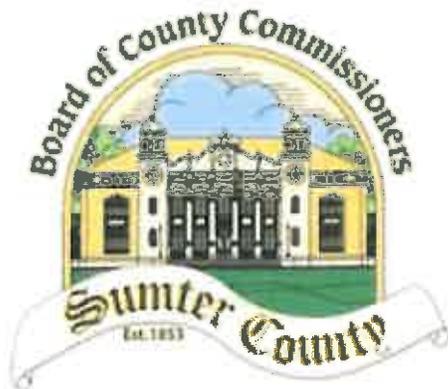




**Presents a Proposal to Sumter
County Commissioners for
Janitorial Services**

RFP# 011-0-2011/AT



07/14/2011

Company Information

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D & A's Methodology

*Management Plan
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ORIGINAL



**D & A BUILDING
SERVICES, INC.**

Corporate Office:

321 Georgia Ave.



Longwood



Florida 32750



Ph: 407-831-5388



Fax: 407-831-1377



Branch Offices:

Missouri

Texas

Wisconsin



All locations call Toll Free:

877-326-3200



www.dabuildingservices.com

July 11, 2011

Ms. Amanda Taylor, Procurement Coordinator
Board of Sumter County Commissioners
7375 Powell Road
Wildwood, FL 34785

Re: RFP# 011-0-2011/AT Janitorial Services

Dear Ms. Taylor and the Board of Sumter County Commissioners,

On behalf of D & A Building Services, Inc. ("D & A") thank you for the opportunity to provide pricing for the custodial services contract for the various property locations of Sumter County. We look forward to the opportunity to provide the County with exceptional service while contributing to the community as a responsible corporate citizen of Florida.

D & A has over 25 years of experience in the building maintenance and janitorial industry, is a privately owned, small, MBE incorporated in the state of Florida with over \$16.5 million in annual revenue.

D & A understands the challenges in meeting the demands of property management and has a policy of partnering with our clients to provide safe, high-quality, and cost effective services.

If you have any questions or comments please contact me directly.

Sincerely,

Jacki Donnelly
Proposal Specialist & Government Sales
D & A Building Services, Inc.
407.509.9200 mobile
407.831.5388 office
407.831.1377 facsimile
Jacki@dabuildingservices.com

PROFILE



D & A Building Services, Inc. and its subsidiaries are privately owned, commercial facility maintenance providers. Founded in 1985, clients included property management companies, building owners, and municipal, state and Federal governments and agencies. The Company offers a comprehensive portfolio of services including Full Service Janitorial, Day Porter, Floor Care, Handyman Services, Window Cleaning, Pressure Washing, Exterior Maintenance, Construction Services, Pest Control, Landscape Maintenance, Waterproofing and Communications.

D & A self-performs all services with its highly trained workforce, managed by a team of experienced facility maintenance professionals. All services are performed to OSHA standards for safety. CleanSweep™, the Company's exclusive quality assurance program, ensures Best Practices are maintained. Fully licensed, bonded and insured, the Company provides each client with on-site supervision, lost key protection insurance and state-of-the-art equipment.

As a member of the United State Green Building Council, D & A uses environmentally friendly cleaning and paper products on 100% of facilities under contract to improve air quality and reduce downstream waste.

D & A is a veteran-owned company, and is an Hispanic-Owned Business Enterprise.

Orlando ■ Tampa ■ Jacksonville ■ Detroit ■ Dallas ■ Madison ■ Kansas City

The Mission

"Dedicated to delivering full service building maintenance beyond expectations to enable clients to manage and control their facilities in a professional, cost effective and trouble free environment."



SERVICES



Full Service Janitorial

- Basic Cleaning
- Dusting
- High Dusting
- Furniture Polishing
- Walls Washed
- Ceiling Vents
- Baseboard Cleaning
- Restroom Odor Control
- Surgical Room Cleaning
- Day Matron/Porter Services
- Furniture & Upholstery Cleaning
- Light Fixture Cleaning
- Venetian Blind Cleaning
- Drapery Vacuuming

Day Porter Services

- A/C Filter replacement
- Interior Painting
- Light Bulb Replacement

Construction Services

- Construction Clean-Up
- Light Construction
- Tenant Improvements

Floor Care

- Vacuuming
- HEPA Vacuum
- Carpet Cleaning
- Hard Floor Maintenance
- Scrubbing
- Resealing
- Waxing
- Grout Cleaning
- Grout & Tile Restoration
- Marble Care
- Ceramic & Stone Care
- Vinyl Tile Cleaning

Exterior Maintenance

- Window Cleaning
- Certified High-Rise Window Cleaning
- Pressure Washing
- Awning Cleaning
- Concrete Sealing
- Glass & Frame Restoration
- Pest Control

Landscape Division

- Landscape Maintenance
- New plant installations
- Lawn Cutting & Edging
- Weed Removal
- Shrub Trimming
- Tree Pruning
- Fertilization
- Irrigation installations, repairs
& scheduled maintenance

Waterproofing Division

- Water Damage Building Audits
- Injection & Chemical Grouting
- Caulking, Sealing and Glazing
- Above- and Below-grade waterproofing
- Concrete Repair & Protection
- Total Façade Restoration
- Wall Coatings
- Expansion Joints
- Vapor Emission Control
- Asbestos Removal & Encapsulation

Specialty Services

- Sign Cleaning
- Banner Installation
- Holiday Décor Installations



EXPERIENCE & CLIENTS



Property Managers

American Capital Partners
CB Richard Elii
Colonial Properties Trust
Crescent Resources
Cushman & Wakefield of Florida.
Flagler Development Company
Jones Lang LaSalle
Highwoods Properties
Lincoln Property Company
Manulife Financial
NAI Realvest Partners
Opus South Management Corp.
ProLogis
RREEF Real Estate Investment Managers
Stiles Property Management
Tower Realty Partners
USAA Realty Company

Private Building Owners

Bank of America
Caribe Royale Resort
Central Florida Educators Federal Credit Union
Central Florida Zoo
City Center
Florida College of Integrative Medicine
Florida Mass Business Center
GE Capital
Gaylord Palms Hotel & Convention Center
GRGV Consulting Engineering
Harte-Hanks
Hewitt
Marriott Hotel at Legacy Town Center
J. B. Matthews
Maitland Colonnades
Maitland Green
Mercantile Bank
Miramar Business Park
Palma Bella
Progress Energy
Rudnick Development
1200 SouthPark
700 SouthPark
Stockton Maintenance Group
Tricony at 1404 Forum
Trinity Baptist Church of Jacksonville

Military Clients

U.S. Department of the Air Force
■ Whiteman AFB
U.S. Department of the Navy
■ Naval Air Station Jacksonville



- Naval Station Mayport
- Naval Air Station Cecil Field
- Naval Air Warfare Center
- South Florida Naval Testing Facility

Public Facility Owners

Canaveral Port Authority
City of Huntsville
City of Miami
City of Sanford
Florida Department of Transportation
Garland Independent School District
General Services Administration
■ U.S. Customs Cargo Inspection Facility
■ Theodore Levin U.S. Courthouse
■ INS Federal Office Building
■ John W. Bricker Federal Building
■ Joseph P. Kinneary U.S. Courthouse
■ George C. Young Federal Courthouse
■ United States Department of Agriculture,
Forest Service
Miami Dade County
Michigan State Office Buildings
Orange County Government
Orange County Public Library System
Orlando City Hall
Orlando International Airport
Orlando Sanford International Airport
Orlando Utilities Commission
Oviedo High School
Palm Beach County
Polk County Health Department Facilities

Seminole Community College
Seminole County Public Schools
South Florida Water Management District
South Seminole Middle School
State of Florida
■ Benton Building
■ Supreme Court Building
■ Department of Transportation
Texas Department of Transportation
Tuskawilla Middle School
United Space Alliance at Kennedy Space Center
University of Central Florida
Valencia Community College

Construction Clean-up Contractors

Brasfield & Gorrie
Brice Building
Centex Construction (Balfour Beatty)
Duke Construction
Duke-Weeks Realty Corporation
HC Beck
Hensel Phelps Construction Company
J. Tufford & Associates
Keene Construction Company
Kinsey Contractors
McCree Construction
Skanska USA Building
The Robins & Morton Group
WELBRO Construction Group
Winter Springs High School
Yates Construction

Contract and the scope of service detail available upon request. www.dabuildingservices.com

D & A Executive Summary

Quality starts at the top, and it is no different at D & A Building Services, Inc. (“D&A”) from our President, through our corporate and on-site management personnel down to our newest employee. D & A has a tremendous depth of experience in managing and performing custodial and related services. Below is a representation of only a handful of our corporate employees and their brief backgrounds.



Al Sarabasa, Jr., *President*

Mr. Sarabasa is one of those unique individuals with a high level of integrity and a drive for success reflected by the humbleness of a self-made man. Having founded D & A as a two person window washing company in 1985, Mr. Sarabasa has built the Company into one of the nation’s leading full service facility maintenance providers with a highly trained staff of more than 750. Although Mr. Sarabasa serves as executive president and chief operating officer, he remains deeply involved on a daily basis with client satisfaction, staff training, scheduling and the overall operations. Now with a staff of more than 750, Mr. Sarabasa has expanded the company geographically to include clients throughout Florida, Texas, Michigan, Wisconsin and Missouri. Believing that true leadership begins at the highest level, Mr. Sarabasa is a hands-on manager involved in every aspect of his business, the facility maintenance industry, and has maintained a leadership role in the community. He has been an active member of BOMA since 1985, and is a past member and current committee chair of the association’s board of directors. He is past president of the Latin Chamber of Commerce and was instrumental in the association’s merger into the Hispanic Chamber of Commerce. **Education:** Bachelor of Business Administration, University of Central Florida

Kathy Sarabasa, *Executive Vice President*

Ms. Sarabasa is responsible for overseeing the Company’s financial and accounting functions. She manages cost control programs, creates and implements policies and procedures and develops fiscal reports and budgets. Having joined D & A in 1997 after a highly successful career as a stockbroker, she is a co-owner of this diversified facility maintenance company. Her active involvement in the Building Owners and Managers Association has Ms. Sarabasa at the forefront of building long-term client relationships for the Company. She remains a dynamic leader within the facility maintenance industry and her community.





Jen DeOrio, *Executive Associate*

Since 1999, Ms. DeOrio has been a key component to D & A's management team. Presently, she oversees the executive department of the organization managing schedules to ensure deadlines are met. She is the architect of the Company's exclusive quality control program, and continues to participate in its implementation. Ms. DeOrio contributes to the development of proposals and business development efforts, as well as administering customer service issues. As a former educator, she assists in training, and oversees all technology related issues for the Company. Her strong educational and management background has proved vital to the organization's growth both geographically and in the development of new services. **Education:** Bachelor of Education, University of Central Florida

Carmen Budnovich, *Chief Financial Officer*

Ms. Budnovich has over 14 years of accounting and finance experience. She oversees all of the Company's finance and accounting functions including controllership, treasury, contract compliance and payroll.

Education: Certified Public Accountant and holds a Bachelor of Science in Business Administration from the University of Central Florida.



Robert "Randy" White, *Client Services Coordinator*

Mr. White is the Company's primary client liaison. In this role he facilitates seamless communication between clients and D & A's management and field personnel to ensure quick response to requests and client needs. Additionally he is responsible for oversight of field management and supervisory staff, is also responsible for monitoring the Company's supply orders and labor budgets, and performs spot building inspections to assure compliance with the

Company's quality standards. Mr. White has nearly a decade of experience in management.

Education: Bachelor Business Administration, University of Florida, Gainesville, Florida

Beatriz Hernandez, *Administrative Assistant*

Ms. Hernandez has been employed at D & A's corporate headquarters since 1999. She is responsible for providing administrative support for all aspect of the business including the operations management team. Her organizational skills acquired during two decades of business experience are a foundational support element of the Company's management team. Ms. Hernandez is fluent in English and Spanish. **Education:** Attended San Buenaventura University, Cali, Columbia, Public Accounting Iccsi University, Cali, Colombia, Management Information Systems.





State of Florida

*Minority, Women &
Service-Disabled Veteran*

Business Certification

D&A Building Services, Inc.

Is certified under the provisions of
287 and 295.187, Florida Statutes for a period from:

August 27, 2009 to August 27, 2011

A handwritten signature in black ink, appearing to read "Torey Alston", is written over a horizontal line.

Torey Alston, Executive Director

*Florida Department of Management Services
Office of Supplier Diversity*

**Florida Minority Supplier
Development Council**

FMSDC

The Council for the Future

THIS CERTIFIES THAT

D & A Building Services

Has met the requirements for certification as a bona fide Minority Business Enterprise as defined by the National Minority Supplier Development Council, Inc.® (NMSDC®), and as adopted by the Florida Minority Supplier Development Council

****NAICS Code(s): 561720;561730;561740;238390**

****Description of their products/services as defined by the North American Industry Classification System (NAICS)**

March 31, 2011

Issued Date

60475

Certificate Number

March 31, 2012

Expiration Date

Malik Ali

Malik Ali, President, FMSDC

By using your assigned (through NMSDC only) password, NMSDC Corporate Members may view the original certificate by logging in at: <http://www.nmsdc.org>.



An affiliate of the National Minority Supplier Development Council, Inc.® (NMSDC®)



Certification

as Women or Minority
Business Enterprise

D & A Building Services, Inc.
Federal Number 59-3095997

has been reviewed and identified as W/MBE with the City of Tampa Government

Class - Hispanic American Male Valid from 5/6/2011 to 5/5/2013 Certificate Number 112

Certification is Applicable in:

***Janitorial Services, Pressure & Steam Cleaning, Window Washing; Wet Sandblasting, Caulking,
Carpet Cleaning***

Reciprocal: Orlando

In accordance with the City of Tampa Ordinance 2008-89 your
certification is accepted by the City of Tampa.



Gregory K. Hart, MBD Manager
Minority Business Development Office



Orange County Business Development Division
P.O. Box 1393
Orlando, Florida 32802-1393
407-836-7317
businessdevelopment@ocfl.net

D & A BUILDING SERVICES, INC.

Has Been Certified As A
MINORITY BUSINESS ENTERPRISE

Approved Lines Of Business:
**JANITORIAL SERVICES, PRESSURE & STEAM CLEANING,
WINDOW WASHING, WET SANDBLASTING, CAULKING,
CARPET CLEANING**

This certificate is valid:
APRIL 2010 through APRIL 2012



Erick Young, Manager
July 2, 2010

Largest Commercial Cleaning/Janitorial Services List

This certificate is presented to

D & A Building Services

for ranking Second on
Orlando Business Journals'
Largest Commercial Cleaning/
Janitorial Services

Published: September 3, 2010

ORLANDO
BUSINESS JOURNAL



Directory of the 500

**Largest Hispanic Owned
Companies**

to

D&A Building Services, Inc.

for

Ranking 252 in 2010

Operations' Department Bio



Robert Newton, *Operations Manager*

Mr. Newton has nearly two decades of management experience in the facility maintenance industry. His areas of expertise include Quality Control Management, Safety and Compliance Management, Project Planning and Scheduling, and Training. As Operations Manager, he is responsible for overseeing the management of customer accounts to maintain the highest level of customer satisfaction. Additionally, Mr. Newton manages staffing, scheduling, and quality control companywide. He is a registered Building Service Manager from the Building Service Contractors Association International.

John (Jamie) M. McCandless, *AP Operations Manager for D & A Waterproofing Services Inc.*

Mr. McCandless, responsible for daily operations and field activities for waterproofing and related construction contracts, ensures scheduling milestones are met and budgets remain on track. He applies nearly two decades of industry expertise to his role as the primary client liaison that coordinates with all stakeholders on each project. He has a depth of experience in facilities in both the public and private sector with projects ranging up to \$60 million. Additionally, Mr. McCandless is an Accredited Professional with the U.S.



Green Building Council and is adept in all phases of green construction practices. On behalf of D & A Waterproofing Services, Mr. McCandless directs the Company's Safety Program as well as its Quality Control Program. He is also an Accredited Professional of the U.S. Green Building Council. He is an active member in the Associated Builders & Contractors (ABC), Building Owners and Managers Association (BOMA) and a variety of other organizations.



Malena Doyle, *Office & Purchasing Manager - Headquarters*

Ms. Doyle manages office administration at the Company's corporate headquarters in Central Florida. Since 1996, she has overseen an office staff of four that handles payroll, billing, taxes, bookkeeping activities, dispatch and reception. She also provides support for the Human Resources manager in the administration of that department. Additionally, Ms. Doyle is responsible for purchasing and inventory control for cleaning supplies for all facilities maintained by the Company. Ms. Doyle is fluent in English and Spanish. **Education:** Bachelor in Business Management, ESAM, Lima, Peru.



Jacki Donnelly, *Government Sales & Proposal Specialist*

Ms. Donnelly has over 11 years of experience in the construction industry. Her primary responsibilities are to prepare and review all company proposals for the janitorial division of D & A. This includes editorial review of proposals, technical writing per specifications, and preparation of qualification statements for potential contracts. Additionally, Ms. Donnelly is the government liaison supporting existing relationships and creating new business opportunities. Ms. Donnelly has earned an Associate of Arts Degree cum laude from Seminole State College of Florida.

Ric Wilson, *Branch Manager*

Mr. Wilson is veteran facility maintenance professional with more than 22 years of experience. As a Branch Manager, he is responsible for overseeing all field and supervisory personnel that perform on contracts under his territory. Further, Mr. Wilson handles sales, schedules the workforce, and works closely with supervisory staff that works directly with customers to ensure satisfaction.



Christopher Claps, *Branch Manager*



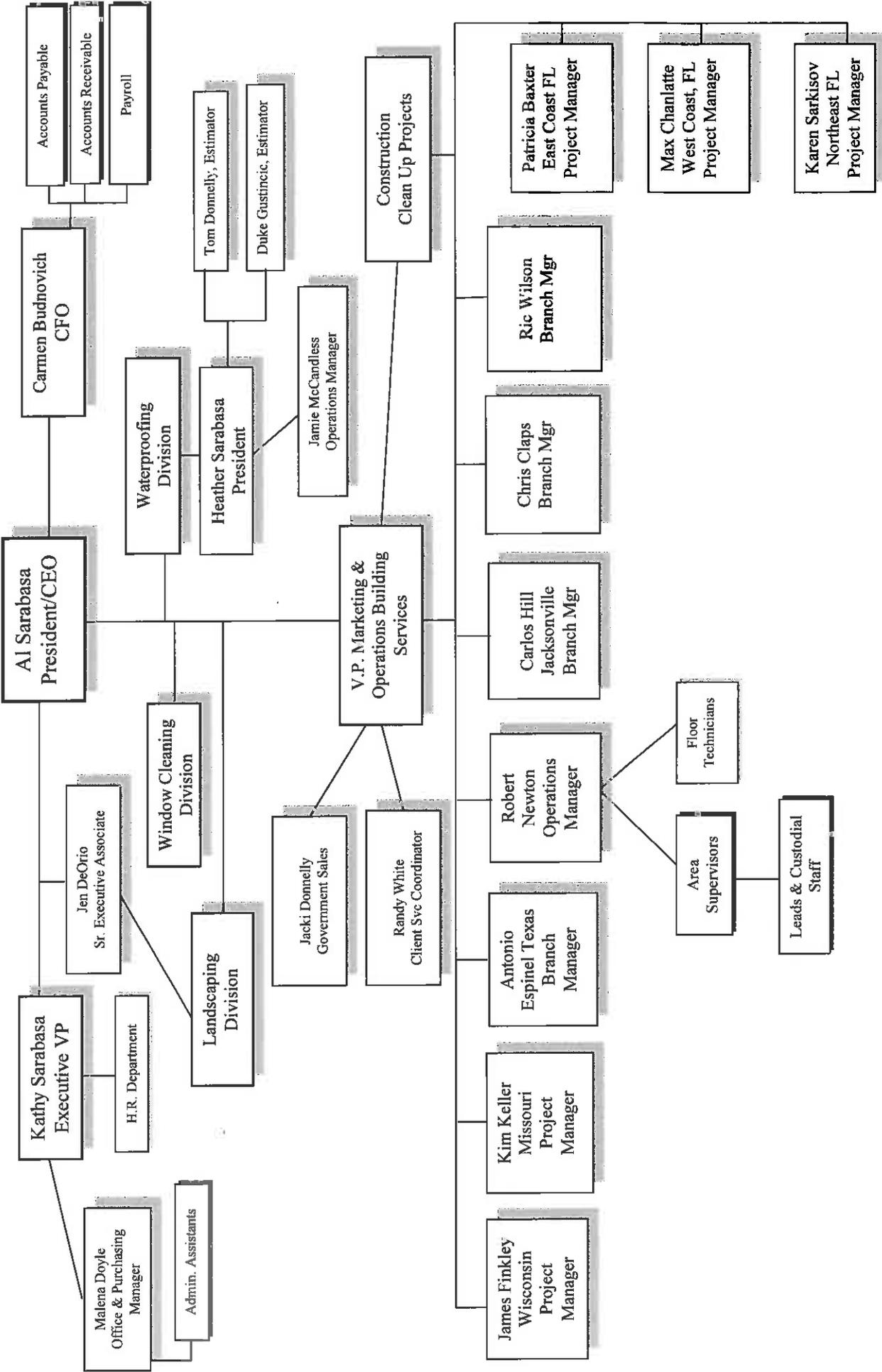
Mr. Claps has over ten years of experience including customer service and personnel management. As Central Florida Branch Manager with D & A Building Services, Inc., he is responsible for developing new building-service contracts, supervising field operations and lead personnel, and ensuring the consistent delivery of quality service according to the Company's quality control program. **Education:** Mr. Claps is a graduate of The Criminal Justice Academy of Osceola County and is a certified Law Enforcement Officer.

Antonio Espinel, *Texas Branch Manager*

Mr. Espinel is the Branch Manager of the Company's Dallas, Texas office. He joined D & A in 1994 after nearly seven years of commercial facility maintenance experience with a previous employer in his country of origin, Peru. Mr. Espinel was promoted to Dallas Branch Manager and relocated to Texas in mid 2008. His responsibilities include customer satisfaction, operations and business development. Recently, Mr. Espinel was honored by his colleagues being named Employee of the Year at D & A. He has a Bachelor's degree in Hospitality Management from UNT in Peru.



D & A CORPORATE ORGANIZATIONAL STRUCTURE



Orlando Utilities Commission Locations



Site Address:	Multiple Locations in Central Florida
Contracting Agency:	OUC
Contract Number:	N/A
Contract Title:	OUC Janitorial
Performance Period:	2009 to Present
Facility Size:	315,000 + square feet for the 32 building sites D & A services

The Orlando Utilities Commission (“OUC”) has four operations buildings and numerous sub-stations throughout the city. In 2009, OUC added its newest operations and payment center building, Reliable Plaza. This 10-story 120,000 Square Foot building holds a LEED certification of gold and is the Greenest building in downtown Orlando. The building has many unique green features such as; photovoltaic panels, solar water heating, cisterns for water collection for irrigation useage, recycled materials, and daylight harvesting. In addition to this plaza, OUC has three more operations facilities and over twenty water and electric sub-stations.

In order to provide services to the greenest building in downtown Orlando, D & A Building Services, Inc. (“D & A”) decided to create and implement a strategic green program. This program allows for research and incorporation of new techniques and products to better service this green facility and OUC’s other locations. One initiative to achieve these results was to go away from the traditional night-time janitorial services and incorporate a day cleaning program to service majority of the properties under contract with OUC. Currently, D & A’s day cleaning program is utilized in three of the four Operations Centers and in all water and electric sub-stations. Additionally, all products and equipment used in the buildings are “Green Seal” approved green products. D & A also performs exterior window cleaning services at Reliable Plaza and Gardenia Complex operations centers. All facilities are considered “high-security” and specific identification & badge requirements have been established for all of OUC’s properties.



Contact Information: Thomas Johnson
Facilities Manager
OUC
Phone: (407) 434.4030
E-Mail: TJohnson@ouc.com

SouthPark Office Complex



Site Address: 8427 South Park Circle
Orlando, FL
Contracting Agency: Flagler Development Co.
Contract Number: N/A
Contract Title: SouthPark Office Complex
Performance Period: 2000 to Present
Facility Size: 2.9 million square feet

SouthPark Office Complex is situated on 176 acres conveniently located near Orlando International Airport, Convention Center and major roadways such as the Beeline and the Florida Turnpike. This Class-A office space is spread between thirteen buildings comprising of a total of 2.9 million square feet. Some of the current tenants in this office space are Busch Entertainment, Houghton Mifflin Harcourt Publishing Co., Starwood Hotels & Resorts, and Wyndham Vacation Resorts among other tenants.



D & A Building Services, Inc. ("D & A") performs full service janitorial cleaning, day porter services, pressure washing and window services for this Central Florida office complex. D & A has serviced these facilities for more than a decade and has grown with this complex from 1.5 million square feet of office space to its current 2.9 million. D & A has assisted this property in winning TOBY awards in the Suburban Office Park Low Rise Category. The on-site project manager from D & A has implemented a preventative maintenance service schedule to improve the efficiency of this building and the longevity of the property's materials.



Contact Information: Ms. Diane Sitzer,
Senior Property Manager
Flagler Development Company
Phone: (407) 226. 6218
Fax: (407) 226. 6233
E-Mail: Diane.Sitzer@flaglerdev.com

Westwood Corporate Center



Site Address:	6675 Westwood Blvd. Orlando, FL 32821
Contracting Agency:	ManuLife Financial Inc.
Contract Number:	N/A
Contract Title:	Manufactures Life
Performance Period:	May 2001 to Present
Facility Size:	290,000 square feet

Westwood Corporate Center is minutes away from Interstate 4, the Bee-Line Expressway and the infamous tourist area of International Drive. The complex consists of 5 buildings of Class-A office spaces covering 290,000 Square Feet of property. ManuLife Financial incorporated high-performance technologies into this complex to create a complex that is environmentally friendly. As a result this property received energy star ratings for 2006, 2007, 2009 and their highest 2010 which was a score of 82.



D & A Building Services, Inc. (“D & A”) performs full service janitorial cleaning services for this Central Florida office complex. D & A understands the responsibility to be more environmentally conscientious and worked with this property manager to develop a well rounded “Green Cleaning Program” that is constantly evolving. In addition, all D & A staff has been trained and certified in green cleaning for this complex. D & A is constantly seeking out new technologies and products to service these properties in a more efficient manner for a greener and cleaner building service.



Contact Information: Ms. Laura Ragans
Property Manager
ManuLife Financial, Inc.

Phone: (407) 352.4103
Fax: (407) 363.1760
E-Mail: Laura_Ragans@manulife.com

Green Cleaning Program & Operations Manual



The ABCs of Green Cleaning Programs

Defined as “cleaning to protect health without harming the environment,” green cleaning programs employ processes that promote health, safety and social consciousness, and include the use of environmentally friendly janitorial products and equipment.



Some basic principles of green cleaning programs include:

- **Focus on entryways inside and out.** Most pollutants enter the building on people’s feet, so it’s important to implement indoor air quality programs, which will help to trap and remove dirt before it enters the building and to frequently clean the entrances and entryway mats.
- **Minimize particles and chemicals in the air.** Mechanically capturing dust and dirt, using coarse spray for chemicals, and applying the cleaner to the cloth rather than spraying the surface to be cleaned are all important aspects of indoor air quality programs.
- **Use environmentally preferable cleaning chemicals** along with chemical management systems for accurate product dilution.
- **Ensure proper vacuuming, extraction, rinsing and drying.** Carpets can be a host for moisture problems and mold growth. When implementing green cleaning programs, use Carpet & Rug Institute’s Green Label approved vacuums. Empty vacuum bags frequently for more efficient operating.
- **Focus on preventative measures** and quick clean up of accidents. Therefore, fewer and milder chemicals can be used.
- **Mechanically capture dirt and remove it** rather than moving it around. Green cleaning programs should use products like microfiber dusting cloths and flat mops, for example, which can eliminate the need for chemicals.
- **Focus on touch-points.** These are door handles, bright work and other areas where people come in contact with the facility or its fixtures.
- **Apply disinfectant in restrooms properly.** Typical procedures for green cleaning programs will include ensuring the chemical has proper dwell time so that soil is thoroughly removed using less product.
- **Promote safety and prevent cross-contamination.** Safer products and proper use and storage of chemicals help green cleaning and indoor air quality programs create a safer environment. Color-coded tools ensure that pollutants don’t get carried from one area (such as a restroom) to another.
- **Use “green” paper products,** such as recycled tissues and towels bleached without the use of chlorine.
- **Implement an effective recycling program.**
- **Create a communication program** so that building occupants understand they are part of the process. Proper spill notification, food clean-up and clutter reduction will help to ensure a healthy facility.



Partnering with D &A Building Services, Inc. in Developing a Green Program

Some features to consider when implementing a Green Program are as follows:

1. A Holistic Approach

When it comes to maintaining a healthy facility, all areas – from entryways to bathrooms to HVAC systems – affect the indoor environment. In choosing a green cleaning program, make sure that the provider looks at your building holistically, considering the building’s purpose and uses.

Because entryways serve as gateways for pollutants entering the building, a good program will begin there. While traditional cleaning methods attempt to control this dirt after it enters and spreads throughout the building, effective green cleaning focuses on trapping and removing contaminants at entryways. Cleaning chemicals, janitorial processes and equipment, ventilation systems, waste removal, and even occupant habits are other areas that a holistic green cleaning program will address.

2. A Beyond-the-Surface Focus

The primary intent of most cleaning programs is to leave surfaces looking spotless and dirt free. Green cleaning programs should go far beyond this, however. Dirt, bacteria, mold and other pollutants may not be seen, but they can certainly affect the indoor air quality. Green cleaning programs aim to remove harmful particles from the air, not add to the problem by using harsh chemicals.

Although it may be difficult to judge how well a green cleaning program has removed unseen particles, you can ask about equipment used to make sure that it is efficient and well maintained. Steps that facility maintenance providers can take to demonstrate a beyond-the-surface focus include emptying vacuum bags when half full and keeping equipment clean. Even something as simple as a dusting cloth can make a difference: A microfiber cloth captures dust, rather than just moving it around. These small measures ensure that the equipment and processes contribute to, rather than counteract, the effectiveness of your program.

3. Products and Services Offered

The products used in green cleaning play a vital role in the program’s success. Products should qualify for third-party certification by organizations such as Green Seal or Green Guard. Unlike traditional cleaning products, these certified chemicals and equipment are designed to work effectively, while minimizing environmental impact and decreasing risks to health and safety.

4. Knowledgeable Employees

Employees who will be designing and implementing your green cleaning program must understand the objectives of green cleaning, as well as their own role in the process. Janitorial staff should know each product's designated use, green cleaning processes and equipment maintenance procedures. Regular inspections and quality control programs ensure that employees' work meets high standards. The best facilities maintenance providers also continually train their employees on the best practices in green cleaning.

5. Educational and Communication Programs

A truly professional green cleaning provider goes beyond the tactical implementation of cleaning strategies to become your partner in creating a healthier environment. Most successful programs include regular communications so that building occupants and facility stakeholders understand the importance of green cleaning and what they can do to make a difference. For example, improper care of live plants can increase contamination levels and require strong pesticides that counteract the green cleaning program. When occupants know of such risks, they can become a true part of the green cleaning process.

Small actions, including minimizing clutter and eating only in designated areas, can go a long way in ensuring a healthy environment. Facility users and tenants should also know whom to contact and how to react to a spill or contamination. The faster such situations are dealt with, the less harm they do to your facility.

Communicating your green program to the community and building occupants helps you reap the benefits of being a socially conscience facility or business. You will attract the growing numbers of people who care about protecting the earth's resources and improving indoor air quality.

These five features of effective green cleaning programs may apply to your facility in different ways. Each facility has unique goals, and each maintenance provider will bring its own set of expertise to a project. The provider you choose should recognize your goals and offer customized services and products that ensure your program's success.



U.S. Green Building Council

D & A Building Services Inc.
MEMBER SINCE 2008

THE U.S. GREEN BUILDING COUNCIL IS THE NATION'S FOREMOST COALITION OF LEADERS
WORKING TO TRANSFORM THE WAY BUILDINGS AND COMMUNITIES ARE DESIGNED,
BUILT AND OPERATED, ENABLING AN ENVIRONMENTALLY AND SOCIALLY RESPONSIBLE,
HEALTHY, AND PROSPEROUS ENVIRONMENT THAT IMPROVES THE QUALITY OF LIFE.

Rebecca L. Price, Chair

S. Richard Federni, President, CEO and Founding Chairman



Green Cleaning Operations Manual

D & A Building Services, Inc. (“D & A”) Green Cleaning Program is specifically designed to minimize the environmental impact of facility cleaning operations and improve indoor air quality. Whenever possible, D & A will implement the use of procedures and products that meet current requirements to improve the overall sustainability of daily, interim, and restorative custodial cleaning methods, including Green Seal certified and environmentally preferable products.

The overall goal of the program is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological, and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems and the environment.

The procedures outlined in this manual will be utilized by all cleaning personnel on site. The operational procedures will be managed by D & A supervisors and documentation of procedures and results will be provided to the property owner and/or manager upon request.

All D & A personnel will be trained in the proper use, storage and disposal of all products and equipment used in the program. Training records and documentation of training will be provided to the property owner/manager.

Safety

Current Material Safety Data Sheets (MSDS) on all chemicals used on-site will be kept on file and will be available for review at any time.

Personal Protection Equipment (PPE) will be provided, according to law for all cleaning procedures. Specific requirements are outlined include the following:

- Eye protection - Glasses, goggles, face shield as directed in the MSDS
- Hand protection – Appropriate gloves as directed in the MSDS
- Dust masks – Appropriate respiratory devices as directed in the MSDS
- Proper Footwear – Appropriate slip resistant footwear as directed in the MSDS or D&A Building Services Safety Guidelines
- Barricade Equipment/Signage – Control/Advise pedestrian traffic around known hazards with barricade equipment and wet floor signage
- Biohazard waste containers – Do not touch or remove unless trained and directed to do so by the supervisor

Safety Training is part of all product and procedure training including Hazard Communication, Prevention, Response, and Reporting.

Training

D & A's Green Cleaning training program addresses all cleaning procedures in the following format:

- **S** Safety – creating the safest work environment for the procedure(s)
- **T** Tools – having the right tools available for the procedure(s)
- **E** Execution – the procedures to get the job done right the first time
- **P** Pride – inspection and follow up to be sure the work is completed

D & A's Green Cleaning training materials are used in our classroom education. Additionally, D & A implements the use of reference cards with our employees to the job-site as a ready resource for proper completion of work. All D & A cleaning personnel will be trained on the following procedures:

- Safety
- General Cleaning
- Entryway Maintenance
- Restroom Care
- Hard Floor Care
- Carpet Care
- Chemical Mixing and Dilution
- Chemical Use, Storage and Disposal
- Tools and Equipment

Sign-in sheets will be used for all training sessions.

Floor Care Procedures

Entryway Systems

Indoor air quality and environmental impact start at the door. Entrances to any building require routine cleaning procedures and specialized materials (i.e. matting) to capture dust and dirt before it gets spread throughout the building.

Grit, primarily sand and salt, will work its way down into carpet causing the carpet to wear prematurely. It also abrades floor finish, leading to increased maintenance and materials costs, as well as increased contaminants inside the building. Proper soil and grit control is essential. Appropriate matting, properly placed and maintained, is a key component of the routine maintenance system. Preventing soil, grit and moisture from entering the building reduces cleaning time and labor requirements. Matting should cover a combined minimum of 10 linear feet, including exterior scraper matting/grating; foyer scraper/absorbent matting, and interior absorbent matting.

Entryway and Matting Maintenance

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment
3. Proper slip resistant footwear is required whenever damp mopping the floor or cleaning/extracting walk off mats

Procedures

1. Empty trash cans and ash urns; clean as required
2. Use general purpose cleaner, sprayed on a wiper cloth to clean doors, door handles, and kick plates; use glass cleaner for windows
3. Sweep exterior sidewalk and entryway daily
4. Vacuum matting daily
5. Sweep/vacuum and damp mop under matting weekly or as required
6. Shampoo, extract or pressure wash matting monthly or as required

Carpet Care

Carpet is a preferred flooring material because it can be aesthetically more pleasing than hard surface flooring, it lowers sound levels, and it hides dirt. Because it has depth and will trap and hold soils, carpet can be a source of indoor air quality concern. Deep-down soils can also damage carpet fibers, leading to premature wear and replacement.

D & A implements a complete carpet care program starting with entryway maintenance and matting, and continuing with proper vacuuming, spotting and extraction for deep-down soils. When extracting, D & A will pre-spray with a detergent solution and rinse with the extractor using clear water wherever possible.

Vacuuming

D & A's Green Cleaning Program uses approved vacuums which operate with a sound level of less than 70 dBa. Vacuum bags are to be changed when half full to ensure optimum particulate capture and removal.

Safety

1. Inspect vacuum cord; do not use if damaged; report to supervisor
2. Do not run over the cord
3. Do not pull plug from outlet by tugging cord

Procedures

1. Remove large debris
2. Inspect bag and replace as required
3. Move vacuum back and forth, overlapping strokes
4. Turn and vacuum in opposite direction to lift nap
5. Do not bump into furniture legs and corners
6. Use attachments for corners and baseboards
7. Note spots and stains – report to supervisor

Spot Cleaning

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment

Procedures

1. Remove solid soils with a scraper
2. Identify type of soil causing spot and select appropriate spotting detergent
3. Apply spotter to spot area. Use scraper to work spotter toward center
4. Blot with microfiber cloth
5. Extract residual soil and detergent
6. Repeat steps 3-5, use secondary spotter if necessary
7. Repeat blotting until stain is removed
8. Always rinse with water and blot or extract with spotting equipment

Extraction Cleaning

To minimize environmental impact, D&A Building Services uses approved Pre-Spray and Extraction detergents.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Inspect vacuum cord; do not use if damaged; report to supervisor
3. Do not pull plug from outlet by tugging cord
4. Place wet floor signs and appropriate barricade equipment
5. Proper slip resistant footwear is required whenever extraction cleaning

Procedures

1. Remove furniture from area to be cleaned if possible
2. Remove large debris
3. Vacuum area to be extracted
4. Dispense cleaning solution and fill tank of extractor
5. Pre-spray heavy traffic areas, spots and stains
6. Run extractor over area, overlapping passes; turn 90° and extract again
7. Do not let carpet get too wet
8. Allow carpet to dry thoroughly
9. Vacuum carpet when dry
10. Replace furniture

Hard Floor Care

Finished, hard floor (e.g. vinyl tile, terrazzo, etc.) provides a very durable surface that can be periodically restored to new condition. The restorative process must be done properly to prevent negative impacts on indoor air quality. D & A will utilize products and procedures that reduce the amount of chemicals used and the related cost and disposal. Certain hard floor types (e.g. ceramic) can be maintained without floor finish, and when this is feasible, it is preferred.

Dust mopping

To best improve indoor air quality and minimize environmental impact, D & A uses approved vacuums and microfiber flat mops on floors for dust mopping.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS

Procedures

1. Vacuum and remove walk-offs mats
2. Remove large debris from floor (use scraper for gum and stuck-on debris)
3. Use flat mop, preferably microfiber flat mop or vacuum with hard-floor attachment
4. Mop/vacuum at an angle away from the wall

5. Mop with same leading edge without lifting mop or moving backwards
6. Overlap passes
7. Sweep towards exit
8. Use brush and dustpan for corners and to remove sweepings

Damp Mopping

To reduce environmental impact, D & A uses an approved neutral cleaner for daily mopping, unless otherwise specified.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment
3. Proper slip resistant footwear is always required when damp mopping

Procedures

1. Remove walk-off mats
2. Remove large debris from floor
3. Dust mop floor, preferably with a microfiber flat mop
4. Select approved detergent
5. Mix cleaning solution into bucket; attach wringer; select cleaning mop
6. Dip mop into cleaning solution and wring
7. Break large areas into several smaller 10'x10' areas with mop
8. Mop in an overlapping pattern
9. Change mop when soiled
10. Change cleaning solution when dirty

Auto-Scrubbing

To reduce environmental impact, D & A uses an approved neutral cleaner for daily cleaning, unless otherwise specified.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment
3. Proper slip resistant footwear is always required when damp mopping

Procedures

1. Dust mop floor, preferably with a microfiber flat mop
2. Select an approved detergent and dispense cleaning solution into an auto-scrubber

3. Select and install pads or brushes
4. Single-scrub with auto-scrubber, dispensing and picking up cleaning solution in one pass; overlap passes
5. Mop corners and edges manually and remove extra solution if required
6. Empty and rinse auto-scrubber solution tanks

Burnishing

To improve air quality, D & A will only burnish finished floors and will only use a burnisher that has dust-control systems.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment
3. Proper slip resistant footwear is always required when damp mopping

Procedures

1. Dust mop floor, preferably with a microfiber flat mop
2. Damp mop, preferably with a microfiber flat mop, or auto-scrub
3. Use only approved burnishers; select and install burnishing pad
4. Burnish the floor in straight lines, overlapping passes
5. Flip pad when soiled on one side; replace when soiled on both sides
6. Dust mop floor, preferably with a microfiber flat mop

Deep-Scrub before Recoat: Using Mop/Bucket/Wringer, Floor Machine, Wet Vac

To minimize environmental impact and reduce material use, D & A minimizes stripping frequency by emphasizing lower impact scrub and recoat floor care methods. Scrub and recoat will only be performed as required.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment
3. Proper slip resistant footwear is always required when damp mopping

Procedures

1. Remove walk-off mats
2. Remove large debris from floor
3. Dust mop floor, preferably with a microfiber flat mop
4. Select approved detergent

5. Mix cleaning solution into bucket; attach wringer; select cleaning mop
6. Apply liberal amount of solution to floor
7. Select and position pad on floor machine; scrub floor overlapping passes
8. Scrub corners and edges with edge pad/brush
9. Pick up scrubbing solution with wet vacuum
10. Rinse floor with clean water and clean mop
11. Damp mop backwards covering your tracks
12. Allow to completely dry before applying finish

Deep-Scrub before Recoat: Using Auto-Scrubber

To minimize environmental impact and reduce material use, D & A minimizes stripping frequency by emphasizing lower impact scrub and recoat floor care methods. Scrub and recoat will only be performed as required.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment
3. Proper slip resistant footwear is always required when damp mopping

Procedures

1. Remove large debris from floor
2. Dust mop floor, preferably with a microfiber flat mop
3. Select approved detergent
4. Dispense cleaning solution into auto-scrubber
5. Select and install pads and brushes
6. Double-scrub with auto-scrubber, dispensing and scrubbing cleaning solution without picking up solution; overlap passes
7. When entire area has been scrubbed, make final pass scrubbing and picking up solution
8. Scrub corners and edges with edge pad/brush
9. Allow floor to completely dry before applying finish

Floor Stripping

To minimize environmental impact, D & A will reduce the frequency of stripping by emphasizing good daily maintenance, utilizing scrub/recoat finish methods, and performing stripping only as needed. When stripping, D & A uses approved floor stripper, unless otherwise specified. The choice of stripper may depend upon the previous finish applied.

Safety

1. Notify building occupants when stripping is scheduled
2. Schedule during off-peak hours
3. Adjust schedule to accommodate anyone with sensitive needs
4. Properly ventilate the area
5. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
6. Place wet floor signs and appropriate barricade equipment
7. Proper slip resistant footwear is always required when stripping floors
8. To avoid skin irritation, take special precaution to avoid contact between this cleaning product and clothing

Procedures

1. Remove large debris from floor
2. Dust mop floor, preferably with a microfiber flat mop
3. Select approved stripper
4. Mix stripper according to label instruction into bucket; filling halfway
5. Apply stripping solution liberally to floor with mop
6. Allow solution to dwell for the manufacturer's recommended time (typically a minimum of ten minutes); do not allow to dry
7. Select and position pad on floor machine or auto-scrubber and scrub floor, overlapping passes, removing finish
8. Pick up solution with wet-vac or auto-scrubber
9. Dispose of stripper slurry according to local code
10. Select neutralizer and dilute in clear water in bucket and/or auto-scrubber
11. Damp mop/auto-scrub floor with neutralizer
12. Allow floor to completely dry before applying finish

Floor Finishing

To minimize environmental impact, D & A uses approved floor finish unless otherwise specified.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment

Procedures

1. Floor must be deep-scrubbed or stripped, properly rinsed and completely dry prior to finish application
2. Pour finish into lined bucket

3. Using finish mop saturate mop with finish and lightly press into wringer being careful not to cause excess foaming
4. Outline area to be finished, applying finish with mop
5. Apply finish in a “figure-8” motion, filling in the outlined area; covering any missed spots
6. As mop dries, re-saturate with finish and lightly press into wringer being careful not to cause excessive foaming and continue
7. Allow 30-45 minutes of dry-time between coats; actual time will vary based upon air flow and humidity levels
8. For Scrub/Recoat apply 1-2 coats of finish; for Strip/Refinish apply 4-6 coats of finish
9. Discard liner and unused finish; never mix leftover and new finish
10. Thoroughly rinse finish mop to ensure no finish is left in the mop

Break Rooms, Cafeterias, etc.

Proper cleaning and sanitation is crucial in areas where food is prepared and consumed to protect occupant health and eliminate the items that attract pests. By employing the proper cleaning steps and products used, pesticides used to control pests can be significantly reduced and sometimes eliminated in these areas.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Do not put hand in trash or push down on trash
3. Never combine two chemicals
4. Spray chemicals with a coarse/stream setting to reduce airborne irritants
5. Lift with your legs, not your back
6. Place wet floor signs and appropriate barricade equipment
7. Proper slip resistant footwear is always required when damp mopping

Procedures

1. Remove trash by pulling up sides of liner and tying off; spot clean containers as necessary and install a new liner
2. Remove recyclables from recycling containers, keeping them separate from the trash
3. Use clean high duster to perform high dusting
4. Clean sinks, counters, tables and chairs with approved sanitizer; spray cleaning solution on microfiber cloth – do not spray directly on surfaces
5. Move around the room from left to right
6. Use microfiber cloth to wipe surfaces, folding as necessary for clean, dry surfaces. Replace with clean cloth as needed
7. Refill any dispensers

8. Sweep/dust mop floor to remove debris/litter
9. Select approved sanitizer for floor
10. Mix cleaning solution into bucket; attach wringer; select microfiber flat mop
11. Mop in an overlapping pattern working towards the door
12. Change mop when soiled

Restroom Care Procedures

Restroom cleanliness is one of the most important areas of focus for any property. The high-use/high-soil load, not to mention the presence and potential spread of germs, requires repetitive specialized cleaning, including the use of disinfectants. To minimize environmental and health impact, D & A uses approved restroom cleaner and EPA registered disinfectants.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Do not put hand in trash or push down on trash
3. Identify biohazards
4. Never combine two chemicals
5. Spray chemicals with a coarse/stream setting to reduce airborne irritants
6. Lift with your legs, not your back
7. Handle bowl cleaner with care
8. Place wet floor signs and appropriate barricade equipment
9. Proper slip resistant footwear is always required when damp mopping

Procedures

1. Knock, announcing yourself and ensuring the restroom is not occupied
2. Remove large debris from floor
3. Apply approved toilet/urinal bowl cleaner under rim and inside of the bowl
4. Spray approved disinfectant to the outside of the toilet/urinal with a coarse spray
5. Spray disinfectant on all dispensers, sinks and counters with a coarse/stream setting
6. To allow sufficient time for the disinfectant to work according to the manufacturer's directions, continue with steps 7-11 while product works
7. Remove gloves and refill dispensers as needed
8. Put gloves back on and remove trash by pulling up sides of liner and tying off; spot clean containers as necessary and install a new liner
9. Clean mirrors using an approved glass cleaner with trigger sprayer on a coarse /stream setting and a microfiber cloth.
10. Work top to bottom, from left to right, refolding cloth when soiled and replacing as necessary
11. Wipe dispensers, sinks and counters

12. Scrub toilet/urinal bowls with toilet bowl brush, rinse the bowl brush in clear water while flushing; take care when moving the brush between bowls and when finished to prevent contamination
13. Wipe toilet/urinal ceramic and chrome
14. Dry and polish chrome faucets and spouts
15. Use tongs to remove and replace any old deodorant screen/blocks
16. Clean high-contact surfaces such as light switches, push plates, door knobs with a damp microfiber cloth
17. Spot clean, using an approved cleaner, the walls, partitions and doors
18. Damp mop the floor, working your way to the door. Recheck that the wet floor sign is properly set up and do NOT remove until the floor is dry
19. Report any broken fixtures or areas needing repair to supervisor

General Cleaning Procedures

Dusting

To best improve indoor air quality and minimize environmental impact, D & A utilizes vacuums and/or microfiber cloths on hard surfaces for dusting.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS

Procedures

1. Use microfiber cloths
2. Spray cleaning solution on microfiber cloth, not directly on surfaces
3. Start on high surfaces and work down
4. Move around the room from left to right
5. Use clean high duster for small surfaces
6. Use microfiber cloth to wipe surfaces
7. Pick up dust – don't move it around

Trash Removal

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Do not put hand in trash or push down on trash
3. Identify biohazards
4. Lift with your legs, not your back

Procedures

1. Do not lift the container, just replace the liner
2. Pull up sides of liner and tie off

3. Place full bags at collection area
4. Spot clean containers as necessary
5. Install a new liner

Glass Cleaning

To improve indoor air quality and reduce environmental impact, D & A uses approved glass cleaner, unless otherwise specified.

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS

Procedures

1. Spray glass cleaner on cleaning cloth, not on surface; do not overspray
2. Wipe left to right, then top to bottom
3. Scrub smudges and stuck on dirt
4. Fold cloth as necessary for clean dry surfaces
5. Spot clean trim with cloth

Infectious Spills Cleanup

Safety

1. Use appropriate Personal Protection Equipment as directed by the manufacturer MSDS
2. Place wet floor signs and appropriate barricade equipment
3. Identify biohazards

Procedures

Small area

1. Spray area with germicidal detergent from spray bottle
2. Wipe the area with disposable cleaning cloths
3. Discard cloths in biohazard container
4. Spray again and allow to air dry

Large area

1. Use authorized products
2. Gently sprinkle enough powder on spill to completely absorb all fluid
3. Use spatula and dust pan to pick up contaminated powder
4. Discard into biohazard container
5. Disinfect the area with mop and germicidal detergent
6. Empty mop water into slop sink
7. Use germicidal detergent to disinfect all equipment

Reporting Processes - Monthly/Annual Reports



D & A Building Services, Inc. ("D & A") will utilize their web messaging system, which will meet the following criteria of the reporting process once awarded the contract. Additional requirements can be determined and incorporated upon contract review. Reports will be generated on a monthly basis meeting the following minimum requirements:

- Method & procedures for collecting data
- Work management
- Charges for reimbursement work/status
- Provides checklists to work orders to ensure thoroughness
- Parts inventory tracking
- Reduction of equipment downtime with a preventative maintenance schedule
- Work performance surveys and tracking of responses from client
- Maintenance status and request for extensions
- Outstanding issues/resolutions
- Special projects/completions status
- Report detailing D & A's response to maintenance requests summarizing both the response and resolution time.
- Accounting for parts and labor on corrective maintenance

D & A will install a biometric timeclock onsite which employees will use when clocking in/out by capturing a virtual handprint of the employee. This system transmits the data via an internet connection every hour to D & A's corporate office. At any time, a list can be generated of all current employees working at the facilities as well as produce electronic records of weekly time for each employee.

D & A will hold regular meetings with Building Owner and/or Property Manager to resolve any customer service issues that exist. Items to be addressed at every meeting will include, but is not limited to: staffing, effectiveness of equipment, supply usage, and material issues. After such meetings, Building Owner and/or Property Manager will receive a written report detailing the concerns as well as the resolution within 72 hours.

Part of D & A's training program includes generating a monthly "Safety Training and Compliance Audit Report" which will include the following:

- Summary of safety incidents
- Summary of daily maintenance log sheets

Additionally, an annual report will be generated summarizing the trends and results of the monthly reporting as well as D & A's recommendations to address, correct or improve the results as described in D & A's Quality Control Program.

Two sample Flooring reports are attached below:

SAMPLE OF MARCH 2011 MONTHLY FLOOR CARE REPORT

<i>Sample Client - Building 1</i>					
Area	Supervisor	Floors	Description	Started	Completed
Common Areas	Tony	12th-20th	Scrub Janitor Closet Floors	03/05/11	03/06/11
Common Areas	Tony	12th-20th	Sweep, Mop and Scrub Stairwells	03/05/11	03/06/11
Tenant Spaces	Tony	12th-20th	Scrub and Wax Floors	03/05/11	03/06/11
Tenant Spaces	Tony	12th-20th	Spot Shampoo Carpets	03/05/11	03/06/11
Common Area Hallways	Tony	16th-28th	Shampoo Carpets	03/05/11	03/06/11
Parking Garage Elevators	Tony	1st	Scrub and Wax Floors	03/05/11	03/06/11

<i>Sample Client - Building 2</i>					
Area	Supervisor	Floors	Description	Started	Completed
Common Areas	Tony	1st-12th	Machine Scrub Restroom Floors		
Common Areas	Tony	1st-9th	Sweep, Mop and Scrub Stairwells		
Tenant Spaces	Tony	1st-9th	Scrub and Wax Floors		
Tenant Spaces	Tony	1st-9th	Spot Shampoo Carpets		
Common Area Hallways	Tony	6th-12th	Shampoo Carpets		

<i>Sample Client - Building 3</i>					
Area	Supervisor	Floors	Description	Started	Completed
Common Areas	Maggie	1st-4th	Sweep, Mop and Scrub Stairwells		
Common Areas	Maggie	1st-4th	Scrub Janitor Closet Floors		
Service Hallways	Maggie	1st	Scrub and Wax Floors		
Service Hallways	Maggie	1st-4th	Scrub and Wax Freight Landings		
Tenant Spaces	Maggie	1st-4th	Scrub and Wax Floors		
Tenant Spaces	Maggie	1st-4th	Spot Shampoo Carpets		

<i>Sample Client - Building 4</i>					
Area	Supervisor	Floors	Description	Started	Completed
Common Areas	Rick	1st-8th	Shampoo Carpets		
Common Areas	Rick	1st	Shampoo Carpets		
Common Areas	Rick	1st-8th	Machine Scrub Restroom Floors		

<i>Sample Client - Recreational Building</i>					
Area	Supervisor	Floors	Description	Started	Completed
Common Areas	Tony	5th-7th	Shampoo Carpets		
Common Areas	Tony	5th-7th	Sweep, Mop and Scrub Stairwells		
Common Areas	Tony	5th-7th	Machine Scrub Restroom Floors		
Tenant Spaces	Tony	5th-7th	Scrub and Wax Floors		
Tenant Spaces	Tony	5th-7th	Spot Shampoo Carpets		

<i>Parking Garages</i>					
Area	Supervisor	Floors	Description	Started	Completed
Parking Garage A	Rick	1st-6th	Pressure wash common area & stairs	03/18/11	
Parking Garage B	Rick	1st-6th	Pressure wash common area & stairs	03/01/11	03/04/11

Sample of Annual Flooring Reports

Building X - Lake Mary FL		Zone 2											Zone 3		
Area	Surface	Freq.	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	
1st Floor															
Common Area Hallways	Carpet	6x	10/22	11/11		1/13		3/2							
Stairwell Landings	Cement	4x		11/26											
Stairwell Landings	VCT	4x		11/26		1/14									
Janitor Closet	Cement	4x													
Freight Elevator	VCT	4x	10/29	11/24		1/14									
Freight Elevator Landing	VCT	4x	10/29	11/24		1/14									
Parking Garage Elevators	VCT	4x	10/29	11/29		1/14									
Engineers Office	VCT	4x		11/29		1/14									
Mail Room	VCT	4x	10/29	11/24		1/14									
Restroom Floors	Ceramic	6x		11/11		1/11		3/2							
Restroom Walls	Ceramic	6x		11/11		1/11		3/2							
Restroom Showers	Ceramic	6x		11/11		1/11		3/2							
Tenant Spaces	VCT	4x	10/21			1/12									
Tenant Spaces	Carpet	4x	10/21			1/12									
2nd Floor															
Common Area Hallways	Carpet	6x		11/11		1/14		3/2							
Stairwell Landings	Cement	4x													
Janitor Closet	Cement	4x													
Freight Elevator Landing	VCT	4x	10/29			1/14									
Restroom Floors	Ceramic	6x		11/11		1/11		3/2							
Restroom Walls	Ceramic	6x		11/11		1/11		3/2							
Tenant Spaces	VCT	4x	10/22			1/12									
Tenant Spaces	Carpet	4x	10/22			1/12									
DO NOT WAX SUITE FLOORS															
Common Area Hallways	Carpet	6x		11/11		1/14		3/2							
Stairwell Landings	Cement	4x													
Janitor Closet	Cement	4x													
Freight Elevator Landing	VCT	4x	10/29			1/14									
Restroom Floors	Ceramic	6x		11/11		1/11		3/2							
Restroom Walls	Ceramic	6x		11/11		1/11		3/2							
Tenant Spaces	VCT	4x	Do Not			Do Not									
Tenant Spaces	Carpet	4x	Wax			Wax									

Quality Control Program



Quality Control Program

D&A Building Services, Inc. (“D & A”) Quality Control Program (QCP) describes our proposed quality control processes and procedures. The program addresses all aspects of quality control including:

- caliber of personnel
- line responsibility
- adequacy of procedures, inspection, equipment and organization
- capability to perform
- amount of work to be inspected and frequency of inspections
- process for acceptance, rejection, documentation and resolution of deficiencies
- trend analysis
- corrective action to identify substandard performance
- interface with Blue Cross Blue Shield of Florida personnel

Our goal is to substantiate the acceptability of our QCP by addressing the essential items in sufficient detail to indicate our thorough understanding and reasonable approach to properly managing our business. D&A proposes the following as it relates to our QCP:

- it will become a compliance document upon contract award.
- it will remain in effect for the life of the contract.
- it will be changed and updated as required.
- The Property Manager and/or Building Owner have the right to request any necessary changes during the life of the contract.

Responsibility for Surveillance of Work

Responsibility for daily inspection of workmanship will rest with D & A’s Project Manager (aka Supervisor). All daily service requests will be relayed to our staff through our Project Manager via the Building Supervisor in a timely manner. Our Project Manager will make regularly scheduled inspections to ensure the level of quality remains consistent with property manager and/or building owner’s expectations. As an additional level of quality assurance, other unannounced periodic on-site inspections will be conducted from various corporate staff members and D & A’s safety committee.

Trend Analysis

Trend analysis will be accomplished to identify trends by relying on inspection results. The primary tool is visual inspections of in-progress and completed work. The primary method will be evaluating and analyzing inspection results measured against objective performance standards. The results will then be used to identify trends in performance.

The appropriate corrective action will be determined by two factors:

- 1) The inspection results
- 2) Trend(s) identified.

Corrective Actions used for Trend Analysis

In the following narrative, D & A provides a discussion of our proposed quality control:

- Methods,
- Reports, and
- Resolution Actions

Methods

D & A relies on two primary quality control methods. Each is discussed briefly below.

1.) Surveillance/Inspections:

This is the primary quality control method used to ensure adherence to performance standards such as quality, timeliness and safety. The two main factors to ensure success of this method are:

- Identification & establishment of objective, quantifiable, and verifiable standards upon which performance can be measured *and*
- Varying levels of inspections; such as levels, frequency, inspector, etc.

The identification of objective, quantifiable and verifiable standards upon which performance can be measured form the baseline for determining acceptability of performance. These standards also help identify trends in performance, including any weaknesses.

The varying levels of inspections ensure adherence to the established performance standards. This is ensured based on the diversity and quantity of inspections conducted. A few examples of these inspections include:

- Formalized checklist-type
- Intermediate/in-progress inspections : such as after performance of a particular task & before beginning a new task
- Input-oriented: those examining the process or procedure involved in performing the work

The quantities of inspections are very important because it ensures performance standards are maintained and trends in performance can be rapidly identified.

D & A will develop a Master Inspection Schedule to implement with the assignment of a new contract. This Schedule will provide details and summarize the areas to be inspected on a daily, weekly and monthly basis. The Schedule will include but is not limited to:

- Area to be inspected
- Type of inspection to be performed
- Frequency of inspection
- Appointed inspectors for standard inspections.

2.) Management Actions:

This discussion would not be complete without addressing the management actions needed to ensure adherence to performance standards. These actions are often times not viewed as being part of quality control, however; D & A views them as a fundamental aspect to our approach to quality control. Simply defined, these acts are the corporate and project management methods, policies and procedures needed to ensure successful day-to-day operations. A few of these acts include our:

- Staffing Plan
- Cost Control
- Incentives
- Promotional and Educational Opportunities
- Total Employee Involvement (TEI) – incorporation of all D & A’s employees into the quality control organization, e.g., “ownership” of work, self-inspections, etc....

These acts are first identified and covered during our initial training and orientation sessions during phase-in. What makes all the difference is, that these acts are reinforced during ongoing training that occurs a minimum of quarterly throughout the duration of the contract term. The objective of this training is to develop and maintain a Total Quality approach to task accomplishment. This “upfront” emphasis on quality control reduces the reliance on the more reactive method of inspections. Quality becomes engrained in our employees and management allowing quality to become instinctive.

Resolution

In this discussion, D & A provides the proposed details of the resolution & corrective actions that will be taken to ensure adherence to performance standards. These details include, but are not limited to:

- Proposed methods used to identify deficiencies in performance of work.
- Discussion of the solutions and management actions to prevent recurrence of all identified deficiencies (includes those identified by D & A and the building owner and/or Property Manager).
- Description of proposed corrective action reports and records.

The two key elements in D & A's corrective action processes involve:

1. Immediately correcting the problem and ensuring re-adherence to applicable performance standard(s)
2. Instituting procedural, systematic corrective action to prevent future recurrence

Proposed Methods Used to Identify Deficiencies

In this section, D & A discusses its proposed methods used to identify deficiencies in the performance of the work.

First, D & A uses its proposed inspection system and associated surveillance methods to identify potential problems before they amount to a deficiency. Some methods to identify these are, but not limited to, the following:

- Utilizing the Project Supervisor to conduct formal inspections along with incorporating all D & A employees into the inspection cycle (TEI). By over-sampling it will drastically reduce the likelihood of a problem going undetected for any period of time and virtually ensuring service output does not fall below established performance standards.
- Incorporation of D & A experience in determining inspection criteria (e.g., method of surveillance, frequency of inspections, computerized reports, etc...)

Second, in conjunction with our inspection system, D & A uses a proactive approach to identify deficiencies in the performance of the work. This approach includes the following methods:

- Deficiency prevention compared to detection (e.g., proper training, personnel experience/qualifications, work instructions, etc...)

- Trend Forecasting & Analysis (e.g., identification of performance trends.)
- Communication/Interaction/Interface Systems (e.g., Progress Review Meetings)

2. Management Acts

In this section, D & A discusses the solutions and management actions to prevent recurrence of any identified deficiencies. As required, the solutions and management acts address both short-term corrections and long-term performance improvement.

Once a deficiency is identified, our QCP contains a process for corrective action. This procedure focuses on three steps:

- 1) Immediate corrective action (e.g., re-performance)
- 2) Root-Cause Analysis
- 3) Process Control & Performance Improvement.

Coupled with our aggressive inspection system, these three steps are designed to eliminate reliance on customer identification and improve quality control standards.

Immediate Corrective Action

This short-term solution focuses on correcting the deficiency as quickly as possible after identification and re-establishing output levels at or above acceptable performance standards. Often times, deficiency correction involves re-performing the unsatisfactory or non-performed work. Upon re-performance, the work will immediately be re-inspected for adherence to applicable standards.

Root-Cause Analysis

Directly after re-inspection has occurred, our Project Supervisor will perform a “Root-Cause Analysis”. This analysis simply means that the deficiency will be analyzed to identify the underlying, procedural or systematic cause of the problem. To fully ensure identification, our Supervisor will employ a routine, systematic approach to problem resolution & elimination.

Process Control

Once the root-cause of the problem has been identified, focus is then shifted to developing long-term process control & performance improvement measure(s) that concentrate on preventing reoccurrence thus continually improving services. The benefit of these measures is that they optimize the process and procedure by eliminating any “weak links”. D & A’s approach to

establishing preventive and corrective actions so that they are suitable to the defect relies on developing a customized response to the problem. Examples of process control & performance improvement measures include:

- Revised approach to problem areas
- Re-training
- New methods to utilize technology to enhance performance

Once the final measure is implemented, the deficient work will be incorporated into D & A's Master Inspection Schedule to verify complete elimination of the problem and confirm that service output is back to acceptable standards.

Proposed Corrective Action Reports and Records

In this section D & A describes its proposed corrective action reports and records. The two primary reports used are:

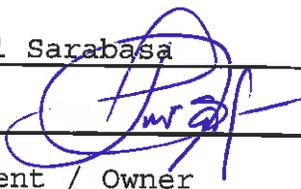
- Corrective Action Log
- Quality Control Deficiency/Corrective Action Report

The two reports are used in conjunction with one another. First, the Corrective Action Log is used to record and track the status of identified deficiencies. Secondly, the Quality Control Deficiency/Corrective Action Report is generated to address each individual deficiency. Both reports ensure complete short and long-term corrections of the deficiency.

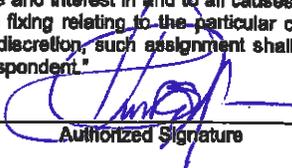
Sample Quality Control Deficiency/Corrective Action Report

<p>Area/Item & Location: _____</p> <p>Identifier Name & Title (e.g., Inspector): _____</p> <p>Date: _____</p> <p>1. Nature of Deficiency/Defect: (include how identified, e.g., inspection, complaint, etc...):</p> <p>2. Contract Specification/SOW Reference(s):</p> <p>3. Corrective/Preventive Action Taken (include Date & Time):</p> <p>4. Short-term (e.g., re-performance):</p> <p>5. Long-term (Process Control/ Performance Improvement):</p> <p>6. Re-inspection (times, dates, results, etc...):</p> <p>7. Final Resolution/Close-Out (notes & comments):</p> <p>Inspector: _____</p> <p>Project Supervisor: _____</p> <p>cc: QC File</p> <p><u>Note:</u> Use back and/or attach additional sheet(s) if necessary</p>

**PART 4
PROPOSALS DOCUMENTS
PROPOSALS COVER PAGE**

Name of Firm, Entity or Organization: D & A Building Services, Inc.
Federal Employer Identification Number (FEIN): 59-3095997
State of Florida License Number (If Applicable): N/A
Name of Contact Person: Jacki Donnelly
Title: Government Sales & Contract Specialist
E-Mail Address: Jacki@dabuildingservices.com
Mailing Address: 321 Georgia Avenue
Street Address (if different):
City, State, Zip: Longwood, FL 32750
Telephone: 407-831-5388 Fax: 407-831-1377
Organizational Structure - Please Check One: Corporation <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Proprietorship <input type="checkbox"/> Joint Venture <input type="checkbox"/> Other <input type="checkbox"/>
If Corporation: Date of Incorporation: July 1985 State of Incorporation: Florida
States Registered in as Foreign Corporation:
Authorized Signature: Print Name: Al Sarabasa Signature:  Title: President / Owner Phone: 407-831-5388
<i>This document must be completed and returned with your Submittal.</i>

PROPOSER'S CERTIFICATION

Submit To: Sumter County Board of County Commissioners 7375 Powell Road Wildwood, Florida, 34785 Phone 352-689-4400 Fax 352-689-4401		SUMTER COUNTY BOARD OF COUNTY COMMISSIONERS REQUEST FOR PROPOSALS (RFP) CERTIFICATION AND ADDENDA ACKNOWLEDGMENT	
DUE DATE: July 14, 2011	DUE TIME: 10:00 am	RFP # 011-0-2011/AT	
TITLE: Sumter County Janitorial Services			
VENDOR NAME: D & A Building Services, Inc.		PHONE NUMBER: 407-831-5388	
VENDOR MAILING ADDRESS: 321 Georgia Avenue		FAX NUMBER: 407-831-1377	
CITY/STATE/ZIP: Longwood, FL 32750		E-MAIL ADDRESS: Jacki@dabulidingservices.com	
<p>"I, the undersigned, certify that I have reviewed the addenda listed below (list all addenda received to date). I understand that timely commencement will be considered in award of this RFP and that cancellation of award will be considered if commencement time is not met, and that untimely commencement may be cause for termination of contract. I further certify that the services will meet or exceed the RFP requirements. I, the undersigned, declare that I have carefully examined the RFP, specifications, terms and conditions as applicable for this Request, and that I am thoroughly familiar with all provisions and the quality and type of coverage and services specified. I further declare that I have not divulged, discussed, or compared this RFP with any other Offeror and have not colluded with any Offerors or parties to an RFP whatsoever for any fraudulent purpose."</p>			
<u>1</u> Addendum #	<u>2</u> Addendum #	_____ Addendum #	_____ Addendum #
<p>"I certify that this quote is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting an RFP for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I agree to abide by all conditions of this RFP and certify that I am authorized to sign this response and that the offer is in compliance with all requirements of the RFP, including but not limited to certification requirements. In conducting offers with an agency for Sumter County Board of County Commissioners (BOCC), respondent agrees that if this Proposal is accepted, the respondent will convey, sell, assign, or transfer to the Sumter County BOCC all rights, title and interest in and to all causes of action it may now or hereafter acquire under the anti-trust laws of the United States for price fixing relating to the particular commodities or services purchased or acquired by the COUNTY. At the Sumter County BOCC discretion, such assignment shall be made and become effective at the time the purchasing agency renders final payment to the respondent."</p>			
Al Sarabasa, President _____ Authorized Agent Name, Title (Print)		 _____ Authorized Signature	7/11/11 _____ Date
<i>This form must be completed and returned with your Submittal</i>			

**PROPOSALS FORM FOR
BOARD OF SUMTER COUNTY COMMISSIONERS**



Name of Firm Submitting Qualifications D & A Building Services, Inc.

Name of Person Submitting Qualifications Al Sarabasa

PROPOSER ACKNOWLEDGMENT

"The undersigned hereby declares that he/she has informed himself/herself fully in regard to all conditions to the work to be done, and that he/she has examined the RFP and Specifications for the work and comments hereto attached. The Vendor proposes and agrees, if this submission is accepted, to contract with the Board of Sumter County Commissioners, to furnish all necessary materials, equipment, labor and services necessary to complete the work covered by the RFP and Contract Documents for this Project. The Vendor agrees to accept in full compensation for each item the prices named in the schedules incorporated herein."

CONSULTANT'S FEE SCHEDULE MUST BE ATTACHED TO THIS PROPOSAL


Signature _____

7/11/11
Date _____

[] Check if exception(s) or deviation(s) to Specifications. Attach separate sheet(s) detailing reason and type for the exception or deviation.

This document must be completed and returned with your Submittal

STATEMENT OF TERMS AND CONDITIONS

PUBLIC ENTITY CRIME: A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a Proposal/Bid on a contract to provide any goods or services to a public entity, for the construction or repair of a public building or public work, may not submit Proposal/Bids on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, for CATEGORY TWO for a period of 36 months from the date of being placed on the convicted vendor list.

INDEMNIFICATION: The Contractor agrees to indemnify and hold harmless Board of Sumter County Commissioners, and their elected officials, employees and volunteers from and against all claims, losses and expenses, including legal costs, arising out of or resulting from, the performance of this contract, provided that any such claims, damage, loss of expenses is attributed to bodily injury, sickness, disease, personal injury or death, or to injury to or destruction of tangible property including the loss or loss of use resulting there from and is caused in whole or in part by any negligent act or omission of the tenant.

PROHIBITION OF LOBBYING: During the black out period which is, the period between the time the submitter for invitation to bid or the Request for Proposals, or Qualifications, or Information, as applicable, are received at Contracts / Purchasing and the time the Board awards the contract, no proposer, no lobbyist, principal, or other person may lobby, on behalf of a competing party in a particular procurement matter, any member of the Board, or any Board employee other than the Financial Services Manager. Violation of this provision may result in disqualification of violating party. All questions regarding this Request for Proposals (RFP) or invitation to bid (IBID) must be submitted in writing to the Board's Financial Services Manager.

ANTI TRUST LAWS: By submission of a signed RFP or IBID, the successful Vendor acknowledges compliance with all antitrust laws of the United States and the State of Florida, in order to protect the public from restraint of trade, which illegally increases prices.

CONFLICT OF INTEREST: The award of the contract hereunder is subject to the provisions of Chapter 112 of the Florida Statutes. Vendor shall disclose the name of any Officer, Director, Partner, Associate, or Agent who is also an Officer, Appointee, or Employee of any of the Boards at the time of the RFP or IBID, or at the time of occurrence of the Conflict of Interest described herein.

INTERPRETATION, CLARIFICATIONS AND ADDENDA: No oral interpretations will be made in any vendor as to the meaning of the RFP/IBID Contract Documents. Any inquiry or request for interpretation received by the Financial Services Manager before the date listed herein will be given consideration. All such changes or interpretations will be made in writing in the form of an addendum and, if issued, will be distributed at or after the Pre-Proposal/IBID Conference, mailed or sent by available or electronic means to all attending prospective Submitters prior to the established RFP/IBID opening date. Each Vendor shall acknowledge receipt of such addenda in the space provided. In case any Proposer/Bidder fails to acknowledge receipt of such addenda or addendum, his offer will nevertheless be construed as though it had been received and acknowledged and the submission of his bid will constitute acknowledgment of the receipt of same. All addenda are a part of the RFP/IBID FORMS and each Proposer/Bidder will be bound by such addenda, whether or not received by him. It is the responsibility of each Proposer/Bidder to verify that he has received all addenda issued before RFP's/IBID's are opened. In the case of unit price items, the quantities of work to be done and materials to be furnished under this RFP/IBID Contract are to be considered as approximate only and are to be used solely for the comparison of RFP's/IBID's received. The Board and/or his CONSULTANT do not expressly or by implication represent that the actual quantities involved will correspond exactly therewith; nor shall the Vendor plead misunderstanding or deception because of such estimate or quantity of work performed or material furnished in accordance with the Specifications and/or Drawings and other Proposal/IBID Documents, and it is understood that the quantities may be increased or diminished as provided herein without in any way invalidating any of the unit or lump sum prices bid.

GOVERNING LAWS AND REGULATIONS: The vendor is required to be familiar with and shall be responsible for complying with all federal, state and local laws, ordinances, rules and regulations that in any manner affect the work.

PROPRIETARY/CONFIDENTIAL INFORMATION: Vendors are hereby notified that all information submitted as part of, or in support of RFP's/IBID's, will be available for public inspection ten days after opening of the RFP's/IBID's or until a short list is recommended whichever comes first, in compliance with Chapter 118, and 287 of the Florida Statutes. Any person wishing to view the RFP's/IBID's must make an appointment by calling the Financial Services Manager at (352) 793-0200. All RFP's/IBID's submitted in response to this solicitation become the property of the Board. Unless information submitted is proprietary, copy written, trademarked, or patented, the Board reserves the right to utilize any or all information, ideas, conceptions, or portions of any RFP/IBID, in its best interest.

TAXES: The Board of Sumter County Commissioners is exempt from any taxes imposed by the State and/or Federal Government. Exemption certificates will be provided upon request.

NON-COLLUSION DECLARATION: By signing this RFP/IBID, all Vendors shall affirm that they shall not collude, conspire, connive or agree, directly or indirectly, with any other Proposer, firm, or person to submit a collusive or sham Proposal in connection with the work for which their RFP/IBID has been submitted; or to refrain from bidding in connection with such work; or have in any manner, directly or indirectly, sought by person to fix the price or prices in the RFP/IBID or of any other Bidder, or to fix any overhead, profit, or cost elements of the RFP/IBID price or the RFP/IBID price of any other Bidder, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against any other Bidder, or any person interested in the proposed work.

PROPOSER RESPONSIBILITY: Invitation by the Board to vendors is based on the recipient's specific request and application to DemandStar by Oracle at www.DemandStar.com (800) 711-1712) or as the result of response by the public to the legal advertisements required by State law. Firms or individuals submit their responses on a voluntary basis, and therefore are not entitled to compensation of any kind.

OWNERSHIP OF SUBMITTALS: All responses, inquiries or correspondence relating to or in reference to this RFP/IBID, and all other reports, charts, displays, schedules, exhibits and other documentation submitted by the vendors will become the property of the Board. Reference to heretofore submitted with a previous RFP/IBID will not relieve the Bidder from including any required documents with this RFP/IBID.

EXAMINATION OF BID DOCUMENTS: Each Bidder shall carefully examine the RFP/IBID Document to ensure all pages have been received, all drawings and/or specifications and other applicable documents are included, and shall inform himself thoroughly regarding any and all conditions and requirements that may in any manner affect cost, progress or performance of the work to be performed under the Contract. Ignorance on the part of the CONTRACTOR will in no way relieve him of the obligations and responsibilities assumed under the Contract.

VENDOR RESPONSIBILITY: Vendors are fully and completely responsible for the labeling, identification and delivery of their submittals. The Financial Services Manager will not be responsible for any mislabeled or misdirected submittals, nor those handled by delivery persons, couriers, or the US Postal Service.

DRUG FREE WORKPLACE: All Proposer/Bidders shall submit the enclosed, duly signed and notarized form entitled "Drug Free Workplace Certificate". The Drug Free Workplace Vendor shall have the burden of demonstrating that his program complies with Section 287.087 of the Florida Statutes, and any other applicable state law.

BOARD OF SUMTER COUNTY COMMISSIONERS, are political subdivisions of the State of Florida, and reserve the right to reject any and/or all submittals, reserve the right to waive any informalities or irregularities in the examination process, and reserve the right to award contracts and/or in the best interest of the Board. Submittals not meeting stated minimum terms and qualifications may be rejected by the Board as non-responsive. The Board reserves the right to reject any or all submittals without cause. The Board reserves the right to reject the submission of any Vendor in arrears or in default upon any debt or contract to the Board, or who has failed to perform faithfully any previous contract with the Board or with other governmental agencies.

PUBLIC RECORDS LAW: Correspondence, materials and documents received pursuant to this RFP/IBID become public records subject to the provisions of Chapter 119, Florida Statutes.

VERIFICATION OF TIME: Next time is hereby established as the Official Time of the Board.

PREPARATION OF PROPOSALS/IBIDS:

Signature of the Bidder: The Bidder must sign the RFP/IBID FORMS in the space provided for the signature. If the Proposer/Bidder is an individual, the words "doing business as _____" must appear beneath such signature. In the case of a partnership, the signature of at least one of the partners must follow the firm name and the words, "Member of the Firm" should be written beneath such signature. If the Proposer/Bidder is a corporation, the title of the officer signing the RFP/IBID on behalf of the corporation must be stated and evidence of his authority to sign the RFP/IBID must be submitted. The Proposer/Bidder shall state in the RFP/IBID FORMS the name and address of each person interested therein.

Beals for Bidding: The price proposed for each item shall be on a lump sum or unit price basis according to specifications on the RFP/IBID FORM. The proposed prices shall remain unchanged for the duration of the Contract and no claims for cost escalation during the progress of the work will be considered, unless otherwise provided herein.

Total Proposed Price/Total Contract Sum Proposed: If applicable, the total price bid for the work shall be the aggregate of the lump sum price proposed and/or unit price's multiplied by the appropriate estimated quantities for the individual items and shall be stated in figure in the appropriate place on the RFP/IBID FORM. In the event that there is a discrepancy on the RFP/IBID FORM due to unit price extensions or additions, the corrected extensions and additions shall be used to determine the project bid amount.

TABULATION: Those wishing to receive an official tabulation of the results of the opening of this RFP/IBID are to submit a self-addressed, stamped business size (No. 10) envelope, prominently marked on the front lower left side, with the RFP identification. Tabulation requested by telephone, fax or electronic media will not be accepted.

OBIGATION OF WINNING BIDDER: The contents of the RFP/IBID of the successful proposer/bidder will become contractual obligations if acquisition action ensues. Failure of the successful Proposer/Bidder to accept these obligations in a contract may result in cancellation of the award and such vendor may be removed from future participation.

AWARD OF BID: It is the Board's intent to select a vendor within sixty (60) calendar days of the deadline for receipt of Proposal/IBID. However, Proposal/IBID must be firm and valid for award for at least ninety (90) calendar days after the deadline for receipt of the RFP/IBID.

ADDITIONAL REQUIREMENTS: The firms shall furnish such additional information as the Board may reasonably require. This includes information which indicates financial resources as well as ability to provide the services. The Board reserves the right to make investigations of the qualifications of the firm as it deems appropriate.

PREPARATION COSTS: The Board shall not be obligated or be liable for any costs incurred by Proposer/Bidders prior to issuance of a contract. All costs to prepare and submit a response to this RFP/IBID shall be borne by the Proposer/Bidder.

TIMELINESS: All work will commence upon authorization from the Board's representative (Financial Services Manager). All work will proceed in a timely manner without delay. The Contractor shall commence the work UPON RECEIPT OF NOTICE TO PROCEED and/or ORDER PLACED (PURCHASE ORDER PRESENTED), and shall deliver in accordance to the terms and conditions outlined and agreed upon herein.

DELIVERY: All prices shall be FOB Destination, Sumter County, Florida, inside delivery unless otherwise specified.

ADDITIONAL SERVICES/PURCHASES BY OTHER PUBLIC AGENCIES ("PIGGY-BACK"):

The Vendor by submitting a Bid acknowledges that other Public Agencies may seek to "Piggy-Back" under the same terms and conditions, during the effective period of any resulting contract - services and/or purchases being offered in this Bid, for the same price and/or terms proposed. Vendor has the option to agree or disagree to allow contract Piggy-Backs on a case-by-case basis. Before a Public Agency is allowed to Piggy-Back any contract, the Agency must first obtain the vendor's approval - without the vendor's approval, the seeking Agency cannot Piggy-Back.

PLANS, FORMS & SPECIFICATIONS: Bid Packages are available from the Financial Services Manager. These packages are available for pickup or by mail. If requested to mail, the Proposer/Bidder must supply a courier account number (UPS, FedEx, etc). Proposer/Bidders are required to use the official RFP/IBID FORMS, and all attachments itemized herein, are to be submitted as a single document. Any variation from the minimum specifications must be clearly stated on the RFP/IBID FORM and/or Exceptions/Deviations Sheet(s). Only one set of plans, forms, and specifications will be furnished each and/or corporation interested in submitting a Proposal/IBID. RFP/IBID FORM documents for this project are free of charge and are available on-line and are downloadable (vendor must pay any DemandStar fees or any shipping).

MANUFACTURER'S NAME AND APPROVED EQUIVALENTS: Any manufacturer's names, trade names, brand names, information and/or catalog numbers listed in a specification are for information and not intended to limit competition unless otherwise indicated. The Proposer/Bidder may offer any brand for which he is an authorized representative, which meets or exceeds the RFP/IBID specification for any item(s). If RFP's/IBID's are based on equivalent products, indicate on the RFP/IBID FORM the manufacturer's product name and literature, and/or complete applications. Reference to literature submitted with a previous RFP/IBID will not satisfy this provision. The Proposer/Bidder shall explain in detail the reason(s) why the proposed equivalent will meet the specifications and not be considered an exception thereto. RFP's/IBID's which do not comply with these requirements are subject to rejection. RFP's/IBID's lacking any written indication of intent to quote an alternate brand will be received and considered in complete compliance with the specifications as listed on the RFP/IBID FORM. The Financial Services Manager is to be notified, in writing, of any proposed changes in materials used, manufacturing process, or construction. However, changes shall not be binding upon the Board unless evidenced by a Change Notice issued and signed by the Financial Services Manager, or designated representative.

QUANTITIES: The quantities as specified in this RFP/IBID are estimates only and are not to be construed as guaranteed minimums.

SAMPLES: Samples of items, when called for, shall be furnished free of expense, and if not destroyed may, upon request, be returned at the Proposer/Bidder's expense. Each sample shall be labeled with the Proposer/Bidder's name, manufacturer brand name and number, RFP/IBID number and item reference. Samples of successful Proposer/Bidder's items may remain on file for the term of the contract. Request for return of samples shall be accompanied by instructions which include shipping authorization and must be received at time of opening. Samples not returned may be disposed of by the Board within a reasonable time as deemed appropriate.

DOCUMENT RE-CREATION: Vendor may choose to re-create any document(s) required for this solicitation, but must do so at his own risk. All required information in the original Board format must be included in any re-created document. Submittals may be deemed non-responsive if required information is not included in any re-created document.

ACKNOWLEDGED:


(Signature and Date) 7/11/11

**This document must be completed and returned with your Submittal
REFERENCE & SIMILAR PROJECTS EXPERIENCE FORM**

Owner / Business Name: Orlando Utilities Commission (OUC)		
Project Location / Address: Multiple		
City: Central Florida	State: FL	Zip Code:
Point of Contact: Thomas Johnson		Dates of Work: 2009 - Present
Phone Number: 407-434-4030		Fax Number:
E-mail Address: TJohnson@ouc.com		
Project Name: Orlando Utilities Facilities		
Brief Description of Project: Full service janitorial and window washing services. LEED certified building and day cleaning employed at locations.		

Owner / Business Name: Flagler Development Company		
Project Location / Address: 8427 South Park Circle		
City: Orlando	State: FL	Zip Code:
Point of Contact: Diane Sitzer		Dates of Work: 2000 - Present
Phone Number: 407-226-6218		Fax Number: 407-226-6233
E-mail Address: Diane.Sitzer@flaglerdev.com		
Project Name: South Park Complex		
Brief Description of Project: 2.9 million Square feet of commercial space to provide full service janitorial, pressure washing & window services.		

Owner / Business Name: ManuLife Financial Inc.		
Project Location / Address: 6675 Westwood Blvd.		
City: Orlando	State: FL	Zip Code:
Point of Contact: Laura Ragans		Dates of Work: 2001 - Present
Phone Number: 407-352-4103		Fax Number: 407-363-1760
E-mail Address: Laura_Ragans@manulife.com		
Project Name: Westwood Complex		
Brief Description of Project: Full service janitorial with customized green cleaning program.		

This document must be completed and returned with your Submittal

CONTRACTOR'S AFFIDAVIT

State of Florida
County of Seminole

Before me personally appeared Albert Sanchez who is (title) President/CEO
of (the company described herein) Dr. Alberto Sanchez being duly sworn, deposes and says that the foregoing statements are a true and accurate statement of the position of said organization as of the date thereof, and, that the statements and answers to the foregoing experience questionnaire are correct and true as of the date of this affidavit; and, that he/she understands that intentional inclusion of false, deceptive, or fraudulent statements of this application constitutes fraud; and, agrees to furnish any pertinent information requested by The Sumter County Board of County Commissioner deemed necessary to verify the statements made in this application or regarding the ability, standing and general reputation of the applicant.

Personally Known or Produced Identification _____

Sworn to and subscribed before me this 11th day of July, 2011

Jennifer Deorio
NOTARY PUBLIC - STATE OF FLORIDA
(Signature of Notary Public)



(seal)

This document must be completed and returned with your Submittal

DRUG FREE WORKPLACE CERTIFICATE

I, the undersigned, in accordance with Florida Statute 287.087, hereby certify that,
D & A Building Services, Inc.
(print or type name of firm)

- Publishes a written statement notifying that the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance is prohibited in the workplace named above, and specifying actions that will be taken against violations of such prohibition.
- Informs employees about the dangers of drug abuse in the work place, the firm's policy of maintaining a drug free working environment, and available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug use violations.
- Gives each employee engaged in providing commodities or contractual services that are under Proposals or bid, a copy of the statement specified above.
- Notifies the employees that as a condition of working on the commodities or contractual services that are under Proposals or bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, plea or guilty or nolo contendere to, any violation of Chapter 1893, or of any controlled substance law of the State of Florida or the United States, for a violation occurring in the work place, no later than five (5) days after such conviction, and requires employees to sign copies of such written (*) statement to acknowledge their receipt.
- Imposes a sanction on, or requires 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.
- Makes a good faith effort to continue to maintain a drug free work place through the implementation of the drug free workplace program.
- "As a person authorized to sign this statement, I certify that the above named business, firm or corporation complies fully with the requirements set forth herein".

[Signature]
Authorized Signature

7/11/11
Date Signed

State of: Florida

County of: Seminole

Sworn to and subscribed before me this 11th day of July, 2011

Personally known X or Produced Identification _____
(Specify Type of Identification)

[Signature]
Signature of Notary

My Commission Expires 9/24/14

(seal)



This document must be completed and returned with your Submittal

3) Sheriff's Office in Bushnell

Steam clean ceramic tile floors annually.

4) Bushnell Government Office Building to Include the Supervisor of Elections

Steam clean ceramic tile floors annually.

5) Guardian Ad Litem

Steam clean ceramic tile floors annually.

EXHIBIT 1 (BELOW):

Building Name	Total Square Feet	Cleaning Frequency	Monthly Fee Schedule
Animal Control Facility - 823 CR 529 Lake Panasoffkee			
Animal Control Office	800	2 nights per week	\$117.85
Animal Control Old FORCE Building	800	2 nights per week	\$117.85
Ag Center 7620 SR 471 Bushnell			
County Agent	3,990	5 days per week	\$489.56
USDA	1,333	5 days per week	\$242.40
Bushnell Shopping Center 910 N Main St, Bushnell			
Clerk Records	1,400	1 day per week	\$182.85
Clerk Storage	7,028	floor monthly	\$351.40
Courthouse Complex (Bushnell)			
Courthouse Complex (Bushnell)	50,000	5 days per week	\$4,886.38
Judicial Building	47,000	5 days per week	\$4,840.87
Tax Collector/Property Appraisers Office	12,975	5 days per week	\$1,400.32
Probation Office	2,000	5 days per week	\$282.14
Public Works Office	8,700	5 days per week	\$1,039.03
Public Works Maintenance	1,444	5 days per week	\$295.43
Guardian Ad Litem	1,400	2 days per week	N/A
State Attorney's Office	2,797	5 days per week	\$316.73
Security Vestibule	5,042	5 days per week	\$476.99
County Maintenance Department 316 E Seminole Ave			
Maintenance Shop	994	2 nights per week	\$266.32
Library Facilities			
The Villages Public Library	6,300	5 nights per week	\$745.46

Sumter County Board of County Commissioners – RFP # 011-0-2011/AT Janitorial Services

Lake Panasoffkee Library	2,080	3 nights per week	\$260.79
Bushnell Public Library	4,650	5 nights per week	\$528.33
EC Rowell Library	3,820	3 nights per week	\$438.88
Wildwood Annex 7375 Powell Rd. Wildwood			
The Villages Sumter County Service Center	41,848	5 days/nights per week	\$4,179.21
Villages Annex 466			
Villages Government Annex	10,516	5 nights per week	\$1,110.00
Public Defender's Office			
Public Defender's Main Office and Rock Building	6,546	5 nights per week	\$698.45
Steam Cleaning of Ceramic Tile Floors			Annual Fee Schedule
Judicial Building	TBD by Contractor	Annual	\$207.00
Bushnell Sheriff's Office	TBD by Contractor	Annual	\$166.00
Government Offices	TBD by Contractor	Annual	\$80.00
Historic Court House	TBD by Contractor	Annual	\$40.00
Guardian Ad Litem	TBD by Contractor	Annual	N/A
Security Vestibule	TBD by Contractor	Annual	\$191.00
Service Center	TBD by Contractor	Semi-Annual	\$848.00

Total annually
\$280,738.88

This document must be completed and returned with your Submittal



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
4/1/2011

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 holder in lieu of such endorsement(s).

PRODUCER Stahl & Associates Insurance, Inc. 250 International Parkway Suite 128 Lake Mary FL 32746	CONTACT NAME: Tammy Dooley		
	PHONE (A/C, No, Ext): (407) 833-8998	FAX (A/C, No): (407) 833-3909	
	E-MAIL ADDRESS: tammy.dooley@stahlinsurance.com		
	PRODUCER CUSTOMER ID #: 00007740		
INSURED D & A Building Services, Inc. D & A Window Cleaning Services, Inc. D & A Waterproofing Services, Inc. 321 Georgia Avenue Longwood FL 32750	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A: Amerisure Insurance Co		19488
	INSURER B: Amerisure Mutual Ins Co		23396
	INSURER C: Massachusetts Bay Insurance Co		22306
	INSURER D: Ironshore Specialty Ins.		25445
	INSURER E:		
INSURER F:			

COVERAGES **CERTIFICATE NUMBER:** CL1131812134 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS			
A	GENERAL LIABILITY			GL2052898	4/1/2011	4/1/2012	EACH OCCURRENCE \$ 1,000,000			
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000			
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 5,000			
	<input checked="" type="checkbox"/> Blanket Add'l Insured's						PERSONAL & ADV INJURY \$ 1,000,000			
	<input checked="" type="checkbox"/> GL Extension Endorsement						GENERAL AGGREGATE \$ 2,000,000			
	GEN'L AGGREGATE LIMIT APPLIES PER:								PRODUCTS - COMP/OP AGG \$ 2,000,000	
	<input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC									\$
B	AUTOMOBILE LIABILITY			CA2061437	4/1/2011	4/1/2012	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000			
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$			
	<input type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident) \$			
	<input type="checkbox"/> SCHEDULED AUTOS						PROPERTY DAMAGE (Per accident) \$			
	<input checked="" type="checkbox"/> HIRED AUTOS						Uninsured motorist combined \$			
	<input checked="" type="checkbox"/> NON-OWNED AUTOS						PIP-Basic \$			
B	<input checked="" type="checkbox"/> UMBRELLA LIAB	<input checked="" type="checkbox"/> OCCUR		CU2052899	4/1/2011	4/1/2012	EACH OCCURRENCE \$ 9,000,000			
	<input type="checkbox"/> EXCESS LIAB	<input type="checkbox"/> CLAIMS-MADE					AGGREGATE \$ 9,000,000			
	DEDUCTIBLE							\$		
	<input checked="" type="checkbox"/> RETENTION \$	-0-					\$			
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			N/A			WC STATU-TORY LIMITS			
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)		<input type="checkbox"/> Y <input type="checkbox"/> N						E.L. EACH ACCIDENT \$	
	If yes, describe under DESCRIPTION OF OPERATIONS below								E.L. DISEASE - EA EMPLOYEE \$	
									E.L. DISEASE - POLICY LIMIT \$	
D	3rd Party Crime			BDJ-1838083	4/1/2011	4/1/2012	Cleints' Property: \$500,000			
D	Pollution Liability			0000857101	12/10/2010	12/10/2011	Pollution Liability: \$1,000,000			

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

CANCELLATION

D & A Building Services, Inc.
 321 Georgia Avenue
 Longwood, FL 32750

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

Robert Bowles/DOOLEY



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2/8/2011

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.

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PRODUCER Stahl & Associates Insurance, Inc. 250 International Parkway Suite 128 Lake Mary FL 32746	CONTACT NAME: Tammy Dooley	
	PHONE (A/C, No, Ext): (407) 833-8998 FAX (A/C, No): (407) 833-3909 E-MAIL ADDRESS: tammy.dooley@stahlinsurance.com PRODUCER CUSTOMER ID #: 00007740	
INSURED D & A Building Services, Inc. 321 Georgia Avenue Longwood FL 32750	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A: Amerisure Insurance Co	19488
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	

COVERAGES CERTIFICATE NUMBER: CL1112511896 REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ \$
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DEDUCTIBLE RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		N/A	WC2049132	10/1/2010	10/1/2011	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER

(407) 831-1377

D & A Building Services, Inc.
321 Georgia Avenue
Longwood, FL 32750

CANCELLATION

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

Robert Bowles/HALL

Management Plan for Sumter County

INTRODUCTION

D&A Building Services, Inc. will provide all management, labor, and communications devices necessary for performance of the custodial services required by Sumter County. Our tasks include, but are not limited to, custodial care of all interior flooring, fixtures, doors, walls, trim, metal work, upholstered furniture, furnishings, door and window glass, drinking fountains, break room / kitchens areas and sinks, countertops, cabinets, and appliances; lavatories/vanities, dispensers, mirrors and shelves, toilets, urinals, and shower stalls; maintain cleanliness in stairwells and elevators. Exterior areas to be policed include exterior sidewalks, verandahs, steps, porches, patios, etc. These areas are to be kept clean and free of dirt, debris, spider webs, etc. All exterior cigarette urns will be emptied and cleaned; all ashtrays will be emptied and wiped clean daily.

Management Plan includes our understanding of the requirements, including phase-in, orientation, training, background checks and badging of our employees, as well as scheduling and management of crew workloads. Our corporate organizational structure and its relationship to our on-site project management organization is discussed and graphically depicted. The authorities and responsibilities of our corporate offices and our on-site Project Supervisor are set forth.

MANAGEMENT ORGANIZATION

Our Vice President of Marketing will be the primary point of contact at D & A Building Services' corporate headquarters. The on-site organization will be established at the beginning of the phase-in period and will be fully operational by the contract start date. The project will be an autonomous organization that will have no other responsibilities other than management, administration and accomplishment of contract tasks and subtasks.

Our on-site Project Supervisor will be given full responsibility for the accomplishment of all contract requirements and provided company resources needed to carry out his responsibilities. He will be delegated authority from the Vice President of Marketing to commit company resources within an established budget without the need for approval from any higher authority and he will have complete authority over all matters pertaining to the contract, including the authority to react to directives from the Administrator, to respond to contingency requirements and the authority to negotiate changes to the contract. He, in turn, will assign responsibilities and authority to his subordinate staff members.

MANAGEMENT POLICY and OPERATIONAL CONCEPT

D & A Building Services' management philosophy is based on the concept that the successful operation of a facility requires a team approach with people and organizations working together for a common purpose. Our most important function is to be an integral part of that team with close communication and interface with our clients. We are committed to

high-quality, responsive service to our clients and consider ourselves a partner in outstanding performance. We will use our experience and management capabilities to provide the same high level of service to Sumter County as in our current and past contracts. We are, indeed, committed to performance excellence in all areas of the contract.

Our success over the years has been significantly based on our reputation for responsive service and solid support for our clients. Our Company is dedicated to providing professional custodial services at the highest standards of performance. One of the key factors in the success of custodial services is the ability to hire the right people for the right job and then give them the autonomy, authority, motivation and training to perform at a high level of satisfaction. We will discuss the procedures and policies our management team will follow during the accomplishment of the work required to ensure project success.

Our company's operational concept reflects a sound balance between our Project Supervisor's wide latitude to take swift, decisive action and his ability to commit company resources to ensure the company is fully responsive to all client needs on a day-to-day basis, and the oversight and firm support from corporate headquarters to ensure the quality, value and performance excellence is provided to our clients. Our corporate support to the project is also outlined in this section.

D&A Building Services' Project Supervisor has full responsibility, accountability and authority for the successful accomplishment of full performance of this contract. He will have the ability to make on-the-spot decisions and the flexibility to respond to changing requirements. Primary duties and authority of our Project Supervisor are:

- Supervises project personnel to ensure all tasks are accomplished in accordance with the contract in regard to quality, quantity, timeliness, cost and customer satisfaction;
- Develops and implements an effective Quality Control Program and performs quality control inspections in accordance with the established plan;
- Monitors project personnel dress, demeanor and interface with Sumter County personnel;
- Responds to and meets the needs of the Administrator with full authority and in a quick, decisive manner;
- Develops processes, procedures and criteria to meet contract regulations, instructions and requirements;
- Assesses present and future resource needs, problems and trends relative to the project and initiates action to meet those needs;
- In concert with staff, formulates plans, policies and procedures for accomplishing administrative, quality control and support functions, activity reporting, fiscal control and budgeting;

- Plans and schedules all work for the project;
- Ensures all employees have the necessary training, certifications and/or licenses prior to starting work on the contract;
- Attends performance evaluation meetings and coordination meetings, as requested;
- Establishes adequate security and key control to ensure the protection and safety of spaces, supplies and equipment;
- Monitors compliance of project personnel in the administration of Federal, State and Agency laws and regulations, along with corporate policies and procedures in regard to personnel policies, safety, sexual harassment and equal opportunity;
- Reviews performance and cost data regularly to ensure cost effectiveness in each of the functional areas;
- Ensures Sumter County property is protected and accounted for in accordance with the contract;

Authority and responsibility for hiring, disciplinary action and termination of employees resides at the D&A Building Services corporate office.

GENERAL OPERATIONS

D&A Building Services has extensive experience in conducting successful contract transition operations. Our staff understands that the sole purpose of the phase-in period is to assure that our company assumes full contract operations on the date specified without any disruption of services to the facility. We consider a phase-in a success if the customer first recognizes a change in operations by an improvement in services. Our phase-in plan has been tested in many start-ups and has proven effective in assuring we have the full capability to conduct all contract services by the date scheduled for change over. Frequently circumstances have dictated that we complete phase-in operations in less time than originally planned. Because the plan is flexible, we have been able to successfully truncate our planned time schedules and meet the accelerated start date with no loss of efficiency.

No less important to the Sumter County and the participating contractors is the phase-out of a contract services operation. We will ensure maximum cooperation with a follow-on contractor and Sumter County for a smooth, efficient transition. Sumter County facilities and equipment will be inventoried and turned over to the new contractor in accordance with an agreed to plan developed by the successor contractor. Our plan for phase-in/phase-out operations is provided in the paragraphs which follow.

Phase In

D & A Building Services' approach to the phase-in of this facility will assure the Sumter County that a smooth transition will occur. We have established a Transition Team which consists of senior management personnel from our corporate staff and proposed project personnel. Our Transition Team and on-site supervisory personnel will accomplish the following before commencement of the contract:

- Interact with Sumter County personnel and plan for a smooth start-up;
- Become thoroughly familiar with the work requirements and work environment;
- Hire the essential workforce to respond to the work requirements on the first day of the contract;
- Commence development of the various plans and procedures;
- Commence joint inventories and inspections;
- Assemble documentation such as certifications, licenses, and permits to present to the Sumter County at the commencement of the contract; and
- Conduct orientation and training of essential personnel.

We consider the phase-in period to be critical to our success when the contract operations begin. We have begun our preliminary planning in anticipation of contract award. It is our intention to implement a smooth phase-in and start-up of the contract. Initial emphasis will be on establishing a solid base of operations with competent, well-trained personnel available to begin full operations on the contract start date.

Our experience in start-up operations has taught us to integrate the strength of our corporate office staff with the unique talents of the management teams assigned to each project. *Successful projects begin with quality start-ups.* To supplement the on-site project team, we will form a Transition Team from our corporate management personnel. This team will function as a group of highly qualified specialists, who will support the project management on the phase-in efforts at Sumter County facilities. The team will be responsible for the overall implementation of the Plan of Operations, as well as for the successful and smooth performance from day one of the contract.

The Orientation Period Phase-In Chart reflects our transition and start-up milestones, based on a 30 day transition period. This is for planning purposes only, and can be adjusted to shorten or lengthen the phase in time frame as the Sumter County requires.

STAGE 1- CONTRACT AWARD- FIRST WEEK

- Contract is awarded to D&A Building Services

STAGE 2-INITIAL TRANSITION SETUP-SECOND WEEK

- Hiring Process begins to include drug testing and background checks
- Facility cleaning supervisor is introduced to Sumter County team

STAGE 3- TRANSITION BEGINS-THIRD WEEK

- Facility is toured to identify specific needs/concerns

STAGE 4- TRANSITION CONTINUES-FOURTH WEEK

- Key Control and Client Communication Book provided to Management

STAGE 5- TRANSITION IS COMPLETE – FIFTH WEEK

- Commencement of the contract

Our management staff understands the difficulties of a start up of a new contract and how to resolve them. We are committed to utilizing whatever resources required from the corporate office to implement a smooth phase-in. Our approach is not to just place the Project Supervisor at the Sumter County facilities and provide minimum recruitment assistance, as we believe a smooth phase-in is extremely important to the early success of the project.

Recruitment

The Transition Team will initiate the Phase-in Recruitment Plan with a sequence of recruiting activities designed to attract and employ qualified personnel for each position. The overall recruiting schedule will be guided to effect orderly phase-in activities and will encompass the planning and documentation of staffing requirements which include functional needs, academic levels, certifications, licenses, experience desired, and other pertinent information to the selection process.

Local Hire Resources

Our staffing calls for filling approximately 90 percent of the positions locally. The sources for applicants used most successful in obtaining hourly workers are direct applications to the company office, public employment services, recommendations by employees and local newspaper advertisements. Additional sources of recruitment will include referrals from local trade schools. Our management is confident that we can identify and select an extremely well qualified candidate for each of the positions within the first thirty (30) days of phase-in.

Corporate Resources

D&A Building Services' personnel resources will be tapped as needed to complete recruitment goals. If for any reason the goals of the local hire program cannot be met, the

Transition Team will begin inquiries concerning qualified personnel within D&A Building Services who may desire to transfer to the Sumter County area.

Selection and Hiring

Our policy insists upon complete compliance with Federal guidelines on the hiring of minority, female, handicapped, and Vietnam Veteran applicants. Every effort will be made in the selection process and hiring to achieve our Affirmative Action goals. In the selection and hiring of personnel, each applicant will be evaluated by the following methods:

- Review of employment application.
- Review of employee's training certifications to ensure they meet our requirements.
- Reference checks with previous employers to determine stability and past work experience.
- Analysis of applicant's experience, personality, and behavioral patterns through an interview with the Project Supervisor and other supervisory personnel.

Orientation

All personnel hired to fill positions on the Sumter County project will be given a thorough orientation about our company, and the Sumter County facilities. The immediate objective of this orientation will be as follows:

- Emphasize the corporate commitment and insistence upon strict compliance with all safety and security requirements.
- Convey essential information in a systematic way to all personnel assigned.
- Establish a vital communications link between the employee and management.
- Reduce apprehension which an employee may feel in a new assignment or when commencement of a career with a new employer.

In addition to formal orientation, employees for the project will receive administrative indoctrination. Subsequent indoctrination sessions will normally be scheduled by the key management personnel as needed, to acquaint the new employees with standard work practices and safety/security requirements. A general indoctrination program for all employees will be conducted to cover the following areas:

- Customer requirements;
- Sign-in and sign-out log;

- Industrial safety requirements and standards;
- Familiarization with contractor printed technical and procedural manuals;
- Records, reports, and files;
- Property accountability;
- Work sanitation and cleanliness;
- Conduct of employees;
- Attire (work clothing and cleanliness);
- Employee identification and badging;
- Employee personal hygiene;
- Adherence to work schedules;
- Accident prevention;
- Energy conservation;
- Schedule for work hours

Training Program

D&A Building Services conducts training of all of its employees on an on-going basis. This training is available to all employees. Team Supervisors, Building Managers and other project management personnel are required to complete established minimum continuing education requirements throughout each year.

D&A Building Services will ensure that all employees are trained prior to contract start, as a minimum, on the following areas:

- How disease is caused, transmitted, prevented and contained
- Proper selection, measurement and use of disinfectant-detergents and cleaning supplies
- Procedures for replenishing supplies
- Proper care and preventive maintenance of PPE

Badging Of Employees

During the phase-in, and as employees are hired, they will be issued contractor badges. Badges will be worn by all employees or subcontractor personnel on the job site at all times. Badges will be displayed to signify that the employee is authorized on the facility. Employees will be required to turn their badges in should they terminate their employment or when the contract expires. Additionally, all personnel will be required to wear the designated uniforms provided to them by D&A Building Services.

Phase Out Plan

D&A Building Services fully understands its contractual obligations to provide the full range of services described in the Scope of Services throughout the term of the contract. Should we not be the successful offeror for continued operations, we will continue business as usual until relieved by a successor contractor or by Sumter County personnel. We will provide orientation instruction of all facilities, equipment and systems to the future contractor,

administration and operation personnel; accomplish an inventory and turn over to the Sumter County all records, drawings, specifications, reports, data, transferring of warranties, library, maintenance manuals and maintenance instruction materials of Contractor-assigned property, tools, equipment and spare parts. During this period we will also remove all of our contractor-owned materials and equipment, provide an opportunity for in-coming personnel to observe operations, and to take those actions necessary to assume full operations the day following our contract completion. We will provide assistance to these personnel on a non-interference basis, so that the transition will not cause a disruption to the on-going services at Sumter County facility. We will also provide the incoming contractor with an in-depth orientation of the building equipment and controls, as well as the maintenance records being maintained.

Scheduling and Workload Management

This section of our proposal demonstrates our ability to develop a schedule of recurring work.

Our process of developing a schedule consists of identification of all buildings and facilities and identification of all cleaning tasks applicable to the building, including any special requirements. We considered the frequencies of performance and the average time it takes a qualified tradesman to accomplish the required task. We factored in the preparation and clean up time where applicable. We established each building's hours of availability for performance of routine custodial tasks, as well as time frames available for performance of extraordinary cleaning tasks, such as stripping/scrubbing and rewaxing, spray buffing and carpet cleaning. Taking all of this information we will develop a complete master schedule that covers all of the custodial task requirements for all buildings, including interior and exterior maintenance requirements.

Key Control Plan

Procedures outlined below will be used by our company to ensure that keys and lock combinations are properly protected:

- Keys will be maintained in a locked container secured within the Project Supervisor's office.
- A total of two keys will be available for access into the secured container.
- The Quality Control Inspector will have access to this key and will normally be on duty during all hours of the contract. Duty personnel will be given access to keys so they can gain access to spaces during non-duty hours for needed parts and materials for emergency and urgent service call work.
- A key control log will be maintained by the Project Supervisor and keys will be logged out to individuals who have a need for a specified period and returned at the end of the period.

- Keys to vacant offices/buildings will be maintained in the lock boxes. When new keys are made or new locks are installed, a key will be given to the occupant or left in the lock box and the other two keys will be forwarded immediately to the Administrator.
- Keys issued to the project will not be duplicated without authorization from the Administrator.
- Lost keys will be reported to the Administrator immediately upon determination of the loss.
- D&A Building Services will bear the full burden for recoring, rekeying or reimbursing the City for recoring or rekeying locks when it is determined that keys were lost due to the fault of company employees.
- Keys will be issued only to company employees who have a need for entry to accomplish contract work. Keys issued to employees will be receipted for on a key control log maintained by the Quality Control Inspector.
- Employees will not allow unauthorized individuals access to the Sumter County facilities.

Requests for access to Sumter County facilities by outside agencies/ personnel will be cleared on an individual basis through the Administrator before access is granted to anyone other than authorized representatives, auditors and other representatives acting in their official capacity.

Lock Combination control will be administered in conjunction with the Key Control Plan. Written combinations to the locks will be kept secured in a secure container in a secured vault type file cabinet and only those people with a demonstrated need to know will be provided access to the combinations.

The Project Supervisor will notify the Administrator when any of these individuals are no longer employed by the company or transferred for a determination of whether the combinations will be changed.

Notification will also be given when there is reason to suspect that combinations have been compromised to unauthorized persons.

SOW Approach for Sumter County Facilities

The following preliminary schedule has been specifically designed for **Sumter County Facilities**.

DAILY CLEANING

Entrance Lobbies/Security Vestibule/Common Areas/ Hallways:

- Thoroughly clean all entry door glass inside and out.
- Dust all exposed horizontal surfaces of office furniture, including, counters, desks, computer monitors, tables, cabinets, copiers, and fax machines. Ensure that no papers are moved on any desk of workstation.
- Disinfect all light switches, door handles, handrails, and other high touch surfaces to reduce the spread of bacteria.
- Spot clean horizontal surfaces as needed to remove spills or spots.
- Straighten any magazines on tables.
- Remove bugs from light fixtures as necessary from interior and entry lighting.
- Spot clean all display glass, including directory glass and internal windows.
- Empty and clean all waste receptacles and replace plastic liners as needed. Remove all trash to collection point.
- Vacuum all high traffic carpeted areas, inspect and spot clean as needed.
- Vacuum al carpeted rugs and walk off mats.
- Remove all recycle material from recycling bins and containers to storage and loading areas designated
- Dust mop all hard surface flooring to remove loose debris.
- Damp mop all hard surface flooring using neutral cleaner only to remove soil and spills.
- Dust and spot clean all televisions.
- Spot clean walls, door frames, door kick plate and baseboards.
- Clean and sanitize and polish all drinking fountains. Replenish supply of disposal cups (if applicable).
- At the Villages Sumter County Service Center mop tile floors at mid day and evening.

Offices/Conference Rooms/Court Rooms/Meeting Rooms:

- Dust all exposed horizontal surfaces of office furniture, including, counters, desks, computer monitors, tables, cabinets, copiers, and fax machines. Ensure that no papers are moved on any desk or work station.
- Remove bugs from light fixtures as necessary from interior and entry lighting.
- Vacuum all carpet areas, inspect and spot clean as needed.
- Dust mop all surfaces flooring to remove loose debris.
- Damp Mop hard surfaces flooring to remove soil and spills.
- Remove all trash to designated area, replace liners as needed.

- Empty and clean around shredders.
- Clean, disinfect, polish all sinks and drinking fountains.
- At the Judicial Building and Historic Courthouse the courtroom and meeting areas should be clean thoroughly after each daily use.
- Spot clean all interior glass to remove fingerprints and smudges.
- Vacuum all upholstered furniture, inspect and spot clean as needed.
- Spot clean walls, door frames and kick plates.
- Remove any gum and foreign material from floors.
- Clean all glass furniture top.
- Check all high and low ledges, shelves, bookcases, credenzas, file cabinets, tables, pictures, etc., and clean if necessary.
- Remove all recycle material from recycling bins and containers to storage and loading areas designated.
- Neatly arrange all chairs under Conference Room, Meeting Rooms & Court Room tables.

Elevators/Escalators/Stairways/Landing:

- Dust mop all hard surface flooring to remove loose debris.
- Damp mop all hard surface flooring to remove soil and spills.
- Remove accumulated trash
- Vacuum all carpet areas and rugs and high traffic carpeted areas/inspect and spot clean as needed.
- Dust all vertical, horizontal surfaces and hand rails.
- Spot clean all walls inside of cabs.
- Spot clean interior stainless steel surface of forward cab walls and doors.
- Spot clean outside painted and chrome surfaces of all elevator door and frames.
- Vacuum door and clean and polish all elevator track.

Break rooms/Lunchrooms/Lounges/Kitchen Areas:

- Dust mop and/or sweep all hard surface flooring to remove loose debris.
- Damp mop all hard surface flooring to remove soil and spills.
- Vacuum all carpeted areas, inspect and spot clean as needed.
- Wipe down all counters and tables with disinfectant.
- Wipe down all chair legs or pedestals.
- Clean, disinfect and polish sinks and back splash areas.
- Wipe down exterior of appliances and /or vending machines.
- Clean interior and exterior of microwave ovens.
- Dust all exposed horizontal surfaces of furniture, including, counters, TVs, tables, and cabinets.
- Disinfect all light switches, door handles, and other high touch surfaces to reduce spread of bacteria.
- Remove all trash to collection point and replace liners as needed.

- Spot clean walls, door, doorframes, and kick plates.
- Restock all paper supplies and hand soap as needed.
- Treat and/or remove carpet spots.
- Use putty knife to remove gum, etc., from hard surfaces floors.
- Neatly arrange all chairs under tables.

Restrooms:

- Disinfect all light switches, door handles, handrails, dispensers and other high touch surfaces to reduce the spread of bacteria.
- Spot clean and wipe dry all mirrors, fixtures and bright work.
- Clean and disinfect all toilet seats, both side.
- Scour, clean and disinfect all basins, bowls and urinals.
- Restock all soap, toilet tissue, seat cover, paper towel and sanitary napkin dispensers
- Remove fingerprints, graffiti, spots and all marks and writing from walls, partitions, etc.
- Dust mop all hard surface flooring to remove loose debris.
- Damp mop hard surface flooring with a disinfectant, including shower units.
- Clean and polish all chrome, stainless and bright work
- Stock all towels, tissue, hand soap, etc.
- Remove all trash to collection point, replace liners.
- Dam wipe all horizontal surfaces with disinfectant.
- Vacuum and spot clean any carpet areas or runners.
- Initial and ongoing environmentally sensitive treatments will be applied to all flooring surfaces and grout to eliminate odors permanently as needed.
- Judicial Building and Historic Courthouse mop floors twice a day.
- Report all maintenance problems (dripping faucets, broken fixture handles, etc.)

Porches/ Patios/Service Entrance, etc.:

- Spot clean all exterior glass at building entrances including doors and columns.
- Vacuum on all entry walk-off mats.
- Sweep all hard surface flooring.
- Empty and clean all cigarette urns.
- Clean and damp wipe all ashtrays.
- Clean exterior furniture as necessary to maintain a clean appearance.
- Empty all waste receptacles and remove trash to collection point.
- Villages Sumter County Service Building at front Porch and Columns clean and sweep area, remove bugs, spider webs, etc. Clean base of columns as needed.

Store Room/Janitor's Closets:

- Remove trash from area.

- Maintain and orderly arrangement of all janitorial supplies and paper products in the storage rooms and janitorial closets.
- Maintain and orderly arrangement of all equipment stored in these areas such as mops, buckets, brooms, vacuum cleaners, scrubbers, etc.
- Clean and disinfect service sinks.
- Sweep and spot mop service sink closet floors. Deodorize and disinfect as required.
- Sweep store room floors

WEEKLY CLEANING

Entrance Lobbies/Security Vestibule/Common Areas/Hallways:

- Dust and spot clean walls and baseboards.
- Clean door jambs and thresholds around all entry doors.

All Areas:

- Thoroughly dust all horizontal surfaces of office furniture, including counters, desk, chair bases, credenzas, bookcases, TV's, decorative items, computer monitors, tables, cabinets, fixtures, partition tops and wall hangings.
- Dust draperies, window sills, blinds and curtains.
- Dust and clean walls fixtures, base of interior flag poles, chalkboards, etc.
- Dust stairwells handrails, ledges, etc.
- Remove fingerprints from all painted surfaces near light switches, entrance doors, etc.
- Remove scuffmarks from front of customer service counters.
- Disinfect and thoroughly clean all telephone receivers.
- Wipe and polish all metal surfaces within hand reach.
- Disinfect and wash clean all water fountains and water coolers, including drain tray.
- Thoroughly vacuum and spot clean all carpet areas wall to wall.
- Thoroughly mop all hard surfaces.
- Buff/burnish all VCT floors including elevators.

Restrooms:

- Dust top of doors, partitions, mirrors, and air vents.
- Polish all dispensers, mirrors, fixtures and bright work.
- Clean and sanitize restroom partitions and walls around toilets and urinals.
- Detail cleaning and disinfect inside and outside of sanitary napkins and trash containers.
- Detail cleaning all shower units, replace curtains as needed.
- Pour disinfectant down floor drains to prevent traps from drying out.

Elevators:

- Thoroughly clean entire interior stainless steel surfaces of all doors and frames and outside painted and chrome surfaces of all doors and frames.
- Vacuum door tracks.

Store Rooms/Janitors' Closets:

- Spot mop all floors in store rooms. Deodorize and disinfect as required.
- High dust all exposed pipes, ducts, ventilating diffusers and grilles

MONTHLY CLEANING**All Areas:**

- Vacuum all accessible all HVAC registers and air vents to remove build up.
- Thoroughly hand dust and wipe clean with a chemically treated cloth all exposed horizontal and vertical surfaces of furniture, file cabinets, shelves, fixtures, picture frames, and all other high or low dusting areas.
- Dust all baseboards and wall molding with damp cloth.
- Dust all window blinds and coverings.
- Detail vacuum all carpet perimeter and edges.
- Vacuum or brush all upholstered furniture.
- Strip and wax halls, lobby areas, and tile portions of restroom areas.

Restrooms:

- Dust and clean walls. Wash tiled walls and partitions.
- Top scrub all ceramic floors with a germicidal cleaner.

Elevators:

- Wipe clean all incandescent cab lamps.
- Wipe clean entire cab ceiling.

OTHER SERVICES

- Strip and refinish all VCT floors: 2X a year.
- Top scrub and finish all VCT floors: 3X per year.
- Machine clean carpets in Hallways: 2X a year.
- Machine clean carpets throughout facilities. 1X a year.
- Clean all light fixture diffusers and dust off light bulbs that are 10 feet or less from the floor: 2X a year.
- Window washing in and outside: 1X a year.
- Vacuum all drapes, curtains, and cloth type waiting room furniture: 2X a year.

Proposed Managerial Staff for Sumter County Janitorial Contract

- ❖ **Branch Manager Assignment**
 - Carlos Hill
- ❖ **Operations Manager Assignment**
 - Robert Newton
- ❖ **Client Representative Assignment**
 - Randy White
- ❖ **Project Manager Assignment**
 - TBD

- ❖ All other staffing positions will be selected upon contract award. A full list of professionals will be forwarded to Sumter County Board for review.
- ❖ One Utility Crew consisting of 2 team members will be responsible for; all floor care maintenance and window cleaning. The Project Manager will schedule the services required in each building weekly.
- ❖ The Project Manager will be responsible for all building inspections, day and night operations. The Project Manager will work with the corporate office's safety and quality control teams to ensure proper inspections and levels of service are satisfied.
- ❖ The Utility Crew supervisor supports the Project Manager with special requirements, requests or inspections.

❖ Staffing Levels by Site:

Building	Lead	Custodian
Animal Control Office	-	1
Animal Control Old Force B.	-	1
AG County Agent	-	1
AG USDA	-	1
Clerk Records	-	1
Clerk Storage	-	1
Courthouse Complex	1	1
Judicial Building	1	1
Tax Collect/Prop. Ap	-	2
Probation Office	-	2
Public Work Office	-	1
Public Work Maintenance	-	1
State Attorney's office	-	1
Security Vestibule	-	1
Maintenance Shop	-	1
The Villages Public Library	-	1
Lake Panasoffkee Library	-	1
Bushnell Public Library	-	1
EC Rowell Library	-	1
The Villages Sumter County Service Center	1	1
Villages Government Annex	-	1
Public Defender's Main Office	-	1

❖ Each cleaning team member will:

- Have a photo ID badge.
- Wear a professional D & A Building Services, Inc. uniform.
- Have completed all required training programs.
- Understand and comply with OSHA.

Safety Program Outline for Proposal Purposes



Safety Policy Implementation

The following discussion provides an outline of D & A Building Services, Inc. ("D & A") plan and approach to safety; specifically, our practices for ensuring a safe working environment for all employees, visitors and personnel of the building's owner and/or Property Manager. D & A enforces the safety program by utilizing members of the corporate staff, operations department and job site supervisors. The primary responsibility of these selected individuals is to administer and monitor safety contract rules and regulations.

D & A's plan also includes provisions for ensuring a healthy working environment. D & A considers safety and accident prevention of utmost importance to the Company, the well being of its employees and to the productive efficiency of the contract. It is D & A's intent to ensure safe working conditions are sustained at all times in all work areas. Therefore, it is policy to furnish employees a place of employment free from recognized hazards that could inflict physical harm by promoting safety and environmental awareness and training, and complying with all regulations pursuant to the contract.

All personnel hired to fill positions with the building project will be given a thorough orientation on D & A and the building Owner and/or Property Manager. The immediate objective of this orientation will be as follows:

- Emphasize the corporate commitment and insistence upon strict compliance with all safety and security requirements.
- Convey essential information in a systematic way to all personnel assigned.
- Establish a vital communications link between the employee and management.
- Reduce apprehension which an employee may feel in a new assignment or when commencement of a career with a new employer.

In addition to formal orientation, employees for the project will receive administrative indoctrination. Subsequent indoctrination sessions will normally be scheduled by the key management personnel as needed, to acquaint the new employee with standard work practices and safety/security requirements. A general indoctrination program for all employees will be conducted to cover the following areas:

- Customer requirements;
- Sign-in and sign-out log;
- Industrial safety requirements and standards;
- Familiarization with contractor printed technical and procedural manuals;
- Records, reports, and files;
- Property accountability;

- Work sanitation and cleanliness;
- Conduct of employees;
- Attire (work clothing and cleanliness);
- Employee identification and badges;
- Employee personal hygiene;
- Adherence to work schedules;
- Accident prevention;
- Energy conservation;
- Schedule for work hours

Training Program

D & A understands the importance of training, especially in the safe performance of specific tasks. In addition to training, D & A has established safety committees to ensure proper safety practices are followed on ALL D & A jobsites.

Below we have provided a basic outline of our Training Program. Copies of D & A's Safety and Training Programs are available upon request. D & A's basic training includes training for specific tasks, accident avoidance and accident prevention.

Areas of employee training include but are not limited to the following categories:

New Employee Orientation

A "new" employee can be defined as any person unfamiliar with the actual job operation. This definition includes persons who are:

- New to the company
- New to a particular workplace
- New to a particular crew
- New to a particular task or process

All new employees reporting to this project will be orientated to company policies, special site safety requirements and safety procedures for their assigned tasks.

D & A's Vice President of Operations & area managers will assume the orientation duties, distribute safety rules and materials, and explain them to all employees, making sure they have read and understand them. In addition, they will:

- Inquire into the worker's previous experience and any training or certifications.
- Describe work to be performed and what is expected of the worker.
- Explain proper use of required Personal Protective Equipment.
- New Employee PowerPoint Presentations.

- Walk around job location to point out hazards, off limit and/or restricted areas and specific work rules applicable to the site.
- Introduce new worker to co-workers and direct supervision.
- Answer employee questions.
- Ascertain employee fears such as height or confined space.
- Follow up to make sure procedures and rules are understood.

Once an employee has received on-site safety debriefing a checklist is completed with required all signatures from employee and management to be included in the employee's personnel file. Where possible, all new employees will begin work in a low hazard environment and be assigned to specific training and safety crews to ensure stability for the new employee in his or her role within the company.

Supervisor Training

On-site supervisory personnel will be given periodic instruction for maintaining and enhancing their communication and instructional skills as it relates to safety and specific jobsites. This will be accomplished by the following means:

- Meetings will be conducted by the Safety Committee, the Vice President of Operations and/or the area managers with the onsite supervisor and custodial technicians.
- Discussion of conditions in each work area for properties serviced.
- Weekly Toolbox meetings with a different safety topic will be discussed with appropriate building custodial staff.
- Include time for questions and concerns about safety.
- Keep written records of topics covered and lists of attendees

Safety Inspection Program

D&A will employ an aggressive Safety Inspection Program, to include formal weekly and quarterly safety inspections of work areas. The Supervisor will maintain overall responsibility for the Safety Inspection Program.

Weekly Safety Inspections

The Supervisor will conduct weekly walk down inspections of the work areas.

Quarterly Safety Inspections

The Vice President of Operations will conduct quarterly walk down inspections of all work areas (Feb, May, Aug, and Nov.). A copy of these reports will be kept on-site and at D&A's corporate office. (See example of report on page 7 of this outline)

Specialized Training for ALL Employees

D & A understands OSHA requires specialized training for many operations, including but not limited to, hazard communication, blood borne pathogens, fork lift operations, lock out/tag out and confined spaces. All employees will be given initial training supplemented by periodic refresher/in-service training relating to specific OSHA requirements. A full copy of D & A's current training programs is available upon request.

Listed below are some of the areas that will be covered by D & A's specialized training programs:

Hazardous Materials / Chemicals

This training includes the OSHA Hazard Communications Standard and the Florida Right-to-Know Law. Employees will be trained on the safe use of chemicals in the workplace before they begin to work with a chemical. This training is also conducted when a new chemical and hazards are introduced into the workplace. The program includes container labeling, Material Safety Data Sheets, Training and the use of Signage systems.

D & A's specialized training includes:

- Provisions of the Hazard Communication standard.
- The labeling of Hazardous Chemicals and what these labels mean.
- The signage for Hazardous Chemicals and what these posters mean.
- How to read and use the on-site Material Safety Data Sheets.
- Safe work practices and/or necessary personal protective equipment.
- How to detect a chemical exposure and the procedures to follow upon exposure.
- Physical and health hazards of the chemicals along with treatment.

Detailed records of each employee's training will be kept, including date, time, place, hazardous chemical covered and name of employee and instructor.

Fire Extinguisher

Fire extinguisher training will be provided to teach employees how to stop small fires from spreading out of control with the use of fire extinguishers.

Personal Protective Equipment

All employees will be trained in the use of proper personal protective equipment (PPE). This section will cover:

- Describing what hazards and/or conditions are in the work environment.
- Explaining what has been, can be and cannot be done about these hazards.
- Discussing the capabilities and/or limitations of the PPE.
- Demonstrating how to use, adjust and fit the PPE for each employee.

- Practicing PPE use and various scenarios that could affect PPE on the jobsite.
- Explaining D & A's policy and its enforcement for violations of this policy.
- Discussing the procedures and policies to handle emergencies.

Respiratory Protection Program

This training program identifies the guidelines used to prevent the exposure to harmful dusts, fumes, mists, gases and vapors during standard building services. This outlines the operating procedures to ensure employees understand the method to properly select a respirator and the reasons and/or situations that occur which require them to be used. This program covers:

- When a respirator is required to be used.
- How to properly select and wear a respirator.
- The proper care, cleaning, disinfecting and storage of respirators.
- The procedures to follow during and after the use of a respirator.

Blood Borne Pathogens Program

All D & A employees facing contact with blood and/or other potentially infectious materials as part of their job duties will receive this training. This training module is designed to provide a basic understanding of Bloodborne pathogens, common modes of their transmission, methods of prevention, and other pertinent information. This training is designed to meet the requirements of the Occupational Safety and Health Administration's (OSHA's) Bloodborne Pathogen Standard, 29 CFR 1910.1030. A copy of D & A's full program is available upon request.

Vehicle

All drivers of company vehicles will have the appropriate classification of a current Florida driver's licenses and be trained in the normal rules and regulation pertaining to vehicle operation.

Management and Supervision

The D & A Safety Plan will be managed by the Vice President of Operations and communicated through the Supervisors to the contract employees. The Supervisor will ensure compliance with all safety, health and accident prevention procedures within the organization.

Employees

No job will be started unless all safety requirements for that job have been met. Safety Equipment required for specific tasks will be readily available and will be utilized for that task. Any employee who becomes aware of an accident involving personnel, equipment or vehicles will immediately notify the nearest supervisor.

Report and Investigation for Personal Injury and Equipment Damages

In the interest of safe working conditions, all personnel injuries, fires and equipment damage must be reported and investigated. The causes must be determined to plan corrective action to prevent recurrence.

Supervisors are responsible for ensuring that on-the-job personal injuries, regardless of their severity, are reported. Disabling injuries requiring professional medical treatment will be reported to the Vice President of Operations.

D&A Safety Inspection Checklist (Example)

Location:	Date	Inspection		
Item (Clarify all discrepancies in Remarks Section)	Yes	No	N/A	
1. Food and beverages are not consumed in areas where hazardous materials are used or stored.				
2. Food or beverages are not stored where chemicals or toxic materials are used or stored.				
3. Proper personal protection equipment (PPE) is worn for designated operations.				
4. Equipment is properly stored/secured in vehicles.				
5. Liquid spills are cleaned up immediately.				
6. "Wet Floor" signs are posted during any mopping or scrubbing operation.				
7. Vehicles are in safe operating condition. i.e., tires, glass, seat belts, wipers, oil, water.				
8. Unauthorized material, papers, cardboard boxes, wood, and other containers are removed as soon as possible.				
9. Motor drive, gears, shafts, pulleys, etc. Guarded or enclosed to prevent employee contact.				
10. Sprinkler heads, smoke detectors, and heat detectors, are all unobstructed and have 18-inch clearance.				
11. Chairs and stools are stable and free of defects.				
12. Furniture is free of splintered or jagged edges.				
13. Chairs, stools or boxes are not used as ladders.				
14. Unattended equipment is not left in the middle of hallways or aisle ways.				
REMARKS:				
Required Posting <ul style="list-style-type: none"> • Hearing Conservation - CFR 1910 • Access to Employee Medical File and exposure. • Williams-Steiger Occupational Safety and Health Act of 1970. • Florida Worker's Compensation Law 		Inspected By: Signature: Date:		