



A Full Service Commercial and Residential Maintenance Organization

CITY OF GAINESVILLE, FLORIDA

**REQUEST FOR PROPOSALS -
RFP #RTSX-190033-DS
Janitorial Services for Regional Transit
System Facilities**

**Presented To:
City of Gainesville
General Government Procurement
200 East University Avenue, Room 339
Gainesville, Florida 32601**

Bid Due Date: 3:00 pm, Thursday, March 28, 2019

Presented By:
TRIBOND, LLC
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A Full Service Commercial and Residential Maintenance Organization

March 27, 2019

City of Gainesville
General Government Procurement
200 East University Avenue, Room 339
Gainesville, FL 32601
(352) 334-5021 (PHONE)
(352) 334-3163 (FAX)

Dear City of Gainesville Procurement Division:

Customer Service, or more specifically Great Customer Service seems to be a lacking commodity in this day and age. We understand that you are looking for an organization that you can partner with to provide you the best quality services, with outstanding communication, speedy resolution to any concerns, and with results that exceed your expectations. This is what we do, we are **TRIBOND**, a full service commercial and residential maintenance organization. We are obsessed with and committed to providing the best customer service, with a live person to answer your phone calls, whenever you need us and with superior results.

Our 100% satisfaction guarantee will prove to be your greatest benefit. We understand that you are very busy and we want to help you stay focused on what is important to you and to your organization. The maintenance of your facilities can continue to be our concern, and can allow you to do what you do best. **We are 100% committed to the City of Gainesville. TRIBOND** can handle anything from your daily and routine maintenance needs to large scale projects. Our goal is to **save you time and frustration**, and our service is unquestionably the best. If you are not satisfied, then we are not satisfied, and we refuse to accept anything less than perfection.

Whatever your needs, we are here to accommodate. There are no limits to what our company can, AND WILL provide for you. **TRIBOND** has an outstanding reputation with numerous government establishment, home owners, builders, and office complexes. **TRIBOND** continues to expand in the **Florida market** and we are proving that a **"No Worries"** maintenance company can, and does exist.

Attached you will find our official bid proposal for Janitorial Services for Regional Transit System Facilities. We previously provided Janitorial Services for Alachua County Facilities and currently provide services to Alachua County Libraries and City of Gainesville Public Works. We would like to expand our local partnerships to include you and to provide services to the RTS locations. Our goal is to be your dedicated service provider for all of your maintenance needs. **TRIBOND** welcomes the opportunity to meet with your team, conduct any necessary negotiations, and is ready to accept any awards made to us as a result of the submission of this proposal and in compliance with all of the terms contained in the RFP. We have reviewed all bid documents and the service locations and have extensive knowledge of all that is being required for this project. We are ready, willing, and able to provide these services. We are confident that we can and will provide you with the very best value (competitive pricing with superior service) for the services being requested. Thank you again for the opportunity to continue and expand our existing partnership with the City of Gainesville. We are certain you will not be disappointed.

Sincerely,

A handwritten signature in cursive script that reads "Leslie Palmer".

Leslie Palmer | Director of Sales and Operations | [TRIBOND](#)

Full Service Commercial and Residential Maintenance

cell: (678) 677-0022 | fax: (678) 550-2991

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TECHNICAL PROPOSAL

PROJECT UNDERSTANDING AND APPROACH

TRIBOND understands the entire and scope and objectives to be performed in this project (as listed explicitly in the RFP and as were discussed at the pre bid meeting). We will supply adequate personnel to perform all items in the scope of services as specified. This applies to the On-Duty Supervisors as well as custodial/janitorial associates. All of our employees that will be assigned to this contract will meet or exceed the mandatory minimum requirements for recent experience in the management of custodial type operations and cleaning as detailed in the RFP.

PROJECT APPROACH

The Project Manager will use any minimum staffing requirements (contained within the RFP) and the designated service hours. She will couple this with her experience managing Commercial Maintenance Projects outside of the City of Gainesville and her experience managing Janitorial Services at the current and previous Alachua County and City of Gainesville Facilities to develop her Janitorial Associate teams and leadership/supervisor for each location. She will meet with the Project Administrator from the County to review her proposed staffing plan and will solicit their feedback and suggestions on the proposed outlined team (based upon previous experience with the existing service provider for new locations). During this meeting, the Project Manager will also obtain the dates that the last "non-daily" services were performed (by the previous company), such as carpet cleaning, window washing, etc., so as not to leave an inappropriate gap in services before TRIBOND would schedule them. Once the initial meeting has taken place, the Project Manager will hand select each member of the TRIBOND team from three sources: our existing group of TRIBOND employees, from any of the outstanding associates that may have previously had a great reputation for servicing these facilities, and from a new group of individuals that have extensive experience with janitorial services and with performing in a supervisory position. All associates must first go through and successfully complete/pass TRIBOND's background check, drug test, E-Verify, and initial training. In addition, they must successfully pass any additional checks/tests required by the City of Gainesville.

Regardless of any previous projects that the associates have been a part of, they will each be specifically trained on the exact needs/requirements/specifications of this contract, on each specific facility, and on the processes and procedures that will be followed based on this project's Scope of Work and each facility's nuances.

There will be a TRIBOND Supervisor on site at all times at each service location (from the time the first TRIBOND associate arrives, until the last TRIBOND associate leaves.) Historically, we have provided extra service days and/or hours at the onset of a new project (when permitted), at no additional charge, to get a facility (that we are not the incumbent service provider on) up to par. As we become better acclimated to any new facilities, get all facilities 100% up to expectations, and gain efficiencies and speed built into the process, we will resume normal service schedules. TRIBOND believes in being the very best partner that we can be and quickly getting all locations running smoothly and meeting all service requirements is just one of the ways that we do that. In addition, when TRIBOND is able to gain cost efficiencies on a contract, we believe in passing those cost savings onto our partners in the form of cost reductions.

The TRIBOND Project Manager has read and agrees to meet all of the Supervision requirements as listed in the RFP. TRIBOND already abides by very similar SOP on all of our contracts (even if the contract does not request such communication), such as keeping a log book, supervisory sign off, meetings with the customer (in this case the City of Gainesville representative), etc.. Effective and timely communication helps to ensure satisfied customers and keeps us continuously growing and improving as a partner and as a company.

The TRIBOND Project Manager will have the City of Gainesville RTS that we service, as her first and top priority. Initially, the Project Manager will be on site each day during services (in addition to the supervisor(s)). Only once the project is running smoothly, with a successful backup supervisor in place, will the project manager have the potential of taking on additional projects (with TRIBOND) outside of the RTS contract. TRIBOND's administrative staff, as well as our Project Managers, realize the importance of not spreading yourself too thin and in having an experienced and hands on Project Managers. We are firm believers in quality over quantity. We believe that our growth should be through developing

strong partnerships with a select set of entities, and earning their repeat business and by expanding services/accounts/additional facilities with our partners, such as yourself.

QUALIFICATIONS AND STAFF

Current Workload

Listed in the table below is the current TRIBOND workload, companywide.

NAME OF CLIENT	LOCATION OF THE CLIENT AND THE FACILITY	DATE OF SERVICE BEGAN	SQUARE FOOTAGE	TYPE OF SERVICE PROVIDED	NAME OF CONTRACT MANAGER	PHONE NUMBER OF CONTRACT MANAGER	ANNUAL CONTRACT AMOUNT	DURATION OF THE PROVISIONS OF SERVICES
MERRILL P. THOMAS CO - NAVY	Mobile, AL	January 2008	1,000 SF	JANITORIAL SERVICES	Angie Holland	(251) 473-7517	\$4,500.00	no end date
MERRILL P. THOMAS CO - ARMY & AIR FORCE	Mobile, AL	February 2010	2,400 SF	JANITORIAL SERVICES	Angie Holland	(251) 473-7517	\$7,182.00	no end date
RBC WEALTH MANAGEMENT - CB RICHARD ELLIS	Mobile, AL	September 2012	approx. 2,000 SF	JANITORIAL SERVICES	Karen Tolle	612-371-7612	\$3,630.12	no end date
FACILITY CLEANING INTERNATIONAL - JCI MOBILE, AL ONE DAY PER WEEK JANITORIAL	Mobile, AL	October 2012	approx. 5,000 SF	JANITORIAL SERVICES	Bobby Bode	720-259-5042	\$1,560.00	no end date
FACILITY CLEANING INTERNATIONAL - JCI LAFAYETTE, LA	LaFayette, LA	May 2014	4,600 SF	JANITORIAL SERVICES	Bobby Bode	720-259-5042	\$3,600.00	no end date
FACILITY CLEANING INTERNATIONAL - YELLOW PAGES OFFICE MOBILE, AL	Mobile, AL	April 2014	approx. 6,000 SF	JANITORIAL SERVICES	Bobby Bode	720-259-5042	\$4,743.12	no end date
FACILITY CLEANING INTERNATIONAL - YELLOW PAGES OFFICE PENSACOLA, FL	Pensacola, FL	May 2014	5,488 SF	JANITORIAL SERVICES	Bobby Bode	720-259-5042	\$7,107.60	no end date
ABC SUPPLY CO., INC	Jacksonville, FL	February 2012	4,500 SF	JANITORIAL SERVICES	Willie Richardson	904-730-2770	\$4,428.00	no end date
WESTMORELAND COUNTY, PENNSYLVANIA	Greensburg, PA	May 2013	8 county facilities	WINDOW WASHING SERVICES	Melissa Schofield	724.830.3746	\$58,848.00	Sept 2015
STATE OF ALABAMA - FORENSIC SCIENCES	Mobile, AL	May 2013	approx. 15,000 SF	JANITORIAL SERVICES	Tim McSpadden	(251) 479-2322	\$20,520.00	April 2015
INDIANA UNIVERSITY OF PENNSYLVANIA	Indiana, PA	Jun-09	53 campus facilities	WINDOW WASHING SERVICES	Leroy King	724-388-1459	\$47,622.43	June 2019
CITY OF GAINESVILLE, FLORIDA - PUBLIC WORKS	Gainesville, FL	February 2013	12 city blocks	JANITORIAL AND GROUNDS MAINTENANCE SERVICES	Cindi Harvey	352-334-2205	\$42,600.00	January 2015
CITY OF GAINESVILLE, FLORIDA - COMMUNITY REDEVELOPMENT AGENCY	Gainesville, FL	October 2014	Depot Building Context Area Depot Rail Trail (1100-1300 BLK) & Helix Plaza Innovation Square Roadways (SW 9th Street and SW 3rd Avenue)	LANDSCAPING SERVICES	Cindi Harvey	352-334-2205	\$49,967.50	September 2015
HERNANDO COUNTY, FLORIDA	Brooksville, FL	March 2014	18,766 SF	JANITORIAL SERVICES	Barbara Trent	352-540-6706	\$11,964.00	March 2014
GEORGIA DEPARTMENT OF TRANSPORTATION - THOMASTON	Thomaston, GA	March 2013	approx. 7,300 SF	JANITORIAL SERVICES	Michelle Jordan	706-646-7540	\$5,214.96	February 2015
CITY OF DECATUR HOUSING AUTHORITY	Decatur, GA	May 2013	varies on call	APARTMENT DEEP CLEANING/TURN KEY SERVICES	Lawton Jones	404-270-2106	\$15,000.00	April 2016
CITY OF DECATUR HOUSING AUTHORITY	Decatur, GA	January 2014	40,706 SF	JANITORIAL AND GROUNDS MAINTENANCE SERVICES	Lawton Jones	404-270-2106	\$57,026.40	December 2017
TME ENTERPRISES	Orlando, FL/ Longwood, FL	September 2012	1,176,120 SF	JANITORIAL AND GROUNDS MAINTENANCE SERVICES	Dave Jackson	407-883-2845	\$247,836.00	September 20, 2015
PASCO COUNTY, FLORIDA	Dade City, FL and New Port Richey, FL	April 2014	five county buildings	WINDOW WASHING AND PRESSURE WASHING SERVICES	Terry Falke	(727) 834-3292	\$23,347.68	March 2015
PASCO COUNTY, FLORIDA	Dade City, FL	April 2014	exterior of one transfer station	PRESSURE WASHING OF TRANSFER STATION	Ron Walker	727-861-3004	\$7,986.86	one time project
PALM BEACH COUNTY, FLORIDA	West Palm Beach, FL	April 2014	varies by request	WINDOW WASHING AND PRESSURE WASHING SERVICES	Angel Figueroa	561-355-2072	\$11,183.00	ongoing for will call services through 1/31/19
MANATEE COUNTY, FLORIDA	Bradenton, FL	September 2014	207,566 SF	JANITORIAL SERVICES	Chris Daley		\$264,000.00	August 2015
SEMINOLE COUNTY PUBLIC SCHOOLS (K-12)	Sanford, FL	June 2014	up to 6,000,000 SF	YEAR ROUND FLOOR CARE THROUGHOUT DISTRICT	Amber Sperlich	407-320-7495	\$72,000.00	May 2018
BRADENTON CONVENTION CENTER	Bradenton, FL	September 2014	52,000 SF	JANITORIAL SERVICES	Melinda McGann	941-729-9177	VARIES AS NEEDED FOR EVENTS	August 2018
THE CITY OF SANDY SPRINGS, GEORGIA	Sandy Springs, GA	July 2010	4,575 SF	JANITORIAL AND GROUNDS MAINTENANCE SERVICES	Ronnie Young	770-206-2034	\$84,123.84	August 2014
NORTHWEST GEORGIA REGIONAL HOSPITAL	Rome, GA	July 2011	45,000 SF	JANITORIAL SERVICES	Richard Aghajanian	706-295-6111	\$7,146.12	June 2016
GEORGIA DEPARTMENT OF LABOR - AMERICUS CAREER CENTER	Americus, GA	August 2012	5,000 SF	JANITORIAL SERVICES	Robert Ingle	229-931-2520	\$6,555.00	July 2014
HOUSING AUTHORITY OF THE CITY OF HIGH POINT, NORTH CAROLINA	High Point, NC	June 2014	10,000 SF	JANITORIAL SERVICES	Alan Oakley	336-878-2322	\$35,082.00	May 2015
GEORGIA BUREAU OF INVESTIGATION - MIDLAND/COLUMBUS, GA	Columbus, GA	July 2014	11,500 SF	JANITORIAL SERVICES	Fredrick Wimberly	706-565-7888	\$5,934.00	June 2015
SOUTH CAROLINA DEW - REGION 3 CATAWBA	Chester & Lancaster, SC	January 2015	8,300 SF	JANITORIAL SERVICES	Martha Stephenson	803-737-0108	\$21,121.92	December 2018
GEORGIA SOUTHERN UNIVERSITY	Statesboro, GA	May 2008	varies by request - encompasses all housing and academic facilities	WINDOW WASHING, PRESSURE WASHING, APARTMENT/TURN KEY CLEANING, GROUNDS MAINTENANCE	Mike Head	912-478-5944	\$229,041.62	June 2015

TRIBOND has the experience and capabilities to meet and satisfy ALL of the City of Gainesville requirements, as per this RFP.

TRIBOND's Background, Organization, and Size

TRIBOND, LLC, a 100% women-owned small business and certified Disadvantaged Business Enterprise (DBE), provides full service commercial and residential maintenance services to government and private sector clients across the United States of America. TRIBOND was founded on January 11, 2008 with the goal of competitive prices and superior service. We are fully licensed, bonded, and insured. Since our inception, TRIBOND has experienced steady growth and expansion to numerous states and in volume of accounts (both dollars and number of accounts). We have consistently increased our revenue year over year, since our inception. TRIBOND is now established in Georgia, Alabama, Florida, South Carolina, New York, Michigan, Pennsylvania, Minnesota, Montana, Louisiana, Mississippi, and North Carolina. The State of Florida is our largest area of revenue and our largest region of growth. Our management staff has a combined 75+ years of experience in commercial and residential maintenance services. TRIBOND currently has 100+ employees.

TRIBOND, LLC provides a broad range of custodial, janitorial, and maintenance services, including, but not limited to:

- Landscaping (Changing Out Existing Items and Planting New Items)
- Grounds Maintenance (pesticide, herbicide, mowing, hedging, trimming, pruning, etc.)
- Project Work
- Post Construction Cleanup
- Turn Key – One Time Deep Clean
- Buffing, Stripping, and Waxing of VCT Floors
- Carpet, Drapery, and Upholstery Shampooing / Cleaning / spot removal
- Cleaning Cubicle Patricians
- Interior and Exterior Window Washing
- Pressure/Power Washing
- Parking Lot and Sidewalk Cleaning
- Event Setup, Monitoring During Event, and Post Event Clean Up
- Daily Custodial Cleaning Services
- Weekly, Monthly, Quarterly, Semi-Annually, and Annually scheduled Services
- Waste Removal and Sanitation

We back all of our work with a 100% satisfaction guarantee.

We offer these services to a broad variety of industries and facilities. A representative sample of these includes:

- Churches and Religious Facilities - cemeteries, chapels, churches, mausoleums, and synagogues
- Office Facilities - business offices, government/public administration, high rise buildings, privately owned buildings, property management, single and multi-tenant facility
- Newly Constructed and Newly Renovated Facilities - pre-construction, construction, and post-construction
- Educational Facilities – preschool, K-12 public and private, colleges, universities, technical schools, libraries, and museums
- Entertainment and Vacation Facilities - amphitheatres and concert halls, art and membership organizations, bars/nightclubs, bowling alleys, casinos, country clubs, movie theaters, race tracks and speedways, restaurants, special event services, stadiums and arenas
- Manufacturing and Industrial Facilities - agriculture, forestry, mining, distribution centers, industrial complexes, and manufacturing
- Medical and Healthcare Facilities - bio-medical facility, emergency services, healthcare services, hospitals, long-term care Facility and nursing homes, medical centers, medical practices, medical offices, outpatient facility, and dentist offices
- Retail Facilities - shopping centers, strip malls, banks and financial institutions, supermarkets, car dealerships, wholesale and retail trade
- Travel Locations - second homes, airports, condominiums, hotels, rental property, resorts, timeshares, and vacation homes

TRIBOND has regional offices in the following states: Georgia, Alabama, Florida, and New York.

Administration and Management

TRIBOND believes in a “hands on” management style with systems of checks and balances. We believe that the strongest manager (at any level) is one that leads by example. It is always most effective to tell someone what to do or how to do it, as well as to show them how to do it, and to do it with them. All TRIBOND associates receive positive reinforcement and additional training in developmental areas to make all of our good associates into great associates. TRIBOND is also keenly aware that repetition and consistency are two of the keys to our ongoing and expanding success. By having a SOP for all processes and procedures within the company, TRIBOND is able to duplicate our successes and is able to have consistent excellence in service on any account, no matter how large or small the account, or where in the country the account is located.

TRIBOND’s organizational structure consists of a Service Center (which is supported by TRIBOND’s Owner/Director of Sales and the Director of Operation), Regional Managers, District Managers, Project Managers, and Janitorial Associates. TRIBOND’s Service Center handles all administrative tasks for the organization, including, but not limited to: customer service (to both internal associates and external customers), contract execution, invoicing, payroll, human resources, information technology, bid presentations, sales, providing company created standardized project forms, etc. The Regional Managers and District Managers manage a specific geographical area and see to it that all accounts receive the services that are required at a level that exceeds expectations. This includes managing a few select accounts themselves, conducting trainings for all levels of employees, mentoring and developing Project Managers, and being the primary communication between the field and the Service Center. The Project Managers manage the day to day actions of all associates servicing accounts, communicate directly with the contract administrators, and are responsible for maintaining proper inventory levels of all equipment and supplies.

Director of Operations – The Director of Operations, Raina Harrison, who has 27 years of management experience and 22 years of operations experience (has been with TRIBOND since it started in January 2008), will provide follow up with the Contract Administrator to ensure that all expectations are being exceeded. She will also review all communication logs, corrective action plans, time sheets, etc. to ensure accuracy and to make sure that all forms of services provided and communications are meeting the highest quality standards.

Director of Sales/Owner – The Director of Sales, Leslie Palmer, who has 23 years of experience in project management and 25 years of sales experience (started TRIBOND in January of 2008), will have written and/or verbal correspondence with the Contract Administrator on an as needed and ongoing basis to verify that TRIBOND is exceeding the expectations of the Contract Administrator and the City of Gainesville.

Service Center – The TRIBOND Project Team and TRIBOND Customers are also supported by the TRIBOND Service Center, who is available 24 hrs./day for all customers and associates. The TRIBOND Service Center provides a TRIBOND Training and Certification Program for all of our associates before they begin providing services on any TRIBOND project. The TRIBOND Service Center is the primary contact for coordination and communication between TRIBOND and the Department of Transportation from the issuance of an RFP through the contract being fully executed. Once the contract/services begin, the TRIBOND Project Manager becomes the primary day to day contact for the Contract Administrator for each location. The Service Center issues all invoices, receives and processes all payments, and continues to monitor each account through regular communication with the Project Manager.

In addition, the Service Center handles all of the administrative functions for TRIBOND (as listed above in the first paragraph in the “Administration and Management” Section), customer support, and escalation. The TRIBOND Service Center is located in Milton, Georgia.

Regional Managers - In addition to the Service Center, each account is managed locally. TRIBOND has six Regional Managers. The regional managers are responsible for the mentoring, training, and managing of all TRIBOND associates in their region. Each project will have an assigned regional manager. The assigned regional manager will be on site for any and all work performed for our customers. The Regional Manager may also function as a supervisor and/or Project Manager on select contracts. The Regional Manager will always be on site daily for the first 30 days of any new project

to ensure a smooth transition between the previous service provider and TRIBOND. They also function as a backup Project Manager when the regular Project Manager is out of pocket.

Each Regional Manager works out of a local District Office. As TRIBOND provides services, and not products or manufacturing, we do not have a location/facility that employees will report to for the purpose of performing the services as outlined in this RFP. The Janitorial Services that we provide will be on location at your facilities, as detailed in the Scope of Services and the Performance Measures. TRIBOND has a District Office located in Lake County, Florida and a Marion County, Florida and will maintain local offices for the entire term of the contract.

District Managers – District Managers perform the same function as Regional Managers, but for a smaller volume of accounts and for a smaller service area. When a Project Manager is promoted (within TRIBOND), they are promoted to the District Manager level (and still receive ongoing mentoring, support, and feedback from a seasoned Regional Manager) and at some time in the future, have the potential to be promoted to a Regional Manager.

Project Manager (on site) - The Project Manager, Lupe Tesvich, whose strengths include: Project Management, Leadership Ability, and Communication Skills, is the **DESIGNATED PRIMARY LIAISON** between TRIBOND and the City of Gainesville. Lupe brings over 25 years of experience in the Janitorial Services Industry and over 25 years of management experience. Lupe has been with TRIBOND since 2008. The Project Manager will maintain day to day communication between the Contract Administrator and TRIBOND. The Project Manager is responsible for managing the day to day project activities and for managing the other TRIBOND employees.

TRIBOND's Project Manager has extensive training in all areas of project management and will perform any and all tasks as necessary. The Project Manager will group each task from the scope of services into logical working groups that will then be assigned as their "area of responsibility" to each of the TRIBOND Associates servicing your facilities. The Project Manager will administer daily checklists that each associate must follow and sign off on daily to make sure that 100% of all requirements are met. This allows for expertise, efficiencies, and consistency to be provided for each task within this project.

The Project Manager will keep a record of all employees and the exact dates and times that they are on site at each facility. In addition, the Project Manager will provide a Supervisor's Report, signing that they have inspected all services that have been provided and that they have been performed to their satisfaction. The original Supervisor's Report will be held by the Project Manager and one copy will be submitted to the TRIBOND Service Center.

The Project Manager will be the decision making authority on behalf of TRIBOND and will be ultimately held responsible for the overall contract/project management and the assurance that all terms and conditions of this Contract are being met. The Project Manager will have overall supervision of the on-site supervisor(s) and janitor(s), acting as the liaison between the Vendor and the Department on any issues that are either inappropriate or un-resolvable at the Janitorial Site Supervisors level.

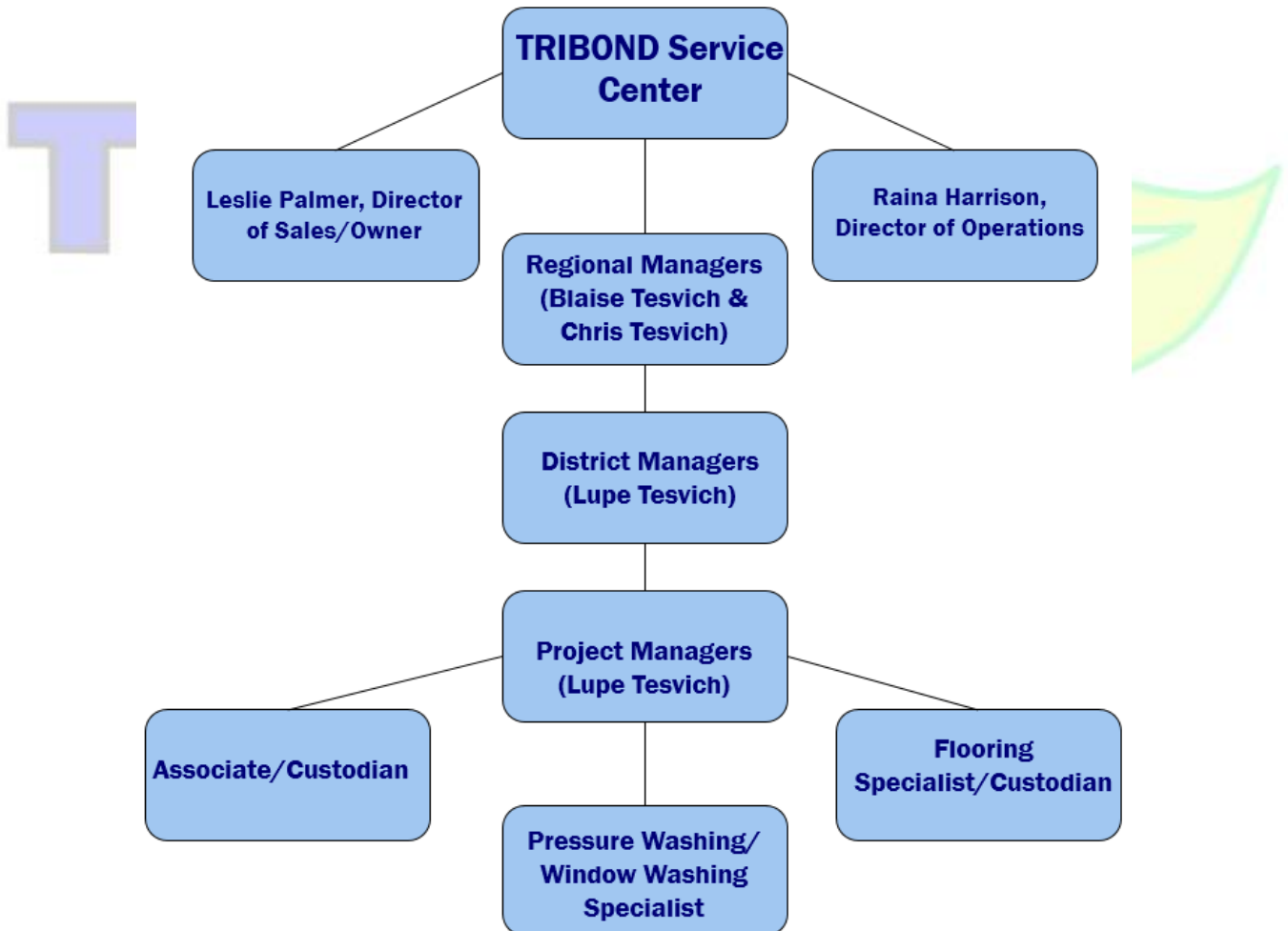
Supervisor(s) (on site) – The Project Manager will select additional Supervisors to assist in leading the teams that are servicing this account. The Project Supervisors will supervise all activities of the TRIBOND associates. They will assure that the day-to-day operations are carried-out according to the terms and conditions of this Contract. The Supervisors will provide appropriate training to all assigned staff to ensure full compliance of safety and security procedures. They will also ensure that work is being performed according to approved cleaning schedules and industry standards. The On-Site Supervisor will also act as a liaison between the Vendor and the Department for normal day-to-day and minor emergency operations. The TRIBOND Supervisors will have a minimum of two years of commercial maintenance experience (within the past four years) of facilities with 50,000 SF or greater and will be able to effectively communicate (verbally and written) with the Department, the Project Manager and other TRIBOND associates. They will also have performed and have been provided training on proper cleaning techniques (including equipment operation, proper usage and handling of chemicals, safety training, etc.).

Janitorial Associates/Custodians/Flooring Specialists – TRIBOND selectively screens and hand picks our associates for these positions that have a proven background and successful experience in providing janitorial services. We believe that we are only as strong as our weakest associate. That means that we take the extra time and effort to properly screen our employees and to properly train them to TRIBOND’s standards before they ever set foot onto the job site. TRIBOND supports these associated with ongoing training and certifications. The Janitors are responsible for carrying out all assigned cleaning tasks as delegated by the TRIBOND Project Manager, the Project Supervisor, and/or the Department’s Contract/Project Manager or designee. All associates under this classification will have a minimum of one year experience (within the past two years) of commercial janitorial services, providing similar services as those being requested in the Scope of Services, in facilities of a minimum of 30,000 SF.

ALL TRIBOND employees are able to speak, read, and write in clear and understandable English.
Please find a diagram of TRIBOND’s Organizational Structure below:

TRIBOND

ORGANIZATIONAL CHART



TRIBOND has many branches of Regional Managers, District Managers, and Project Managers. This is a representative sample of one branch of the company structure.

In order to assure that all work is performed according to contract specifications, all TRIBOND associates receive extensive initial training in all areas of services including janitorial services, floor care, window washing, landscaping, and grounds maintenance. Once each associate is assigned to a specific account, they are given account specific training that details every item within the scope of services. This includes a definition of each task, the frequency of each task, and the manner in which the service is to be executed for each task. Once they are on site at the facility servicing the account, the Project Manager will follow up behind each and every employee at the completion of service to verify that each item on our checklist (taken straight from the Scope of Services) is executed properly. Each associate is supported with ongoing training, education, and certifications on all facets of project management, maintenance services, customer service, safety, and relevant laws, rules, and regulations. TRIBOND believes that it is always important to keep even the most seasoned professionals current and up to date on new equipment, chemicals, techniques, and laws as well as to keep each associate sharp and fresh on standard methods and procedures. A sample of our safety training includes education and certification on OSHA items, such as Blood Borne Pathogens and HIPAA laws and IWCA Window Washing training and certifications. We provide “how to” training (using the latest equipment, chemicals, and techniques) on buffing/stripping/waxing, carpet cleaning, window washing, etc. TRIBOND utilizes an extensive hiring process including drug testing, background checks, and the E-verify process.

The resumes of the Director of Sales, the Director of Operations, and the Project Manager are found on the following five pages:



Leslie Palmer
1629 Clay Road
Mableton, Georgia 30126
678-677-0022
lesliepalmer@comcast.net

OBJECTIVE

A management position in a growth-oriented organization utilizing my skills in **Merchandising, Sourcing and Marketing Management, Sales and Operations Performance and Profitability Improvement and Revenue Generation and Optimization** in order to:

- design/lead innovative strategies to achieve/retain market dominance as best-in-class;
- introduce/streamline processes and programs to improve productivity, effectiveness and bottom line results;
- create/identify opportunities to expand market presence, enhance product offerings and grow sales.

QUALIFICATIONS

- | | | |
|--------------------------------|----------------------------------|-----------------------------------|
| • Merchandising/Sourcing Mgmt. | • Sales/Operations Performance | • Revenue Generation/Optimization |
| • Marketing Management | • Profitability Improvement | • Supplier Dev./Negotiations |
| • Budget Management/P&L | • Cost/Internal/Quality Controls | • Business/Upscale Transformation |
| • Multi-Unit Management | • Strategic Planning/Alliances | • Product Development/Launches |
| • Advertising/Packaging Mgmt. | • Offshore Operations Mgmt. | • Brand/Image Enhancement |
| • Global Market Intelligence | • Lead/Motivate/Mentor/Train | • Program/Category Management |

Representative Suppliers: US Ceramic Tile, Armstrong, Newell Rubbermaid, Bruce Hardwood Flooring, Plaskolite, Shaw Industries, Milliken, Beaulieu, Dal Tile, American Marazzi, Emser, Megatrade, Pergo, Closetmaid, Mills Pride, Kohler, Delta Faucet, American Standard, Moen

EXPERIENCE

- Owner/Director of Sales – Full Service Commercial and Residential Maintenance Organization**
 TRIBOND, LLC, GA 2007 - Present
- Product Merchant - Flooring: Ceramic and Natural Stone Tile**
Import Inventory Merchant - Flooring Department
Merchandising Assistant
Merchandising Support
 The Home Depot (THD), GA 1999 - 2007
- Assistant Manager and Cake Decorating Specialist (full-time student)**
 Ingles Bakery, GA 1993 - 1999

EDUCATION, PROFESSIONAL and CIVIC

Bachelor of Science in Textile and Fiber Engineering, 1998
 Georgia Institute of Technology, GA
Student Council, National Honor Society, Dean's List, Phi Psi

Certified Six Sigma Green Belt

Professional Memberships and Activities

American Society of Mechanical Engineers (ASME)
 American Association of Textile Chemists and Colorists (AATCC)
Trainer: THD Systems and Process (China Sourcing Office, Shanghai)
Co-Coordinator: several THD 1-day and 3-day charity fundraisers

Community and Volunteer Activities

Mentor: Georgia Tech Freshman Mentor Program
Chairperson: Administrative Board and Childhood Education
Teacher: Sunday School
Leader: Youth Group
Coach: Forsyth and Gwinnett Counties' Department of Recreation Cheerleading Squads

ACHIEVEMENTS

Merchandising, Sourcing and Marketing Management

Designed/Led/Managed marketing, merchandising, sourcing and advertising strategies to grow flooring category from \$934 million to \$1.01 billion in 7 months. Managed \$1 billion budget; researched supplier contracts, spend, co-op dollars and tiered rebate programs; established stretch goals to increase supplier financial commitment; developed individual plans; negotiated with suppliers; identified 12 new suppliers; researched shopping patterns; reduced warehouse advertising; changed print ads to display coordinated, fully-decorated room scenes rather than individual tile pieces; created color-coded point of purchase signage package outlining features and benefits of product assortments. **Results:** Financial commitment of co-op and rebate contracts increased \$1.65 million; advertising strategy captured ~\$18 million in sales; inspired customers to expand projects through enhanced advertising layouts; signage pilot at 200 stores increased sales \$3.8 million with projected increase of \$41 million upon rollout.

Initiated changes to marketing and merchandising to increase revenue from \$98 million to \$130 million. Perceived need to change packaging from 60-100 lb. boxes with no ability to see inside to 40 lb. boxes with cut-outs for viewing; set packaging and product specifications; redesigned product displays to include trim and accent pieces; evaluated stratified regional sales history; determined regional product needs by season down to store level; analyzed supplier "landed" costs; negotiated and retained 3 of 10+ suppliers; smoothed product demand into strategic plan maximizing production efficiencies; executed stocking and special buy programs. **Results:** Enabled customers to view product groupings for value add and impulse buying; increased IMU 70+%.

Developed SKU rationalization and stratification process to identify/fill gaps in product assortment to ensure competitive edge. Defined gaps; gathered competitive market intelligence; found shift in trends of product types and sizes; examined duplications and gaps in price points; introduced lower opening price point for stocking items to bridge gap from special buys; eliminated loss leaders, made product switch-outs and added 3 new products; requested new marketing proposals from suppliers. **Results:** Changed assortment to reflect latest trends; increased sales \$39 million with \$19.5 million increase in profitability.

Redesigned merchandising program to alleviate high level of shrink and markdowns. Gathered market feedback on competition assortment and contractor needs; reduced SKUs from 42 to 18; allowed incumbent suppliers to quote on specific product specifications; reduced pack size for lower volume stores; created color-coded, individually wrapped pieces with small openings enabling customers to see and feel product while eliminating high breakage/damage. **Results:** Increased profitability \$11.34 million or 65%; reduced suppliers from 7 to 1.

Sales and Operations Performance and Profitability Improvement

Introduced process reducing variability of product arrival dates on direct import products from ~21 to 3 days in conjunction with reengineering inventory management process. Noted inconsistencies with inventory levels at distribution centers (DC) and store fill rates; perceived need to tighten/shift curve around DC due date; analyzed each step of ordering and supply chain process; added service providers to decision-making process for container-to-port delivery; developed program for inputting ordering parameters and outputting suggested weekly/monthly order quantities by supplier/DC/SKU. **Results:** Saved \$1.8 billion in inventory with consistent order smoothing; eliminated need to build additional DC.

Improved direct import special buy sell-through 119% for all Home Depot operations. Leveraged Six Sigma methodology; researched/stratified sell-through of each department's special buys for 24 month period; evaluated buying patterns, promotions and store quantities; created standard process to forecast, buy and allocate any and all items based on store's sales velocity, at subclass level; oversaw implementation process companywide. **Results:** Sell-through increased \$1.387 billion during designated promotional sell-through period; saved \$346.8 million in markdowns; reduced inventory carrying costs.

Identified/Implemented alternatives to maximize use of container space and minimize freight costs on all direct import shipments. Analyzed issue of shipping half-filled containers due to destination over-the-road weight restrictions; consulted with suppliers and third party logistics providers; devised 3-pronged plan: load containers to water weight restrictions and transload at US port to truck/rail weight, bypass DC by shipping direct to store and change to less restrictive ports. **Results:** Improved profitability \$8 million in first year; reduced transit time to stores.

Instituted process to eliminate non-performing merchandise with no sales for more than 4 weeks and increasing profitability. Created/Analyzed weekly schedule to identify all loss leader SKUs and number of affected stores; prioritized SKUs to be addressed; met with suppliers to discuss non-performance and 2-week corrective action plan; reviewed at 60 days to determine future of item. **Results:** Reduced \$103 million in inventory and 10% in SKUs.

Revenue Generation and Optimization

Created \$25.2 million proprietary branding program while managing \$500 million direct import business. Perceived need to distinguish products from competition; worked with product development to develop added features/benefits at same opening price point (OPP) of named brand; co-produced bold, new packaging; established stocking levels, merchandising and special buy endcaps; developed 4 additional products for proprietary line; required usage in "how to install ceramic tile" clinics; designed signage; rolled out product assortment nationally. **Results:** Grew category from \$34.8 million; increased OPP 165%.

Drove change to commence merchandising tile (third most searched word on THD website) online. Researched suppliers, THD website and competition; designed navigation road map/path of category; created options sequence and drill down; included product views; added functional tools, "how much tile do I need" calculator and item checklist for installing tile; informed customers of lifetime warranty; presented coordinating accent tile; facilitated customer tracking. **Results:** Transition in progress; enabled customers to make store selections quicker, expediting product sales and value adds.

Added \$94 million to \$430 million wood flooring category. Analyzed stocking hardwood program; researched current trends and looks of popular floors; identified missing categories; created Thomasville branded, proprietary exotic hardwood program. **Results:** Introduced 3 SKUs at additional price point; offered branded value added products competition unable to provide.

Revitalized wall tile assortment with new and innovative products increasing sales \$16.8 million. Evaluated competition's assortment; conducted focus groups; identified gaps and needs specific to glass tile, metals, mosaics, color, texture, size and price point to effectively compete in marketplace; selected new products/discontinued items; designed new signage and packaging; created merchandising fixture and plan-o-gram; launched entire wall tile reset on West Coast. **Results:** Increased IMU of \$4.32 million; merchandising plan provided optimal customer shopping experience.

Raina N. Harrison

(678) 687-9824

1239 Cabot's Drive, Auburn, GA 30011

rharrison@tribond.net

Professional Profile

I have been employed in the customer service field since the beginning of my working career. I've gained experience from being employed as a movie theater clerk, cashier, head bookkeeper, administrative assistant, bakery manager, executive assistant, and owner of my own business. I have always been in a field that relies heavily on pleasing the client and, regardless of what field I'm working in, I am completely dedicated to each client's individual needs. I thoroughly enjoy working with people, whether it is the client, an associate, or management, and go above and beyond to get this accomplished. I have a work ethic that cannot be matched and I am an extremely confident person in everything that I do. I enjoy challenges and thrive on new experiences.

- Patient, pleasant, and professional customer service style
- High comfort level in Microsoft Word, Excel, Outlook, and Quick Books
- Excellent verbal and written communication skills
- Ability to problem solve quickly
- Knowledge of finance and record keeping
- Extremely organized
- Notary Public
- Ability to multi-task efficiently
- Self starter, motivated, and ability to work with little or no supervision
- Quick learner
- History of commitment to jobs
- Meticulous attention to detail
- High comfort level with web searches, email management, and online database systems
- Demonstrates ability to work in a team
- Leadership ability

Professional Experience

TRIBOND, LLC, Auburn, Georgia
January 1, 2008 - Present
Director of Operations

Achievements:

- Established and maintained my own business
- Gained extensive knowledge on private and government contracts
- Learned basic skills of Power Point
- Presented our company to potential clients

Responsibilities:

- Research any upcoming bid opportunities
- Keep records of all contacts
- Log all financials into Quick Books
- Maintain work schedules and appointments
- Implement contracts and presentations
- Communicate with and assist all partners in obtaining clients
- Assure complete satisfaction from our clients
- Develop the overall success of the business

TYZA Industries, LLC, Auburn, Georgia
July 19, 2006 – December 31, 2007
Director of Operations

Achievements:

- Successfully worked from home and maintained a strict work schedule
- Relieved owner of all administrative detail
- Substantiated and accounted for three years of business expenses

Responsibilities:

- Work closely with the owner to assure company and personal success
- Process accounts receivable and payable
- Hiring of additional personnel
- Production of payroll and associated reports
- All travel planning and maintaining owner's schedules
- Coordinate work flow and update tasks accordingly

Ingles Markets #451, Auburn, Georgia
June 19, 1994 – July 18, 2006
Bakery Manager

Achievements:

- 100% Customer Satisfaction Rating
- Increased sales profits to 3rd in a district of 22 stores
- Increased department sales by 5% each year
- Decreased department shrinkage by 50%

Responsibilities:

- Foster genuine relationships with employees and provide training
- Oversee maintenance, appearance, and presentation of department
- Maintain, order, and the accountability of inventory
- Engage customers through a high level of salesmanship and guarantee their satisfaction with department employees and products
- Supervise 6-10 employees on a daily basis

Education

Georgia Perimeter College, Clarkston, Georgia
Associate of Science Degree with Honors – Business Management
June 11, 1993

Clarkston High School, Clarkston, Georgia
Advanced Academic Diploma with Excellence
June 19, 1988

References

References are available upon request.

Lupe Tesvich
16905 NW Hwy 225
Reddick, FL 32686
631-317-9441
ltesvich@tribond.net

OBJECTIVE

A management position in a growth-oriented organization utilizing my skills in **Project Management, Sales and Operations Performance and Profitability Improvement and Revenue Generation and Optimization** in order to:

- design/lead innovative strategies to achieve/retain market dominance as best-in-class;
- introduce/streamline processes and programs to improve productivity, effectiveness and bottom line results;
- create/identify opportunities to expand market presence, enhance service offerings and grow sales.

QUALIFICATIONS

- Project Management
- Budget Management/P&L
- Multi-Unit Management
- Global Market Intelligence
- Sales/Operations Performance
- Profitability Improvement
- Cost/Internal/Quality Controls
- Strategic Planning/Alliances
- Revenue Generation/Optimization
- Lead/Motivate/Mentor/Train
- Risk Management/OSHA Certified/Hazard Communication

EXPERIENCE

- District Manager**
TRIBOND, LLC, MI, NY and Presently FL 2008 - Present
- Customer Service Supervisor**
Chervon North America 2004 – 2008
- Customer Service Manager**
The Home Depot, MI and MN 1994 – 2004

EDUCATION, PROFESSIONAL and CIVIC

High School Graduate – College Preparatory, 1993
East Patchogue High School, NY

Student, 1994
Macomb Community College, MI

Special Services Safety Trainer, 1995-2004
The Home Depot, MI

Training Specialist of Installed Sales and Special Orders Sales Organization, 1994-2004
The Home Depot, MI

Professional Memberships and Community and Volunteer Activities

- Treasurer:* Camo and Lace, Gaylord, MI
- Team Leader:* Habitat for Humanity Building Projects, MI and MN
- Volunteer:* Operation Christmas Child
- Leader:* Bible Study

As you can see from her resume, the Project Manager, Lupe Tesvich has been in the Project Manager/Customer Service type capacity since 1994. Not included in her resume, is the initial experience that she obtained while working for her mother's janitorial service while in high school and college. Lupe stays current on all new equipment and processes and procedure improvements in the janitorial industry and uses her vast experience as a springboard of knowledge to build upon. Lupe is familiar with and has worked with numerous local city and county governments throughout the United States for numerous years and is aware of how different and specific the requirements can be from each city and county to another. Lupe is the current Project Manager for the Janitorial Services contract that we currently manage with Alachua County and the City of Gainesville and she is completely ground engaged and extremely familiar with how the county works (including its processes and procedures).

As TRIBOND grows as a company, we continue to expand our employee base and make sure that we stay ahead of the growth of the company (with administrative and custodial personnel). We understand the importance of making a spectacular first impression, as well as ongoing impression with all of our customers. By keeping ourselves staffed and trained ahead of the growth and by limiting the number of contracts that any one project manager can manage simultaneously, we make sure that TRIBOND, from administration to on-site employees, is set up in such a way to successfully handle our current workload and also have the ability to satisfy the City of Gainesville requirements. TRIBOND does not use subcontractors on any of our contracts. All associates servicing your facilities will be TRIBOND employees.

As project manager, Lupe Tesvich, will be the TRIBOND representative designated to act as primary liaison between the TRIBOND and the City of Gainesville. The Director of Sales and Owner of the company, Leslie Palmer, will serve as an alternate and will be designated to act in the temporary absence of the primary liaison.

TRIBOND SOP

By using vacuums with Hepa Filters and MicroFiber Clothes (for examples) we are able to drastically reduce the amount of dust that is released back into the facilities and to maintain a more pristine work environment. TRIBOND is in the process of becoming a green seal certified company. We make every attempt to encompass all aspects of Green Cleaning including stewardship, communication, purchasing of office supplies, using electronic bid submissions whenever possible, electronic invoicing, the selection of cleaning chemicals, equipment, paper, and supplies as well as the procedures and methods used to perform services to prevent pollution and to reduce the impact on the environment. TRIBOND makes a conscious effort to be good stewards of our earth and all of its resources. TRIBOND shall be in compliance with all applicable Federal, state and local laws, regulations, laws and requirements regarding environmental protection and hazardous materials. TRIBOND's primary chemical for daily cleaning services and for all of its window washing maintenance services is "**GREEN LINK VERDIZA**", by Zep. It is an Environmentally Preferable All-Purpose Hard Surface Cleaner. Its features and benefits are as follows:

Zep Green Link Verdiza is a concentrated, all-purpose hard surface cleaner fortified with peroxide and specifically designed for all light to heavy duty cleaning tasks. It is formulated to impart a pleasant lemongrass scent to all surfaces upon which it is used. Zep Green Link Verdiza is a low pH product and contains no harsh solvents, so it is safe on most hard surfaces. Zep Green Link Verdiza is a "Green Seal Certified" cleaning product. Zep Verdiza is a member of the Zep GreenLink line of Environmentally Preferred Products (EPP).

TRIBOND has a safety plan in place for each aspect of cleaning, these include: using wet floor signs, wearing TRIBOND identification badges and uniforms, wearing safety helmets, harnesses, and vests (where and when it is appropriate). We also keep a current list indicating the name of the manufacturer, the brand name/manufacturer, and the intended use of each of the materials, chemicals, and compounds proposed for use in the performance of our work. TRIBOND keeps copies of all MSDS Sheets on file in each janitor's closet and train and certify each of our associates on Blood Borne Pathogens and HIPPA laws.

As part of our safety and security policies and procedures for our staff and facility, we require that only the service center accepts payments and that proper identification (including car magnets, uniforms, and identification) be utilized at all times.

TRIBOND's proposed quality assurance controls that will be used to ensure full contract and work performance compliance include having both Supervisors as well as the Project Manager to inspect each employee's work on a daily basis and to correct problems on an immediate basis. Any item that the Supervisor or Project Manager does not identify, but that is brought to our attention is immediately taken care of and a corrective action plan is discussed and immediately implemented to prevent the error in the future. TRIBOND has an internal zero tolerance policy for improper behavior and or service level for all of our associates at all levels.

In order to maintain top quality personnel, TRIBOND provides all of their employees with Comprehensive Benefit Plans that include:

- Life/Disability Insurance
- Health, Dental, and Vision Insurance
- Workers Compensation
- Web-based Benefit Accessibility
- Benefit Assistance Customer Service Program

TRIBOND helps to ensure a safe, healthy, and productive work place by performing drug test and background checks on all of our employees during our Recruitment and Selection Process. Our drug testing is furnished by First Advantage Enterprise Screening Corporation. All of our testing is done at a LabCorp or Quest collection center. TRIBOND performs a 5-panel drug test called a SAP5 that includes testing for the following:

- Phencyclidine
- Marijuana
- Opiates
- Cocaine
- Amphetamines

The results are reviewed by a Medical Review Officer.

TRIBOND's background checks are done by Crimcheck.com. As a standard practice for all employees, TRIBOND runs a 7 year criminal background check, which is the "industry standard." The search is performed on the following:

- All court records at the county and city level for any and all felonies and misdemeanors
- Social Security Trace, to obtain a residential history
- Statewide Sex Offender Search

TRIBOND also has a Risk Management focus with Safety and Loss Prevention Programs that provide additional services and training for the following:

- OSHA Issues & Compliance Management
- Safety Meetings & Training
- Safety Manuals
- Claims Management

TRIBOND'S equal opportunity policies and practices.

TRIBOND is committed to employing a diverse workforce. TRIBOND believes in hiring the right individual, based on potential, attitude, and ambition, independent of race, sex, origin, age, etc.

TRIBOND is very conscientious regarding all Equal Employment Opportunity (EEO) federal and state laws. We have strict internal policies regarding discriminatory practices and all TRIBOND associates receive initial (as part of their orientation) and ongoing training on current labor laws and diversity inclusion. TRIBOND pays all of their employees using Fair Labor Standards Act (FLSA) guidelines. TRIBOND prides itself on exceeding the legal requirements and on staying current on all federal and state laws regarding the hiring, employing, and paying of our associates.

TRAINING PROGRAM

TRIBOND will have a week long training program, prior to beginning the project to train each of the associates that will be servicing the account on the specific requirement of each facility included in this contract. This will be in addition to the regular introductory and ongoing training that is standard for all TRIBOND associates. All processes and procedures will be demonstrated and then repeated and practiced by each associate until they are 100% comfortable with the requirements of this specific scope of service and the needs of each area of each facility.

A written and physical test will be given to demonstrate each associates understanding of the services to be performed included in the Scope of Services.

TRIBOND provides quarterly training on a minimum of one new piece of equipment, safety techniques, and/or cleaning chemical. All associates are required to receive this ongoing training. There are additional trainings offered that are optional and that all associates are invited to attend. Several of the trainings and certifications that we provide and require are referenced in previous sections of this technical proposal.

TRIBOND has been servicing accounts with size and scope that meet and/or far exceed the size, frequency, and scope of services as required by this contract, since our inception in 2008. A representative list of previous/current contracts is as follows:

- ABC SUPPLY – JANITORIAL AND FLOOR CARE
- ADVANCED DISPOSAL - TRANSFER STATION & SCALE HOUSES – JANITORIAL SERVICES
- ALACHUA COUNTY, FL – CIVIL COURTHOUSE, CRIM. COURTHOUSE & ADMIN FACILITIES – JANITORIAL SERVICES
- BARTOW COUNTY, GA WATER – JANITORIAL SERVICES
- CITY OF DECATUR, GA – HOUSING AUTHORITY – VACANT APARTMENT CLEANING, JANITORIAL SERVICES, GROUNDS SERVICES
- COASTAL BANK AND TRUST – MOBILE, AL – JANITORIAL SERVICES
- COBB COUNTY - COMPOSTING FACILITY – JANITORIAL SERVICES
- COBB COUNTY - TRANSFER STATION – JANITORIAL SERVICES
- COBB COUNTY WATER SERVICES – JANITORIAL SERVICES
- DALTON STATE COLLEGE – JANITORIAL SERVICES
- DEPARTMENT OF DRIVER'S SERVICES - NORCROSS CSC
- FAYETTE COUNTY - JANITORIAL SERVICES (MULTIPLE COUNTY BUILDINGS)
- FL DOT - SEMINOLE COUNTY FLORIDIA - I-4 REST AREA - MAINTENANCE AND JANITORIAL SERVICE
- FLORENCE DARLINGTON TECHNICAL COLLEGE, SC – JANITORIAL SERVICES
- FLORIDA A&M UNIVERSITY – TALLAHASSEE, FL – JANITORIAL AND DORM/APARTMENT CLEANING
- GA DOT - FOREST PARK, GA - FULL JANITORIAL AND RAISED CARPET CLEANING
- GA DOT - GAINESVILLE, GA - FULL JANITORIAL AND RAISED CARPET CLEANING
- GA DOT – ATLANTA, GA – LANDSCAPING AND LAWN CARE
- GAYLORD EYE CARE CENTER – JANITORIAL SERVICES
- GEORGIA AVIATION AUTHORITY - JANITORIAL SERVICES
- GEORGIA CENTRAL TECHNICAL COLLEGE, MACON CAMPUS - EXTERIOR WINDOW WASHING
- GEORGIA DEPARTMENT OF TRANSPORTATION - DALTON, GA
- GEORGIA DOME - WINDOW CLEANING SERVICES
- GEORGIA SOUTHERN UNIVERSITY – GROUNDS MAINTENANCE
- GEORGIA SOUTHERN UNIVERSITY - WINDOW WASHING
- GEORGIA WORLD CONGRESS CENTER - WINDOW CLEANING SERVICES
- HANCOCK BANK (ALABAMA AND MISSISSIPPI) – JANITORIAL SERVICES
- HERNANADO COUNTY, FL – JANITORIAL SERVICES
- HIGH POINT, NC – HOUSING AUTHORITY – JANITORIAL SERVICES
- INDIANA UNIVERSITY OF PENNSYLVANIA – WINDOW WASHING
- JOHNSON CONTROLS INC – MOBILE, AL AND LAFAYETTE, LA – JANITORIAL SERVICES

- MALBIS PARKWAY PEDIATRIC DENTISTRY – JANITORIAL SERVICES
- MANATEE COUNTY, FL – KENNEL CLEANING
- MERRILL P. THOMAS COMPANY, INC./THE MCALEER TUNSTALL COMPANY, LLC – JANITORIAL
- MOBILE AIRPORT AUTHORITY – AIRBUS – WINDOW WASHING SERVICES
- MOBILE ASSOCIATION OF REALTORS – JANITORIAL SERVICES
- MONTANA CAPITOL COMPLEX – WINDOW WASHING
- MUSEUM OF CONTEMPORARY ART OF GEORGIA – JANITORIAL SERVICES
- NORTHWEST GA REGIONAL HOSPITAL, ROME – JANITORIAL SERVICES
- PALM BEACH COUNTY, FL – WINDOW WASHING AND PRESSURE WASHING
- PASCO COUNTY, FL – WINDOW WASHING AND PRESSURE WASHING
- SANDY SPRINGS - HAMMOND PARK CUSTODIAL MAINTENANCE
- SANDY SPRINGS - OVERLOOK PARK CUSTODIAL MAINTENANCE
- SEMINOLE COUNTY, FL - WINDOW WASHING
- SEMINOLE COUNTY SCHOOL BOARD, FL – FLOOR REFINISHING
- SHAW CENTER – BATON ROUGE, LA – WINDOW WASHING SERVICES
- STATE OF ALABAMA – FORENSIC SCIENCES – JANITORIAL SERVICES
- TME ENTERPRISES – LONGWOOD, FL – MAINTENANCE AND JANITORIAL SERVICES
- UNIVERSITY OF FLORIDA – GAINESVILLE, FL – BABY GATORS – JANITORIAL SERVICES
- YELLOW PAGES – PENSACOLA, FL AND MOBILE, AL – JANITORIAL SERVICES

TRIBOND does not use subcontractors for any of our projects or contracts.

ABILITY TO MEET TIME AND BUDGET REQUIREMENTS

TRIBOND has the financial stability, the infrastructure in place, the personnel, and the experience to meet all time and budget requirements of this RFP and contract.

EFFECT OF PROJECT TEAM LOCATION ON PROJECT RESPONSES

The Project Manager will locally manage the contract with the City of Gainesville. She lives and is stationed locally and is available for on call/emergency concerns and will have an extremely quick response time and will engage the necessary parties to ensure a timely reaction. In addition to the Project Manager, there are also two TRIBOND Regional Managers that are also in close proximity, are available, and can respond when necessary.

TRIBOND's goal is to expand our existing partnership with the City of Gainesville and to continue to build a long term, mutually beneficial, partnership with the City. For us, this means attracting and maintaining the very best employees and providing the highest level of communication and services to the City of Gainesville.

QUALITY CONTROL

This Quality Control Plan will detail all methods of meeting the standards and responsibilities of all TRIBOND employees servicing the City of Gainesville RTS facilities. Including but not limited to:

- Project Management – Details of how the project will be managed by TRIBOND employees, including the established “Project Manager”. It will include the Responsibilities of the Contractor, the Contractor Hours of Operation (by area), Contractor Conduct, Security of the Premises, Roles and Responsibilities, Safe Working Environment, Accident Reporting, Emergency Instructions, Personnel Protective Equipment, and Prevention of Personal Injury/Property Damage. Daily inspections will be made by all supervisors to ensure that all work is completed at 100% compliance to the scope of services.
- Inspections – All work requested under this contract shall meet all quality and performance standards as detailed in this Quality Control Plan and in the Request for Bid. The work will be inspected daily, weekly, and monthly by the TRIBOND employees, Project Manager, and the Contract Administrator to meet all requirements.
- Plan Implementation – The service plan will be implemented following the awarding of the proposal/bid to TRIBOND. It will be implemented exactly as is specified in this Quality Control Plan and as per the Request for Proposal specifications. This includes the daily monitoring (both by the City of Gainesville and by TRIBOND) of all work performed by the Contractor.
- Process Improvement Changes – The Contractor’s performance will be monitored by the Contractor (employees and Project Manager) and the Contract Administrator. Any services performed that do not meet 100% of the standards outlined in the Request for Proposal will be identified first by TRIBOND employees and immediately corrected, if anything is overlooked, the Project Manager will identify the issue and will correct it immediately. As a last resort, if any standard is not executed to the fullest extent expected, the Contract Administrator will bring it to the attention of the Project Manager and it will be immediately corrected.
- Correction of Deficiencies – The Contractor will develop strategies to make changes, as necessary, to ensure that the most efficient and effective method of services performed is being used to optimize the results. Any issue that is identified will have a written correction to the working processes and procedures and will become a part of the daily duties of the Contractor.

TRIBOND uses a set of forms and processes that are catered to your specific project. Our Continuous Quality Control Monitoring Plan makes it possible to quickly identify any opportunities before they become an issue. This covers all areas of service including physical tasks being completed and effective and timely communication.

Site Specific Checklists

All TRIBOND projects are tracked on a daily basis on the Project Checklists that are customized for your specific project. There is a daily, monthly, quarterly, and semi-annual checklist that all TRIBOND associates follow. The associate performing each task checks it off as it is completed and signs off on all work being 100% complete (to the service levels specified in the Scope of Services) at the end of their shift. The Project Manager also signs off on each project checklist for each associate on a daily basis. These checklists are also reviewed by the TRIBOND Service Center and are modified as necessary for continuous project improvement.

DAILY PROJECT CHECKLIST

REGULAR MAINTENANCE DAYS -



				SIGNATURE		
				ARRIVAL TIME & DEPARTURE TIME		
DATE	MON	WED	FRI			
SECTION A - DAILY DUTIES						
TOILET ROOMS (Includes all restrooms, public and private, and Holding Cells).						
Sweep floors.						
Mop floors with a disinfectant solution.						
Clean fixtures (toilets, urinals and lavatories) with a non-abrasive cleaner/disinfectant solution						
Clean walls, partitions, doors and other vertical and horizontal surfaces.						
Empty and replace bags in all trash receptacles and sanitary napkin receptacles. Place debris in separate containers for disposal.						
Fill all toilet room dispensers with soap, towels, tissue and related supplies.						
Wipe and clean all bright metal.						
Clean and polish mirrors.						
Report any maintenance problems to Facilities Management using the minor maintenance report form.						
Holding Cells. When unoccupied and unlocked, holding cell areas shall be cleaned, including a total disinfecting in and around urinals/toilets on a daily basis. If any toilet or sinks are stopped up, the contractor shall use a plunger to attempt to clear drain lines.						
DATE	MON	WED	FRI			
ROOM CLEANING (Including break, kitchen, lobbies, corridors and entrances)						
Empty trash receptacles and replace plastic liners in receptacles daily.						
Clean vertical and horizontal surfaces.						
Clean wash basins.						
Fill all dispensers.						
VACUUM ALL CARPET COMPLETELY including entrance and exit mats.						
EDGE CARPETING near baseboards and in areas not reached by vacuum.						
Mop hard surface flooring with treated medium. Remove any spots. Report any spots that cannot be removed to Facilities Management.						
Mop kitchen's and/or break rooms hard surface flooring with a disinfectant solution, without streaking or leaving any mop debris.						
Clean glass entrance and exit doors and glass panels.						
Clean microwave tops and doors.						
Vendor to move all recyclable waste/trash to designated building location.						
DATE	MON	WED	FRI			
ELEVATORS (Doors, floors and walls)						
Clean walls and doors of hand prints and smudges.						
Mop or vacuum floors.						

MAKE CERTAIN THAT YOU ARE IN COMPLETE UNIFORM, INCLUDING ID BADGES - ONLY EMPLOYEES ON PREMISE
 MAKE CERTAIN THAT YOU INSERT A V INDICATING EACH TASK IS COMPLETE FOR THE DAY
 MAKE CERTAIN THAT YOU ENTER ARRIVAL AND DEPARTURE TIME FROM THIS LOCATION
 TURN OFF ALL LIGHTS, SECURE ALL OFFICES, SECURE BUILDING, SET ALARM

Hazardous Conditions

In addition, all hazardous conditions and items in need of repair are to be reported by the Contractor to the Contract Administrator immediately, written and verbally. All accidents will be reported to the Contract Administrator immediately, written and verbally. All fires will be reported to the appropriate resource for rapid response. All lost and found articles will be turned in to the Contract Administrator. Any unauthorized or suspicious person seen on the premises will be reported to the Contract Administrator immediately, written and verbally.



ENTER FACILITY NAME HERE

Hazardous Conditions

Description of Hazardous Area	Date Reported	# of Occurrences	Date of Correction	Action Taken

Items in Need of Repair

Description of Item	Date Reported	# of Occurrences	Date of Correction	Action Taken

Lost and Found Articles

Description of Item	Location Item Found	Date Reported/Item Turned In

Reporting Suspicious Person

Description of Individual	Date Reported	Area Suspicious Person Seen	Action Taken

Accident Report

Description of Accident (include any chemicals involved)	Date Reported	Contractor Employee Involved	Witnesses	<i>ENTER CUSTOMER NAME HERE</i> Involved

TRIBOND Employee _____
 Name _____ Date _____

TRIBOND Project Supervisor _____
 Name _____ Date _____

FACILITIES ADMINISTRATOR _____
 Name _____ Date _____

Performance Standards Monitoring

All services performed will be checked off and inspected daily by the Contractor employees and Project Manager. All services will be performed to the standards outlined in the Quality Control Plan and in the Request for Bid. Any service not meeting the performance standards of this contract will be immediately corrected and a written change to the Contractor’s process and procedures will be made to ensure compliance. If the Project Manager or the Contract Administrator finds any non-compliance issues, then the following form will be filled out and submitted to/reviewed with the employee and a corrective action plan will be immediately implemented. It is the Project Manager’s responsibility to take any necessary action to insure that this non-satisfactory action does not reoccur. Shown below is the short form, a more extensive form is used for TRIBOND employees and is maintained in their employee file and result in disciplinary action, up to and including termination.



A Full Service Commercial and Residential Maintenance Organization

Performance Deficiency and Corrective Action Plan

Description of Area of Deficiency	Standard Not Met	Date of Complaint	# of Occurrences

Plan to Correct Deficiency

[Empty rectangular box for Plan to Correct Deficiency]

Date of Implementation

[Empty rectangular box for Date of Implementation]

TRIBOND Employee

Name

Date

TRIBOND Project Manager or Supervisor

Name

Date

Communication Logs

TRIBOND requires all of their Project Managers to use a communication log with the point of contact of each account on a per visit basis. This ensures that any questions, concerns, and/or issues are clearly communicated by both parties even if the services are not being provided while the point of contact is present.

COMMUNICATION LOG

ENTER NAME OF ACCOUNT



A Full Service Commercial and Residential Maintenance Organization

DATE	NAME	AREA/LOCATION	COMMENT	DATE	NAME	RESPONSE

SECTION VII – PRICE PROPOSAL

Proposers are to provide rates below which will remain firm for each year of the contract. The City reserves the right to add additional facilities during the life of this contract at the *Item 11 Sqft Rate* listed below, if applicable.

Item	Facility/ Building	Location	Est. Sq. Ft.	Award - 9/30/2020	10/1/2020 - 9/30/2021	10/1/2021 - 9/30/2022	10/1/2022 - 9/30/2023	10/1/2023 - 9/30/2024
1	Admin/Ops Building A	34 SE 13th Rd	27,000	\$ 15,012.00	\$ 15,012.00	\$ 15,763.00	\$ 16,551.00	\$ 17,379.00
2	Maintenance Garage Building C	34 SE 13th Rd	11,000	\$ 5,946.00	\$ 5,946.00	\$ 6,243.00	\$ 6,555.00	\$ 6,883.00
3	Fuel Center Building D	34 SE 13th Rd	820	\$ 405.00	\$ 405.00	\$ 425.00	\$ 446.00	\$ 468.00
4	Rosa Park Transfer Station	700 SE 3rd St	460	\$ 3,314.00	\$ 3,314.00	\$ 3,480.00	\$ 3,654.00	\$ 3,837.00
5	Park N' Ride	4231 SW 30th Ave	540	\$ 3,336.00	\$ 3,336.00	\$ 3,503.00	\$ 3,678.00	\$ 3,862.00
Monthly Total				\$ 28,013.00	\$ 28,013.00	\$ 29,414.00	\$ 30,884.00	\$ 32,429.00

pricing in this section is an additional amount per month for one add'l cleaning per day

Item	Facility/ Building	Location	Rate to Add one (1) more frequency of Policing Restrooms Per Day	Award - 9/30/2020	10/1/2020 - 9/30/2021	10/1/2021 - 9/30/2022	10/1/2022 - 9/30/2023	10/1/2023 - 9/30/2024
6	Admin/Ops Building A	34 SE 13th Rd	\$ 1,500.00	\$ 1,500.00	\$ 1,500.00	\$ 1,575.00	\$ 1,654.00	\$ 1,737.00
7	Maintenance Garage Building C	34 SE 13th Rd	\$ 700.00	\$ 700.00	\$ 700.00	\$ 735.00	\$ 772.00	\$ 811.00
8	Drivers Lounge Restrooms Building A	34 SE 13th Rd	\$ 500.00	\$ 500.00	\$ 500.00	\$ 525.00	\$ 551.00	\$ 579.00
9	Rosa Parks Transfer Station Restrooms	700 SE 3rd St	\$ 470.00	\$ 470.00	\$ 470.00	\$ 494.00	\$ 519.00	\$ 545.00
10	Park N' Ride Restrooms	4231 SW 30th Ave	\$ 470.00	\$ 470.00	\$ 470.00	\$ 494.00	\$ 519.00	\$ 545.00

Item	Service	Unit of Measure	Award - 9/30/2020	10/1/2020 - 9/30/2021	10/1/2021 - 9/30/2022	10/1/2022 - 9/30/2023	10/1/2023 - 9/30/2024
11	Clean Additional Facilities	Rate Per Sqft	\$ 0.19	\$ 0.19	\$ 0.20	\$ 0.21	\$ 0.22
12	Clean Carpeting	Cost Per Sqft	\$ 0.19	\$ 0.19	\$ 0.20	\$ 0.21	\$ 0.22
13	Machine Clean Upholstered Chairs	Rate Per Chair	\$ 5.50	\$ 5.50	\$ 5.78	\$ 6.07	\$ 6.37
14	Floor Stripping/Repolishing	Cost Per Sqft	\$ 0.25	\$ 0.25	\$ 0.26	\$ 0.27	\$ 0.28
15	Special Services (non-emergency, planned)	Rate Per Hour	\$ 30.00	\$ 30.00	\$ 31.50	\$ 33.00	\$ 34.50
16	Emergency Call-Out	Rate Per Hour	\$ 30.00	\$ 30.00	\$ 31.50	\$ 33.00	\$ 34.50

additional services have a minimum "trip charge" of \$150.00 for example: 200SF of carpet cleaning = \$0.19 * 200SF = \$38.00...this is below, \$150, so the invoice amount for this service would be \$150.00

PRICE PROPOSAL

SECTION VII – PRICE PROPOSAL

Continued...

FOR INFORMATIONAL PURPOSES ONLY

Living Wage

This contract is a Living Wage covered service. Although the Living Wage Ordinance may not apply to your submittal based on the Living Wage Decision Tree, to assist the City in its efforts to collect data we are requesting that you provide your Bid Prices as if the Living Wage rate did apply. **(Your response will not affect consideration of your submittal in any manner.)**

If the Living Wage Ordinance did apply, please indicate your bid price below.

three hundred thirty six thousand, one hundred fifty six & 00/100 -----Dollars (\$ 336,156.00)
annual pricing



COVER LETTER

TO: Registration Section
Division of Corporations

SUBJECT: TRIBOND, LLC
(Name of Limited Liability Company)

The enclosed "Application by Foreign Limited Liability Company for Authorization to Transact Business in Florida," Certificate of Existence, and check are submitted to register the above referenced foreign limited liability company to transact business in Florida..

Please return all correspondence concerning this matter to the following:

RAINA HARRISON
(Name of Person)

TRIBOND
(Firm/Company)

1239 CABOT'S DRIVE
(Address)

AUBURN GA 30011
(City/State and Zip Code)

For further information concerning this matter, please call:

RAINA HARRISON at (678) 687-9824
(Name of Person) (Area Code & Daytime Telephone Number)

MAILING ADDRESS:
Division of Corporations
P.O. Box 6327
Tallahassee, FL 32314

STREET ADDRESS:
Division of Corporations
Clifton Building
2661 Executive Center Circle
Tallahassee, FL 32301

Enclosed is a check for the following amount:

- \$125.00 Filing Fee
- \$130.00 Filing Fee & Certificate of Status
- \$155.00 Filing Fee & Certified Copy
- \$160.00 Filing Fee, Certificate of Status & Certified Copy

APPLICATION BY FOREIGN LIMITED LIABILITY COMPANY FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA

IN COMPLIANCE WITH SECTION 608.503, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN LIMITED LIABILITY COMPANY TO TRANSACT BUSINESS IN THE STATE OF FLORIDA:

1. TRIBOND, LLC
(Name of Foreign Limited Liability Company; must include "Limited Liability Company," "L.L.C.," or "LLC.")

(If name unavailable, enter alternate name adopted for the purpose of transacting business in Florida and attach a copy of the written consent of the managers or managing members adopting the alternate name. The alternate name must include "Limited Liability Company," "L.L.C.," "LLC.")

2. GEORGIA 3. 26-1653050
(Jurisdiction under the law of which foreign limited liability company is organized) (FEI number, if applicable)

4. 1-11-2008 5. PERPETUAL
(Date of Organization) (Duration: Year limited liability company will cease to exist or "perpetual")

6. _____
(Date first transacted business in Florida, if prior to registration.)
(See sections 608.501 & 608.502 F.S. to determine penalty liability)

7. 1239 CABOTS DRIVE
AUBURN GA 30011
(Street Address of Principal Office)

FILED
08 MAY -5 PM 2:25
SECRETARY OF STATE
TALLAHASSEE FLORIDA

8. If limited liability company is a manager-managed company, check here

9. The name and usual business addresses of the managing members or managers are as follows:

RAINA HARRISON 1239 CABOTS DR AUBURN GA 30011
LESLIE PALMER 1629 CLAY RD MABLETON GA 30126

10. Attached is an original certificate of existence, no more than 90 days old, duly authenticated by the official having custody of records in the jurisdiction under the law of which it is organized. (A photocopy is not acceptable. If the certificate is in a foreign language, a translation of the certificate under oath of the translator must be submitted.)

11. Nature of business or purposes to be conducted or promoted in Florida: _____

JANITORIAL SERVICES

Raina Harrison
Signature of a member or an authorized representative of a member.

(In accordance with section 608.408(3), F.S., the execution of this document constitutes an affirmation under the penalties of perjury that the facts stated herein are true.)

RAINA N HARRISON
Typed or printed name of signee

CERTIFICATE OF DESIGNATION OF REGISTERED AGENT/REGISTERED OFFICE

PURSUANT TO THE PROVISIONS OF SECTION 608.415 or 608.507, FLORIDA STATUTES, THE UNDERSIGNED LIMITED LIABILITY COMPANY SUBMITS THE FOLLOWING STATEMENT TO DESIGNATE A REGISTERED OFFICE AND REGISTERED AGENT IN THE STATE OF FLORIDA.

1. The name of the Limited Liability Company is:

TRIBOND, LLC

If name unavailable, the alternate name to be used in the state of Florida is:

2. The name and the Florida street address of the registered agent and office are:

InCorp Services, Inc.
(Name)

17888 67th Court North
Florida Street Address (P.O. Box **NOT** ACCEPTABLE)

Loxahatchee FL 33470
City/State/Zip

FILED
08 MAY -5 PM 2:25
SECRETARY OF STATE
TALLAHASSEE FLORIDA

Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this certificate, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to comply with the provisions of all statutes relating to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent as provided for in Chapter 608, Florida Statutes.

S. Miller on behalf of InCorp Services, Inc.
(Signature)

- \$ 100.00 Filing Fee for Application
- \$ 25.00 Designation of Registered Agent
- \$ 30.00 Certified Copy (optional)
- \$ 5.00 Certificate of Status (optional)

Control No. 08009486

STATE OF GEORGIA

Secretary of State

Corporations Division
315 West Tower
#2 Martin Luther King, Jr. Dr.
Atlanta, Georgia 30334-1530

CERTIFICATE OF EXISTENCE

I, Karen C Handel, Secretary of State and the Corporations Commissioner of the state of Georgia, hereby certify under the seal of my office that

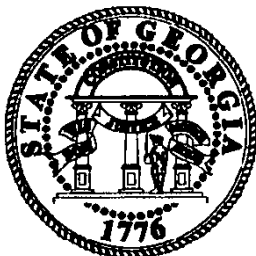
TRIBOND, LLC

Domestic Limited Liability Company

was formed or was authorized to transact business on 01/11/2008 in Georgia. Said entity is in compliance with the applicable filing and annual registration provisions of Title 14 of the Official Code of Georgia Annotated and has not filed articles of dissolution, certificate of cancellation or any other similar document with the office of the Secretary of State.

This certificate relates only to the legal existence of the above-named entity as of the date issued. It does not certify whether or not a notice of intent to dissolve, an application for withdrawal, a statement of commencement of winding up or any other similar document has been filed or is pending with the Secretary of State.

This certificate is issued pursuant to Title 14 of the Official Code of Georgia Annotated and is prima-facie evidence that said entity is in existence or is authorized to transact business in this state.



WITNESS my hand and official seal of the City of Atlanta and the State of Georgia on 29th day of April, 2008

Karen C Handel
Secretary of State

Certification Number: 2874645-1 Reference: FL
Verify this certificate online at <http://corp.sos.state.ga.us/corp/soskb/verify.asp>

2018 FOREIGN LIMITED LIABILITY COMPANY ANNUAL REPORT

DOCUMENT# M08000002128

Entity Name: TRIBOND, LLC

Current Principal Place of Business:

1629 CLAY ROAD SW
MABLETON, GA 30126

Current Mailing Address:

1629 CLAY ROAD
MABLETON, GA 30126

FEI Number: 26-1653050

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

TESVICH, GUADALUPE J
16905 NW HWY 225
REDDICK, FL 32686 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE: GUADALUPE TESVICH

02/03/2018

Electronic Signature of Registered Agent

Date

Authorized Person(s) Detail :

Title MGRM
Name PALMER, LESLIE M
Address 1629 CLAY ROAD
City-State-Zip: MABLETON GA 30126

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: TRIBOND, LLC TRIBOND, LLC LESLIE PALMER

MEMBER

02/03/2018

Electronic Signature of Signing Authorized Person(s) Detail

Date

DRUG-FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that

TRIBOND, LLC

does:

(Name of Business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business’s policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for the drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee’s community, by any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

Leslie Palmer

Bidder’s Signature
03/27/19

Date

CITY OF GAINESVILLE

CERTIFICATION OF COMPLIANCE WITH LIVING WAGE

The undersigned hereby agrees to comply with the terms of the Living Wage Ordinance and to pay all covered employees, as defined by City of Gainesville Ordinance 020663 as amended at 030168 (Living Wage Ordinance), during the time they are directly involved in providing covered services under the contract with the City of Gainesville for Janitorial Services for Regional Transit System Facilities a living wage of \$ 12.3798 per hour to covered employees who receive Health Benefits from the undersigned employer and \$ 13.6298 per hour to covered employees not offered health care benefits by the undersigned employer.

Name of Service Contractor/Subcontractor: TRIBOND, LLC
Address: 2905 Manorview Lane, Milton, GA 30004
Phone Number: 678-677-0022
Name of Local Contact Person: Guadalupe Tesvich
Address: 19070 NW 53rd Court Rd, Reddick, FL 32686
Phone Number: 352-219-1412
\$336,156.00
(Amount of Contract)

Signature: Leslie Palmer Date: 03/27/2019

Printed Name: Leslie Palmer

Title: Member/Owner

PROPOSAL RESPONSE FORM – SIGNATURE PAGE

(submit this form with your proposal)

TO: City of Gainesville, Florida
200 East University Avenue
Gainesville, Florida 32601

PROJECT: **Janitorial Services for Regional Transit System Facilities**

RFP#: **RTSX-190033-DS**

RFP DUE DATE: **March 28, 2019 @ 3:00 p.m. (local time)**

Proposer’s Legal Name: **TRIBOND, LLC**

Proposer’s Alias/DBA: _____

Proposer’s Address: **2905 Manorview Lane, Milton, GA 30004**

PROPOSER’S REPRESENTATIVE (to be contacted for additional information on this proposal)

Name: Leslie Palmer Telephone Number: 678-677-0022

Date: 03/28/19 Fax Number: 678-550-2991

Email Address: lpalmer@tribond.net

ADDENDA

The Proposer hereby acknowledges receipt of Addenda No.’s 1, 2, _____, to these Specifications.

TAXES

The Proposer agrees that any applicable Federal, State and Local sales and use taxes, which are to be paid by City of Gainesville, are included in the stated bid prices. Since often the City of Gainesville is exempt from taxes for equipment, materials and services, it is the responsibility of the Contractor to determine whether sales taxes are applicable. The Contractor is liable for any applicable taxes which are not included in the stated bid prices.

LOCAL PREFERENCE (check one)

Local Preference requested: YES NO

A copy of your Business tax receipt and Zoning Compliance Permit should be submitted with your bid if a local preference is requested.

QUALIFIED LOCAL SMALL AND/OR DISABLED VETERAN BUSINESS STATUS (check one)

Is your business qualified as a Local Small Business in accordance with the City of Gainesville Small Business Procurement Program? (Refer to Definitions) YES NO

Is your business qualified as a Local Service-Disabled Veteran Business in accordance with the City of Gainesville Small and Service-Disabled Veteran Business Procurement Program? (Refer to Definitions) YES NO

SERVICE-DISABLED VETERANS’ BUSINESS (check one)

Is your business certified as a service-disabled veterans’ business? YES NO

LIVING WAGE COMPLIANCE

See Living Wage Decision Tree (refer to Exhibit C hereto)

Check One:

- Living Wage Ordinance does not apply
(check all that apply)
 - Not a covered service
 - Contract does not exceed \$100,000
 - Not a for-profit individual, business entity, corporation, partnership, limited liability company, joint venture, or similar business, who or which employees 50 or more persons, but not including employees of any subsidiaries, affiliates or parent businesses.
 - Located within the City of Gainesville enterprise zone.
- Living Wage Ordinance applies and the completed Certification of Compliance with Living Wage is included with this bid.

NOTE: If Contractor has stated Living Wage Ordinance does not apply and it is later determined Living Wage Ordinance does apply, Contractor will be required to comply with the provision of the City of Gainesville’s living wage requirements, as applicable, without any adjustment to the bid price.

SIGNATURE ACKNOWLEDGES THAT: (check one)

- Proposal is in full compliance with the Specifications.
- Proposal is in full compliance with specifications except as specifically stated and attached hereto.

Signature also acknowledges that Proposer has read the current City of Gainesville Debarment/Suspension/Termination Procedures and agrees that the provisions thereof shall apply to this RFP.

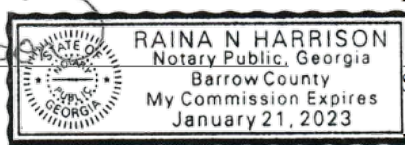
(CORPORATE SEAL)

ATTEST:

Raina N Harrison
Signature

By: Raina N Harrison

Title: Notary Public



PROPOSER:

Leslie Palmer
Signature

By: Leslie Palmer

Title: Member/Owner

ATTACHMENT I-Business Reference Form

PROJECT: Janitorial Services for Regional Transit System Facilities

BIDDER NAME: TRIBOND, LLC

Number of years your firm has been doing this type of work: 12 years

Provide information for three references of similar janitorial jobs performed within the past three years. You may include photos or other pertinent information.

#1 Year(s) services provided (i.e. 1/2015 to 12/2018): April 1, 2013 - November 30, 2018

Company Name: Alachua County
Address: 915 SE 5th Street
City, State Zip: Gainesville, FL 32601
Contact Name: LuAnn Smith
Phone Number: 352-491-4699 Fax Number: not available
Email Address (if available): smithL@circuit8.org

#2 Year(s) services provided (i.e. 1/2015 to 12/2018): October 1, 2015 - present

Company Name: Alachua County Libraries
Address: 401 E University Avenue
City, State Zip: Gainesville, FL 32601
Contact Name: Tony Littles
Phone Number: 352-226-0471 Fax Number: not available
Email Address (if available): tlittles@aclib.us

#3 Year(s) services provided (i.e. 1/2015 to 12/2018): February 1, 2013 - present

Company Name: The City of Gainesville - Public Works
Address: 200 East University Ave
City, State Zip: Gainesville, FL 32601
Contact Name: David LeConey
Phone Number: 352-393-7943 Fax Number: not available
Email Address (if available): LeconeyDR@cityofgainesville.org

Signature: *Leslie Palmer*

Date: 03/27/2019

ATTACHMENT J-Equipment/Personnel Form

Copy form as needed

<u>Equipment Make and Model</u>	<u>Year (age)</u>	<u>Use of Equipment</u>
1) <u>Rubbermaid Commercial Mop with Blend Mop Head</u>	<u>new</u>	<u>Mopping</u>
2) <u>Rubbermaid Dust Mop</u>	<u>new</u>	<u>Dust Mopping</u>
3) <u>Rubbermaid Janitor Cart w/25-Gallon Vinyl Bag</u>	<u>new</u>	<u>Trash Pickup</u>
4) <u>Rubbermaid BRUTE Caddy Bag</u>	<u>new</u>	<u>Caddy</u>
5) <u>Rubbermaid Brute Can - 32 gallon with Wheels & Lid</u>	<u>new</u>	<u>Trash Pickup</u>
6) <u>Rubbermaid Floor Sign Multi-Lingual "Caution"</u>	<u>new</u>	<u>Safety</u>
7) <u>Rubbermaid wavebrake Bucket/Wringer - 25 qt</u>	<u>new</u>	<u>Wet Mopping</u>
8) <u>Rubbermaid Toilet Bowl Brush</u>	<u>new</u>	<u>Clean Toilet Bowls</u>

***comprehensive list of equipment attached

<u>Personnel Name</u>	<u>Years with firm</u>	<u>Years Experience</u>
1) <u>Guadalupe Tesvich</u>	<u>10</u>	<u>25</u>
2) <u>Richard Newman</u>	<u>5</u>	<u>7</u>
3) <u>Carrie Herring</u>	<u>3.5</u>	<u>5</u>
4) <u>Geri Newman</u>	<u>3.5</u>	<u>5</u>
5) <u>Patricia Tillman</u>	<u>3.5</u>	<u>5</u>
6) <u>Shirley Lord</u>	<u>3</u>	<u>6</u>
7) <u>Taylor Newman</u>	<u>3.5</u>	<u>5</u>
8) <u>Aubrie-Lynn Calderon</u>	<u>2</u>	<u>4</u>

VENDOR SUPPLY LIST

Manufacturer	Product Name	Proposed Use
Husky	10 in 1 tool	SCRAPING
The Home Depot	5 Gallon Buckets	MULTIPLE USES
Rubbermaid®	Commercial Mop with Rubbermaid® Blend Mop Head	MOPPING
Rubbermaid®	Dust Mop	DUST MOPPING
Rubbermaid®	Dustpan	PICKUP DEBRIS
	Extension Cord	POWER PROVIDER
Rubbermaid®	Funnel	FUNNEL SOLUTIONS INTO SPRAY BOTTLES
Rubbermaid®	Janitor Cart w/25-Gallon Vinyl Bag	TRASH PICKUP
	Microfiber Dust Cloths	DUSTING ALL SURFACES AND POLISHING GLASS AND STAINLESS STEEL
	Microfiber Duster with extension handle	HIGH DUSTING
	Pumie Scouring Stick	TOILET CLEANING
	Push Broom	SWEEPING
	Regular Broom	SWEEPING
Rubbermaid®	Rubbermaid® BRUTE® Caddy Bag	CADDY
Rubbermaid®	Rubbermaid® Brute® Can - 32 gallon with Wheels and Lid	TRASH PICKUP
Rubbermaid®	Rubbermaid® Floor Sign Multi-Lingual "Caution"	SAFETY
Rubbermaid®	Rubbermaid® Wavebrake Bucket/Wringer - 25 qt.	MOPPING
Rubbermaid®	Scrub brush for carpet	STAIN REMOVAL
Husky	Step Ladder	HIGH CLEANING
Rubbermaid®	Toilet Bowl Brushes	CLEAN TOILET BOWLS
	White Terrycloth Towels	BATHROOM CLEANING
ZEP	Zep Pistol Grip Sprayers	SPRAYERS
ZEP	Zep Green Link Verdiza (MSDS ATTACHED)	ALL PURPOSE CLEANER - GREEN SEAL (GLASS, STAINLESS STEEL, MOPPING, TABLES, COUNTERS, TOILETS, ETC)
ZEP	Zep Sheen Furniture Cleaner and Polish	WOOD POLISH
ZEP	Zep Green Link Floor Finish Stripper – environmentally Preferable Floor Finish Stripper – meets Green Seal’s Environmental standard for Floor-Care products, a member of the Zep GreenLink line of Environmentally Preferred Products	STRIPPING FLOORS
ZEP	Zep Green Link Floor Finish – Environmentally Preferable Floor Finish, a member of the Zep GreenLink line of Environmentally Preferred Products	WAXING FLOORS
ZEP	Zep Lemongrass Extract-It Plus – Liquid Extraction Carpet Cleaner – a member of the Zep GreenLink line of Environmentally Preferred Products	CARPET EXTRACTOR / SHAMPOO
ZEP	Zep Spirit II - a member of the Zep GreenLink line of Environmentally Preferred Products	FLOOR DRAIN DISINFECTED-DETERGENT
ZEP	Zep Break-Away – Carpet Spotter, Deodorizer and Protectant - a member of the Zep GreenLink line of Environmentally Preferred Products	CARPET SPOT CLEANING
SPECTRUM	Plastic waste receptacle liners – HDPE Can Liners 40x48 Blue 18 Mic 200/Case	TRASH CAN LINER
PRO FORCE	ProForce Commercial Heavy Duty Degreaser	DETERGENT - DAILY DEGREASER
PRO FORCE	ProForce Commercial No Rinse Floor Cleaner	DETERGENT - DAILY FLOOR CLEANER
PRO FORCE	Disinfectants – ProForce Commercial Lemon Fresh Disinfectant	DISINFECTANT
PRO FORCE	Bowl cleaner – ProForce Commercial Sanitizer	BOWL CLEANER
GREEN HERITAGE	Paper products – 2 Ply Green Heritage Bathroom Tissue, C-Fold Paper Towels, 8”x800’ Roll Towels	PAPER PRODUCTS
PRO FORCE	ProForce commercial – antibacterial hand soap	SOAP FOR RESTROOM DISPENSERS

ADDENDUMS

Gainesville.
Citizen centered
People empowered

ADDENDUM NO. 1

Date:	March 15, 2019	Bid Date:	March 28, 2019 3:00 P.M. (Local Time)
Bid Name:	Janitorial Services for Regional Transit System Facilities	Bid No.:	RTSX-190033-DS

NOTE: This Addendum has been issued to the holders of record of the specifications and attendees of the non-mandatory pre-bid meeting held on March 14, 2019.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Any remaining questions are to be submitted in writing to the City of Gainesville Procurement Division by March 19, 2019. Questions are to be submitted as follows:

Faxed (352) 334-3163
 Attention: Daphyne Sesco
 or
 Email: sescoda@cityofgainesville.org

2. Find attached:

- Copy of the lobbying and blackout period definitions (Purchasing Procedure 41-423) distributed during non-mandatory pre-bid meeting
- Copy of the pre-proposal conference sign-in sheet

3. Daphyne Sesco, Purchasing Division, discussed bid requirements:

- Since this is a non-mandatory meeting you do not have to be present to submit a bid.
- The blackout period began once the bid was released and continues until contract award. No lobbying or discussions can occur between bidder and any representative of the City or GRU, except the designated purchasing staff contact; otherwise your bid will be disqualified.
- Verbal instruction does not change the terms of the solicitation – changes can only be made via a written addenda. Questions/Answers and topics of discussion addressed at this meeting will be available in an addendum for download through DemandStar.
- All communication, contact and/or correspondence must be with the buyer, Daphyne Sesco. Bidders who have contact with anyone other than the buyer (A/E, department, City elected officials, etc.) will be disqualified.

- Send final questions in writing to Daphyne via email. Any contact with staff other than the Purchasing representative may be basis for disqualification of your bid. Final question submittal deadline is March 19, 2019.
 - Return one original and four copies (total of five) and a CD or flash drive with a pdf of your response.
 - Sign, date and return all Addenda.
 - Responses are to be received in the Purchasing office no later than 3:00 p.m. (local time) on March 27, 2019. Any bids after 3:00 p.m. on that date will not be accepted. Bids must be physically received in the City’s Procurement Department. Only hand-delivered responses are acceptable (i.e., in person or through a delivery service such as FedEx, UPS).
 - As Addenda are issued, the signature page should be included in the response acknowledging receipt of the addendum.
 - Review the requirements on page 9, R. Qualifications. Failure to meet the minimum requirements will disqualify your response from consideration of award
 - If claiming Local Preference, then mark the box on page 34 and submit a copy of Business tax receipt and Zoning Compliance Permit
 - If you choose to not bid, then please complete the form at the end of RFP document to let us know why you are not bidding.
 - This is a Request for Proposal, not an Invitation to Bid. Award is not based upon lowest bid, but will be evaluated on several criteria, including price.
4. Ken Kirkpatrick, Transit Facilities Supervisor gave an overview of the services required. Note, that schedule changes will be needed about three times per year due to spring break, summer break and winter break. Reduced services means more drivers in the lounge area.
5. The following are answers/clarifications to questions received prior to the non-mandatory pre-proposal conference:
- Question1: Who is the current vendor?
Answer1: Sheilashine Cleaning Services.
- Question 2: What is the current pricing?
Answer 2: Total amount of \$3,475.00/month.
6. The following are answers/clarifications to questions received at the non-mandatory pre-proposal conference:
- Question1: Please clarify hour range and times for service.
Answer1: Reviewing, anticipate providing response in Addendum #2.
- Question 2: Pressure washing of windows – will you provide the water?
Answer 2: Yes.
- Question 3: What is average cost of monthly paper products?
Answer 3: Reviewing, anticipate providing response in Addendum #2.

Question 4: To clarify, you are happy with the supplies you have now?

Answer 4: Yes. Our specified products are on listed in 11. Janitorial Supplies on page 18. We do not want to change our dispensers.

Question 5: Are recycles to be picked up from each office or only from the copy room area and taken outside?

Answer 5: Reviewing, anticipate providing response in Addendum #2.

Question 6: How many offices are on the first floor of Building A (Admin/Ops)?

Answer 6: Reviewing, anticipate providing response in Addendum #2.

Question 7: Do occupants leave their door open/unlocked or locked with trash outside the door?

Answer 7: Usually unlocked, but a master key will be provided to the contractor.

Question 8: Are both recycling and trash to be emptied?

Answer 8: Yes. Contractor is not responsible for emptying the big bin(s) located in the copy rooms, only the cardboard boxes.

Question 9: Is there just one elevator in this building (Admin/Ops)?

Answer 9: Yes. There is also one elevator in Building C (Maintenance).

Question 10: The bid provides estimated square footage. Can you provide us the actual square footage?

Answer 10: Reviewing, anticipate providing response in Addendum #2.

Question 11: Are we expected to high dust in the Driver's Lounge (Admin/Ops)?

Answer 11: Yes, for spider webs.

Question 12: Are we responsible for wiping down/disinfecting the gym equipment in the Driver's Lounge?

Answer 12: Yes.

Question 13: Will the area (big open area on second floor of Building A) be filled up during the contract?

Answer 13: It is not expected to be set up for occupants, but that could change. The increase in services would be covered under Item 11 *Clean Additional Facilities* on the PRICE PROPOSAL form.

Question 14: Did last company use lift to do exterior windows?

Answer 14: No, an extended wand/brush with water purifier was used by internal staff.

Question 15: Are we to pressure wash the tables/chairs on the outside patio of Building A?

Answer 15: No, you are to keep the tables and chairs wiped down. Litter picked up, patio area blown or swept off, and trash emptied.

Question 16: Could we get a copy of the floor plan for all buildings?

Answer 16: Reviewing, anticipate providing response in Addendum #2.

Question 17: What is used to clean hallway floor in Building C (Maintenance) – small sweeper or mop?

Answer 17: City staff have been using an auto scrubber.

Question 18: Are we permitted to use the auto scrubber?

Addendum 1 - 3

Answer 18: No.

Question 19: What is cleaned in the Parts Room of Building C?

Answer 19: Just the desktop/counter, floor area around staff desktop/counter and office type trash is emptied.

Question 20: Hours of personnel in Building C?

Answer 21: 24/7, except for some office/administrative staff.

Question 22: Is work area covered under bid (across from custodial closet in hallway of Building C)?

Answer 22: No.

Question 23: Second floor hallway of Building C – is this to be cleaned?

Answer 23: Once per month should be auto scrubbed, otherwise, once per week sweeping. First floor hallway of this building should be cleaned daily due to usage.

Question 24: Server room on second floor of Building C – Do they require anti-static floor finish?

Answer 24: Yes, use for all server rooms.

Question 25: Building D – Fuel Island: Is it better to clean this area before the employees start (4am)?

Answer 25: Yes, Vehicle Attendants work from 5pm-4am.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 1 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 1 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: TRIBOND, LLC

BY: Leslie Palmer *Leslie Palmer*

DATE: 03/27/19

CITY OF _____
GAINESVILLE

FINANCIAL SERVICES
PROCEDURES MANUAL

41-423 Prohibition of lobbying in procurement matters

Except as expressly set forth in Resolution 060732, Section 10, during the black out period as defined herein no person may lobby, on behalf of a competing party in a particular procurement process, City Officials or employees except the purchasing division, the purchasing designated staff contact. Violation of this provision shall result in disqualification of the party on whose behalf the lobbying occurred.

Black out period means the period between the issue date which allows for immediate submittals to the City of Gainesville Purchasing Department for an invitation for bid or the request for proposal, or qualifications, or information, or the invitation to negotiate, as applicable, and the time the City Officials and Employee awards the contract.

Lobbying means when any natural person for compensation, seeks to influence the governmental decision making, to encourage the passage, defeat, or modification of any proposal, recommendation or decision by City Officials and Employees, except as authorized by procurement documents.



CITY OF GAINESVILLE
GENERAL GOVERNMENT PURCHASING DIVISION
NON-MANDATORY PRE-PROPOSAL MEETING
JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES
DATE: March 14, 2019 at 1:00 pm Local Time
RFP #RTSX-190033-DS
DUE DATE: March 28, 2019 at 3:00PM

YOUR COMPANY'S NAME, ADDRESS & PHONE NUMBER

YOUR SIGNATURE, PRINTED NAME, EMAIL ADDRESS & FAX NUMBER

1) CDC Cleaning Services Inc
P.O. Box 1270
Atchafalaya, LA 70616
PHONE # (352) 256-9065

Gerald Chism
SIGNATURE
Gerald Chism
PRINTED NAME
E-MAIL: gchism1@gmail.com
FAX # ()

2) Tribond
1629 Clay Rd
Mableton GA 30126
PHONE # (352) 219-1412

Lupe Tesvich
SIGNATURE
Lupe Tesvich
PRINTED NAME
E-MAIL: ltesvich@tribond.net
FAX # (678) 720-4708

3) Boro Building & Property Maintenance
6321 Porter Rd, Suite 5
Sarasota, FL 34240
PHONE # (813) 857-8043

Scott Runyon
SIGNATURE
Scott Runyon
PRINTED NAME
E-MAIL: scott@boropl.com
FAX # (941) 556-9028

4) Creative Industrial Solutions
5200 NW 43rd Street Suite 100-207
Gainesville FL 32606
PHONE # (352) 226-8440

Derrick Terrell
SIGNATURE
Derrick Terrell
PRINTED NAME
E-MAIL: Admin@creativeindustrial.com
FAX # (813) 217-5328

5) J Gordons Investment, LLC
2153 SE Hawthorne Rd Suite 120A
Gainesville, FL 32641
PHONE # (352) 262-0930

SIGNATURE

PRINTED NAME
E-MAIL: _____
FAX # ()

CITY OF GAINESVILLE
GENERAL GOVERNMENT PURCHASING DIVISION
NON-MANDATORY PRE-PROPOSAL MEETING
JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

DATE: March 14, 2019 at 1:00 pm Local Time

RFP #RTSX-190033-DS

DUE DATE: March 28, 2019 at 3:00PM

YOUR COMPANY'S NAME, ADDRESS &
PHONE NUMBER

YOUR SIGNATURE, PRINTED NAME,
EMAIL ADDRESS & FAX NUMBER

6) Nice & Neat Cleaning Services Inc
PO Box 358304
Gainesville, FL 32635
PHONE # (352) 219-0485

Yesenia Gonzalez
SIGNATURE
Yesenia Gonzalez
PRINTED NAME
E-MAIL: Niceandneat.GNV@gmail.com
FAX # ()

7) Ken Kirkpatrick
RTS Gainesville
PHONE # ()

Carpel Systems Plus of FL Inc
SIGNATURE
[Signature]
PRINTED NAME
E-MAIL: RKen@CarpelSystemsplus.net
FAX # ()

8) Cody Chase
American Janitorial
PHONE # (407) 497-9366

SIGNATURE

PRINTED NAME
E-MAIL: _____
FAX # ()

9) _____

PHONE # ()

SIGNATURE

PRINTED NAME
E-MAIL: _____
FAX # ()

10) _____

PHONE # ()

SIGNATURE

PRINTED NAME
E-MAIL: _____
FAX # ()

Gainesville.

Citizen centered

People empowered

ADDENDUM NO. 2

Date: March 20, 2019

Bid Date: March 28, 2019
3:00 P.M. (Local Time)

Bid Name: Janitorial Services for Regional Transit System Facilities

Bid No.: RTSX-190033-DS

NOTE: This Addendum has been issued to the holders of record of the specifications and attendees of the non-mandatory pre-bid meeting held on March 14, 2019.

The original Specifications remain in full force and effect except as revised by the following changes which shall take precedence over anything to the contrary:

1. Question submittal period has ended, no additional questions will be answered.
2. Questions and responses from Addendum #1:

Question 1: Please clarify hour range and times for service.

Answer 1: Please refer to *Attachment C-Occupied Building Hours*. Make determination from that to schedule causing the least disruption of occupants.

Question 2: ~~Pressure~~ Washing of windows – will you provide the water?

Answer 2: Yes.

Question 3: What is average cost of monthly paper products?

Answer 3: Refer to *Attachment F-Estimated Annual Usage*. Contractors have different costs for supplies. We average around \$20,000 per year for all cleaning supplies.

Question 5: Are recycles to be picked up from each office or only from the copy room area and taken outside?

Answer 5: Empty the recycles from the offices (they should only have copy paper) into the large paper recycle bins in the copy rooms. The large paper recycle bins in copy rooms are picked up by recycle company. Empty recycle trashcans from breakrooms (they have plastics) to recycle bins at dumpster area.

Question 6: How many offices are on the first floor of Building A (Admin/Ops)?

Answer 6: Refer to attached floor plan.

Question 8: Are both recycling and trash to be emptied?

Answer 8: Yes.

Question 10: The bid provides estimated square footage. Can you provide us the actual square footage?

Answer 10: Refer to attached floor plan.

Question 16: Could we get a copy of the floor plan for all buildings?

Answer 16: Yes, floor plan is attached.

ACKNOWLEDGMENT: Each Proposer shall acknowledge receipt of this Addendum No. 2 by his or her signature below, **and shall attach a copy of this Addendum to its proposal.**

CERTIFICATION BY PROPOSER

The undersigned acknowledges receipt of this Addendum No. 2 and the Proposal submitted is in accordance with information, instructions, and stipulations set forth herein.

PROPOSER: TRIBOND, LLC
BY: Leslie Palmer *Leslie Palmer*
DATE: 03/28/19