



TOWN OF LAKE PARK

REQUEST FOR PROPOSAL (RFP) 109-2022

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

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

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

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

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

Town Locations to be Serviced

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

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

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS



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

Sealed responses will be accepted digitally via the following Submission Form: <https://app.urbanleap.io/form/110793568768891> until October 13, 2022 at 2:30 PM EDT. Proposals will be publicly opened and read aloud at October 13, 2022 at 2:35 PM EDT in the Town Hall Commission Chambers, 535 Park Avenue, Lake Park, Florida, 33403.

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

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

Pre-Bid Meeting: Yes

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

Location: Town Hall Commission Chambers

Additional Information: To visit all buildings

Site Visit: Yes - Attendance is Mandatory

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

Location: Town Hall Commission Chambers

Additional Information: Mandatory site visit

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

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

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

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

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



**Mandatory
Pre-Proposal Meeting Minutes**

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

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

Commission Chamber, Town Hall, 535 Park Avenue

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

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

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

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

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

ADJOURNMENT:

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

Town Clerk Vivian Mendez



Project # 109-2022

PROJECT: Janitorial Services for Town Buildings and Parks Restrooms

DATE/TIME:

October 13, 2022 2:30 P.M.

Pre-Contruction Meeting

	CONTACT NAME & COMPANY	ADDRESS	PHONE	FAX	EMAIL ADDRESS
11	Image Companies Paul Saavedra	1780 N. Florida Mango Rd	561 255 99 15	561 844 8 986	Psqaavedra@imagecompanies.com
12	JUAN JARAMILLO BOY B&J	3260 NW 23 AVE STE 100E POMPANO BEACH FL 33069	954 600 4419		JUAN.JARAMILLO@boy.com
13	Crystal Building Maintenance RON WICKS	Pobox 18023 WPB 33416 5800 S. SABLE CIR	561-684-5652	561-790-6545	crystalbldmaint@ciol.com
14	P.C.S PROFESSIONAL CLEANING SERV. TAMMY GRAHAM	58 MAGATLE 20 SW 27th Ave Suite 100 Pompano Beach, FL 33069	954 561 297-51 42 954 650 6928		info@NATCHLANSERVICEUSA.COM tgraham@anagosfl.com
15	Stephannie Cetoute Amer-Plus Janitorial & maintenance	1265 NE 203rd St miami FL 33179	(305) 725-2385		scetoute@amerpluscleaning.com
16					
17					
18					
19					
20					



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Addendum No. 1: RFP 109-2022

JANITORIAL SERVICES FOR TOWN BUILDINGS AND PARKS RESTROOMS

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

1. CLARIFICATIONS/ADDITIONAL INFORMATION

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

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

DocuSigned by:

Dwayne Bell

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Minutes

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

**Thursday, October 13, 2022 2:30 P.M.
Commission Chamber, Town Hall, 535 Park Avenue**

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

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

1) Amer-Plus Janitorial & Maintenance LLC., 1265 NE 203rd Street, Miami, FL 33179. The total for a three-year contract is \$419,508.94.

2) A Rostant and Sons Janitorial Services, P.O. Box 8387, West Palm Beach, FL 33407. They did not submit a proposal. They provided an invoice for \$1,350.

3) Crystal Building Maintenance, 3200 Summit Blvd, West Palm Beach, FL 33416. The total for a three-year contract is \$369,390.

4) Estrellita, Inc., d/b/a Anago of South Florida, 20 SW 27th Avenue., Suite 100, Pompano Beach, FL 33069. The total for a three-year contract is \$451,692.

5) Image Janitorial Services Inc., A50 N. Florida Mango Road, Suite 103., West Palm Beach, FL 33409. The total for a three-year contract is \$284,586.90.

6) PCS Professional Cleaning Services Corp., 5800 S. Sable Circle, Margate, FL 33063. The total for a three-year contract is \$ 386,942.76.

ADJOURNMENT:

The meeting adjourned at 2:46 P.M.

Town Clerk Vivian Mendez

Report Date: 10/18/2022

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

Stage: Round 2

Image Janitorial Services, Inc



Image Companies

<http://imagecompanies.com>

Headquarters

West Palm Beach, Florida

Number of employees

1 - 10

Estimated annual revenue

\$1M-\$10M



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



twitter.com/ImageTracking

Solution Response

NAICS Code

561,720

Submitter



Timothy Wilson



twilson@imagecompanies.com



+1 561 844 8778

Submitted: 10/12/2022

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

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

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

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

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

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

Paper Products & Supplies

Image Janitorial responded with certification through:

BSCAI - Building Service Contractors Association International

IICRC - Institute of Inspection Cleaning & Restoration

Certification

USGBC - U.S. Green Building Council

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

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

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

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

Service: Quality Dependable Services.

Why Image Janitorial Services

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

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

Special Projects

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

Customer Communications

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

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

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

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

Image Janitorial Services – Staffing

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

We staff a new building from four sources:

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

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

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

Training & Continued Education

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

Image Janitorial Employee Training Program:

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

Classroom Training:

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

Testing:

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

On-site training: Training Continues...

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

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

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

Proposed Work Plan and Project Management Strategy

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

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

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

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

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

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

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

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

Quality Control and Correction

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

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

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

Paul Saavedra- 27 Years of Industry Experience, 26 with Image Companies
Member of BSCAI (Building Service Contractors of America
IICRC (Institute of Inspection, Cleaning and Restoration) - Quality Control, Commercial Janitorial Service
15 Years Industry Experience with Green Cleaning
Bilingual (English & Spanish)

Miguel Gutierrez – 5 Years of Industry Experience, 2 with Image
Quality Control, Commercial Cleaning
Janitorial Service
Bilingual (English & Spanish)

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

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

What sets your solution apart from competitors?

Communications and Responsiveness

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

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

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

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

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

Customer Communications

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

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

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

Image Janitorial Services – Staffing

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

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

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To what extent can you meet the outlined requirements?

Entirely

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

N/A

Please check all that apply

- Less than 250 employees

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

- I acknowledge.

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

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

Your Name

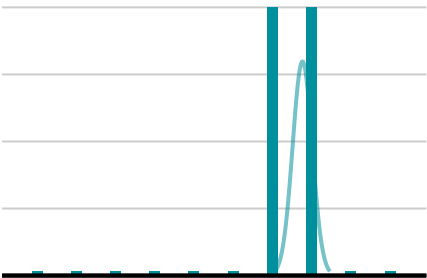
Timothy Brooke Wilson

Today's Date

10/12/2022

 219667675273388required_forms_completed_pdf

Average Evaluation Scores



Average Score

94 / 120

Total Completed Evaluations

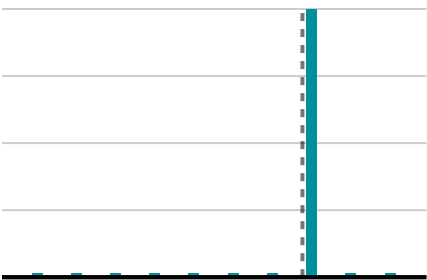
4

Overall Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Breakdown by Category

- Category:
- PRICE PROPOSAL AND PROPOSAL REQUIREMENTS
- Cost Effectiveness
 - Evaluation based on total annual cost of all locations



Relative Score

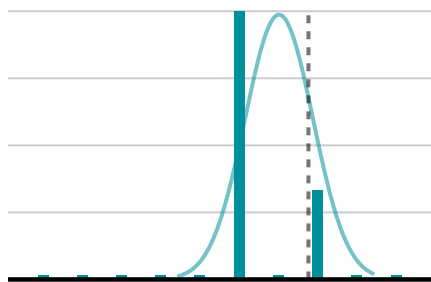
Highest scored category (8% above average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: . TECHNICAL APPROACH

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



Relative Score

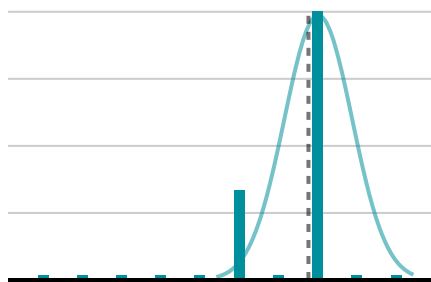
Lowest scored category (8% below average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: EXPERIENCE AND QUALIFICATIONS OF COMPANY

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



Relative Score

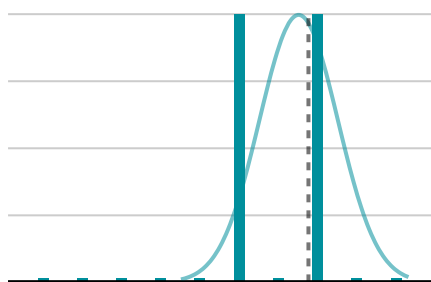
3% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: INNOVATIVE/CREATIVE APPROACH

- Measures taken to provide additional efficiencies or increased performance capabilities



Relative Score

3% below average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Individual Evaluation Scores and Comments

Jeffrey Duvall <jduvall@lakeparkflorida.gov>

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

John M Wille <jwille@lakeparkflorida.gov>

88

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

96

Roberto Travieso <rtravieso@lakeparkflorida.gov>

98

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

Report Date: 10/18/2022

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

Stage: Round 2

P.C.S. Professional Cleaning Services Corp.



pcscleanup.com

<http://pcscleanup.com>

Solution Response

NAICS Code

561,720

Submitter



Ron Wicks



ron@neatcleaningserviceusa.com



+1 954 297 5142

Submitted: 10/10/2022

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

Dear Committee,

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

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

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

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

Sincerely,

Madid Pedraza

P.C.S. Professional Cleaning Services Corp.

5800 S. Sable Circle

Margate, FL 33063

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

Approach to perform work and Management Strategy

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

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

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

Topics of Discussion are:

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

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

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

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

Work Scheduling

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

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

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

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

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

What sets your solution apart from competitors?

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

To what extent can you meet the outlined requirements?

Entirely

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

N/A

Please check all that apply

- Less than 250 employees
- Woman-owned

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

- I acknowledge.

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

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

Your Name

Ron Wicks

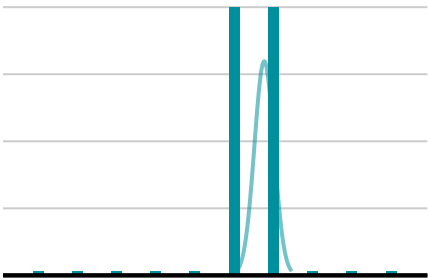
Today's Date

10/10/2022

All attachments

 74931906720302town_of_lake_park_rfp_109_2022_pcs_zip

Average Evaluation Scores



Average Score

84 / 120

Total Completed Evaluations

4

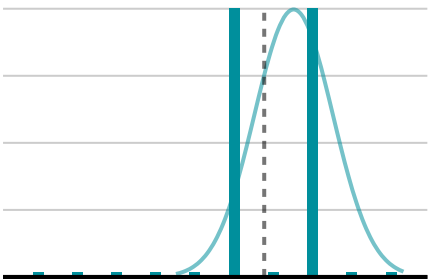
Overall Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Breakdown by Category

Category: INNOVATIVE/CREATIVE APPROACH

- Measures taken to provide additional efficiencies or increased performance capabilities



Relative Score

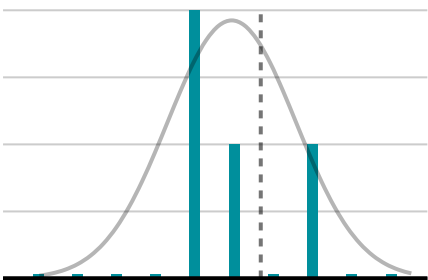
Highest scored category (9% above average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: EXPERIENCE AND QUALIFICATIONS OF COMPANY

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



Relative Score

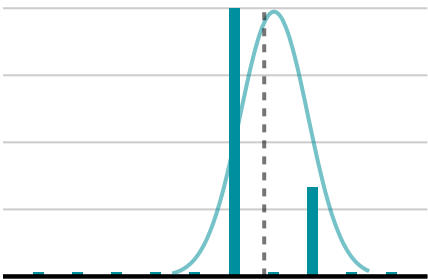
Lowest scored category (9% below average)

Consistency of Evaluations

Consistent (evaluators were mostly aligned)

Category: . TECHNICAL APPROACH

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



Relative Score

3% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category:
PRICE PROPOSAL AND PROPOSAL REQUIREMENTS

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



Relative Score

3% below average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Individual Evaluation Scores and Comments

Jeffrey Duvall <jduvall@lakeparkflorida.gov>

88

John M Wille <jwille@lakeparkflorida.gov>

74

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

78

Roberto Travieso <rtravieso@lakeparkflorida.gov>

80

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

Report Date: 10/18/2022

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

Stage: Round 2

Amer-Plus Janitorial & Maintenance LLC



Amer Plus Cleaning - Janitorial Cleaning Services

<http://amerpluscleaning.com>

Founded data

1998

Headquarters

Miami, Florida

Number of employees

11 - 50

Estimated annual revenue

\$1M-\$10M




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


Solution Response


NAICS Code

561,720

Submitter

 Stephannie Cetoute

 scetoute@amerpluscleaning.com

 +1 305 725 2385

Submitted: 10/12/2022

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

COMPANY PROFILE

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

Amer-Plus's professional cleaning services include:

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

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

LEADERSHIP

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

1- Stephannie Cetoute, Managing Director

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

Phone: (305) 725-238

Email: scetoute@amerpluscleaning.com

2- Lumodeste Cetoute, Director of Operations

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

Phone: (305) 481-9833

Email: lcetoute@amerpluscleaning.com

GOVERNMENTAL EXPERIENCE WITHIN THE LAST FIVE (5) YEARS

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

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

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

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

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

Governmental Experience #1

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

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

Duration: 5 years

Governmental Experience #2

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

Detailed Contract Scope of Work: General Cleaning Services

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

Governmental Experience #3

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

Detailed Contract Scope of Work: General Cleaning Services

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

Governmental Experience #4

Contract Name: Miami Dade County Express Authority

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

Duration: 1 year (Ongoing contract)

Governmental Experience #5

Contract Name: USA Engineer District (USACE)

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

Duration: 5 years

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

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

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

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

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

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

Two (2) Pass System:

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

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

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

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

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

Proposed Methodology

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

- Pay attention to entryways.

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

- Minimize airborne particles and chemicals.

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

- Use HEPA filtration vacuums to reduce airborne particles.

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

- Use environmentally friendly cleaning products.

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

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

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

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

- Use recycled paper products in restrooms.

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

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

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

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

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

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

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

Additional Staff with over 5 years industry experience:

Appranncon Jose

Kenel Lainy

Ernseau Preseau

What sets your solution apart from competitors?

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

AMER-PLUS JANITORIAL & MAINTENANCE QUALITY PLAN

Definition of Quality

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

Deliverables and Acceptance Criteria

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

Quality Assurance Activities

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

Service Monitoring and Control

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

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

Improvement Plan

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

OUR TECHNOLOGY

We are your complete cleaning service management solution.

From the Swept Janitorial mobile app, you can:

REPORT PROBLEMS

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

SEND MESSAGES

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

VIEW SUPPLIES USAGE

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

From the Swept Janitorial website, you can:

BROWSE THE DASHBOARD

- Review and evaluate activity across all locations

To what extent can you meet the outlined requirements?

Entirely

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

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

Please check all that apply

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

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

- I acknowledge.

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

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


Your Name

Stephannie Cetoute

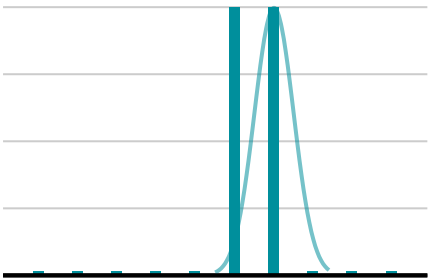
Today's Date

10/12/2022

All attachments

 183251960113169town_of_lake_park_documents_pdf

Average Evaluation Scores



Average Score

83 / 120

Total Completed Evaluations

4

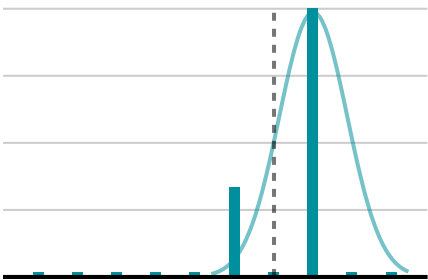
Overall Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Breakdown by Category

Category: INNOVATIVE/CREATIVE APPROACH

- Measures taken to provide additional efficiencies or increased performance capabilities



Relative Score

Highest scored category (12% above average)

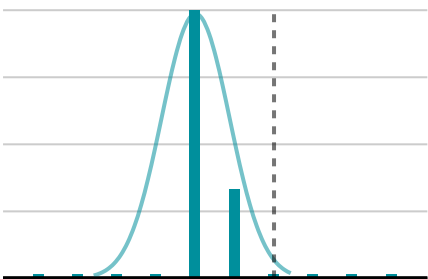
Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category:

PRICE PROPOSAL AND PROPOSAL REQUIREMENTS

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



Relative Score

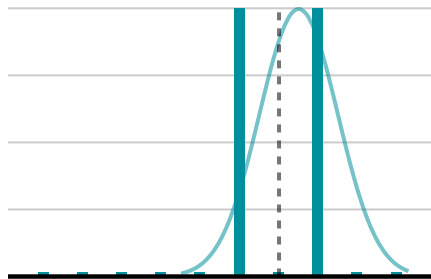
Lowest scored category (24% below average)

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: EXPERIENCE AND QUALIFICATIONS OF COMPANY

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



Relative Score

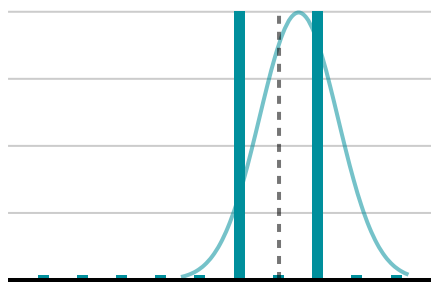
6% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Category: . TECHNICAL APPROACH

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



Relative Score

6% above average

Consistency of Evaluations

Highly Consistent (evaluators were very aligned)

Individual Evaluation Scores and Comments

Jeffrey Duvall <jduvall@lakeparkflorida.gov>

Can not start for 1 month after bid award.

92

John M Wille <jwille@lakeparkflorida.gov>

76

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

76

Roberto Travieso <rtravieso@lakeparkflorida.gov>

88

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



Public Works
Department

October 19, 2022

NOTICE OF INTENT TO AWARD

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

To All Interested Parties,

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

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

The evaluation scores were as follows:

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

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

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

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

Image Janitorial Services, Inc.

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

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

Sincerely,

ROBERTO F. TRAVIESO, MPA
Director of Public Works

ATTACHED – Bid Tabulation for RFP 109-2022

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

www.lakeparkflorida.gov