



RFP NO. RTSX-190033-DS
Janitorial Services for
Regional Transit System Facilities
ORIGINAL

Focused Customer Service
Quality Workmanship
Experienced Staff
Competitive Pricing
24 Hour Emergency Service



March 26, 2019

Daphyne SESCO
Procurement Specialist 3
City of Gainesville
General Government Procurement
200 East University Avenue, Room 339
Gainesville, Florida 32601

Dear Daphyne,

We are pleased to submit a proposal for janitorial services at the City of Gainesville Regional Transit System Facilities locations. As you review our proposal, you will see that AJI understands your specific challenges and our proposal provides you with a program tailored specifically for the needs of the City of Gainesville. These key items separate AJI in the marketplace:

- **Experience with large scale multi-location projects** – As the current janitorial contractor for several City and County government entities throughout Florida, AJI understands the unique challenges of providing daily services for multiple locations spread out over large geographic areas. Additionally, we provide custodial and related services to over 3.5 million square feet of space daily throughout our portfolio.
- **Management** - The Contract Managers we've assigned to oversee your account are the most integral part of our program. These are salaried positions, which coordinate, direct and control all of the custodial functions in their area of operation. AJI's assigned Contract Managers will continue to be available to City of Gainesville representatives 24 hours a day, 7 days a week.

We are very proud of our reference base and I encourage you to contact any of our customers to hear about their experiences with AJI. Again, thank you for the opportunity to submit a proposal to provide these services to the City of Gainesville. If you have any questions regarding this proposal, please contact me anytime at 352.551.7941 or by email at jeff.simmons@ajiclean.com.

Sincerely,



Jeff Simmons
Vice President



AMERICAN JANITORIAL INC.
87 NORTH CENTRAL AVE
UMATILLA, FL 32784 (352) 669-1441

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TECHNICAL APPROACH

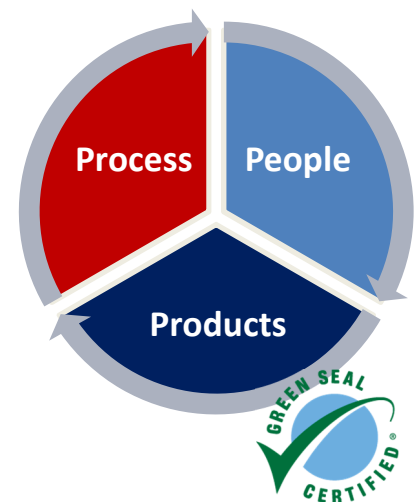
AJI's plan to provide janitorial services at the City of Gainesville locations is simple: take care of the City with professional, high-quality service, and ensure that all contract requirements are met or exceeded on a daily basis.

We believe that the secret to the company's success is through understanding our customer's needs and ensuring those needs are met on a consistent basis. AJI is dedicated to the continual development of stronger customer relations and consistent quality improvement. We do this by having a proven and tested cleaning system upon which our entire operations are based.

People: We are an organization that cares about our employees. As such, we take the time to ensure each and every one is properly trained to perform the work they are assigned, ensuring their safety and the safety of the building occupants in the facilities we service.

Products: In business for over 30 years, AJI understands what products and equipment are necessary to do the job correctly. We use **Green Seal** certified products whenever possible to maintain our commitment to preserving the environment.

Process: Our systematic cleaning process allows us to deliver service that results in a healthier environment, better customer relationships and lower costs than our competitors.



We have customized cleaning systems in place that will meet all of the needs of the City, and often exceed expectations. Implementation of this system involves:

- Customized daily checklist for all locations
- Cleaning request log and communications system
- Implementation of quality control system, **CleanCheck™**
- In-house training of all new employees
- Full-time Project Manager and Supervisor/Crew Leader
- Daily inspections and immediate support and response
- Detailed monthly inspections and reports
- Hot spot training and implementation

AJI always fulfills all contract requirements and ensures that any discrepancies are corrected immediately and not repeated. **This proposal is being submitted by AJI and is not a joint venture. All services will be performed by AJI with no subcontractors or partners.**

IMPLEMENTATION

We understand what an important decision it is to change cleaning companies and have custom designed a transition plan that will uphold and exceed the expectation of character and conduct within the City , provide improved efficiencies, and ensure a smooth transition on this project.

We've personalized every step in our transition plan to meet the specific needs of the City of Gainesville. Our successful transition history is due to our comprehensive plans and ability to provide everyone involved with the most current information.

With our management team in place, our next task is to refine the departmental organization to support the achievement of your goals. First is an emphasis on building a team. We start by interviewing local City of Gainesville residents to join our custodial staff and exploring their job goals and objectives. Only by establishing a firm foundation of trust and mutual respect can we achieve success. At the same time, our management and transition support team will be meeting with City of Gainesville representatives to fully familiarize ourselves with the needs and expectations of each individual RTS location. These meetings will help us establish the benchmarks on which we build our programs.



Once the departmental assessment is completed, we will initiate our transition plan as described within our proposal, including the installation of our customized programs and technology; complete the department reorganization, and begin educating the staff to create the improved service you envision.

AJI's transition planning process includes detailed plans in (5) separate categories with a thorough timeline specifying the time and order tasks are completed. For presentation purposes, the following is an outline of the transition plan with a startup of January 1, 2019. ***This plan can be adjusted to accommodate the needs of City of Gainesville with alternative start dates, if required.***

- Phase 1** | **Operations Planning and Equipment Acquisition**
- Phase 2** | **Workforce Planning**
- Phase 3** | **Training**
- Phase 4** | **Launch**
- Phase 5** | **Evaluation**

Phase 1

Friday, June 28	-Notification of Award -Place Employment Ad
Monday, July 1	-Review Equipment Needs and Place Orders for New Equipment with Suppliers
Tuesday, July 2	-Define Management Roles and Responsibilities -Review Expectations of All Team Members
Wednesday, July 3	-Order Cleaning Chemicals
Friday, July 5 Saturday, July 6 Sunday, July 7	-Interview Cleaning Technician Candidates

Phase 2

Monday, July 8	-Submit Applications to HR for Background Checks -Begin Touring City of Gainesville Facilities
Tuesday, July 9	-Conclude Touring City of Gainesville Facilities -Outline and Structure Work Plans for Each Location
Wednesday, July 10	-Review Background Check Results and Determine Final Cleaning Crew

Phase 3

Monday, July 15	-Project Management Team Meet to Finalize Work Plans for Locations and Review All Employee Schedules and Responsibilities
Thursday, July 18	-Delivery of Equipment and Supplies -Employee Training & Orientation
Friday, July 19	-Employee Training & Orientation

Phase 4

Wednesday, July 24	-Meet with City of Gainesville Representatives to Review Launch Day Plan -Finalize Employee Roster & Building Assignments
Thursday, July 25	-Inventory and Test New Equipment
Friday, July 27	-Deliver Equipment & Supplies to Job Sites -Walk Through Facilities with Assigned Cleaning Crew

Phase 5

Thursday, August 1	-Launch Day -All Managers On-Deck to Inspect Quality of Workmanship
Weeks 1 - 4	-Weekly Meetings to Review Inspection Reports -Weekly Meetings with City of Gainesville Representatives to Review Progress & Address

GREEN SEAL PRODUCTS & EQUIPMENT

AJI has obtained the Green Cleaning Company Certification from the International Janitorial Cleaning Service Association (IJSCA) thus certifying that AJI is a distinguished member of the “green” cleaning community. This certification ensures that member companies are current on safe green practices, training and regulations. The certification is renewed annually and requires that AJI be thoroughly trained in all aspects of natural, safe, eco-friendly cleaning procedures. Below you will find a list of the products AJI will be using at the Tampa locations:

<p>Simple Green Clean Building® All-Purpose Cleaner Concentrate *See Green Seal basis statement below.</p> 	<p>Concentrate</p>	<p>Green Seal™ GS-37 Certified, non-toxic formula, biodegradable formula, formulated without VOCs, no fragrance, non-flammable</p>	<p>For cleaning all water-safe hard surfaces</p>	<p>Leaves no smudges or streaks. 1:64 dilution ratio offers superior economy.</p>
<p>Simple Green Clean Building® Bathroom Cleaner Concentrate *See Green Seal basis statement below.</p> 	<p>Concentrate</p>	<p>Green Seal™ GS-37 Certified, non-toxic formula, biodegradable formula, formulated without VOCs, no fragrance, non-flammable</p>	<p>For removal of mineral based soils, soap scum, hard water stains</p>	<p>Safe for use on most washable hard surfaces. 1:20 dilution ratio offers superior economy.</p>
<p>Simple Green Clean Building® Glass Cleaner Concentrate *See Green Seal basis statement below.</p> 	<p>Concentrate</p>	<p>Green Seal™ GS-37 Certified, non-toxic formula, biodegradable formula, formulated without VOCs, no fragrance, non-flammable</p>	<p>For cleaning of glass and other reflective surfaces</p>	<p>Streak and smear free glass cleaning. 1:30 dilution ratio offers superior economy.</p>

These products meet Green Seal™ Standard GS-37 based on effective performance, concentrated volume, minimized/recycled packaging, and protective limits on: VOCs and human & environmental toxicity.

In an effort to be more environmentally responsible, AJI utilizes Green Seal™ approved cleaning and paper products wherever possible. AJI has a customized cleaning program designed to maximize cleaning processes,



while minimizing the company's environmental footprint. This program provides training on proper usage of cleaning products and contributes to the environment in the following ways:

- Chemical are properly diluted which prevents waste and lowers costs
- Reduces toxic pollution
- Conserves resources and habitats
- Minimizes ozone depletion

AJI has utilized modern cleaning equipment and "green" cleaning techniques in all facilities for the past six years. The use of these systems and equipment has allowed for more efficient cleaning processes, better sanitation of facilities, improved indoor air quality and lower costs for the our customers. AJI's vacuums are equipped with HEPA filtration. HEPA filters are an industry standard for high-quality air filtration.

EcoSoft®

100% Recycled and Green Seal™ Certified Paper Products

EcoSoft® is a complete line of 100% recycled towel and tissue products designed for the environmentally conscious consumer. EcoSoft® meets or exceeds EPA guidelines for post-consumer waste content and many are Green Seal™ certified satisfying procurement criteria for government-funded organizations that are enforced by state and federal law. EcoSoft® is constructed with a perfect blend pre- and post-consumer wastepaper to provide quality or performance.

EcoSoft® Folded Towels

EcoSoft® folded towels are 100% recycled and are available in singlefold, multifold, C-Fold, and OptiFold® configurations. These folded towels are ideal for high-traffic washrooms.



Features & Benefits

- Available in white, natural white, and natural paper grades
- Green Seal™-certified options available
- Meets or exceeds EPA guidelines for post-consumer waste

EcoSoft® Toilet Seat Covers

EcoSoft® toilet seat covers provide maximum sanitary protection. Seat covers are Green Seal™ certified, contain a minimum 25% post-consumer waste, and feature environmentally preferable packaging.



Features & Benefits

- Provides sanitary protection
- Compatible with 19510 seat cover dispenser
- Green Seal™ certified

EcoSoft® Single Roll Bath Tissue

EcoSoft® bath tissue is 100% recycled, meets or exceeds EPA guidelines for post-consumer waste, and is embossed for softness. EcoSoft® bath tissue multiple configuration options makes this tissue ideal for facilities that have green mandates.



Features & Benefits

- Green Seal™-certified options available
- Choice of single or double-ply as well as controlled-use or universal
- Controlled-use bath tissue provides waste reduction and cost savings benefits

Green Seal Cleaning Chemicals & Consumable Supplies

Simple Green Clean Building® All-Purpose Cleaner Concentrate	Multi-surface cleaner
Simple Green Clean Building® Bathroom Cleaner Concentrate	Used for bathroom cleaning
Simple Green Clean Building® Glass Cleaner Concentrate	Used for cleaning glass and chrome
Simple Green Lime, Scale Remover	Used for cleaning sinks and toilets
Simple Green Stainless Steel Cleaner	Used for polishing all stainless steel fixtures
Simple Green Liquid Hand Soap	Pour in hand soap, also comes in a dispensing bottle
Simple Green Carpet Cleaner Concentrate	Used as a pre spray for carpet cleaning
Elements Zink Free Floor Finish	Floor Wax
Elements Low Odor Floor Stripper	Floor Stripper
EcoSoft® Folded Towels	Hand Towels
EcoSoft® Toilet Seat Covers	Toilet Seat Covers
EcoSoft® Single Roll Bath Tissue	Bath Tissue

This is a basic list of chemicals and consumable supplies that will be used to service the City of Gainesville locations. AJI will add to this list any equipment necessary to fulfill contract obligations.

ENVIRONMENTAL RESPONSIBILITY STATEMENT

AJI has obtained the Green Cleaning Company Certification from the International Janitorial Cleaning Service Association (IJCSA) thus certifying that AJI is a distinguished member of the “green” cleaning community. This certification ensures that member companies are current on safe green practices, training and regulations. The certification is renewed annually and requires that AJI be thoroughly trained in all aspects of natural, safe, eco-friendly cleaning procedures.



In an effort to be more environmentally responsible, AJI utilizes Green Seal approved cleaning and paper products wherever possible. AJI has a customized cleaning program designed to maximize cleaning processes, while minimizing the company’s environmental footprint. This program provides training on proper usage of cleaning products and contributes to the environment in the following ways:

- Chemical are properly diluted which prevents waste and lowers costs
- Reduces toxic pollution
- Conserves resources and habitats
- Minimizes ozone depletion

AJI has utilized modern cleaning equipment and “green” cleaning techniques in all facilities for the past six years. The use of these systems and equipment has allowed for more efficient cleaning processes, better sanitation of facilities, improved indoor air quality and lower costs for the our customers. AJI’s vacuums are equipped with HEPA filtration. HEPA filters are an industry standard for high-quality air filtration.



EQUIPMENT

AJI has utilized modern cleaning equipment and “green” cleaning techniques in all facilities for the past six years. The use of these systems and equipment has allowed for more efficient cleaning processes, better sanitation of facilities, improved indoor air quality and lower costs for the our customers.



Where possible, we utilize ProTeam Super CoachVac backpack vacuums on our projects. All vacuums are equipped with HEPA filters, which are an industry standard for high-quality air filtration. Backpack vacuums allow us to reach high spots and also places such as behind computer tables and desks, book racks, and closets. These are the places that would be extremely tough to clean while using a canister vacuum cleaner.

Normally, dust gathers around the corners and edges of the floor and this is one area most vacuums don’t reach. But with a commercial backpack vacuum, our cleaners can easily clean the edges, and maintain our high standards of clean. In addition, the ease of maneuvering allows our cleaners to efficiently clean your offices in less time than the use of the average vacuum cleaner.

Most important, AJI employees are trained in the proper use of all equipment at each individual account. This both ensures their safety as well as protects the property of our customers. Our equipment list includes back-pack vacuums, restroom carts, high and low-speed floor machines, ride-on automatic scrubbers, motorized sweeper, carpet extractor and various wet/dry vacuums.

For carpet cleaning at these locations, AJI will be using a van equipped with a CDS 4.8 truck mounted, van-powered cleaning system from HydraMaster. These systems feature OverDrive™ Power Train Technology which allows us to deliver a deep clean to your facilities. The system is equipped with two solution outlets for dual wand capability, three speed settings and a 100 gallon recovery tank for uninterrupted cleaning.



Using a truck mount carpet cleaning system is the best way to accomplish a deep carpet clean as well as reduce time spent on the job. This offers immense labor saving benefits which we are able to pass along to our customers. Additionally, we have invested in a large variety of attachments such as upholstery tools for upholstery cleaning, and power heads and rotary tools for carpet, which are also be used to further increase productivity and deliver enhanced results on certain

carpet types and soil conditions. After carpet cleaning, AJI always applies carpet protectant at no additional cost. This protectant helps to prevent future staining and prolongs the life of the carpet and the cleaning.

Below you will find a description of additional equipment that will be utilized on this project.



NEW Chevy Silverado 1500

White Pickup Truck

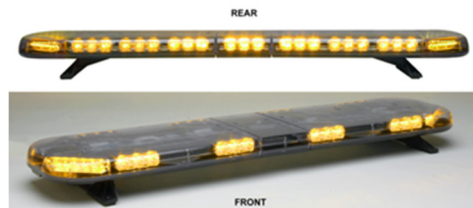
With Hard-Wired Fleetmatics GPS System



Each Truck Equipped With:



Pressure Pro
4000 PSI Truck Mounted
Pressure Washer



DOT LIGHTBAR
50" Length, 12" Wide and
2-1/4" High (w/o mounting feet)
15 Total LED lighthouse pods



iPad Pro
128GB wifi + Cellular
Equipped with Maptitude
and Google Route Guidance



NEBO Protec™
BAT-Light™ Flashlight





Reflective
Safety Vests



Wet Floor Signs



Unger Trash Grabber
NN140 Heavy Duty Nifty Nabber
51" Long Reaching Tool



ProTeam Super
CoachVac HEPA
Backpack Vacuum



Janitor Cart



55 Gallon Trash Can
with Janitor Caddy



Checklist Log Books



Dual Compartment
Mop Bucket



Sanitaire® Bagless
HEPA Vacuum



Tennant Wide Area
HEPA Vacuum



Tennant T2 Battery
Walk Behind Scrubber



Tennant EZ Scrubber
Ride-On Floor Scrubber



Rubbermaid Microfiber
Flat Mop
Floor Finish System

MANAGEMENT PLAN

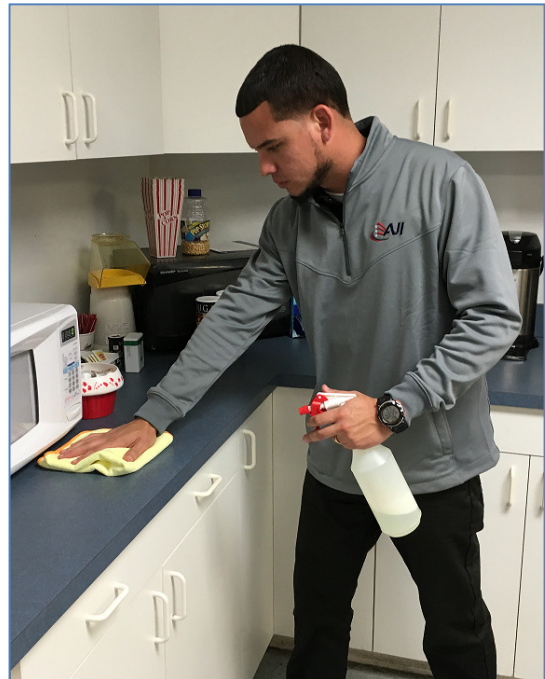
Our cleaning approach is based on a team concept of highly trained technicians who are assigned to a specific duty throughout their assigned service area. Our technicians are:

- **Executive Technician**
- **Restroom Technician**
- **Vacuum Technician**

These three highly trained technicians work together to form an efficient team which is capable of providing the consistently high-quality service upon which our reputation was built.

EXECUTIVE TECHNICIAN:

The Executive Technician is our most versatile cleaning position. They are responsible for the emptying of all trash and recycling receptacles and the replacement of liners, as needed. They sanitize telephones and dust all appropriate horizontal and vertical surfaces up to 72". In preparation for the Vacuum Technician, they pick up paper clips and various other items from the floor such as papers and writing utensils. They mop hard surface flooring in common areas and suites. They also spot clean various surfaces around the office: doors, glass, and walls. In addition, they are responsible for ensuring that the first-impression areas of your building are cleaned and maintained properly. They detail clean all interior glass walls and high visibility carpet areas. They polish all brass fixtures and maintain the cleanliness of the elevator tracks. They will also haul trash from various areas to on-site dumpsters and police the stairwells to remove all debris.



RESTROOM TECHNICIAN:

Primary responsibilities for our Restroom Technicians include restocking of all paper dispensers (toilet tissue, hand towels, etc.), emptying trash and replacing liners, cleaning and disinfecting all fixtures and mirrors, and wiping down stall partitions and doors. They are also responsible for scrubbing all flooring areas in each restroom.

VACUUM TECHNICIAN:

The Vacuum Technician is responsible for the daily vacuuming of all traffic areas and spot vacuuming all other office areas. In addition, they vacuum office furniture to remove various small debris and spills. Depending on the size of the building, they may also help the Executive Technician with hard surface floor cleaning, such as mopping in kitchen areas and corridors.

Accountability

In any industry where service is paramount to your success, the communication of accurate and timely information is critical in allowing all responsible parties to react to ever-changing priorities and circumstances. At AJI, we take pride in our communication systems. We designed our process to provide our clients with fast and easy access to our team.

To ensure optimal levels of communication, each of AJI’s vehicles used on the City of Gainesville project will be equipped with an iPad Pro 128GB with Wifi + Cellular capabilities.



Along with their assigned iPhones, these iPads will allow our crew in the field the ability to constantly be in communication with AJI’s dispatch center. Additionally, they will provide the crews with access to any assigned routes, preventing service oversights, as well as the ability to quickly and easily change routes to accommodate a special request or emergency situation at a location outside of their normal planned routine.

COMMUNICATION



At AJI, we understand the importance of teamwork and communication to achieve the high levels of service we deliver on a consistent basis. Each of the individuals below carries an iPhone and is available for City of Gainesville representatives 24 hours a day, 7 days a week.

Thomas Donehoo, Project Manager

352-409-0754 thomas.donehoo@ajiclean.com

Jeff Simmons, Vice President

352-551-7941 jeff.simmons@ajiclean.com

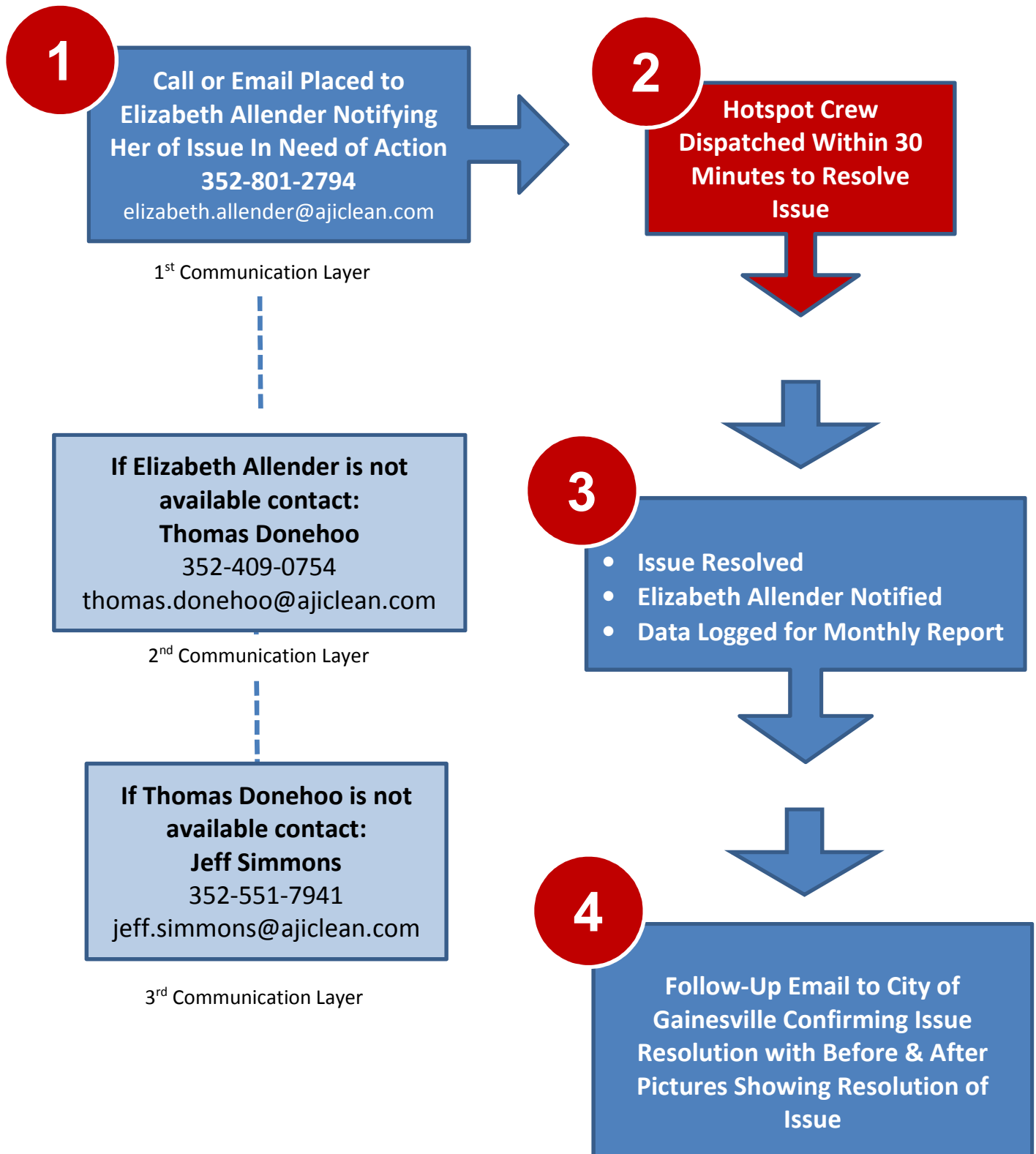
Elizabeth Allender, Operations Manager

352-801-2794 elizabeth.allender@ajiclean.com

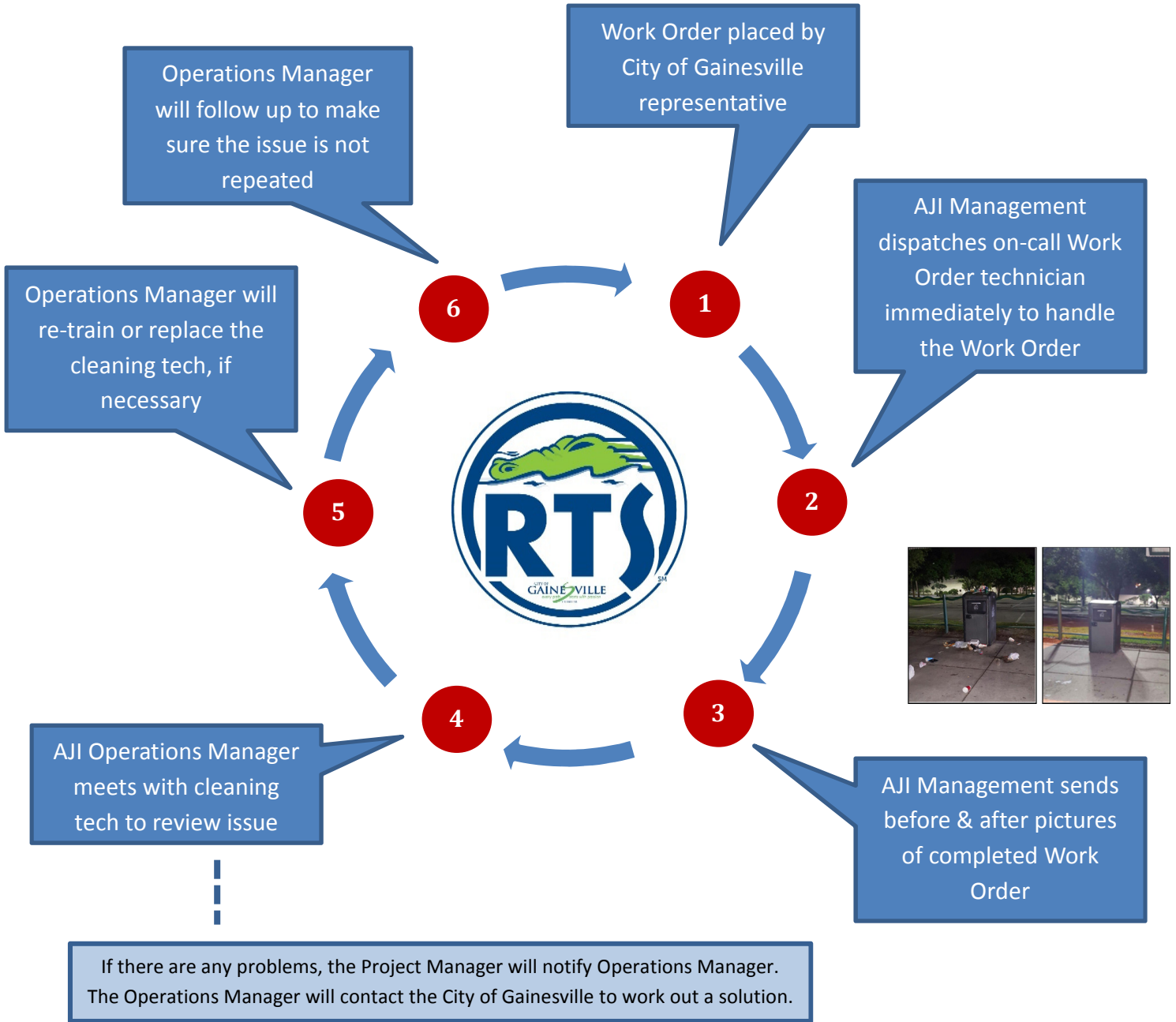
Jean Cochran, Crew Supervisor

352-205-9992 jean.cochran@ajiclean.com

COMMUNICATION & DISPATCHING PROCEDURE FLOW CHART



WORK ORDER PROCESS



FLOOR SERVICES

In addition to our carpet cleaning, AJI provides a full range of flooring services, including carpet cleaning, tile & grout cleaning and VCT stripping and waxing. Our **floor services** are designed to deep clean, protect, and preserve the flooring in your facilities. *Built on quality and service, our goal is to exceed our customer's expectation and achieve a success rate that far exceeds our competition.*



Tile & Grout Cleaning

AJI's deep cleaning process uses hot water to pressure wash the tile and grout. This high pressure process removes the deep down dirt that lies in the pours of the tile and grout lines. Each time we clean the tile and grout, we apply tile and grout sealer at no additional cost. The sealer helps to prevent staining and prolong the life of the tile. Our cleaning techs are IICRC certified for tile and grout cleaning and we use top of the line equipment.

VCT Care: Strip and Wax

AJI has years of experience refinishing VCT floors. We have customized a process for our customers that keeps the floors protected and looking great. Over the years, AJI has designed a custom, privately-labeled brand of floor cleaners and protectants for use at our clients' facilities. These chemicals provide a safe, non-slip surface, while producing a super hi-gloss shine that ensures floors look like brand new. Our floor crews are highly trained and have years of experience.

The following is a list of the different floor services offered by AJI:

- Complete strip and re-wax
- Deep scrub maintenance
- Light scrub maintenance
- Hi-speed burnishing
- Spray buffing

Cutting Edge Technology

AJI is constantly seeing new, innovative ways to help deliver exceptional services to our customers. One example of this is our recent investment in the EBG-28 Floor Surface Preparation Machine from Square Scrub®.

The EBG-28 allows us to remove existing finishes on your flooring without the use of water, which allows us to protect your valuable electronic equipment and baseboards. Another benefit to this dry method is that it eliminates the



need for use harsh chemicals to remove floor finishes, which is better for the environment and the health of your employees and visitors.

We can remove scratches, marks and damaged areas from your flooring in preparation for new finish applications quickly and easily, allowing us to save time and money and pass those savings along to our customers.



CROSS CONTAMINATION

In a concerted effort to maintain the highest-quality cleaning for our customers, AJI has implemented measures to reduce the level of cross contamination in the locations we service.

One way we are working to accomplish this is the use of dual-chamber mop buckets. These specialized mop buckets have two chambers or compartments for the clean solution and the other for the dirty water after the floor has been mopped. A removable wringer attaches to the chamber used for dirty water. The clean water compartment transfers water into the soiled water compartment as the bucket is in use so our cleaners are always washing the floors with clean, fresh water. The advantage of this system is more sanitary, hygienic floors as well as environmental benefits and cost savings.



The average single-chamber bucket holds a little under five gallons of water, which is good for cleaning roughly 1,000 square feet while a comparable five-gallon, dual-chamber bucket can clean 3,000 square feet, creating an approximate 66 percent reduction in water and chemical consumption.

Another way we are working to eliminate cross contamination for our clients is the use of microfiber towels. The towels are color coded based on the locations of use to reduce the spread of potentially harmful bacteria.



Glass Surfaces



Kitchen Areas



Restrooms



Office/Desk Surfaces



Additional benefits of microfiber cloths:

- Cleans more effectively
- Cleans faster by eliminating unnecessary steps
- Improves image of the housekeeping staff with less intrusive and quieter equipment
- Promotes Green Cleaning by drastically reducing waste water and chemical disposal
- Reduces material costs by using far less chemicals
- Reduces workers compensation claims because it requires less heavy lifting and movement

UNIFORM STANDARDS

The pride and professionalism of AJI is reflected in the uniforms we provide for our staff because we believe their appearance is a reflection of not only our company, but the City of Gainesville as well. AJI employees will wear polo shirts or jackets with an AJI logo. In addition, they will also wear an ID badge so they are easily recognizable as employees of AJI.



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 -	10/1/2020 -	10/1/2021 -	10/1/2022 -	10/1/2023 -
				9/30/2020	9/30/2021	9/30/2022	9/30/2023	9/30/2024
				Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate
1	Admin/Ops Building A	34 SE 13th Rd	27,000	\$ 7,113.50	\$ 7,113.50	\$ 7,113.50	\$ 7,113.50	\$ 7,113.50
2	Maintenance Garage Building C	34 SE 13th Rd	11,000	\$ 2,908.95	\$ 2,908.95	\$ 2,908.95	\$ 2,908.95	\$ 2,908.95
3	Fuel Center Building D	34 SE 13th Rd	820	\$ 317.67	\$ 317.67	\$ 317.67	\$ 317.67	\$ 317.67
4	Rosa Park Transfer Station	700 SE 3rd St	460	\$ 633.20	\$ 633.20	\$ 633.20	\$ 633.20	\$ 633.20
5	Park N' Ride	4231 SW 30th Ave	540	\$ 646.00	\$ 646.00	\$ 646.00	\$ 646.00	\$ 646.00
Monthly Total				\$ 11,619.32	\$ 11,619.32	\$ 11,619.32	\$ 11,619.32	\$ 11,619.32

Item	Facility/ Building	Location	Rate to Add one (1) more frequency of Policing Restrooms Per Day				
			Award -	10/1/2020 -	10/1/2021 -	10/1/2022 -	10/1/2023 -
			9/30/2020	9/30/2021	9/30/2022	9/30/2023	9/30/2024
			One Add'l Cleaning Per Day	One Add'l Cleaning Per Day	One Add'l Cleaning Per Day	One Add'l Cleaning Per Day	One Add'l Cleaning Per Day
6	Admin/Ops Building A	34 SE 13th Rd	\$ 57.00	\$ 57.00	\$ 57.00	\$ 57.00	\$ 57.00
7	Maintenance Garage Building C	34 SE 13th Rd	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50
8	Drivers Lounge Restrooms Building A	34 SE 13th Rd	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50
9	Rosa Parks Transfer Station Restrooms	700 SE 3rd St	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50
10	Park N' Ride Restrooms	4231 SW 30th Ave	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50	\$ 28.50

Item	Service	Unit of Measure	Award -	10/1/2020 -	10/1/2021 -	10/1/2022 -	10/1/2023 -
			9/30/2020	9/30/2021	9/30/2022	9/30/2023	9/30/2024
			Rate/Cost Per	Rate/Cost Per	Rate/Cost Per	Rate/Cost Per	Rate/Cost Per
11	Clean Additional Facilities	Rate Per Sqft	\$ 0.27	\$ 0.27	\$ 0.27	\$ 0.27	\$ 0.27
12	Clean Carpeting	Cost Per Sqft	\$ 0.15	\$ 0.15	\$ 0.15	\$ 0.15	\$ 0.15
13	Machine Clean Upholstered Chairs	Rate Per Chair	\$ 7.50	\$ 7.50	\$ 7.50	\$ 7.50	\$ 7.50
14	Floor Stripping/Repolishing	Cost Per Sqft	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25	\$ 0.25
15	Special Services (non-emergency, planned)	Rate Per Hour	\$ 28.00	\$ 28.00	\$ 28.00	\$ 28.00	\$ 28.00
16	Emergency Call-Out	Rate Per Hour	\$ 30.00	\$ 30.00	\$ 30.00	\$ 30.00	\$ 30.00

SECTION VII – PRICE PROPOSAL

Continued...

FOR INFORMATIONAL PURPOSES ONLY

Living Wage

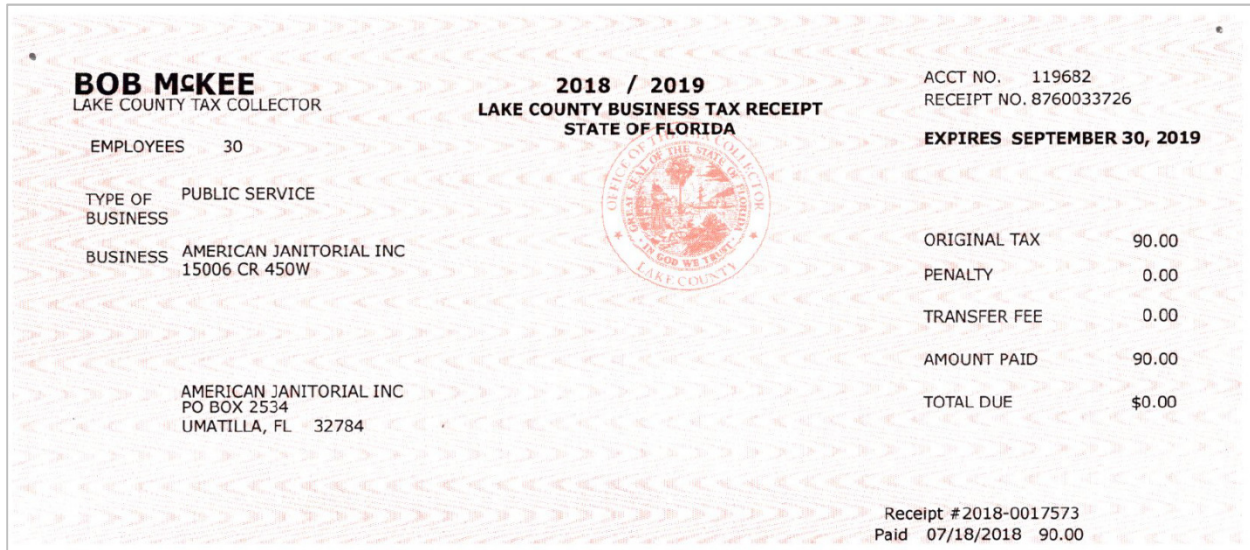
This contract is a Living Wage covered service. Although the Living Wage Ordinance may not apply to your submittal based on the Living Wage Decision Tree, to assist the City in its efforts to collect data we are requesting that you provide your Bid Prices as if the Living Wage rate did apply. **(Your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

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

Eleven thousand, six hundred nineteen dollars and thirty-two cents per month Dollars (\$ 11,619.32)

LICENSE

Below you will find a copy of AJI’s Business Tax Receipt for our county of residence, Lake County, FL. Upon notification of award, AJI will obtain all necessary registrations and licenses to do business with the City of Gainesville on this project prior to contract execution.



COMPANY PROFILE & HISTORY

American Janitorial Inc. (AJI) was founded in 1987 as a “one stop shop” commercial and industrial janitorial service and supply company.

AJI employs over 175 people to provide comprehensive cleaning services for over 150 facilities throughout the State of Florida, totaling over 3 million square feet serviced each day. We have serviced hundreds of local businesses and government organizations over the years and stand by our reputation as the best cleaning value available. Some of our current customers include Lake County Board of County Commissioners, Marion County Board of County Commissioners, The Villages Commercial Property Management, the City of Gainesville, the City of Ormond Beach, LakeXpress, and Central Florida Regional Transportation Authority (LYNX).



AJI started out as an energetic family business with only a few part-time employees. It has now grown to be one of the leading janitorial service contracting companies in Central Florida yet still remains a strong family business. AJI has always maintained a focus on hard work and dedication to customer service.

Our President and CEO is Jordan Dailey, the company founder's grandson. Mr. Dailey joined the company in 2000 to assist in the development of the commercial janitorial operations. Despite tough economic conditions, AJI has continued to grow under his leadership as he has demonstrated his ability to lead and adapt to ever-changing times. Part of this adaptation was the creation and implementation of a new quality assurance system that has drastically improved the overall performance level of the company's services. Mr. Dailey also expanded the service offerings that the company provides. This expansion has allowed the company to branch into new markets and add more services to a wider variety of customers, particularly in the governmental and medical fields.

The basis of AJI's business operations and relationships are the core values of honesty, trust and integrity. Our longevity in an industry where many competitors have come and gone proves that the company's business principles are solid and consistent. ***American Janitorial always meets the needs of its customers, regardless of the money or time it takes to ensure satisfaction.***

Who We Are:

- We are a locally owned and operated company that takes pride in every facility we service. We have the resources and expertise of a national corporation combined with the quality customer service of a hometown cleaning company. Our reputation is our best asset.
- We are a company that builds and cultivates long lasting relationships with our customers through clear communication and outstanding customer support. We invest time and effort into our relationships with our customers!
- We are a company that retains business. Every contract we have is important to us and we treat each one as if it's our only one.
- We are a company that cares about quality workmanship. Our custom quality control system, **CleanCheck™** creates accountability for our staff and allows us to detect problems before they happen. We routinely inspect our own work so our customers don't have to.
- We are a company that does whatever it takes. Just ask our references.

Who We Aren't:

- We aren't a national or franchise company who treats its customers like just another number.

- We aren't a company who works off of volume and turns in "cookie cutter" bid packages based solely on pre-determined square footage pricing. We don't just move from one big contract to the next.
- We aren't a company that makes excuses – if something isn't right, we fix it.

Our company's core services include floor care, janitorial services, trash removal, bus stop maintenance, pressure washing, lawn services, and water/fire damage cleanup. Our comprehensive service offerings make us a unique vendor that is able to meet all of the requirements set forth by Charlotte County in this solicitation. Our plan to manage the needs of the County at these locations includes:

- Employment of trustworthy and hardworking staff
- Continual process improvement and training programs, including safety training
- Competent personnel and friendly management
- Deployment of modern and environmentally-sensitive cleaning solutions
- Use of appropriate, high-quality equipment

All of our clients are beyond satisfied with our services and, more importantly, they have come to trust and count on AJI as a dependable vendor. It is truly a winning arrangement for all involved.

We will always go above and beyond to ensure customer satisfaction, even if it falls outside of the contract.

YEARS IN BUSINESS

American Janitorial, Inc. (AJI) was previously known as ABC Clean-All, a Florida Corporation formed on September 24, 1987 by Theo Tingle. In 2004 the company was purchased by Mr. Tingle's grandson, our current President & CEO, Jordan Dailey and Stephanie Dailey, our current CFO & Vice President. Under our current structure as American Janitorial, Inc., we are a Florida Corporation incorporated on July 12, 2012.



1987 - 2012

On the following page you will find the detail sheets for American Janitorial, Inc. from the Florida Department of State-Division of Corporations showing the date the company was founded and the names of the officers, Stephanie and Jordan Dailey.



2012 - Present

FLORIDA DEPARTMENT OF STATE
DIVISION OF CORPORATIONS



Detail by Entity Name

Florida Profit Corporation

AMERICAN JANITORIAL, INC.

Filing Information

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FEI/EIN Number	46-0557106
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Status	ACTIVE
Last Event	AMENDMENT
Event Date Filed	01/21/2016
Event Effective Date	NONE

Principal Address

87 N. Central Ave.
UMATILLA, FL 32784

Changed: 01/13/2015

Mailing Address

PO BOX 2534
UMATILLA, FL 32784

Registered Agent Name & Address

DAILEY, STEPHANIE N
87 N. Central Ave.
UMATILLA, FL 32784

Address Changed: 01/13/2015

REFERENCES

AJI currently provides cleaning services, including all floor care and day porter service, for over 3,500,000 square feet of office and medical space throughout Florida.



LAKE COUNTY GOVERNMENT
550 WEST MAIN STREET, TAVARES, FL 32778
DON GLESSNER
352-253-4973 (P)
352-343-5618 (F)
DGLESSNER@LAKECOUNTYFL.GOV

The Lake County Government awarded AJI with its janitorial cleaning services contract in 2011. The contract requires American Janitorial Inc. to provide janitorial service for facilities that total over 500,000 square feet.

As part of the contract, AJI provides complete janitorial service for all of Lake County's facilities in the downtown Tavares area including the Lake County Judicial Center, the Lake County Administration Building, the Historic Courthouse, the Property Appraiser / Tax Collector building and the Public Defender offices. Our services are also contracted for high-traffic, high-usage public building such as the public libraries, the community center buildings, the fairground buildings and various warehouse and office space.



THE VILLAGES COMMERCIAL PROPERTY MGMT
1071 CANAL ST
THE VILLAGES, FL 32162
BRIAN HUFFMAN
352.483.6709
BRIAN.HUFFMAN@THEVILLAGES.COM

Since 2014, AJI has provided daily janitorial services to 6 recreation centers in The Villages, as well as 10 pool restroom locations. AJI ensures optimal levels of cleanliness and sanitation by detail cleaning and thoroughly mopping all hard service flooring each day. Additionally, we provide cleaning services to the offices and meeting room areas, paying special attention to the restrooms as they experience high levels of resident traffic each day.



PINELLAS SUNCOAST TRANSIT AUTHORITY
3201 SCHERER DRIVE N.
ST. PETERSBURG, FL 33716
IDALIA ROBLES
727-540-1963
IROBLES@PSTA.NET

AJI began cleaning the bus stop locations for the Pinellas Suncoast Transit Authority on October 1, 2015. This project consists of over 900 bus stops and bus shelters. We provide trash pickup, pressure washing, graffiti removal, weed eating, tree trimming, and lawn mowing within 20 feet of the shelter. We also provide full janitorial and pressure washing services at the PSTA bus terminals, as well as floor services for all PSTA buildings.



FLAGLER COUNTY BOARD OF COUNTY COMMISSIONERS
1769 EAST MOODY BOULEVARD, BUNNELL, FL 32110
MIKE DICKSON
386-585-2525 (P)
MDICKSON@FLAGLERCOUNTY.ORG

AJI provides daily janitorial and day porter services to over 50 separate locations for Flagler County, totaling over 450,000 square feet. AJI was awarded this contract in February 2018 and began services on March 1, 2018.



CITY OF ORMOND BEACH
399 NORTH US 1, ORMOND BEACH, FL 32174
BILL ROSE
386.212.8685
BILL.ROSE@ORMONDBEACH.ORG

AJI provides quality janitorial and floor care services to 37 locations for the City of Ormond Beach. Our contracted services include cleaning the City Hall, Police Department, Public Works and park facilities. We provide carpet cleaning, floor stripping and waxing, hard surface floor buffing and ceramic tile steam cleaning. These locations total over 140,000 square feet and we have been providing services since 2015.



CITY OF PALM COAST
1 WELLFIELD GRADE, PALM COAST, FL 32137
ROGER LACHANCE
386-986-2340
RLACHANCE@PALMCOASTGOV.COM

AJI began cleaning the City of Palm Coast locations on April 1, 2018. The City of Palm Coast consists of 15 locations totaling more than 90,000 square feet over multiple locations, including buildings with high transient populations like the City Hall and community center as well as public works, utilities and fire stations.



CITY OF CLERMONT
685 WEST MONTROSE STREET, CLERMONT, FL 34711
JOE McMAHON
352.267.2398
JMCMAHON@CLERMONTFL.ORG

AJI provides daily janitorial and floor care services to 7 locations for the City of City of Clermont. Our contracted services include cleaning the Police Department Headquarters, City Hall, Clermont City Center, Public Works, Highlander Building, various restrooms and the Clermont Arts & Recreation Center, which is the social and entertainment hub of the Clermont community, hosting meetings and events on a daily basis. These locations total over 200,000 square feet and we have been providing services since 2016.



THE VILLAGES HEALTHCARE CENTERS
280 FARNER PLACE
THE VILLAGES, FL 32162
DIANE McINTYRE
352.267.7589
DIANE.MCINTYRE@THEVILLAGES.COM

AJI provides daily janitorial services to 5 locations for The Villages Healthcare Center. Our services include: evening janitorial cleaning of exam rooms, office areas and waiting rooms, carpet cleaning, tile stripping and waxing, and ceramic tile steam cleaning. We have been providing services to these locations since May 2014.

EQUIPMENT

AJI has utilized modern cleaning equipment and “green” cleaning techniques in all facilities for the past six years. The use of these systems and equipment has allowed for more efficient cleaning processes, better sanitation of facilities, improved indoor air quality and lower costs for the our customers.

Where possible, we utilize ProTeam Super CoachVac backpack vacuums on our projects. All vacuums are equipped with HEPA filters, which are an industry standard for high-quality air filtration. Backpack vacuums allow us to reach high spots and also places such as behind computer tables and desks, book racks, and closets. These are the places that would be extremely tough to clean while using a canister vacuum cleaner.



Normally, dust gathers around the corners and edges of the floor and this is one area most vacuums don't reach. But with a commercial backpack vacuum, our cleaners can easily clean the edges, and maintain our high standards of clean. In addition, the ease of maneuvering allows our cleaners to efficiently clean your offices in less time than the use of the average vacuum cleaner.

Most important, AJI employees are trained in the proper use of all equipment at each individual account. This both ensures their safety as well as protects the property of our customers. Our equipment list includes back-pack vacuums, restroom carts, high and low-speed floor machines, ride-on automatic scrubbers, motorized sweeper, carpet extractor and various wet/dry vacuums.

For carpet cleaning at these locations, AJI will be using a van equipped with a CDS 4.8 truck mounted, van-powered cleaning system from HydraMaster. These systems feature OverDrive™ Power Train Technology which allows us to deliver a deep clean to your facilities. The system is equipped with two solution outlets for dual wand capability, three speed settings and a 100 gallon recovery tank for uninterrupted cleaning.



Using a truck mount carpet cleaning system is the best way to accomplish a deep carpet clean as well as reduce time spent on the job. This offers immense labor saving benefits which we are able to pass along to our customers. Additionally, we have invested in a large variety of attachments such as upholstery tools for upholstery cleaning, and power heads and rotary tools for carpet, which are also be used to further increase productivity and deliver enhanced results on certain

carpet types and soil conditions. After carpet cleaning, AJI always applies carpet protectant at no additional cost. This protectant helps to prevent future staining and prolongs the life of the carpet and the cleaning.

Below you will find a description of additional equipment that will be utilized on this project.



NEW Chevy Silverado 1500

White Pickup Truck

With Hard-Wired Fleetmatics GPS System



Each Truck Equipped With:



Pressure Pro
4000 PSI Truck Mounted
Pressure Washer



DOT LIGHTBAR
50" Length, 12" Wide and
2-1/4" High (w/o mounting feet)
15 Total LED lighthouse pods



iPad Pro
128GB wifi + Cellular
Equipped with Maptitude
and Google Route Guidance



NEBO Protec™
BAT-Light™ Flashlight





Reflective
Safety Vests



Wet Floor Signs



Unger Trash Grabber
NN140 Heavy Duty Nifty Nabber
51" Long Reaching Tool



ProTeam Super
CoachVac HEPA
Backpack Vacuum



Janitor Cart



55 Gallon Trash Can
with Janitor Caddy



Checklist Log Books



Dual Compartment
Mop Bucket



Sanitaire® Bagless
HEPA Vacuum



Tennant Wide Area
HEPA Vacuum



Tennant T2 Battery
Walk Behind Scrubber



Tennant EZ Scrubber
Ride-On Floor Scrubber

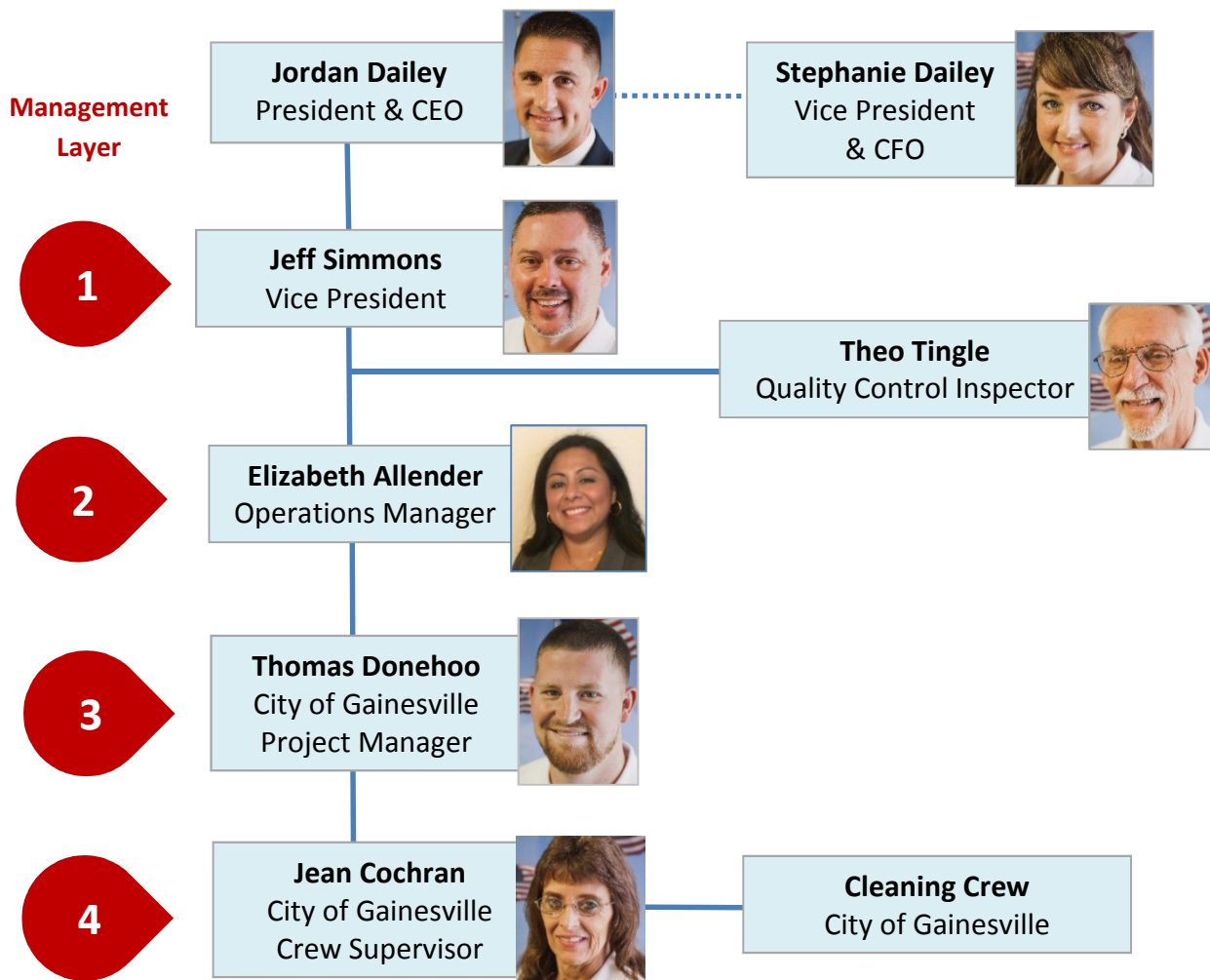


Rubbermaid Microfiber
Flat Mop
Floor Finish System

KEY PERSONNEL

AJI employs over 220 people to provide comprehensive cleaning services for over 175 facilities throughout the State of Florida, totaling over 3.2 million square feet serviced each day. Our personnel approach is based on a team concept of highly trained individuals who are assigned to a specific duty throughout their assigned service area. As evidenced below, AJI will have 4 layers of management on this project to ensure the needs of the City of Gainesville are met consistently on a daily basis. On the following pages you will find the resumes for the individuals listed below.

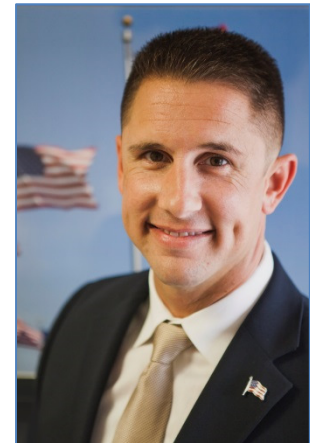
ORGANIZATIONAL STRUCTURE



JORDAN DAILEY

President & CEO

AJI's President and CEO is Jordan Dailey, the company founder's grandson. Mr. Dailey joined the company in 2000 to assist in the development of the commercial janitorial operations. Despite tough economic conditions, AJI has continued to grow under his leadership as he has demonstrated his ability to lead and adapt to ever-changing times and build upon the AJI's legacy as one of the most popular janitorial service providers in the region.



Part of this adaptation was the creation and implementation of a new quality assurance system that has drastically improved the overall performance level of the company's services. Mr. Dailey also expanded the service offerings that the company provides. This expansion has allowed the company to branch into new markets and add more services to a wider variety of customers, particularly in the governmental and medical fields.

As President & CEO, Mr. Dailey is responsible for the managing all of the financial reporting, budgeting, and accounting for each project we service. In addition, he also is responsible for the strategic planning, asset management, and budgeting. Mr. Dailey provides oversight for all project startups, information technology initiatives, and human resource functions.

- Responsible to ensure profitability. Meets annual goals for profitability and quality
- Continually sets new, higher standards for quality customer service
- Sets current policies and procedures and improves same to support higher standards
- Build and continue to lead a spirited professional leadership team -- eager to win with an unmatched sense of corporate pride, urgency and passion for serving customers and obtaining new ones
- Make recommendations to leadership on allocation of resources
- Recruits for outside talent and internal advancements to join the AJI team

Experience in position: 16 years as President of American Janitorial, Inc.

Education:

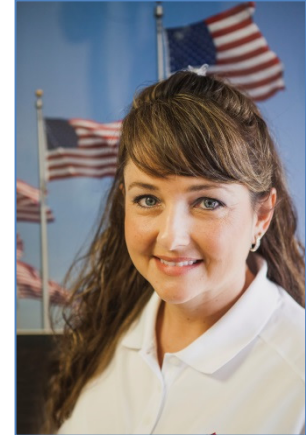
- Honor Graduate of the Community College of the Air Force
- 15 years military service in the United States Air Force
- Continued service in the Florida Air National Guard

STEPHANIE DAILEY

Vice President/CFO

In her role as Vice President & CFO, Ms. Dailey is responsible for developing and implementing purchasing strategies to reduce costs, which allows AJI to stay competitive as well as maintaining strong supplier relationships to ensure our employees in the field have the proper equipment and materials necessary to do their jobs.

Additionally, Ms. Daily is responsible for the overall administrative operation of janitorial service contract and adherence to terms and conditions.



Responsibilities include:

- Creates and ensures compliance with budget for each account (labor control/cost control)
- Responsible for oversight of all purchasing of supplies and equipment
- Office management, including background checks for all employees
- Review and approve expense reports and vendor invoices
- Reconciles processed work by verifying entries and comparing system reports to balances
- Charges expenses to accounts and cost centers by analyzing invoice/expense reports; recording entries
- Pays vendors by monitoring discount opportunities; verifying federal id numbers; scheduling and preparing checks; resolving purchase order, contract, invoice, or payment discrepancies and documentation; insuring credit is received for outstanding memos; issuing stop-payments or purchase order amendments
- Maintains accounting ledgers by verifying and posting account transactions
- Verifies vendor accounts by reconciling monthly statements and related transactions
- Complete new hire forms and run required background checks
- Maintain payroll and employee records

Experience in position: 15 years as Senior Vice President of American Janitorial Inc.

Education: B.A. degree in Business Management

JEFF SIMMONS

Vice President

Since joining the company in 2012, Mr. Simmons has lead AJI through an unprecedented period of growth, generating over \$2M in new business. Mr. Simmons currently serves as Operations Manager for several AJI accounts and will serve in the same role on this project. He will work closely with the Project Manager to oversee all cleaning operations of this contract, including the training of all employees assigned to the contract. Additionally, he will perform weekly and monthly inspections, maintain all supplies and equipment, and schedule any additional after hours service. Mr. Simmons has developed a set of performance metrics that drive improved financial performance, customer service, and overall operational accountability within AJI. Responsibilities include:



- Conducts weekly operations meetings with operations managers to ensure quality and budgetary performance and post construction profit, budget and quality goals
- Responsible for marketing AJI throughout the state of Florida and maintaining a compound growth rate of 20% annually
- Provides direction and assistance to personnel and interfaces with customers, vendors and project leaders
- Responsible for all customer contracts, including compliance and quality performance as well as satisfying all quality systems and performances within our customer contracts.
- Schedules, monitors and assesses work performance in all facility services.
- Coordinates appropriate resource planning and scheduling to support maintenance project activities
- Develops and refines both short- and long-term strategies to drive growth, profitability and increased market share
- Evaluates and pursues various strategies that distinguish AJI from our competitors, further capitalizing on the unique aspects of our business
- Drives revenue and optimizes costs, margins and inventory management to drive profitability and continue to deliver on customer expectations

Experience in position: 5 years as Vice President/Operations of AJI

Education:

- 12 year high school education
- Over 15 years of industry related experience
- In-depth training in business development and customer relations

ELIZABETH ALLENDER

Operations Manager

As the Operations Manager responsible for AJI’s Central Florida accounts, Ms. Allender focuses on customer service, operational oversight, and purchasing. She specializes in client communication, program development and staff training, ensuring that AJI’s service is consistently exceptional and specialized for each client. Ms. Allender emphasizes employee training to make sure each employee knows AJI’s philosophies, such as using green cleaning systems and safe equipment handling.



Responsibilities include:

- Directly responsible for all operations, supplies, labor, and payroll.
- Manage the P&L requirement as outlined for the facility in meeting the projected financial forecasts, productivity and staffing plans and budget. Analyze and interpret financial data and weekly operating reports for trends impacting AJI. Initiate corrective action as needed.
- Strong commitment to service and quality standards as well as client satisfaction.
- Take the lead in client communication regarding AJI programs and services as well as performance under the contract. Provide feedback to management as needed on unique client requirements and opportunities to expand the client relationship.
- Coach, motivate, train, develop and lead the AJI team. Maintain knowledge of human resource policies and practices, including the development of staffing plans, employee relations, training, safety, EEO, benefits administration and succession planning.
- Provide training to all employees on state-of-the-art equipment and doctrine in the janitorial service field.

Experience in position: Ms. Allender has over 20 years’ experience in the janitorial service industry. She began her career as a housekeeper for Hyatt Hotels and worked her way up to Front Office Manager before accepting a position with Sodexo as a General Manager.

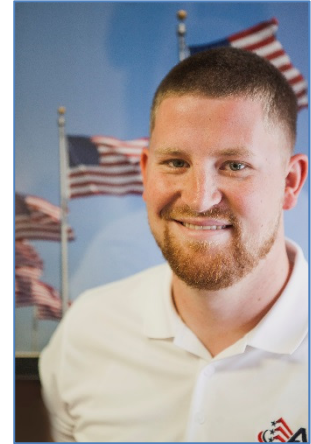
10/2016 - Present	Operations Manager	American Janitorial Inc.
08/2015 - 09/2016	Project Manager	USSI Janitorial Service
10/2015 - 07/2016	Project Manager	ABM Janitorial Services
02/2007 - 07/2014	District Manager	ABM Janitorial Services
08/2006 - 02/2007	General Manager	Sodexo

THOMAS DONEHOO

Project Manager

Mr. Donehoo will be the Project Manager assigned to this project. He is currently responsible for AJI's Marion County and VCCDD janitorial projects. ***Because he is local, he can be on-site in 60 minutes or less to address any issues that may potentially arise with this project for the City of Gainesville.***

In his role as Project Manager, Mr. Donehoo is responsible for overseeing the operations of the janitorial contract and the management of all cleaning technicians assigned to the contract. He will perform inspections, maintain checklists and quality control procedures, and schedule all services.



The responsibilities of the Project Manager include:

- Planning and laying out work and work sequences
- Directing all personnel work activities at worksite
- Providing technical assistance
- Intervening without delay should corrective action be necessary
- Reviewing and resolving project quality, scheduling and progress problems
- Evaluating the progress of work for completeness, accuracy and conformance with AJI Proposal
- Implementing and monitoring established safety policies, procedures and regulations
- Counsel and coordinate with customer management representatives on all matters relating to services performed.
- Resolves clients' concerns, conducts follow-up calls and makes onsite visit inspections for satisfactory job performance.

Experience in position:

- 7 years as Project/Operations Manager of AJI
- Over 9 years cleaning experience with AJI

Education:

- 12 year high school education
- IJSCA certified cleaning technician
- IICRC certified floor cleaning technician

JEAN COCHRAN

Crew Supervisor

As Project Supervisor, Ms. Cochran will be responsible for the supervision, inspection, and control of all custodial and related services associated within the City of Gainesville janitorial contract.

The responsibilities of the Project Supervisor include:

- Properly allocates work responsibilities among cleaning staff. Counsels, coaches, and supervises all custodians
- Maintain knowledge of contract requirements and creation of schedules to maintain properly skilled staffing levels to satisfy those schedules.
- Approves vacation time, overtime and timecards.
- Trains custodians on work-related equipment.
- Issue reports and summaries as required
- Meet periodically with cleaners to review status of various elements of facility services and to institute corrective measures for any deficiencies found.
- Perform any additional duties on an "as required" basis where such duties are within the scope of contractual responsibilities
- Ensures all equipment in proper working condition including carts, steam cleaners, etc.



Experience in position:

- 4 years as Project Supervisor at several different AJI projects

THEO TINGLE

Quality Control Inspector

Responsible for conducting monthly cleaning inspections and accurately recording cleaning activity. Will ensure that correction items are addressed immediately, corrected promptly, and not repeated. Will ensure all service meets client requirements and contract standards, and company quality standards and specifications.



- Develops and coordinates the quality assurance program to prevent and eliminate service issues.
- Analyze and evaluate information concerning factors such as service deficiencies, staffing plans, and cleaning program adherence.
- Responsible for corrective actions and overall customer satisfaction.
- Ensure all members of the project team are following the specifications as defined by our clients and analyze and resolve technical issues that may arise throughout the course of a contract.
- Communicate issues with service and problem resolution results customers.
- Draft quality assurance policies and procedures
- Interpret and implement quality assurance standards that adhere to the needs of each individual client, as well as AJI standards
- Evaluate adequacy of quality assurance standards
- Review the implementation and efficiency of AJI quality and inspection systems
- Document internal audits and other quality assurance activities
- Develop, recommend and monitor corrective and preventive actions
- Identify training needs and organize training interventions to meet quality standards
- Coordinate and support on-site audits conducted by external providers
- Assure ongoing compliance with quality and industry regulatory requirements

Experience in position: 30 + years of management and quality control for American Janitorial Inc. Has been involved in all contracts.

Education: 12 year high school education, some college education. Multiple certifications in industry related services.

TRAINING PROGRAM

AJI makes a large investment in initial and continuous training programs for our employees. We believe that our employees are our most valuable resource and we are committed to helping them succeed. We hire and train our own staff for all services that we provide.

New Cleaning Technician Training

AJI provides comprehensive training for *all* of our cleaning technicians, and management. Our training program includes classroom training and hands on instruction, and each member of the AJI team assigned to the City of Gainesville facilities has received training in the following areas:

- Introduction and Organizational Structure
- The Do's and Don'ts
- Issuing of the **Custodial Procedures & Training Manual (Found under *Staffing Plan* tab of this proposal)**
- Cleaning Chemicals and Equipment Training
- Basic Cleaning Procedures
- Dress and Appearance
- Customer Service
- Safety and Security

Before completion of the training, we require the cleaning tech to sign a contract with our company. This contract states that the employee will always act professionally and reflect a positive image upon AJI and its staff.

The last step in the training program is OJT (on the job training). The new cleaning technician will begin work as a helper, under the supervision of an experienced crew leader for a minimum of one week. During this time, the new cleaning tech's work ethic and attitude are evaluated.

Any cleaning tech whose work or conduct does not meet our company quality standards will be terminated immediately. In addition, routine training meeting and refresher classes are held throughout the year to ensure cleaners are aware of new techniques and are performing their duties to our high standards.

Cleaning Tech Review

Our training program includes classroom training and hands on instruction, covering the following areas:

- Attendance



- Knowledge and Skill Level
- Quality of Work
- Response to Discrepancies
- Results of QC Inspection
- Professionalism and Appearance
- Adherence to Company Policies

Achievement awards and promotions are given to cleaning techs that show exceptional work ethic and measurable improvements in these areas. We are committed to promoting an atmosphere where hard work and dependability pays off. We expect quality performance to be the “norm” among our cleaning techs.

FINANCIAL STABILITY

In business for 30 years, AJI has the financial capacity to meet ongoing financial obligations to the City of Gainesville as proposed in this response to RFP NO. RTSX-190033-DS. On the following pages you will find a letter of reference from our financial institution, United Southern Bank. Additionally, we maintain a line of credit in the 6-figure range to cover unanticipated job expenses and new startup capital.

AJI is prepared to provide the City of Gainesville with a copy of our recent financial statement upon request.

Dun & Bradstreet # 053504907

#181049E



Gregory R. Lewis
Senior Vice President
Post Office Box 1925
Eustis, Florida 32727
(352) 483-4502
Fax (352) 483-3056

March 25, 2019

Ms. Daphyne SESCO
Procurement Specialist 3
City of Gainesville
200 East University Avenue, Room 339
Gainesville, FL 32601

Dear Ms. SESCO,

Please accept this letter as confirmation that American Janitorial, Inc. (AJI) has been a client of United Southern Bank since 2005. AJI maintains a depository and lending relationship with United Southern Bank and is currently in good standing on both. We have enjoyed our relationship with the company and have worked with them on a variety of credit facilities.

Additionally, AJI has provided janitorial services at our 11 bank branches since 2005. They have done a great job in our offices and we continue to be pleased with their service as well as their follow-up on any minor issues encountered.

I would confidently recommend their services to your – or any – business or municipal entity. If you need further information, please feel free to contact me.

Best Regards,

A handwritten signature in blue ink that reads 'Greg Lewis'.

Greg Lewis
Senior Vice President

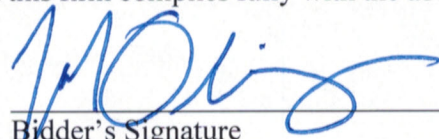
DRUG-FREE WORKPLACE FORM

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

American Janitorial, Inc. (AJI) 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.



Bidder's Signature

3/25/2019

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 \$ N/A per hour to covered employees who receive Health Benefits from the undersigned employer and \$ 12.00 per hour to covered employees not offered health care benefits by the undersigned employer.

Name of Service Contractor/Subcontractor: American Janitorial, Inc. (AJI)

Address: 87 North Central Ave, Umatilla, FL 32784

Phone Number: 352-551-7941

Name of Local Contact Person Jeff Simmons

Address: 87 North Central Ave, Umatilla, FL 32784

Phone Number: 352-551-7941

\$ 11,619.32/mo
(Amount of Contract)

Signature: [Handwritten Signature]

Date: 3/24/2019

Printed Name: Jeff Simmons

Title: Vice President

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: American Janitorial, Inc. (AJI)

Proposer's Alias/DBA: N/A

Proposer's Address: 87 North Central Ave, Umatilla, FL 32784

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

Name: Jeff Simmons Telephone Number: 352-551-7941

Date: 3/24/2019 Fax Number: 352-669-1408

Email Address: jeff.simmons@ajiclean.com

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.

ATTEST:



 Signature

By: Heather Casavant

Title: Business Development Manager

(CORPORATE SEAL)

PROPOSER:



 Signature

By: Jeff Simmons

Title: Vice President



ATTACHMENT I-Business Reference Form

PROJECT: Janitorial Services for Regional Transit System Facilities

BIDDER NAME: American Janitorial, Inc. (AJI)

Number of years your firm has been doing this type of work: 30 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): 10/2015 - Present

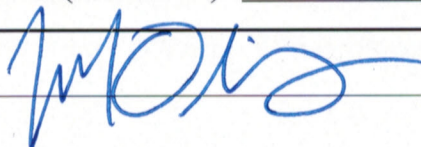
Company Name: Pinellas Suncoast Transit Authority
 Address: 3201 Scherer Drive N.
 City, State Zip: St. Petersburg, FL 33716
 Contact Name: Idalia Robles
 Phone Number: 727-540-1963 Fax Number: 727-540-0902
 Email Address (if available): irobles@psta.net

#2 Year(s) services provided (i.e. 1/2015 to 12/2018): 10/2011 - Present

Company Name: Lake County Board of County Commissioners
 Address: 550 West Main Street
 City, State Zip: Tavares, FL 32778
 Contact Name: Don Glessner
 Phone Number: 352-253-4973 Fax Number: 352-343-5618
 Email Address (if available): dglessner@lakecountyfl.gov

#3 Year(s) services provided (i.e. 1/2015 to 12/2018): 4/2014 - Present

Company Name: The Villages Commercial Property Mgmt
 Address: 1071 Canal St
 City, State Zip: The Villages, FL 32162
 Contact Name: Brian Huffman
 Phone Number: 352-483-6709 Fax Number: 352-750-3381
 Email Address (if available): brian.huffman@thevillages.com

Signature: 

Date: 3/25/2019

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) Chevy Silverado	2018	Transportation
2) Carpet Cleaning Van	2017	Carpet Cleaning
3) Nissan NV 200	2018	Transportation
4) Tennant T2 Scrubber	2018	Floor Scrubber
5) Sanitaire Commercial HEPA Vacuum	2019	Vacuum
6) ProTeam Backpack Vacuum	2019	Vacuum
7) Rubbermaid Microfiber Flat Mop Floor Finish System	2019	Mopping
8) Janitor Cart & Brute Barrel	2019	Cleaning supply storage and trash removal
9) Tennant High Speed Buffer	2018	Flooring Buffer
<u>Personnel Name</u>	<u>Years with firm</u>	<u>Years Experience</u>
1) Thomas Donehoo	9	9
2) Elizabeth Allender	2	13
3) Jean Cochrane	5	7
4) Jeff Simmons	6	15
5) _____	_____	_____
6) _____	_____	_____
7) _____	_____	_____
8) _____	_____	_____

Gainesville.

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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?

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.

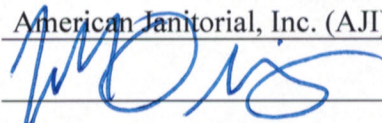
Question 25: Building D – Fuel Island: Is it better to clean this area before the employees start (4am)?

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: American Janitorial, Inc. (AJI)
BY: 
DATE: 3/25/2019

Gainesville.

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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.

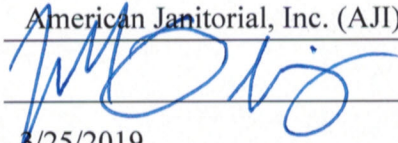
Question 16: Could we get a copy of the floor plan for all buildings?

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: American Janitorial, Inc. (AJI)
BY: 
DATE: 3/25/2019