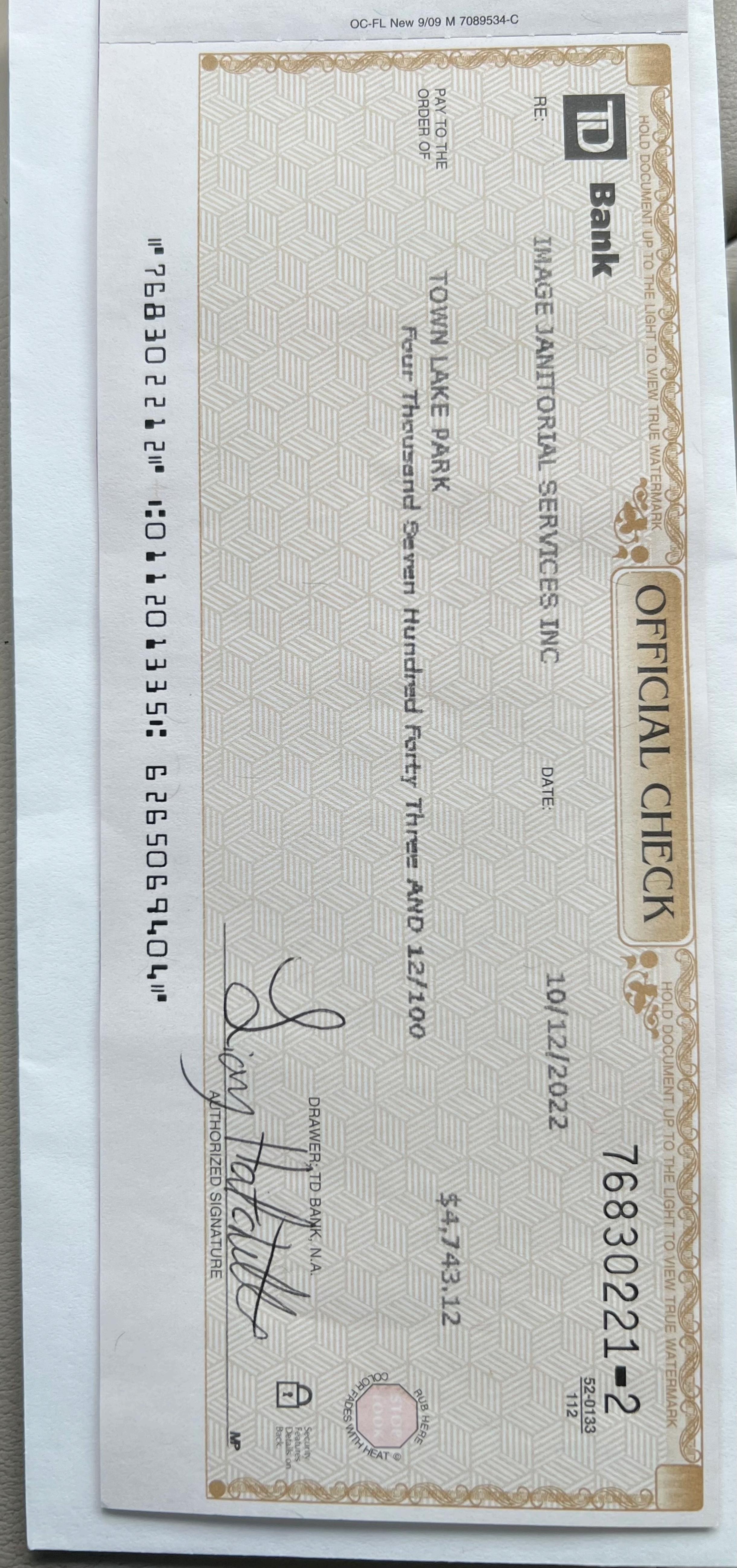
Email Address: Twilson @ Pmage companies. com

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.

# **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.



# 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:

Inage Jacitorial Services Inc.

**Firm Name** 

Signature

Finothy B. Wilson - President

Name and title (Print or Type)

09-30-22

Date

# 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:

Emage Janitonal Services Inc. Firm Name

Signature

tinothy B. Wilson - President.

Name and Title (Print or Type)

09-30-22

Date

# DRUG-FREE WORKPLACE

Image Janiforial 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

Signature

tinothy B. Wilson - President

Name and title (Print or Type)

09-30-22

Date

NON-COLLUSION AFFIDAVIT STATE OF Florida COUNTY OF Palu Beach Before me, the undersigned authority personally appeared Truckly B. Wilcon, who after being by me first duly sworn, deposes and says of his/her personal knowledge that: His/her is President of Image Javiford Savices, the Proposer that has submitted a a. Proposal to perform work for the following: RFQ No.: 109-2022 Title: Tailon of Services for Taembuilding an 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. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees, c. 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. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any d. 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. Signature Subscribed and sworn to (or affirmed) before me this  $\underline{30}$  day of <u>September</u>,  $20^{22}$ , by Ficefly B. Wilson \_\_\_\_, who is personally known to me or who has produced as identification. SEAL **Notary Signature** YANEISY VALDES Notary Name: otary Public - State of Florida Commission # HH 27149 My Comm. Expires Aug 7, 2024 Notary Public (State): Bonded through National Notary Assn. My Commission No.: Expires on: \_\_\_\_\_

# 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: <u>Fineflup B. Wilson</u> Title: <u>President</u> Date: <u>09-30-22</u>

# 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 Blud		
	Wellington, FL 33449		
Point of Contact:	Daniel Low		
Phone Number:	561-964-9200		
Fax Number:			
E-mail:	D. Low Quych Ffecc. cou		
	/		

### **REFERENCE #2**

Company/Agency Name	MPZNer Country Club
Address:	16104 Mizner Club DR
	Delray Beach FL33446.
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 Palu Beaches
Address:	525 S. Flugler DR.
	West Palm Beuch, Fr 33401
Point of Contact:	Daniel Lewinsohn
Phone Number:	561-727-2352
Fax Number:	561-655-6274
E-mail:	daniel etheplazacupb. com

# ANTI-KICKBACK AFFIDAVIT

### STATE OF FLORIDA COUNTY OF PALM BEACH

BEFORE ME, the undersigned authority, personally appeared	Jinothy	1 B. Wilson
, who, after being by me first duly sworn,	deposes and	says:

(1)	Iam President	of Image Janiforial Scis	, the offeror that has submitted a proposal
to perf	orm work for the following	project:	

Contract # 109-2022, Project name: Javiforial Services for Town Building and Parks

I, the undersigned, hereby depose and say that no portion of the sum Proposal in connection with the (2) 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.

Signature

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

bv

Finothy B. Wilson, who is personally known to me or who has

produced as identification.

NOTARY SEAL:

VANEISY VALDES Notary Public - State of Florida Commission # HH 27149 My Comm. Expires Aug 7, 2024 Bonded through National Notary Assn.

Notary Signature: Notary Name

Notary Public-State of Florida

# 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) <u>N/A</u>		
2) <u>N/A</u>		
3) <u>N/A</u>		
4) <u>N/A</u>		
5) <u>N/A</u> .		

# 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).											
CONTACT											
Brown & Brown of Florida, Inc.					PHONE (296) 220 4070						
P.O. Box 2412					(A/C, No, Ext): (300) 239-4010 (A/C, No): E-MAIL ADDRESS: Joy.Glaug@bbrown.com						
-					INSURER(S) AFFORDING COVERAGE NAIC #						
Daytona Beach FL 32115-2415								22322			
INSURED			INSURER B : Auto Insurance Company 18988					18988			
IMAGE JANITORIAL SERVICES, INC			INSURER C: Zenith Ins Co 13269					13269			
1750 N FLORIDA MANGO ROAD			INSURER D: Federal Insurance Company 20281								
STE 103 & 104				INSURER E :							
WEST PALM BEACH			FL 33409	INSURE	RF:						
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	INSD	SUBR	POLICY NUMBER		POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS				
COMMERCIAL GENERAL LIABILITY							DAMAGE TO RENTED	5 1,00 5 300,0	0,000 000		
	_						MED EXP (Any one person)	\$ 10,000			
A	-		NGL- 1005816-00		04/01/2022	04/01/2023	PERSONAL & ADV INJURY \$	\$ 1,000,000			
GEN'LAGGREGATE LIMIT APPLIES PER:								\$ 2,000,000			
								\$ 2,000,000			
OTHER:											
							(La accident)	\$ 1,000,000			
B OWNED SCHEDULED 96-982-266-1			00.000.000.00		04/01/2022						
B OWNED SCHEDULED 96-982-266-06		96-982-266-06	6 04/		04/01/2023	PROPERTY PANA OF					
AUTOS ONLY AUTOS ONLY							(Per accident)				
		<u> </u>					\$ \$ 3,000,000				
			7819-61-29	04/01/2022	04/01/2023		0.000.000				
CLAIMS-MAD	-		1019-01-29			04/01/2022	AGGREGATE \$	\$ 3,000,000			
DED RETENTION \$		PER OTH-					PER OTH-				
		N/A	Z137404402				STATUTE ER	ER 1 000 000			
					01/01/2022	01/01/2023		1 000 000			
(Mandatory in NH)							E.L. DISEASE - EA EMPLOYEE \$	1,000			
DÉSCRIPTION OF OPERATIONS below	+						E.L. DISEASE - POLICY LIMIT \$	.,			
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHIC	ES (AC	ORD 1	01, Additional Remarks Schedule	may be af	tached if more se	ace is required)					
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		_		CANC	FLIATION						
CERTIFICATE HOLDER CANCELLATION											
TOWN OF LAKE PARK					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											
535 PARK AVE											
LAKE PARK FL 33403											
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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).

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 7

	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #	
TYPE OF BUSINESS		1	B22.601000 - 07/11/22	\$236.25	B40106537	
56-0007 CLEANING SERVICE	WILSON TIMOTHY		DLL.00 TOT			

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

ANNE M. GANNON

CONSTITUTIONAL TAX COLLECTOR Serving Palm Beach County

Serving you.

18 M

#### 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.

Form <b>W-9</b>
(Rev. October 2018)
Department of the Treasury Internal Revenue Service

### Request for Taxpayer Identification Number and Certification

3

ation

	Revenue Service	Go to www.irs.gov/Formw9 for instructions and the latest inform
1	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				
Print or type. Specific Instructions on page 3.	<ul> <li>3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Che following seven boxes.</li> <li>☐ Individual/sole proprietor or ☐ C Corporation   S Corporation ☐ Partnership single-member LLC</li> <li>☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partner Note: Check the appropriate box in the line above for the tax classification of the single-member or LLC that is classified as a single-member LLC that is disregarded from the owner for U.S. federal tax purposes. Otherwise, a sing is disregarded from the owner should check the appropriate box for the tax classification of its own.</li> <li>☐ Other (see instructions) ▶</li> <li>5 Address (number, street, and apt, or suite no.) See instructions.</li> </ul>	☐ Trust/estate ship) ▶ vner. Do not check wner of the LLC is le-member LLC that	certain entities, not individuals; see instructions on page 3): Exempt payee code (if any) eck is that code (if any) (Applies to accounts maintained outside the U.S.)		
See	1750 N. Florida Mango Road, Suite 103				
0)	6 City, state, and ZIP code				
	West Palm Beach, FL 33409				
	7 List account number(s) here (optional)				
Par	t I Taxpayer Identification Number (TIN)				
	your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avo		urity number		
reside	p withholding. For individuals, this is generally your social security number (SSN). However, for nt alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other s, it is your employer identification number (EIN). If you do not have a number, see <i>How to ge</i>				

		]					
TIN, later.	or						
<b>Note:</b> If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.		_	ficati				Ē
Number To Give the nequester for guidelines on whose number to enter.	65-	0	2	7	3	8	

#### Certification Part II

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 ►	(Th	15.	ht	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 taxpaver 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.

NA

# **TAB 17**





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) <u>Site Supervisors: will be locally hired at time of contract award</u>
- 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







## 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

Morganti Group

Palm Beach Polo Golf & Country Club

Polo Club Boca Raton

Town of Davie

Wycliffe Country Club



1750 North Florida Mango Road
 Ste 103
 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.



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 "wetdown/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

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## 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").<sup>i</sup> The CDC has setup a <u>Coronavirus Disease 2019 (COVID-19) Situation Summary</u> 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.<sup>ii</sup>

## 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 <u>NO</u> 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 <u>Request for Proactive Cleaning to Minimize the Transmission of Emerging Viral</u> <u>Pathogens (including Coronavirus)</u> 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.<sup>iii</sup> These same surfaces are mentioned in the CDCs guidance for commercial spaces as well. <sup>iv</sup>

Cleaning removes the soil and dirt that harbors the infectious agents, while disinfecting kills the remaining environmental pathogens.<sup>v</sup> 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

- tables and chairs
- countertops
- cabinets and pulls
- doorknobs
- floors-hard surfaces/wood
- mats
- food contact surfaces
- light switches
- paper towel/napkin dispensers
- push doors

#### Bathrooms

- bathroom stalls
- countertops
- cabinets/vanities and pulls
- doorknobs
- floors-hard surfaces/wood
- handrails
- light switches
- paper towel/napkin dispenser
- sink hardware
- sinks
- soap dispensers

- Classrooms
- book covers and binders
- carpets
- chairs
- computer equipment
- countertops
- doorknobs
- floors- hard surfaces/wood
- small hard surface items
- light switches
- mats

#### Offices

- 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

station

• diaper changing

- shelving racking

**Retail Space** 

- 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 •

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

- paper
  - towel/napkin dispensers
- rugs
- sink hardware
- sinks
- soap dispensers tabletops/desktops

#### Other

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

Some items may need to be pretested to determine is 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.

- Hallways

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.<sup>vi</sup>

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.<sup>vii</sup>

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.<sup>viii</sup>

## 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.<sup>ix</sup>

The CDC has setup a webpage titled <u>Preventing COVID-19 Spread in Communities</u> 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.<sup>x</sup> For structures that utilize an internal or external janitorial crews, it is recommended that they follow proper cleaning protocols established by the CDC.

<sup>&</sup>lt;sup>i</sup> <u>https://www.cdc.gov/coronavirus/2019-nCoV/summary.html</u>

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

https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-

<sup>&</sup>lt;u>spread.html?CDC\_AA\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fguidance-prevent-</u> <u>spread.html</u>

<sup>&</sup>lt;sup>iv</sup> <u>https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html</u>

https://www.issa.com/infectionprevention

vi <u>https://www.cdc.gov/flu/school/cleaning.htm</u>

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

<sup>\*</sup> https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-business-response.html



24/7 Emergency Service Licensed and Insured All Work Guaranteed

> Timothy B. Wilson 1750 N. Florida Mango Rd., Suite 103 West Palm Beach, FL 33409 561-844-8788 Ext. 111 Cell 561-310-1111

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# 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 fre quencies 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 Manag ers use these established systems to keep your buildings clean at all times. We do not wait for any specific item to be dirty, we main tain it at all times.



The key to a successful janitorial program is supervision. There are many words tor 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 excutition 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
- Image Corporate Office Operations Clerk The Operations Clerk works in support of the Account Manager to schedule special services, receive and dispatch client concerns to the Account Manager and ensure clients communications are promptly dealt with.
   561-844-8778 Ext O
- 4. Clients may also email to correspondence and requests to operationsclerk@imagecompanies.com or tracking@imagecompanies.com

## **SUPERVISION**

# 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. 1-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 1<sup>st</sup> 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 that 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-Verfication 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



Building

Service Contractors

Association International 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
- <sup>5</sup> 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...

- 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

### Η

### 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

	ontrol ScoreCard Quaterly Wa		
Jobsite # / Jobsite Name		Inspected Prior to Cleaning	
Date of Evaluation: / / Time	e : am/pm	Inspected Post Cleaning	
Inspection Performed by: (Print Name)		Client Late Workers	
Office Areas , Multi Use, Dining Room	Restroo		
Area Inspected	(110) Area Ins		
1) Floors(Vacuum, Mop)	1)Floors		_
2) Carpets	2)Wall, F		_
3)Recycling Containers	3)Fixture		
4) Trash Cans	· · · · · · · · · · · · · · · · · · ·	es (Toilet)	Total Score
5) Glass (Doors, Tables, Wndws)	5)Mirrors		
6) General Dusting (Desks, Workstation)	6)Fans/		_
7) Windowsills, Picture Frame	7)Dispen		_
8) Chairs, Chair Bases		and Door Jams	_
9) AC Vents		Bowls, Urinals	_
10) Baseboards (Corners & Edges)	10)Coun	tertops	
11) Finishing	Cofeteri	e. Kitohono	
Lobby Entry (Interior & Exterior)	Area Ins	a, Kitchens pected (100)	
Lobby Entry (Interior & Exterior) Area Inspected	•	(Kitchen)	7
1) Floors (Vacuum, Mop)		(Dining Area)	_
2) Glass		(Bar Area)	_
3) Elevator Cabs /Metal	4)Grill Ho		Total Score
4) Elevator Tracks	Total Score 5)Walls		Total Score
5) Directories	6)AC Ver	nts	
6) Dusting	7)Metal V		-
7) Doors and Door Jams	8)Vendin		-
8) Trash/Cigarette Urn	9)Kitcher		-
9) Track Off Mats	10)Floor		_
10 )Water Fountains			
11)Stairs and Railings	Area Ins	pected (110)	_
Image Operation Items	1) Floors	(Vacuum, Mop)	_
Area Inspected	(100) 2) Carpe	,	
1)Light Fixtures		ling Containers	
2)Frequency Books	4) Trash	-	Total Score
3)Equipment	· · · · · · · · · · · · · · · · · · ·	(Doors, Tables, Wndws)	
4)Janitor Closets		al Dusting (Desks, Workstation)	'
5)MSDS Posted		owsills, Picture Frame	
6)Specifications Posted		s, Chair Bases	
7)Job # Posted	9) AC Ve	ents	
8) Emergency Office # Posted	10) Base	eboards (Corners & Edges)	
9)Dumpster	11) Finis	hing	
10)Employee Uniform / ID Worn			
Specialty Services	RECOM	IMENDED SERVICES:	
Area Inspected	(100) 1) Floo	r Services	
1)VCT Tile	a) Sc	rub/Recoat	
2)VCT Tile Corners / Edges/ Baseboards		rip/Wax	
3)Ceramic Tile	2) Carr	bet Cleaning	
4)Ceramic Tile Corners/Edges/Baseboards	· · · · ·	team Clean	
5)Carpet ( Full cleaning / Spotting )	3) Rest		
6)Window Interior	a) St	team Clean	
7) Mindow Exterior	b) S		

b) Scrub

7)Window Exterior

1)	
2)	
3)	
4)	
5)	
6)	
7)	
8)	
9)	
_10)	
12)	
13)	
_14)	
15)	
_16)	
17)	
_18)	
19)	
20)	

1-All Fields must be Filled out.

<i>2- Inspect an Area and Enter the Score 10- Excellent 5-Fair 1-Unacceptable</i>	Total Evaluation Points>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	
3-Total Evaluation Points and Possible Points. Divide to Get Quality Control Score	Divided by Total Possible Points>>>>>	
<i>4- Any Score Below 92 is Unacceptable. Direct Staff on Areas which need Improvement. Hand In QC Scorecard for Recording to Operations Clerk.</i>	Equals Performance Percentage>>>>>	

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	T
11005 Kitson-Evergreen, LLC Corporate Pal 5x/week M-F 5,0 Co	LC Active: Yes Palm Beach Gardens 5,000 To 10,000 Sq Ft. Contact:	4500 PGA Boulevard Balance Sheet 2	Palm Beach Gardens Timothy Wilson 2.5 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 As Needed	· ··· ·· · ·
11020     Palm Beach Broadcasting, Llc       Corporate     West Palm       Conporate     1,500 To 5, 00 Coll	asting, Llc Active: Yes West Palm Beach 1,500 To 5,000 Sq Ft. Contact:	701 North Point Parkway Janitorial As Needed	West Palm Beach Paul Saavedra Needed Customer #	Corporate Corporate As Needed	
11021 Aeg Live Corporate 1x/week F	Active: Yes Palm Beach Gardens 1,500 To 5,000 Sq Ft. Contact:	1800 South Australian Ave. Suite West Palm Beach Janitorial Paul Saavedra As Needed Needed <b>Cusi</b>	West Palm Beach Paul Saavedra Needed <b>Customer #</b>	Corporate Corporate As Needed	•
1120 Ahrens Companies Region 1 2x/Week W/F	Active: Yes Palm Beach Gardens 1,500 To 5,000 Sq Ft. Contact:	1461 Kinetic Road Janitorial 1	Lake Park Timothy Wilson 2 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 1x/month	
<b>1130 Palm Beach Shores</b> Region 1 1x/Month As Scheduled	Palm Beach Shores Resort & Vacat Active: Yes Riveria Beach As Scheduled 150,000 To 175,000 Sq Ft Contact:	181 Ocean Avenue Floor Maintenance 2	Palm Beach Shores Sales Team 4 Hrs. Per Visit/ Assoc. <b>Customer #</b>	Corporate Corporate 1x/month	
1171     Downtown At The Gardens       Corporate     Palm Be:       7X/Week SU-S     175,000       7X/Week SU-S     Contact	Gardens Active: Yes Palm Beach Gardens 175,000 To 200,000 Sq Ft Contact:	11701 Lake Victoria Gardens Ave Palm Beach Gardens Multi-Services 8 Hrs. Per Visit/ Asso 6 <b>Custor</b>	Palm Beach Gardens Paul Saavedra 8 Hrs. Per Visit/ Assoc. <b>Customer #</b>	Manager 3/A. Rosado Manager 3 Weekly	
<b>12200 Restaurant Progran</b> Corporate 2x/Week W/F	Restaurant Programs of America, L Active: Yes Palm Beach Gardens 1,500 To 5,000 Sq Ft. Contact:	4500 PGA Boulevard Janitorial 1	Palm Beach Gardens Timothy Wilson 1.5 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 1x/month	···· ·
1.365 Show Turf Balance Sheet 1x/Week S ONLY	Active: Yes Balance Sheet 1,500 To 5,000 Sq Ft. Contact:	1365 Neptune Drive Balance Sheet 1	Boynton Beach Paul Saavedra 3 Hrs. Per Visit/Assoc. Customer #	Manager 4/E. Moya Manager 4 1x/month	

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



## Job File

10:16:53 AM 03/22/16

and Nimekas Tab Nama		Address	Citv	Supervisor
Region	Branch	Customer Type	SalesPerson	Manager
Days of Service	Square Footage	# of Req Associates	Hrs @ Jobsite	Freq of Inspection
1483 Senior Home Care Region 1 5x/week M-F	Active: Yes Palm Beach Gardens 1,500 To 5,000 Sq Ft. Contact:	2500 Quantum Lakes Drive, Suit Boynton Beach Multi-Services 1.5 Hrs. Per Vis 2 <b>c</b>	<ul> <li>Boynton Beach</li> <li>Timothy Wilson</li> <li>1.5 Hrs. Per Visit/Assoc.</li> <li>Customer #</li> </ul>	Manager 4/E. Moya Manager 4 As Needed Medtech Services 0 1483
1500 PGA Joint Venture Corporate 3x/Week M/W/F	Active: Yes Palm Beach Gardens 1,500 To 5,000 Sq Ft. Contact:	4500 PGA Boulevard Janitorial 2	Paim Beach Gardens Timothy Wilson 2 Hrs. Per Visit/Assoc. Customer #	Manager 1/D. Perez Manager 1 1x/week PGA Joint Venture 1500 PGA Joint Venture
1506 Greenway Professional Center Corporate Palm Beach 4x/week M/T/W/F 1,500 To 5, Contact:	onal Center Active: Yes Palm Beach Gardens 1,500 To 5,000 Sq Ft. Contact:	4425,4455 And 4925 Military Tra Jupiter Porter Service 8 Hrs. F 1	: Jupiter Timothy Wilson 8 Hrs. Per Visit/ Assoc. Customer #	Corporate Manager 1 As Needed
1525 PGA Flyover Corpor Corporate 5x/week M-F	PGA Flyover Corporate Center Com Active: Yes Palm Beach Gardens 50,000 To 60,000 Sq Ft. Contact:	4280 Professional Center Dr. Multi-Services 2	Paim Beach Gardens Timothy Wilson 1 Hr. Per Visit/Assoc <b>Customer #</b>	Manager 3/A. Rosado Manager 3 1x/week
<b>1535 Palms Wellington S</b> Region 1 5x/week M-F	Palms Wellington Surgical Center Active: Yes Palm Beach Gardens J.F 10,000 To 20,000 Sq Ft. Contact:	460 State Road 7 Janitorial 3	Royal Palm Beach Timothy Wilson Needed <b>Customer #</b>	Manager 4/E. Moya Manager 4 Weekly 1535 Palms Wellington S
1540 Riverhouse Region 1 7x/Week SU-S	Active: Yes Palm Beach Gardens 5,000 To 10,000 Sq Ft. Contact:	2373 PGA Boulevard Multi-Services 2	Palm Beach Gardens Timothy Wilson 4 Hrs. Per Visit/ Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 1x/week Riverhouse 1540 Riverhouse
1550 Wiener, Howard J. & Assoc, P. A. Region 1 Palm Beach Ga 1x/week F >1,500 Sq Ft Contact:	& Assoc, P. A. Active: Yes Palm Beach Gardens >1,500 Sq Ft. Contact:	4500 P G A Boulevard Janitorial 1	Palm Beach Gardens Sales Team > 1 Hr Per Visit <b>Customer #</b>	Corporate Corporate As Needed
1560 CEDFinancial Group Region 1 Pa 1x/week F C	up         Active:         Yes           Palm Beach Gardens         >1,500 Sq Ft.         Contact:	4500 P G A Boulevard Janitorial 1	Palm Beach Gardens Corporate > 1 Hr Per Visit <b>Customer #</b>	Corporate Manager 1 1x/month

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 Corporate Palm 2x/week T/Th 1,500 Coni	rises Active: Yes Palm Beach Gardens 1,500 To 5,000 Sq Ft. Contact:	947 Alternate A1A Janitorial 1	Jupiter Timothy Wilson 1.5 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 As Needed Sawfish Bay Enterp 1580 Sawfish Bay Enterp
1707 Martin County Park Balance Sheet On Call	Martin County Parks And Recreatic Active: Yes Stuart/martin County 1,500 To 5,000 Sq Ft. Contact:	1707 N.E Indian River Drive Janitorial 1	Jensen Beach Paul Saavedra 1.5 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 6/ T. Wilson Manager 6 After Provided Service
1.752 Strategic Realty Ser Balance Sheet 5x/week M-F	Strategic Realty Services/Northlak Active: Yes neet Balance Sheet 1.7500 To 5,000 Sq Ft. Contact:	3450 Northlake Blvd. Balance Sheet 1	Palm Beach Gardens Balance Sheet 2.5 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 3/A. Rosado Manager 3 As Needed
1796 Metrostudy Corporate 1x/week F	Active: Yes North Palm Beach 1,500 To 5,000 Sq Ft. Contact:	8895 North Military Trail Suite B- Paim Beach Gardens Janitorial Paul Saavedra 1 Hr Per Visit <b>Custom</b>	Paim Beach Gardens Paul Saavedra > 1 Hr Per Visit <b>Customer #</b>	Manager 3/A. Rosado Manager 3 As Needed
<b>2008 First Republic Bank</b> Corporate 5x/week M-F	k Active: Yes West Palm Beach 1,500 To 5,000 Sq Ft. Contact:	241 Royal Palm Way Janitorial 2	Palm Beach Paul Saavedra 3 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 3/A. Rosado Manager 3 Weekly
205 South Florida Science Museum Region 1 West Palm E Needed 1,500 To 5,0 Contact:	cce Museum Active: Yes West Palm Beach 1,500 To 5,000 Sq Ft. Contact:	4801 Dreher Trail North Floor Maintenance 2	West Palm Beach Paul Saavedra 2 Hrs. Per Visit/Assoc. <b>Customer #</b>	Corporate Corporate As Needed
206 Surgery Partners Region 1 Needed	Active: Yes Lake Worth 1,500 To 5,000 Sq Ft. Contact:	7408 Lake Worth Rd Floor Maintenance 2	Lake Worth Paul Saavedra 2 Hrs. Per Visit/Assoc. <b>Customer #</b>	Corporate Corporate As Needed
2064 Two Men And A Truck Corporate Co 1, 1, 0, 0, 0	ick Active: Yes Corporate 1,500 To 5,000 Sq Ft. Contact:	6715 White Dr. Janitorial 1	Riviera Beach Paul Saavedra 2 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 1x/month

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



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# 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 Paim Beach Outpati Corporate Special Schedule Per Request	Palm Beach Outpatient Surgical Ce Active: Yes Lake Worth Jedule Per Request 1,500 To 5,000 Sq Ft. Contact:	2889 10th Ave North Suite G-20 Floor Maintenance As Needed	Lake Worth Operation Manager Needed <b>Customer #</b>	Corporate Corporate As Needed
2130 Giobal Stick Express Llc. Balance Sheet 1,500 2x/week T/F 1,500 Coni	ss Llc. Active: Yes Balance Sheet 1,500 To 5,000 Sq Ft. Contact:	221 Clematis Street Suite 300 Balance Sheet 1	West Palm Beach Paul Saavedra 1 Hr, Per Visit/Assoc <b>Customer #</b>	Manager 3/A. Rosado Manager 3 1x/week
215 Collier, Deanna Dr. Region 1 Needed	Active: Yes Jupiter 1,500 To 5,000 Sq Ft. Contact:	2151 S. Alternate A 1 A Floor Maintenance 2	Jupiter Corporate 2 Hrs. Per Visit/Assoc. <b>Customer #</b>	Corporate Corporate As Needed
2200 Farm Credit Of Florida Corporate 3x/Week M/W/F 1,5 Co	rida Active: Yes West Palm Beach 1,500 To 5,000 Sq Ft. Contact:	11903 Southern Blvd, Suite 200 Janitorial 2	Royal Palm Beach Paul Saavedra 5 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 4/E. Moya Manager 4 2x/month
2220 Capital Realty-NL Corp Park Region 1 Palm Bead 5x/week M-F 20,000 To Contact:	Corp Park Active: Yes Palm Beach Gardens 20,000 To 30,000 Sq Ft Contact:	8895 N. Military Trail Janitorial 2	Palm Beach Gardens Timothy Wilson 5 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 3/A. Rosado Manager 3 2x/month Capital Realty Advi
<b>2229 Representative Pa</b> Corporate 1x/Week TH	Representative Patrick Rooney, Jr. Active: Yes North Palm Beach H 1,500 To 5,000 Sq Ft. Contact:	3950 Rca Blvd. Suite 7001 Janitorial 1	Palm Beach Gardens Paul Saavedra 1 Hr. Per Visit/Assoc <b>Customer #</b>	Manager 3/A. Rosado Manager 3 1x/month
2265 One Home Care Solutions Balance Sheet Balanc 1x/week F 1,500 Cont	Jutions Active: Yes Balance Sheet 1,500 To 5,000 Sq Ft. Contact:	1700 Parklane South, Suite 4 Balance Sheet 1	Jupiter Paul Saavedra 2 Hrs. Per Visit/Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 1x/month
2272 Northern P B Coun Corporate 3x/Week T/TH/S	Northern P B County Improvement Active: Yes Palm Beach Gardens 10,000 To 20,000 Sq Ft. Contact:	359 Hiatt Drive Janitorial 1	Palm Beach Gardens Timothy Wilson 4 Hrs. Per Visit/ Assoc. <b>Customer #</b>	Manager 1/D. Perez Manager 1 1x/month

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

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\*\*LOCATED AT\*\*

1750 North FLORIDA MANGO RD Ste 103 WEST PALM BEACH, FL 33409 7

	OWNER	CERTIFICATION #	RECEIPT #/DATE PAID	AMT PAID	BILL #
TYPE OF BUSINESS		1	B22.601000 - 07/11/22	\$236.25	B40106537
56-0007 CLEANING SERVICE	WILSON TIMOTHY		DLL.00 TOT		

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

ANNE M. GANNON

CONSTITUTIONAL TAX COLLECTOR Serving Palm Beach County

Serving you.

18 M

#### 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.

### **Request for Taxpayer Identification Number and Certification**

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

	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		
on page 3.	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Ch following seven boxes.	_	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
	single-member LLC	Trust/estate	Exempt payee code (if any)
Cti V	Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partner	rshin) 🕨	(i aliy)
Print or type. Specific Instructions	Note: Check the appropriate box in the line above for the tax classification of the single-member of LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the canother LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single is disregarded from the owner should check the appropriate box for the tax classification of its own	Exemption from FATCA reporting code (if any)	
eci	□ Other (see instructions) ►	(Applies to a second	
	5 Address (number, street, and apt, or suite no.) See instructions.	(Applies to accounts maintained outside the U.S.) nd address (optional)	
See	1750 N. Florida Mango Road, Suite 103	noquester s hame a	nu audress (optional)
0,	6 City, state, and ZIP code		
	West Palm Beach, FL 33409		
	7 List account number(s) here (optional)		9
Par			
Enter	your TIN in the appropriate box. The TIN provided must match the same given an line 1 to an	oid Social sec	urity number
Dauru	P WIGHOUGHU, FOT INDIVIDUAIS, THIS IS DEPENDIVING SOCIAL SOCURITY SUMPOR (SCAN, FLOWER, A)	pra	
entitie	nt alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other s, it is your employer identification number (EIN). If you do not have a number, see How to get		
111 <b>4</b> , 10		or	
Note:	If the account is in more than one name, see the instructions for line 1. Also see What Name a	Ind Employer i	dentification number
NUMD	er To Give the Requester for guidelines on whose number to enter.		

#### Part II Certification

Under penalties of perjury, I certify that:

N

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 dept, 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 ►	T	5	15	W		Date ►	4	-1	2	

### **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

Ал 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)

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2 n

7 3 8 3

 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.