

RTS Transit Facility, 34 SE 13th Road, First Floor, Conference Room 5110







RFP NO. RTSX-190033-DS

JANITORIAL SERVICES FOR

REGIONAL TRANSIT

SYSTEM FACILITIES





Boro Building & Property Maintenance

Tel: (941) 556-9027

Fax: (941) 556-9028

Email: Ben@BoroFL.com Visit: www.BoroFL.com



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

RTS Transit Facility,
34 SE 13th Road,
First Floor, Conference Room 5110
Gainesville, Florida
Transmittal Letter

On behalf of Boro Building & Property Maintenance, thank you for giving us the opportunity to review your Janitorial Cleaning Services. We understand all aspects of the RFP and acknowledge all scope of work outlined in your RFP package.

If awarded we are fully committed to perform the work within the time period and would love to carry out the full contracts.

We provide a quality custodial service program that illustrates cost-effective, high-quality cleaning. We provide safe, secure, and clean work environments. As a locally owned and operated, family-run business, we are passionate about the service we provide and aim to deliver unmatched service to each customer.

We currently clean over 900,000 square feet per day in buildings and operate with a team of 65 dedicated staff members, who are trained through our programs that utilize cleaning practice, chemical knowledge, health and safety.

We invest in the latest methods of operation in an industry that has been slow to react to changes in technology; this has been vital to our constant growth in recent years. We offer online ticketing, a complaint/request management tool, online time tracking to track our cleaning teams throughout the service, app-based inspection reports emailed directly to you as a customer to show our weekly findings, and online training videos accessible through our website for our staff members to reference.

If there are any questions regarding this proposal, please do not hesitate to call or email me (contact information listed below).

Again, thank you for your consideration.

Best regards,

Scott Runyon

Business Development Manager

Boro Building & Property Maintenance

6321 Porter Road – suite 5, Sarasota, FL,34240

Table of Contents

- 1. Technical Proposal
- 2. Price Proposal & Financial Statement*
 - 3. Attachments
 - References
 - Licenses/Drug -Free Workplace
 - Proposal Response/Living Wage
 - Resources
 - 4. Addendum
 - 5. Boro Proposal

REQUEST FOR PROPOSAL

RFP NO. RTSX-190033-DS

JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

Technical Proposal (Immediate Scope of Work):

Walk through provided multiple areas for improvement in this facility. Buildings "A" and "C" immediately require restoration services to return them to a desirable and manageable level of cleanliness which are currently lacking. The proposal submitted by Boro Property and Building Maintenance includes the staffing (3 workers), equipment, chemicals and labor to achieve this goal which will require a minimum of 20 hours to complete. Boro will be providing this "deep cleaning" at no charge as an incentive to RTS Facilities. Specific items addressed below.

Building "A" Specifics:

We are recommending all interior and exterior windows/glass and sills be cleaned immediately, facility-wide. Foyer area (1st impression of business) glass is stained badly. Floors, carpeting at entrance, upholstery cleaning, elevator and threshold detailed, and high dusting will restore the foyer area to its prior brilliance.

Drivers Lounge portion of building requires detail services as follows: Floors need to be machine scrubbed including bathrooms (grout buildup). Workout area cleaned and disinfected thoroughly. Locker area wiped down and disinfected. Bathrooms require top to

bottom scrubbing and disinfection, including walls, partitions and fixtures. Odor present at walk through. Enzymatic treatment for floor drains and urinals will be ongoing.

Building "C" Specifics:

All concrete floor surfaces require immediate machine scrubbing (automatic scrubber) with degreaser (including mechanics rooms and 2nd floor). Mechanics room is in dire need of top to bottom scrubbing and disinfection, including walls, showers, partitions, fixtures and lockers. Odor control will be achieved by consistent enzymatic application in urinals and drains.

Elevator requires rotary machine scrub with degreaser to restore Diamond Plate luster. Threshold manually scrubbed with degreaser and stainless walls and rails polished.

Technical Proposal (Normal Scope of Work)

Boro has concluded that RTS Facilities will require 118 hours of cleaning per week which includes all required components contained in the annual bid specs. The following is the breakdown we are recommending:

Day Porter for Bldg. A, C and D – 1 employee, 4 hours per day, (10am-2pm) x 7 days per week. Responsibilities include cleaning Building D before 2pm. Day Porter will refill restroom products, spot clean glass and carpeting, maintain breakrooms, vacuum high traffic areas, empty trash, clean outdoor tables/chairs and maintain all bathrooms, elevator and reception area.

Night Crew for Bldg. A and C – 3 employees, 3 hours each per night x 7 days a week starting at 6pm. Boro is proposing a Team Cleaning Model to achieve desired results from this crew as they will be handling the majority of the work. Project manager will be Leanne Varney, whose bio can be found in "Key Personnel" section in Boro Bid Package.

Team Cleaning will maximize results by simultaneously having 3 task-experts working in an area together. Functions will include **Lead Person/Utility, Restroom Cleaner, and Trash/Vacuum and Floor Person.** This format combined with RTS's Cleaning Summary, Levels and Frequency will produce APPA's Level 1 result. We are excited about the opportunity to serve RTS!!

Rosa Parks & Park and Ride - 1 employee, 3 hours per night, x 7 days a week. Work to begin at 6pm.

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.

				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
Item	Facility/ Building	Location	Est. Sq. Ft.	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate	Monthly Rate
-	Admin/Ops Building A	34 SE 13th Rd	27,000	\$ 4038	\$ 4038	\$ 4038	\$ 4038	\$ 4038
2	Maintenance Garage Building C	34 SE 13th Rd	11,000	\$ 2231	\$ 2231	\$ 2231	\$ 2231	\$ 2231
n	Fuel Center Building D	34 SE 13th Rd	820	\$ 522	\$ 522	\$ 522	\$ 522	\$ 522
4	Rosa Park Transfer Station	700 SE 3rd St	460	\$ 770	\$ 770	\$ 770	\$ 770	\$ 770
5	Park N' Ride	4231 SW 30th Ave	540	\$ 762	\$ 762	\$ 762	\$ 762	\$ 762
		Mo	Monthly Total \$ 8323	\$ 8323	\$ 8323	\$ 8323	\$ 8323	\$ 8323

			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
frem	Facility/ Building	Location	One Add'l Cleaning Per Day				
		Rate to Add one (1) more frequency of Policing Restrooms Per Day	frequency of Policin	g Restrooms Per			
9	Admin/Ops Building A	34 SE 13th Rd	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43
7	Maintenance Garage Building C	34 SE 13th Rd	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43
∞	Drivers Lounge Restrooms Building A 34 SE 13th I	34 SE 13th Rd	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43
6	Rosa Parks Transfer Station Restrooms 700 SE 3rd S	700 SE 3rd St	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43
10	Park N' Ride Restrooms	4231 SW 30th Ave	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43	\$ 24.43

			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
Item	Service	Unit of Measure	Rate/Cost Per	Rate/Cost Per	Rate/Cost Per	Rate/Cost Per	Rate/Cost Per
=	Clean Additional Facilities	Rate Per Sqft	80. \$	80. \$	80. \$	\$.08	80. \$
12	Clean Carpeting	Cost Per Sqft	\$.34	\$.34	\$.34	\$.34	\$.34
13	Machine Clean Upholstered Chairs	Rate Per Chair	\$ 12	\$ 12	\$ 12	\$ 12	\$ 12
14	Floor Stripping/Repolishing	Cost Per Sqft	\$.38	\$.38	\$.38	\$.38	\$.38
15	Special Services (non-emergency, planned)	Rate Per Hour	\$ 18	\$ 18	\$ 18	\$ 18	\$ 18
16	16 Emergency Call-Out	Rate Per Hour	\$ 22	\$ 22	\$ 22	\$ 22	\$ 22

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.

One hundred ten thousand six hundred ninety three and 44/100

Dollars (\$_110,693.44

ATTACHMENT I-Business Reference Form

PROJECT: Janitorial S	ervices for Regional Transit System F	Facilities
BIDDER NAME: Boro Bui	lding and Property Maintenance	
Number of years your firm h	as been doing this type of work: _	16 years
Provide information for three refer pertinent information.	ences of similar janitorial jobs performed	within the past three years. You may include photos or oth
#1 Year(s) services provided	I (i.e. 1/2015 to 12/2018):4/2014	4 to present
Company Name:	Putnam County Government (Ja	anitorial Service County Owned Buildings)
Address:	223 Putnam County Blvd.	
City, State Zip:	East Palatka, FL 32131	
Contact Name:	Kati Smith	
Phone Number:	386-329-0369	Fax Number:
Email Address (if available):	kati.smith@putnam-fl.com	
Address: City, State Zip: Contact Name: Phone Number: Email Address (if available):	·	Fax Number: 941-473-1647
#3 Year(s) services provided	f (i.e. 1/2015 to 12/2018): 3/2017	to 3/2019
Company Name:	PGT Industries	
Address:	1070 Technology Drive	
City, State Zip:	North Venice, FL 34275	
Contact Name:	Patrick Mottola	
Phone Number:		Fax Number:
Email Address (if available):	pmottola@pgtindustries.com	
Signature:		Date:3/22/19

State of Florida Department of State

I certify from the records of this office that GREENSCAPE ENTERPRISES, INC is a corporation organized under the laws of the State of Florida, filed on March 15, 2010.

The document number of this corporation is P10000022938.

I further certify that said corporation has paid all fees due this office through December 31, 2012, that its most recent annual report was filed on January 26, 2012, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the Great Seal of Florida, at Tallahassee, the Capital, this the Twenty First day of May, 2012

Secretary of State



Authentication ID: 200235373902-052112-P10000022938

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

https://efile.sunbiz.org/certauthver.html

DRUG-FREE WORKPLACE FORM

that _	Boro Building and Property Maintenance (Name of Business)
	does:
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 th	e person authorized to sign the statement, I certify that this firm complies fully with the above requirements.
	Bidder's Signature
	3/22/19
	Date

EXHIBIT D

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 Reg	ional Transit System Facilities
RFP#:	RTSX-190033-DS	
RFP DUE DATE: Proposer's Legal Name:	March 28, 2019 @ 3:00 p.m. Greenscape Enterprises	n. (local time)
Proposer's Alias/DBA:	Boro Building and Property Ma	intenance
Proposer's Address:	6321 Porter Road, Suite 5, Sara	sota, FL 34240
PROPOSER'S REPRESEN	TATIVE (to be contacted for addition	nal information on this proposal)
Name: Scott Runyon		Telephone Number:813-857-8043
Date: 3/22/19		Fax Number: 941-556-9028
<u>ADDENDA</u>		Email Address: scott@borofl.com
The Proposer hereby acknow	wledges receipt of Addenda No.'s	1 , 2 , to these Specifications.
TAXES		
included in the stated bid pri	ices. Since often the City of Gainesvil ctor to determine whether sales taxes	I sales and use taxes, which are to be paid by City of Gainesville, are le is exempt from taxes for equipment, materials and services, it is the are applicable. The Contractor is liable for any applicable taxes which
LOCAL PREFERENCE	CE (check one)	
Local Preference requested:	YES NO X	
A copy of your Business tax	receipt and Zoning Compliance Pern	nit should be submitted with your bid if a local preference is requested.
QUALIFIED LOCAL	SMALL AND/OR DISABLE	ED VETERAN BUSINESS STATUS (check one)
	s a Local Small Business in accordance YES NO	ce with the City of Gainesville Small Business Procurement Program?
	s a Local Service-Disabled Veteran B Procurement Program? (Refer to Defi	susiness in accordance with the City of Gainesville Small and Service-initions) YES X NO
SERVICE-DISABLE	D VETERANS' BUSINESS ((check one)
Is your business certified as	a service-disabled veterans' business	?? □YES ☒NO

<u>LIVING WAGE COMPLIANCE</u> See Living Wage Decision Tree (refer to Exhibit C hereto)

Check	One:	
		corporation, partnership, limited liability company, joint venture, or similar re persons, but not including employees of any subsidiaries, affiliates or parent prise zone.
	Living Wage Ordinance applies and the completed Co	ertification of Compliance with Living Wage is included with this bid.
	If Contractor has stated Living Wage Ordinance determined to comply with the provision of the to the bid price.	oes not apply and it is later determined Living Wage Ordinance does apply, the City of Gainesville's living wage requirements, as applicable, without any
SIGN	ATURE ACKNOWLEDGES THAT: (chec	k one)
X	Proposal is in full compliance with the Specification	ns.
	Proposal is in full compliance with specifications ex	scept as specifically stated and attached hereto.
	ure also acknowledges that Proposer has read the curre that the provisions thereof shall apply to this RFP.	ent City of Gainesville Debarment/Suspension/Termination Procedures and
		(CORPORATE SEAL)
ATTES	ST: R	PROPOSER:
Signatu	urè	Signature
Ву: _В	Ben Varney	By: Scott Runyon
Title: _	Manager	Title: Business Development Manager

ATTACHMENT J-Equipment/Personnel Form Copy form as needed

Equipment Make and Model	Year (age)	Use of Equipment
1) Tennant Automatic Scrubber #5700, 28" cylindrical	9	Scrubs resilient floor surfaces
2) Diamond 17" Automatic Scrubber	som 9	Scrubs resilient floor surfaces
3) Advance UHS 20" Floor Burnisher	5	High speed floor polishing
4) Kawasaki FH541V Propane Burnisher, 24"	5	Ultra high speed floor polishing
5) Trailer-mount Hydrotek heated 3000psi pressure washer w/H2O recovery	9	Pressure washing bus terminals and buildings
6) Tennant 1610 Walk-behind Carpet Extractor	9	Large area carpet cleaning
7) Century 400 Ninja Carpet Extractor	8	Small area carpet cleaning
8) Host Extractorvac dry carpet cleaning system	5	Low moisture carpet cleaning and spot cleaning
Personnel Name	Years with firm	Years Experience
1) Leanne Varney	10	10
2) Ben Varney	6	6
3) Rosaline Woods	9	12
4) All Custodians who will work on this contract will be experienced		
& there details will be provided if awarded.		
(9)		
()		
8)		

* Financial Statements will be provided at request if awarded.

#181049F

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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

Bid No.:

RTSX-190033-DS

System Facilities

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

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:

Ouestion1: 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.

Ouestion 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:	Boro Building at reporty Maintenance

00101

BY: 5cott Kuryon

DATE: 3/22/19

#181049F

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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

Bid No.:

RTSX-190033-DS

System Facilities

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:

Question1: Please clarify hour range and times for service.

Answer1: 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.

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Janitorial Services for Regional Transit System Facilities RTSX#190033-DS

Ouestion 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:	Boro Building a Poperty Maintenance
BY:	SCOTT KYNYON
DATE:	3/22/18



March 26, 2019



1. Company Information

o Executive Summary.
o Contractor Description
o Standards Of Conduct
o Personnel Appearance & Drug Policy
Pages 1-7

2. Operations and Innovation

o Training

o E-Verify

o Implementation Plan

o Time Tracker

o Colour Co-ordinated Cleaning

o BoroQC

o Equipment & Chemicals

o Company Procedures & Cleaning Standards

o Duties & Schedules

o Key Personnel

Pages 8-30

3. Credentials

o References

o Insurance

o Workers Comp

o Service Bond

o W9

o SunBiz Registration

O Business Tax Receipts
Pages 31-44





#181049



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

Executive Summary

We understand that overall customer satisfaction is the key to our success.

Coming from a background in facility services and having multiple problems with the cleaning contractors I employed, I decided to create the company that I always wanted to find.

Boro continues to grow and develop; our goal is to develop our business practices to ensure that we can compete with the giants of the industry and then blow them out of the water when it comes to customer service.

Boro now employs over 65 cleaning staff, and we are actively training our staff to ensure that the standards we expect are met with each service.

In 2018, Boro Building & Property Maintenance serviced approximately 480 unique locations, ranging in size from 300 sq/ft to 180,000 sq/ft and cleaned over 34,840 bathroom facilities alone.

Boro Building & Property Maintenance's Head Quarters is at 6321 Porter Road suite -5, Sarasota, Fl, 34240.

This address is where we will run this contract from if awarded, this will also be the bill to address to remit any payments to.

Contact Information:

Boro Building & Property Maintenance

Fein #: 27-2225172

Florida Registered Corporation

6321 Porter Road-suite 5, Sarasota, FL, 34240

Office number : (941)-556-9027 Fax number : (941)-556-9028 My Email : Scott@BoroFL.com Website : www.BoroFL.com





#181049F

March 26, 2019

Company History

Boro Building & Property Maintenance's roots go back to 1995, when Boro began as a specialized janitorial service to operate local county contracts.

Today, Boro still operates a number of county contracts, and although our focus is wider, we now cover a large portion of the *state of Florida*.

We have become innovators in the cleaning industry, offering the most effective systems for online tracking, communications, and inspection to ensure that we are a step ahead.

Ryan Skrzypkowski and Leanne Varney have owned this company since mid-2010. Leanne Varney comes from a background in Property Management & Real Estate and always kept a close eye on the facility services provided by sub-contractors.

"We, as a large property group, always had a very hard time finding good cleaning contractors. I never understood how so many companies could get the job wrong. The first impression that a customer received when coming into our bank was everything, and sticky floors, bad-smelling restrooms, and fingerprints on the front door left me with my back against the wall when it came to pleasing our customers. Trying to contact the cleaning company to get these issues resolved... I had to just forget it. It wasn't until I was involved in the industry that I became aware of the sanitary problems within the workplace that we now fight every day. I made a pledge to myself to develop the company I wished I could find." *Leanne Varney*





JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

Implementation of Technology

Implementing technology into our regular cleaning routines has been a major factor in growing this company, from acquiring new contracts to, more importantly, retaining contracts over a long period of time.

we came across these technologies and played a part in the development of these technologies by first highlighting a problem (or three problems) that we believed to be major barriers to the success of a janitorial company:

- 1. Communication
- 2. Quality Control
- 3. Tracking Time

1. Communication

- Emails being forwarded through a number of people before reaching the desired person
- Phone calls wasting the time of company employees, disrupting the flow of the working day

In my opinion, this is a complete waste of time; our customers do not have time to bother with cleaning issues.

Unfortunately, oversights do happen and will continue to happen for as long as we employ human beings, and even the best cleaners have their off days. Our aim is to minimize this and to have a great system to keep us all on track.

Our online ticket system replaces these unnecessary contacts by working as a work order system, if there is a problem, raise a ticket.

Everyone within the building has access to upload tickets.

Easy, step-by-step posters are distributed throughout staff areas.

They simply log onto our website and upload a new ticket (FIG. 1, following page).

Once a ticket has been logged, an email notification is sent out to:

- The GM
- The Facilities Manager
- The Cleaning Contract Manager
- The Cleaning Crew (can also be changed to a text message)

Once a ticket is created, a ticking clock starts, we log our response time, and, in most cases, get back to the customer within 20 minutes of a ticket being uploaded. The response to the ticket is also emailed out to the same group of people.







March 26, 2019

Everyone is in the loop, the manager knows exactly what is going on, and they never have to forward an email or make a phone call. This is totally transparent.

From a manager's point of view, we can clearly see from the online dashboard the number of tickets that have been created. A real-time graph is constructed showing increases and decreases in uploaded tickets (FIG. 2).

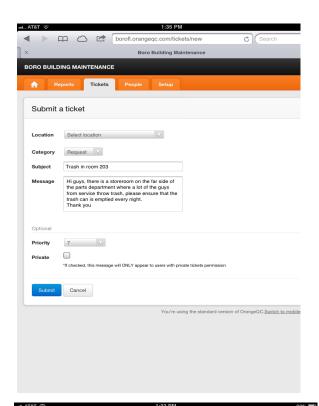


FIG 1

Showing a ticket being created by an employee of the car dealership.

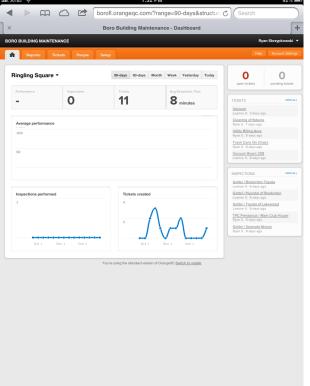


FIG 2

Showing the online dashboard



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

2. Quality Control

The problem with tracking quality has been that paper inspections are inefficient. Using the system that we have created, we can easily track the progress of service using app-based inspection software.

Periodic, weekly inspections must be performed on the property. The inspections are run through an app. The app is set up specifically for inspecting dealerships; it walks the inspector through the process step by step to ensure the nothing is missed. The categories are as follows

Showroom

Floor Area Trash Removal Dusting/Polishing Coffee Area Entrance/Other Glass Areas Additional Information

Office Area
Floor Area
Trash Removal
Dusting/Polishing
Coffee Area
Entrance/Other Glass Areas

Additional Information Break Room/Kitchen

Floor Area
Trash Removal
Dusting/Polishing
Sink Area
Refrigerator/Microwave
Additional Information

Service Area

Floor Area
Trash Removal
Dusting/Polishing
Entrance/Other Glass Areas
Additional Information

Restrooms Toilet Bowel Urinal

Dusting/Polishing Sink Area/Mirrors Paper Supplies Trash Removal Floor Area

Additional Information

Stairway/Elevator

Floor Area Dusting/Polishing Trash Removal Additional information

Janitors Closet

Cleanliness

Additional Information

Building security

Building Security/Alarms

Lighting Summary

Additional Information





March 26, 2019



Once an inspection has been performed, the inspection is sent out to the cleaning crew to ensure that any issues are resolved that same day.

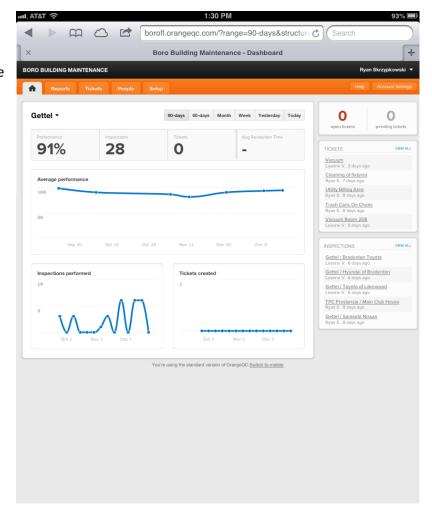
A copy of the inspection is also sent out to the customer to again ensure that everyone is in the loop.

The reports are detailed and contain pictures, GPS locations, and overall scores. The inspections are logged online to allow whoever may have an interest to look back through the inspections to the beginning of the contract.

Inspections are shown on the same online dashboard as the ticket system.

FIG 3

The online dashboard detailing the number of inspections recorded over a 90 day period.







JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

3. Time Tracking

Another major problem in the cleaning industry is confirming the amount of time that a building is serviced. The industry has used paper time cards for years which, again, have proven to be ineffective.

Our customers deserve value for their money.

Introducing the online time tracker...

Each cleaning team member logs into the system via a free, land-based phone. This offers multiple benefits to the customer.

- 1. They know that they are getting a sufficient amount of time from the cleaning team.
- 2. They know exactly who was on the property and at what time.
- 3. In case of an emergency, we have a real time log of who has been in the building and who has not.

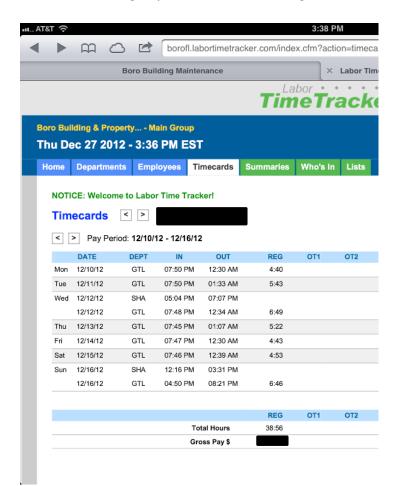


FIG 4

The Labor time tracker, online screenshot





#181049

March 26, 2019

Creating Success

How do we ensure that quality service is delivered?

Quality Control Program

Hiring & Screening: When we interview people, we look for applicants who are highly motivated to do janitorial work, who have the right attitude, and who have the necessary abilities we are looking for. The person we hire for the job is screened thoroughly. We check up to three references, and for some clients we also do background checks after we have hired the person. We look for employees who prefer to work evenings, who have a good work history demonstrating trustworthiness and reliability, and they must have good references from previous employers that confirm the traits we are looking for in our employees. Thorough screening is the first step to reducing turnover and finding people who will do well at janitorial.

Thorough training: It's not enough to just show a new employee how to clean. We try to thoroughly train our people by demonstrating our methods, by observing and correcting the new employee's work, by requiring that they read our Training Manual & Employee Handbook, and by following up with supervision and reinforcement training when needed. We follow a checklist of training categories to ensure that nothing gets missed.

Supervision: We supervise our new employees frequently to ensure that they understand what is required of them and so that they learn to do quality work. After they have proven they can be reliable and trustworthy, we continue to inspect their work on a weekly basis; more often depending on the difficulty of the building and the performance of the employee.

Regular evaluations: Feedback through regular evaluations is an important tool we use to let our employees know if their work performance and cleaning quality is meeting our standards. It helps them understand where they need to improve, and clearly reinforces our expectations. We give each employee an evaluation form on payday along with their bonus for work well done.

Good communication: Showing respect, being supportive and clearly communicating expectations is very important to a positive working relationship and for getting good performance from employees. Most people do better work when they are treated with respect and are recognized for their hard work and for the contribution they make. We continually make efforts to keep communication lines open to our employees for their input, or should they need to express their concerns or grievances. Employees should feel safe to air reasonable grievances without retaliation from supervisors or management.

Performance incentives: We try to offer significant incentives to our employees to reduce turnover and make their work more rewarding. We pay a higher than average wage for janitorial in this community through our bonus system for quality work and reliability. We offer opportunities for advancement to employees who are motivated and able to take on more responsibility and move up to a supervisory or floor work position.

Extra detail cleaning by the owner and supervisors: No matter how reliable and good the majority of our employees are at their work, there will occasionally be details that are missed. People have their good days and



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

bad days, and sometimes tasks get overlooked, and the quality of work can slide. This will happen in even the very best of companies, no matter how comprehensive their quality control program is. The extra detail work done by Leanne and our supervisors is one more way we attend to detail and try to make sure that tasks are not overlooked. We are very hands-on.

Proper equipment and cleaning supplies: Cleaning personnel cannot clean efficiently and well without the proper equipment, tools and cleaning products to help them do good work. We want our employees to take pride in their work. When they know that they have the best tools and products at their disposal, it encourages them to do better work. We make a huge effort to keep our carts clean and tidy and the janitorial supply areas organized. Cleaning tools should be in good condition, and most importantly we service our vacuums regularly to ensure that they are in good condition. A damaged or improperly cared for vacuum will not adequately remove dirt from carpets and mats.

OSHA compliance and ergonomics awareness: We make sure that our cleaning products are properly labeled and that MSDS forms are at each site along with very specific building specifications. We educate our employees to understand what cleaning chemicals they use, and how to work safely and avoid illness and injury on the job. We have had very few on the job injuries over the 20 years our company has been in business. This is something to be very proud of in this industry. We want our employees to be safe and to be able to do janitorial work without risk to their health and wellbeing.

Hopefully this newsletter will give our clients a better understanding of how we're trying our best to ensure that they get the best service we can give them. There is no such thing as a perfect janitorial company, and even the best cleaning services may not be able to make all their clients happy all the time, but we want our clients to know that we continually do our best to strive for the high standards we know you expect, and that we expect of ourselves.





March 26, 2019



Implementation Plan

Boro Building & Property Maintenance have established the below Implementation plan and will follow it closely to allow a smooth safe start-up,

30 Days out

- "Walkthrough" all facilities to get an overall condition of the buildings.
- Make determination on initial clean if needed & document.
- Preliminary discussion with qualified area supervisors.
- Discuss equipment & supply details/check condition of equipment and order as needed.
- Obtain a complete diagram of buildings if available (fire escape prints usually work).

20 Days Out

- Establish relationship with local Janitorial supplier for chemicals and supplies.
- Begin recruitment process of employees as needed.
- Get uniform sizes for all employees, Order as needed.
- Telephone all involved to schedule a final meeting for the 28th to review specifics

2 Week Out

- Issue a Boro employee contract & handbook.
- Review the contract policies and standards to ensure the Boro employees are aware of all relative procedures.
- Conduct "walk through" of the buildings with designated contacts to become familiar with the layout of the offices, restrooms and break rooms etc.

Discuss what areas, if any, are in immediate need of attention and prioritize accordingly & document.

10 Days out

Meet with the management of the buildings to set agenda for a successful & smooth start-up.

Reconcile ordered equipment and supplies to ensure that all-necessary items have been received and distribute.

Get employees details -social security numbers, bank details, address and emergency numbers.



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

1 Week Out

- Schedule staff training agenda should include reviews of daily, weekly and monthly tasks.
- View of training videos.
- Finalize employment information on new hires to guarantee a smooth and trouble-free start up.
- Ensure that all required MSDS sheets are in order.
- Tour property with assigned keys / cards to ensure Boro employees can gain access to all relevant areas.
- Assign 1 Telephone per location for the employees to log in an out from for Boro's time tracker system. (*
 this service is a free call & does not cost the customer anything)
- Set up Boro QC-Enter all building details and hold meeting with relevant supervisors and facility managers to teach the system and ticket procedure.

1-5 Days Out

- Hold meeting with all personnel involved to review the specifics (where to park, safety measures, when to arrive/leave work, dress code, etc...)
- Make sure they have the necessary checklists for each position.
- Conduct a final inventory of equipment and supplies. Stock and organise the janitor closets.

Start-Up Day

- Have the Boro management and employees report to the facilities on time.
- Assign employees with uniforms, keys, Equipment and check lists.
- Issue each employee with their Time Tracker log in details and cards.
- Thoroughly inspect all assigned areas to be cleaned. Ensure that they are cleaned to required standards 8
 log through BoroQC.



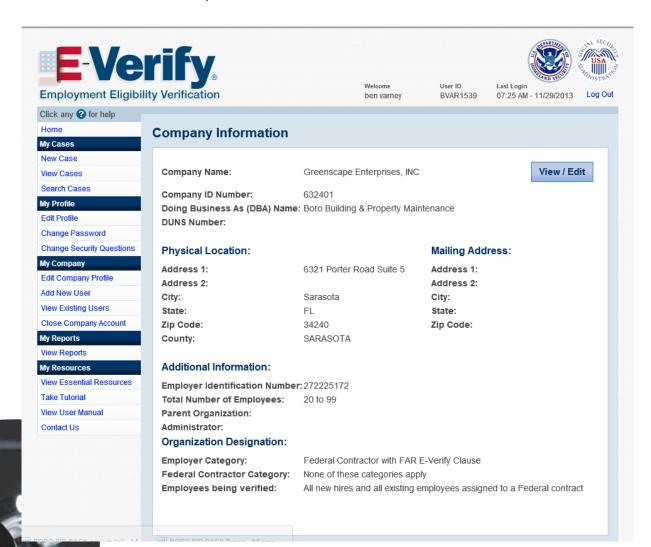
March 26, 2019



E-Verify

Boro Building & Property Maintenance use the E-Verify system to screen all employees and verify they are eligible and authorized to work in the USA

Below is a screenshot of our web workspace to show our enrolment.



Also if the contract requires, we conduct Level 2 background checks, which again must be passed and cleared before moving on to the Diversery training program



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

There are other very important factors that are essential to the success of this company that do not fall into the technology category:

- 1. Training
- 2. Equipment, Materials, and Chemicals
- 3. Hygiene
- 4. Creating Enthusiasm

These four areas are as important as technology for the success of a janitorial organization.

We have developed simple, cost-saving methods to train, educate, and excite our staff members to deliver unmatched service.





March 26, 2019



1. Training

Training, training, and more training... there are many different ways to clean, many different methods to develop, to find problems, and to succeed. It is essential for all cleaning personnel to use the same methods. I have reviewed a number of training programs in full, and I have written some very extensive training programs, finding that the system I trust and currently utilize to be the most effective.

The system employs an online training portal, accessible through our website. It features training videos, literature, and an online test. The training programs include:

Breaking the Chain of Infection

Breaking the Chain of Infection

Commit2Clean - Bloodborne Pathogens

Commit2Clean Bloodborne Pathogens

Commit2Clean - Carpet Care

Commit2Clean - Carpet Care

Commit2Clean - Floor Care

Commit2Clean - Floor Care

Commit2Clean – Restroom Care

Commit2Clean - Restroom Care

Daily Office Cleaning - English

Daily Office Cleaning – English

Dispensing Course

This course covers how to install, use, and maintain the Quattro Select, Command Centre, Outpost, and J-Fill Duo dispensing systems.

HAZCOM 2012

HAZCOM (Hazardous Communication) is a mandated federal program addressing communication of information to the workforce on hazardous chemicals.

Intro to TASKI Machines

This course covers Diversey's TASKI line of floor-care machines – Swingo autoscrubbers, Ergodisk single-disk floor machines, and Vento, Jet, and Vacumat vacuums.

Introduction to Basic Food Safety v. 2

Introduction to Basic Food Safety v. 2

Introduction to Cleaning Sanitation

Introduction to Cleaning Sanitation

School Care

School Care

VeriClean

VeriClean Program – July 2012

Wood Floor Care Program

This course introduces you to the Diversey Wood Floor Care program.

Workplace Hazardous Materials Information System

Workplace Hazardous Materials Information System, also known as "WHMIS." It is a comprehensive system for providing important information on the safe use of controlled products used in your workplace. This course will teach you how to interpret the information found on JohnsonDiversey product labels and material safety data sheets (MSDS).





JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

Training

Boro Building & Property Maintenance makes a large investment in training programs for our employees.

We believe that our employees are our most valuable resource and we are committed to helping them succeed.

Our training program begins with hands on instruction, covering the following areas:

- Introduction and Organizational structure
- Do's & Don'ts
- Cleaning Chemicals and Equipment Training
- Basic Cleaning Procedures
- Building Service Procedures
- Dress & Appearance
- Customer Services
- Safety & Security





Before completion of the training, the employee is required to sign a contract with the company.

This contract states that the employee will always act professionally and reflect a positive image upon the company and fellow co-workers.

The last step in the training program is on the job training. The employee will begin work as a helper, under direct supervision of the crew leader or experienced cleaning tech for a minimum of one week. During this time the employees work ethic and attitude are evaluated. Any employee whose work or conduct doesn't not meet our expectations and standards will be terminated immediately.

Routine training meetings and refresher classes are held throughout the year.







March 26, 2019



Staffing

Cleaning crew

Each Facility will be assigned a specific cleaning crew. This crew will take ownership of the facility and be soley responsible for work performed. The size of the crew will depend on the size and difficulty of the facility being serviced.

Back up cleaning crew

A backup cleaning crew will be trained in every facility to provide coverage and ensure there is never a loss of service. The backup cleaning crew will also serve as an extra cleaning crew, available to be called on for special events and emergencies.

Floor maintenance crew

All floor maintenance will be completed by in house crew, no sub-contractors will be used to fulfill this contracts floor care *i.e strip & waxing, deep extraction carpet cleaning, furniture cleaning and also window cleaning* unless you have a small business implantation goal which we would look at your registered SBE's if needed.

Working Supervisor

Working supervisors will be strategically placed in the larger buildings to provide constant accountability and ensure all daily cleaning requirements are met.

Operations Manager

An operations manager will oversee all operations and will be responsible for quality control inspections, enforcing proper cleaning procedures, managing personnel, and overseeing quarterly, semi & annual services.







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JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

March 26, 2019

2. Equipment, Materials, and Chemicals

Using the correct tool is essential for the job.

We are a member of the NBSC Group, an organization dedicated to the janitorial industry. They aggressively negotiate products and pricing for service professionals throughout the country. As a part of this organization, we have access to the best equipment on the market and unbelievably competitive prices, as the group negotiates directly with the manufacturer, which gives us a distinct advantage over other companies that go through regular suppliers.

We generally get our equipment at the same price at which the suppliers buy them. By cutting out the middleman, we are able to transfer further cost savings to our customers.

We also research together; we are a strong group of dedicated business owners working to deliver unmatched service.





#181049

March 26, 2019

Equipment list

Each Location will generally hold each of the items listed below for the general day to day cleaning.

All the equipment is owned by Boro Building & Property Maintenance.



Wave brake® Mop Bucket & Winger System - The Wave Brake mop bucket and wringer system reduces splashing, which means a safer environment, cleaner floors, and improved productivity. The optional dirty water bucket helps produce cleaner, less slippery floors by separating dirty water from clean water. High efficiency wringer is easy to use and lasts longer.



Toilet Bowl Swab / Scrubbers



55 Gallon Brutes with Dollies for trash collection



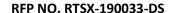
Brute Caddies with pockets to help hold supplies and equipment



Backpack Vacuums – Comfort Pak 10, Green Label Approved by the Carpet and Rug

Upright Vacuum – Dual motor Carpet Master 200 with HEPA filtration.







March 26, 2019

March 26, 20

Color-Coded Microfibers to avoid cross- contamination



Loop-ended cotton, blended, and microfiber wet mops to mop floors – different colored mop heads will be used to avoid cross-contamination



Microfiber Dust Mop - Electromagnetically charged microfiber loops deep clean large areas.



Duster -Bright, multicolor synthetic duster attracts dust via static electricity. Durable, flexible head adapts to every application. Washable. Plastic handle with hang-up hole



Dust Pan & Brush-Spot sweep floors. Dust pan opens when base touches floor, closes when lifted; never spills contents. Ergonomic handle. Broom (included) stores on handle



Designed to pick up heavier dirt from different surfaces, Long-lasting polypropylene and natural tampico bristles are designed to remove heavier dirt and debris on both rough wood and smooth floor surfaces



Powder Free Latex Gloves –Premium Quality, Meets & Exceeds
Standards



March 26, 2019





Tennant T1610 Deep Extraction Carpet Cleaning Walk-behind Machine

Cleaning carpets with the 1610 improves productivity, and provides health and safety benefits. It quickly improves your facility's image by keeping carpets looking cleaner, longer.

Dual counter-rotating heads maximize cleaning performance so facilities always look their best.



HOST is the environmentally preferred carpet cleaning system that deep cleans your carpet and reduces dust mites and mold leaving it fresh, clean, dry and ready to use. Made from 100% plant-based resources and a little bit of water, HOST is the easy, effective, safe and green carpet cleaner.



Triple S Floor Scrubbing machine-used for Strip & waxing of VCT tile also Tile & Grout cleaning.

Built to provide dependable performance day in and day out. Powerful 66 frame motors are combined with tough cast aluminum housings. 175 RPM; pad driver included, bumper guard. 1.5 hp industrial motor with dual planetary gearbox. 50 ft safety orange power cord, steel hand with cord wrap.



17" General floor scrubbing Machine.- used for Strip & waxing of VCT tile also Tile & Grout cleaning.

MBL17 is engineered with weight right from the start. This is why it's the number one Floor Restoration Machine in the world. With its exclusive design it weights a 150 POUNDS. It's not an after thought with weights added, but built this way. No job is too tough for the MBL17. The MBL17 machine increases our efficiency as a professional restorator.



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019



27" Propane Floor Burnisher/Buffer W/Kawasaki 17Hp engine. Used to buff VCT tile



Wet Dry Vac;s – used to vacuum up all wax once stripper has been applied.





March 26, 2019



Chemicals

Victoria Bay Neutral All Purpose Cleaner



- A high-powered, concentrated all-purpose cleaner for all surfaces not harmed by water.
- Highly concentrated 1:128 dilution ratio.
- Effectively cleans finished floors, walls, appliances, glass etc.
- Free rinsing formula leaves no residue behind.
- USDA Authorized C-1.

Victoria Bay Non Butyl Foaming Degreaser



- Removal of heavy grease, oil, fats and grime through foam gun application.
- Non-butyl formula safe on all washable surfaces.
- Clings to vertical surfaces for prolonged contact time.
- USDA Authorized A-1.

Victoria Bay Neutral Damp Mop Floor Cleaner

- Excellent for maintenance and cleaning of finished floors.
- Neutral pH will not attack, haze or dull gloss.
 - No-rinse formula, does not leave a film.

 Meal for use in auto scrubbers and mop buckets applications.
 - DA Authorized C-1

ctoria Bay Pomeberry Foam Hand Soap

Spa-i green-certified, foam hand wash.

he eye, soothing to the touch and nourishing to the skin.

Infesced with moisturizers, natural extracts and skin conditioners.

Ideal or general, light-duty hand washing.

Clear blue in color with a pomeberry fragrance.

Packaged in Sanitary Sealed™ refills at the factory to cut contamination risk.

1200 mL refills for the Victoria Bay LTX-12™ touch-free soap dispenser.

EcoLogo™ certified as environmentally preferable.



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

Victoria Bay 15% Coconut Oil Hand Soap



- A 15% coconut oil based, biodegradable hand soap.
- Works up into a good, smooth lather.
- Offers up a pleasant coconut fragrance.
- Made of the finest Cochin coconut, vegetable oils and emollients to help retain the skins natural oils.
- Ideal for use in schools, plants and office buildings restrooms, or wherever hand washing occurs.
- Packaged as a one gallon refill bottle.
- Comes with a manufacturer's complete satisfaction guarantee.

Victoria Bay Concentrated Glass Cleaner



- A non-ammoniated, non-streaking glass and surface cleaner.
- Removes grime without leaving a dull finish.
- Use as to windows, mirrors, windshields, tile and other hard surfaces.
- A concentrated product that yields five gallons of ready-to-use product.

Victoria Bay 20% HCL Disinfectant Bowl Cleaner



- Extra strength disinfecting cleaner for toilet bowls and urinals.
- Effective against Salmonella choleraesuis, Staphylococcus aureus and Pseudomonas aeruginosa.
- Prevents odors caused by microorganisms.
- 20% hydrochloric acid.

Victoria Bay Stainless Steel Polish Water Based



- A water based formulated stainless steel polish and cleaner.
- The cleaning agents make this and effective cleaner without leaving a greasy film or surface
- Clinging foam penetrates dirt and grime even on vertical surfaces.
- Ideal for restaurants, hospitals, elevators, anywhere there is large amount of surface





March 26, 2019



Victoria Bay Non-Acid Bathroom Cleaner/Disinfectant



- Cleans and disinfects all hard non-porous surfaces.
- Quat-based virucidal, tuberculocidal, fungicidal and is a mildewstat as well.
- Effective against HIV-1 (AIDS), Hepatitis B, Hepatitis C, Canine Parovirus and Mycobacterium Tuberculosis (TB).
- Safe to use.
- Meets Hospital Standards

•

Victoria Bay Carpet Enzyme Spot Remover



- For cleaning and deodorizing organic spots including vomit, urine, feces and blood.
- Contains viable bacteria spores to digest organic matter.
- Excellent product for pet stains and odors.
- Fresh floral fragrance.

Victoria Bay Acid Tile and Grout Cleaner

sid-based tile and grout cleaner.

emoving heavy deposits, grease and multiple layers of soil.

releases soils in suspension for easy and full removal.

rmula offers reduced scrubbing requirements.

/ictoria Bay Concentrated Restorer/Spray Buff



- Formulated to repair and replenish floor surfaces.
- Designed for standard, high and ultra-high speed maintenance programs.
- Can be diluted and used as part of mop application followed by high speed burnishing.



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

Examples of our Work

Strip & Wax Services;



Carpet Cleaning;

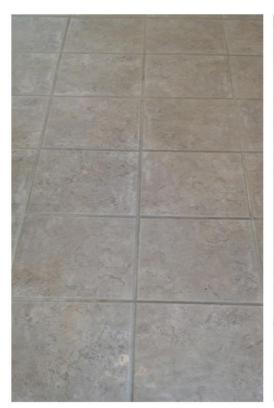




#181049**F**

March 26, 2019

Tile & Grout Scrubbing & Cleaning;





Upholstery Cleaning;





JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

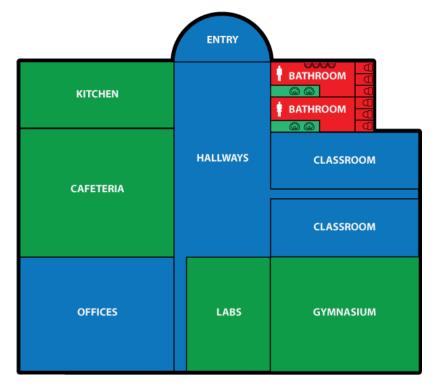


March 26, 2019

3. Hygiene

Hygiene is a crucial element of regular cleaning duties that is often overlooked by cleaning companies.

We have a very simple process that erases any chance of cross-contamination, a color-coded cleaning system.



Red Cleaning Equipment

Used to clean restroom areas and for other areas that may be at high risk of cross-contamination. We aim to stop any transfer of bacteria that may lead to infection.

Green Cleaning Equipment

Materials such as cleaning rags that are used where there is a moderate level of contamination present, such as counter-tops, sinks, glass and mirrors, and water fountains.

Blue Cleaning Equipment

Used in lower-risk areas of a building, such as desktops, ledges, walls & tiles, Windows, and high and low dusting.



#181049**F**

March 26, 2019

4. Creating Enthusiasm

The janitorial industry is a very repetitive business, and cleaning the same area night after night causes staff to cut corners over a relatively short period of time. Making staff feel like they are a part of something, that they are important, that they are a key to the success of a company, goes a long way in ensuring a successful outcome.

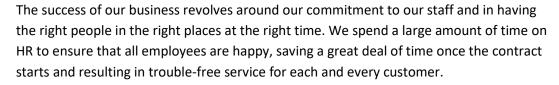
Employment Policies

Human Resources

Boro Building & Property Maintenance employs a stringent five-step hiring process and is committed to hiring the best candidate for the position. Boro Building & Property Maintenance works hard to provide qualified, screened employees for our constantly growing portfolio of customers.

- Step 1 Telephone-based interview
- Step 2 Personal interview, including Boro working practices test
- Step 3 Background check
- Step 4 Monitored induction, including training

Step 5 – Three-month trial period including weekly one-on-one meetings with the supervisor and area manager to ensure full knowledge of the position, self-motivation, and quality control.







JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

March 26, 2019

Standards of Conduct

The workplace rules and standards of conduct observed by Boro Building & Property Maintenance are essential to a healthful and productive workplace. All employees are urged to familiarize themselves with these rules and standards, as they will be held accountable for upholding them. Please be aware that any employee who disregards or deviates from any of these rules or standards will be subject to disciplinary action, up to and including termination of employment.

While not intended to be an all-inclusive list, the examples below represent behavior that is considered unacceptable in the workplace. Behaviors such as these, as well as other misconduct, may result in disciplinary action, up to and including termination of employment.

- Theft or inappropriate removal/possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illicit drugs
- Possession, distribution, sale, transfer, or use of alcohol or illicit drugs in the workplace
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of company-owned or customer-owned property
- Violation of safety or health rules
- Smoking in the workplace
- Sexual or other unlawful or unwelcome harassment
- Excessive absenteeism or any absence without notice
- Unauthorized use of telephones, computers, or other company-owned equipment
- Unauthorized disclosure of any confidential information





#181049

March 26, 2019

Personal Appearance

Employees of Boro Building & Property Maintenance are to present a clean and professional appearance at all times when representing the company. Management, sales personnel, and employees who have regular contact with our clients and the public are expected to dress in accepted corporate attire. Employees should always be well-groomed and observe high standards of personal hygiene.

While not intended as an all-inclusive list, the examples below are considered inappropriate dress in the workplace:

- Open-toed sandals or shoes
- Spaghetti-strapped shirts
- Tank tops or revealing shirts
- Short skirts
- Sheer clothing
- T-shirts with inappropriate or offensive images or advertising
- Exposed piercings
- Exposed tattoos





JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

Drug Policy

Boro Building & Property Maintenance considers drug and alcohol abuse a very serious problem, and it is committed to maintaining a workplace free of substance abuse. This policy applies to all employees of Boro, including part-time and temporary employees.

No employee is allowed to consume, possess, sell, or purchase any alcoholic beverage on any property owned by or leased on behalf of Boro Building & Property Maintenance or in any vehicle owned or leased on behalf of Boro Building & Property Maintenance. No employee may use, possess, sell, transfer, or purchase any drug or other controlled substance that may alter an individual's mental or physical capacity in any way. Exceptions are aspirin or ibuprofen-based products, as well as legal drugs that have been prescribed to that employee and are being used in the manner prescribed.

Boro Building & Property Maintenance will not tolerate employees who report for duty while impaired by the use of alcohol or drugs.

All employees should report evidence of alcohol or drug abuse to their supervisor or Human Resources Manager immediately. In cases in which the use of alcohol or drugs creates an imminent threat to the safety of persons or property, employees are required by Boro Building & Property Maintenance to report the violation. Failure to do so may result in disciplinary action.

Employees found in violation of the Boro Building & Property Maintenance's Drug and Alcohol Abuse Policy will be subject to disciplinary action, up to and including termination. It is our policy to assist employees and family members who suffer from drug or alcohol abuse. Employees may be eligible for a leave of absence and are encouraged to contact Human Resources Manager for details.

As a part of our effort to maintain a workplace free of substance abuse, Boro Building & Property Maintenance employees may be asked to submit to a medical examination and/or clinical testing for the presence of alcohol and/or drugs. Within the limits of state and federal laws, we reserve the right to examine and test for drugs and alcohol at our discretion. Such situations may include but are not limited to the following:

The screening of all employees being considered for employment with Boro Building & Property Maintenance

Cases in which there are reasonable grounds for believing that an employee is under the influence of alcohol or drugs

As part of an investigation of any accident in the workplace in which there are reasonable grounds to suspect that alcohol and/or drugs were involved

On a random basis, where allowed by statute

As a follow-up to a rehabilitation program, where allowed by statute

As deemed necessary to maintain the safety of employees, customers, clients, or the public at large, where allowed by statute

When an employee returns to duty following an absence other than that resulting from accrued time off, such as vacation or sick leave

As a condition of employment with Boro Building & Property Maintenance, employees must comply with the Drug and Alcohol Abuse Policy. Be advised that no part of the Drug and Alcohol Abuse Policy shall be construed to alter or amend the at-will employment relationship between Boro Building & Property Maintenance and its employees.



#181049F

March 26, 2019

Sexual and Other Unlawful Harassment

Boro Building & Property Maintenance will not, under any circumstances, condone, tolerate, or allow conduct that may constitute sexual harassment on the part of its management, supervisors, or non-management employees. It is our policy that all employees have the right to work in an environment free from unlawful harassment of any kind.

Any employee found to be engaged in any form of sexual harassment may be subject to disciplinary action, up to and including termination of employment.

Sexual harassment may be defined as:

- 1. Conditioning employment upon employee's submission to unwelcome sexual advances or requests for sexual favors;
- 2. Basing an employment decision upon an employee's submission or rejection of unwelcome sexual advances, requests for sexual favors, or verbal or physical conduct of a sexual nature; or
- 3. Creating an intimidating, hostile, or offensive working environment or atmosphere through:
- a. Verbal conduct, including calling employees by terms of endearment; using vulgar, kidding, or demeaning language; or
- b. Physical actions that may offend or interfere with an employee's work performance.

We at Boro Building & Property Maintenance encourage healthy fraternization among employees; however, employees – especially those in management and supervisory roles – must be sensitive to acts of conduct that may be considered offensive by other employees and must refrain from engaging in or permitting such conduct.

It is expressly prohibited for any employee to retaliate against another employee who brings sexual harassment charges or assists in investigating charges. Any form of retaliation is considered a direct violation of this policy and may result in disciplinary action, up to and including termination of employment. No employee will be discriminated against or discharged for incurring or assisting in the investigation of a complaint of sexual harassment.

Boro Building & Property Maintenance is committed to providing a work environment that is free of all types of discrimination and unlawful harassment. Actions, words, jokes, comments, or any other conduct related to one's sex, race, ethnicity, age, religion, or any other legally protected characteristic will not be tolerated.

Any employees who believe that they or any other employee have been the victim of harassment are expected to report it immediately. Employees may raise concerns and make reports without fear of reprisal.

Any supervisor who becomes aware of possible harassment should promptly advise Boro Building & Property Maintenance management and Leanne Varney, VP, who will handle the matter in a timely and confidential manner.



#181049E

JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

March 26, 2019

Safety Program

Safety is our overriding priority. The company has developed a safety culture that stresses the documentation and direction of the workforce in safe work practices. When incidents do occur, Boro Building & Property Maintenance 's Safety Manager personally investigates the root cause and develops a corrective action plan with the site and then distributes a notice, analysis, and corrective measures to all sites for immediate implementation.

Safety Policy and Goals

It is our policy that employees perform their duties in accordance with recognized safety standards. By observing this safety policy, the following Boro Building & Property Maintenance goals will be realized:

- A safe work environment
- Continuous improvement in the level of workplace safety
- Reduced costs associated with lost work time
- A safe work environment is more than a place; it is an attitude
- Workers' compensation costs are reduced
- Direct and indirect costs of accidents as well as overall operating costs are reduced
- Productivity improves when accidents are prevented
- Profit margins increase when accident costs go down
- The potential for legal costs is reduced

Boro Building & Property Maintenance is a service provider to a variety of businesses, each with their own variety of products, services, and potential occupational hazards. Boro Building & Property Maintenance's safety training will address a broad spectrum of safety-related issues with an emphasis on the issues that are most relevant to the specific customer and site. Also, the Boro Building & Property Maintenance staff will actively participate in customer-driven site safety programs to contribute observations and suggestions for improvement. Boro Building & Property Maintenance corporate safety support will monitor site safety efforts and provide guidance and materials to direct continuous improvement efforts.

Management sets priorities for safety along with productivity, quality, and schedules. Supervisors and/or leads identify unusual job hazards in advance and will work with to eliminate unsafe shortcuts or methods. The operating plan for equipment, materials, and people builds safety into the workplace.



March 26, 2019



Key Personnel

Leanne Varney -Assigned to manage this contract if awarded

Tel: (001) 941 556 9027 Cell: (001) 941 952 8537 leanne@BoroFL.com



Leanne's Personal Profile

I offer not only proven performance in facilities management consistency and a drive to not only meet targets but exceed them. I am confident, polite and committed to achieving the very best in everything I do. I have a real enthusiasm for business and will strive for success to ensure all opportunities come to fruition.

Key Skills

Excellent management and customer relationship skills

- Experience of managing key accounts.
- Genuine passion and interest in management
- Experience of working to targets and objectives both individually and within a team environment.

Commitment to success

- Proven record of consistent performance
- Ability to network effectively.
- Enthusiastic participation in professional development and on-going workplace learning.

Employment Summary

Boro Building & Property Maintenance

September 2010 - Current day.

Partne

President of Operations, employing over 60 staff, multiple tiers of management

Responsible for the overall operations of the business

Responsible for new business development



JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

Certifications & Experience

NBSC Group;

- Introduction to cleaning sanitation
- Daily office cleaning
- Carpet cleaning course
- Vericlean
- Hazcom
- Commit2Clean-restroom care
- Floor care

Environmental Compliance Training Institute;

- 8 hour Haz-Comm standard 29 CFR 1910
- 50 hour Hazwoper Supervisor/competent Person 29 CFR 1910 & CFR 1926
- 10 hour first responder 29 CFR1910.120
- 8 Hour Blood borne Pathogens 29 CFR 1910.141

Ability to Meet Time and Budget Requirements

Boro Building and Property Maintenance have great ability to meet time and budget requirement, as demonstrated throughout the State of Florida. We employ only fully trained Janitorial staff, we also have many training aspects available. This, together with a full corporate management structure, state of the art machinery is our route to success.





March 26, 2019



References

Agency – Putnam County Janitorial services for County owned buildings Contract Period – April 2014-Present

Contact - Kati Smith Tel: 386 329 0369

Email: kati.smith@putnam-fl.com

Address –223 Putnam County Blvd, East Palatka,FL



Agency – Sarasota County Janitorial Service for the Parks & Rec

Contract Period – September 2000 – 2011 & July 1st 2014-Present

Contact - Lucille Vaillancourt

Tel: 941 - 915 - 1170 Fax: 941 - 473 - 1647 Email: Lvillan@SCGov.net

Address - 6700 Clark Road, Twin Lakes Park, Clark Road Sarasota, FL 34241





Sarasota County





JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

March 26, 2019

ACORD

Workers	Compensation	Certificate

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 01/02/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the

certificate florder in fled of such endorsement(s).							
PRODUCER Automatic Data Processing Insurance Agency, Inc. 1 Adp Boulevard	CONTACT NAME: PHONE FAX (A/C, No, Ext): E-MAIL ADDRESS:						
Roseland, NJ 07068	INSURER(S) AFFORDING COVERAGE	NAIC #					
	INSURER A: NorGUARD Insurance Company	31470					
INSURED	INSURER B:						
GREENSCAPE ENTERPRISES INC 6321 Porter Rd STE 5	INSURER C:						
Sarasota, FL 34240	INSURER D:						
	INSURER E:						
	INSURER F:						
COVERAGES CERTIFICATE NUMBER: 1054205	REVISION NUMBER:						

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

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CERTIFICATE HOLDER	CANCELLATION
Informational Purposes Only	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

Boro Build



TIES #

1049F

March 26, 2019

General Liability, Automotive Liability Certificate & Fidelity Bond

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JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES



March 26, 2019

W-9 Certificate

(Rev. November 2017)

Request for Taxpayer **Identification Number and Certification**

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

interna	Revenue Service	•	Go to www.irs.go	V/FormW9 for instru	ctions and the late	st informat	ion.			- 1							
	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.																
	Greenscape enterprises Inc																
	2 Business name/o	disregarded entit	ty name, if different from	m above								-					
	Boro Building & Property Maintenance																
on page 3.	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes. Individual/sole proprietor or C Corporation S Corporation Partnership Trust/estate									4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):							
a.	single-member LLC							E	Exempt payee code (if any)								
물육	☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶																
Print or type. Specific Instructions	Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.																
eci	Other (see instructions)										(Applies to accounts maintained outside the U.S.)						
Sp									and address (optional)								
See	6321 Porter Road Suite 5																
0,	6 City, state, and ZIP code																
	Sarasota, FL, 34240																
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Enter	your TIN in the ap	propriate box.	. The TIN provided n	nust match the name	given on line 1 to av	oid So	cial s	ecur	ity n	umb	er						
backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a</i>									-			-		I			
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Certification

Under penalties of perjury, I certify that:

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

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

Sign Here

Signature of U.S. person ▶

Date >

2018

General Instructions

Section references are to the Internal Revenue Code unless otherwise

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

Purpose of Form

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

· Form 1099-INT (interest earned or paid)

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

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

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



March 26, 2019



Sunbiz Registration



Fictitious Name Detail

Fictitious Name

BORO BUILDING & PROPERTY MAINTENANCE

Filing Information

Registration Number G14000011492

 Status
 ACTIVE

 Filed Date
 02/03/2014

 Expiration Date
 12/31/2019

Current Owners 1

County SARASOTA

Total Pages 1

Events Filed NONE FEI/EIN Number NONE

Mailing Address

6321 PORTER ROAD

SUITE 5

SARASOTA, FL 34240

Owner Information

GREENSCAPE ENTERPRISES INC 6321 PORTER ROAD, SUITE 5

SARASOTA, FL 34240

FEI/EIN Number: 27-2225172 Document Number: P10000022938

Document Images

02/03/2014 -- Fictitious Name Filing

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JANITORIAL SERVICES FOR REGIONAL TRANSIT SYSTEM FACILITIES

March 26, 2019

State of Florida Department of State

I certify from the records of this office that GREENSCAPE ENTERPRISES, INC is a corporation organized under the laws of the State of Florida, filed on March 15, 2010.

The document number of this corporation is P10000022938.

I further certify that said corporation has paid all fees due this office through December 31, 2012, that its most recent annual report was filed on January 26, 2012, and its status is active.

I further certify that said corporation has not filed Articles of Dissolution.

Given under my hand and the Great Seal of Florida, at Tallahassee, the Capital, this the Twenty First day of May, 2012

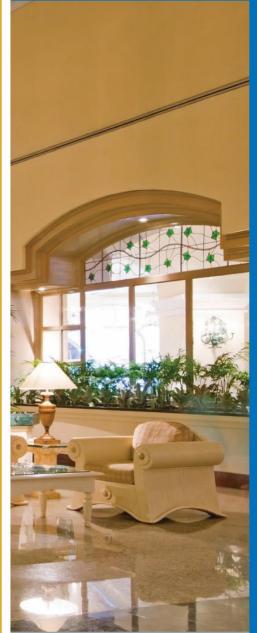
Secretary of State



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Thank You

Our Service

A safe and clean environment is a must for any business. Good quality cleaning will eradicate poor hygiene practices, protect and motivate employees, creating the right impression for your customers.

We offer a complete managed service to include the provision of trained cleaners, using superior cleaning equipment and green cleaning products.

With a trained network of staff we are experienced and responsive to new demands and are ideally placed to provide your organization with a quality service from the start.

Our company is operated to comply with OSHA guidelines. To ensure the safety and health of your staff and your customers.

Our Experience

Boro Building and Property Maintenance, Inc has been developing business, researching products and pleasing clients since 1995. Throughout this time we have learned the importance of value.

Our staff will help plan to maximize your value of service. We will give advise when needed to ensure you enjoy our 100% satisfaction policy that our current clients have become accustomed to.

Quality

Countless, unseen details are often the difference between mediocre and magnificent.

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