

THIS AGREEMENT, made and entered into this 2nd day of March, 2010, is by and between the City of Fort Lauderdale, a Florida municipality, ("City"), whose address is 100 North Andrews Avenue, Fort Lauderdale, FL 33301-1016, and Image Janitorial Services Inc., a Florida corporation doing business as Image Companies, ("Contractor"), whose address and phone are 814 14th Street, Lake Park, FL 33403, Phone: 561-844-8778, Fax: 561-844-8986.

WHEREAS, the City issued Request for Proposal 105-10431 ("RFP"), and the Contractor submitted a bid in response to the RFP; and

WHEREAS, on March 2, 2010, the City Commission of the City of Fort Lauderdale approved an agreement with Contractor for the goods or services described in the RFP (Pur-01, CAR No. 10-0290),

NOW, THEREFORE, for and in consideration of the mutual promises and covenants set forth herein and other good and valuable consideration, the City and the Contractor covenant and agree as follows:

1. The Contractor agrees to provide to the City janitorial services at the City's Police Department in accordance with and in strict compliance with the specifications, terms, conditions, and requirements set forth in the RFP and any and all addenda thereto beginning March 13, 2010, and ending March 12, 2011.

2. This contract form G-110 Rev. 01/10, the RFP, any and all addenda to the RFP, and the Contractor's proposal in response to the RFP are integral parts of this Contract, and are incorporated herein.

3. In the event of conflict between or among the contract documents, the order of priority shall be as follows:

First, this contract form, G-110 Rev. 01/10;
Second, any and all addenda to the City's RFP in reverse chronological order;
Third, the RFP;
Fourth, the Contractor's response to any addendum requiring a response;
Fifth, the Contractor's response to the RFP.

4. The Company warrants that the goods and services supplied to the City pursuant to this Contract shall at all times fully conform to the specifications set forth in the RFP and be of the highest quality. In the event the City, in the City's sole discretion, determines that any product or service supplied pursuant to this Contract is defective or does not conform to the specifications set forth in the RFP the City reserves the right unilaterally to cancel an order or cancel this Contract upon written notice to the Contractor, and reduce commensurately any amount of money due the Contractor.

5. The City may cancel this Contract upon written notice to the Contractor in the event the Contractor fails to furnish the goods or perform the services as described in the RFP within 30 days following written notice to the Contractor.

6. The Contractor shall not present any invoice to the City that includes sales tax (85-8012514506C-7) or federal excise tax (59-6000319).

7. Contractor shall direct all invoices in duplicate for payment to Finance Department, City of Fort Lauderdale, 100 N. Andrews Avenue, 6th Floor, Fort Lauderdale, FL 33301. Any applicable discount MUST appear on the invoice.

8. The City will not enforce any provision of the RFP that, in the City's opinion, is unenforceable.

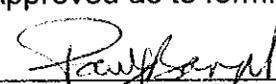
9. The first paragraph of Section 3.8 of Part III of the RFP is amended to provide as follows: "The initial contract term shall commence on March 13, 2010, and shall expire on March 12, 2011. The City may extend the contract for three additional one (1) year terms providing all terms, conditions, and specifications remain the same, both parties agree to the extension, and such extension is approved by the City."

IN WITNESS WHEREOF, the City and the Contractor execute this Contract as follows:

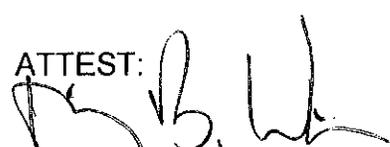
CITY OF FORT LAUDERDALE

By: 
Director of Procurement Services

Approved as to form:


Senior Assistant City Attorney

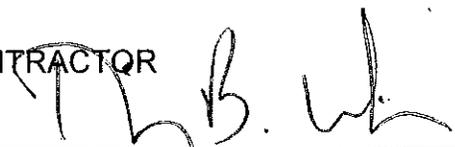
ATTEST:



Print Name:
Title:
Secretary

(Corporate Seal)

CONTRACTOR

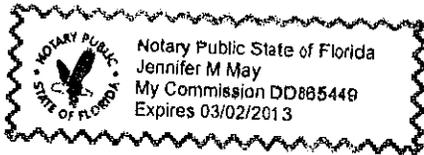
By: 

Print Name:
Title:
(If not president, please attach proof of authorization.)

STATE OF FLORIDA :
COUNTY OF Palm Beach :

The foregoing instrument was acknowledged before me this 22nd day of March, 2010, by TIMOTHY B. WILSON as (title): President for Image Janitorial Services Inc., a Florida corporation doing business as Image Companies.

(SEAL)



J May
Notary Public, State of Florida
(Signature of Notary Public - State of
FLORIDA)

Jennifer M May
(Print, Type, or Stamp Commissioned
Name of Notary Public)

Personally Known OR Produced Identification _____
Type of Identification Produced N/A

CONTRACT
COPY



Janitorial Services meeting your needs, exceeding your expectations

Providing *quality dependable services*
since 1987

NORTH
PALM BEACH
COUNTY
CHAMBER OF
COMMERCE



Building
Service
Contractors
Association
International





Our Mission

It is our goal to provide exceptional services to all our clients.

We call this goal
The Gold Standard.

Image Janitorial Services strives to provide customers and employees a
unique opportunity;

A forward looking company with an emphasis on an
old fashioned idea:
Service.

We strongly believe in mutual respect, high expectations,
enthusiasm for life and strong family values.

We believe these virtues bring out the best in everyone.

Through a strong relationship built on communication
and a commitment to these ideals

Image Janitorial, its customers and employees
will reap the benefits of the
Gold Standard.



The Image Companies

814 14th St.

Lake Park, FL 33403

T: 561-844-8778 F: 561-844-8986

www.imagecompanies.com

tim@imagecompanies.com

Who We Are

Founded in 1987 as a small, family owned and operated business, The Image Companies has grown to the multi-faceted, full-service company we are today. Our goal of complete customer satisfaction drives us to meet the ever-expanding needs of our customers while maintaining integrity, quality and dependable service.

Over the years we have refined our business model and improved our methods by patient observation, assessing customer needs, and remaining open to recommendations. This has led to a variety of additional services such as Porter Services, Light Bulb Maintenance, Water Damage Restoration and Paper Product Resale.

Building lifelong relationships with customers, team members and the community takes commitment & dedication. These common bonds are built upon straight forward, honest and fair relationships that foster trust, enthusiasm and reliance upon one another. We strongly believe in respect, high expectations and enthusiasm for the quality services which have been entrusted to us. This is what propels us to meet and exceed expectations.

- Professional Janitorial Services
- Complete Carpet & Floor Care Programs
- Window Washing
- Relamping / Cleaning Light Fixtures
- Disaster Restoration
- Post-Construction Cleanup
- Special Projects

*Maintains more than 250 buildings,
on a regular basis*

Bonded & fully insured

*State of the-art Green Seal
equipment and cleaning products*

Compliant with all OSHA regulations

*Member BSCAI, BOMA
US Green Building Council*

Your facility never looked so good!

**Corporate Centers · Office Buildings · Colleges & Schools
Manufacturing Plants · Health Care Facilities · Financial Institutions**

Healthy High-Performance Cleaning



Company History

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

Over the years we have established and refined our business model, taking as our guide the dictionary definition of the Cosmos: " A self-inclusive system characterized by order and harmony amid complexity and detail ". We constantly refine and improve our systems and service by patient observation, rapid response to customer needs, and by remaining open to customer and employee recommendations.

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

Floor Refinishing — Carpet Maintenance — Porter Services
Water Damage Restoration — Window Washing
Paper Products & Supplies

Image Janitorial responded with certification through:



BOMA - Building Owners and Managers Association



BSCAI - Building Service Contractors Association International



IICRC - Institute of Inspection Cleaning & Restoration Certification

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

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

Over the years we have gone from a small family owned business to a full service corporation offering a wide range of products and services to meet customer needs. But one thing remains the same, our commitment to the original idea:

Service: Quality Dependable Services.



Why Image Janitorial Services

Customers since 1987 have selected Image Janitorial Services because we are...

Fervently Customer Driven. When our customers talk we listen. That's why we take whatever steps are necessary to protect your property.

Your property management partner. You trust Image Janitorial with your keys. We in turn apply our expertise to help enhance the professional image that you wish to protect. Beyond the typical buyer-contractor relationship. Working together to achieve a common goal with honesty, integrity and fairness in everything we do.

Ready to serve you instantaneously. 24 hours a day, 365 days a year, no matter when or what the emergency, we are here for you. Think of us as the "911" of property services.

Utterly devoted to quality. Image Janitorial quality assurance is second-to-none, with each job checked by our quality assurance managers and in addition, periodically checked by Timothy Wilson, owner of Image Janitorial Services. The results of these inspections—good, bad or indifferent are available to you.

Leaders in promoting indoor air quality and fighting sick building syndrome. We understand these issues and act in our customers best interests.

Locally owned and managed. Our management and supervision is local enabling management to respond quickly and efficiently to your needs. No longer are issues shuffled to a remote management.

A strongly people-oriented company. Our employees work longer hours, make more money, are more satisfied and deliver increased productivity with lower absenteeism and lower turnover than their peers. This gives us a higher quality work force leading to greater customer satisfaction.

References



We are pleased to provide the following references:

Mr. Jim Slocum
Palm Beach Post
(561) 820-4139
Total Cleanable Sqft Approximately 150K

Mr. Dominic Gallo
One Boca Place / Grubb & Ellis
(561) 982-8634
Total Cleanable Sqft Approximately 240K

Ms. Wendy Pallucio
Palms Wellington Surgical Center
(561) 722-5160
Total Cleanable Sqft Approximately 22K

Mr. Robin Fitton
Paramount Properties
(561) 626-1800
10 Properties
Total Cleanable Sqft Approximately 50K

Mr. Hal Friedman
Colonnade Phillips Pointe
(561) 833-7337
1 Property Cleaned
Total Cleanable Sq ft Approximately 400K

Some of our Clients.



Abacoa Physical Medicine

Asset Specialists, Inc.

Aberdeen Country Club

Ahrens Companies

American Title

Amici's

Aquila Property Co.

Authorizer Technologies

BallenIsles Country Club

Belcan

Capital Realty Advisors

Catalfumo

Center For Bone & Joint

Comeast-Cable

David Associates

Delray Corporate Centre, LLC

DiVosta Investments

Embassy Suites

Enterprise Bank

Fairbanks Communications

Florida Power & Light Co.

Frenchman's Reserve

GE Marquette

Harris Private Bank

John C. Bills Properties

Jupiter Ocean and Racquet Club

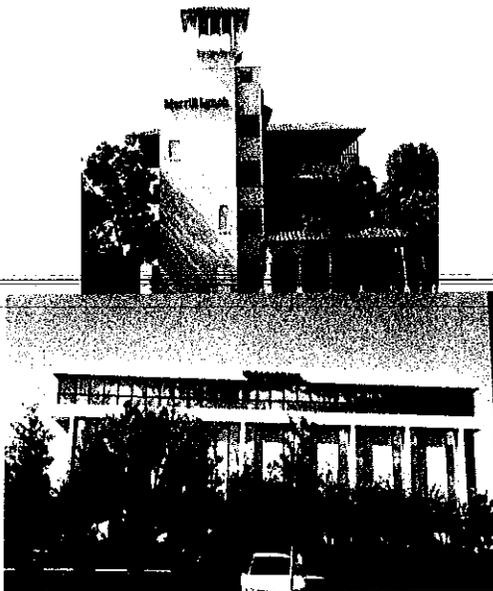
L.C. Clark Publishing

Landis Strategy & Innovation

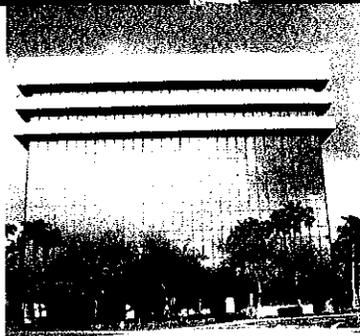


More of our Clients.

Lockheed Martin
Maltz Jupiter Theater
Matecumbe Capital Mgmt
Marina Grande Condominium
Raymond Masciarella, MD
Midtown Imaging
Morgan Mgmt Group
Nicklaus Golf Equipment
Northlake Corporate Park
NorthCorp Center
Northern Palm Beach County
Improvement District
Old Marsh Country Club



One Boca Place, Inc.
Paramount Real Estate Services
Phillips Pointe
PGA Joint Venture
Palms Wellington Surgical
Raindancer Steak House
Rendina Development Company
Ring, Rigell & Ardman
River House
Romaquera, Dawson, PA
Sawfish Bay Enterprises
Testas Restaurant
The Edge Condominium
Urban Design Studio
Velocity Community Credit
Weiss Research





Communications and Responsiveness

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



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

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

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

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

Customer Communications

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

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

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



Image Janitorial Services - Staffing

It's your choice. As a business person, you deserve to have the right kind of people cleaning your building. You want to have confidence that your cleaning firm is doing a good job. That's where we come in.

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

We interview and thoroughly screen candidates for ability, character and temperament. We consider only those candidates with proper work credentials and verify all employees through the Department of Homeland Security and its E-Verification System. We are knowledgeable in matters affecting the hiring of personnel, including naturalization and immigration laws.

We staff a new building from three sources:

- Existing employees working at the building ONLY if they meet the strict standards of Image Janitorial Services, Inc.
- Current Image Janitorial employees at other locations; and
- Most importantly, we often hire based on referrals by Image Janitorial employees.

We find this approach minimizes the learning period. The current contractor's employees, whom we may hire after screening, interviewing, testing and evaluating their performance, will be trained in our techniques and procedures.

We screen potential new hires by performing local and statewide background checks through the Florida Department of Law Enforcement, the Division of Motor Vehicles and the Florida Division of Workers Compensation. And of course by assessing candidates based on a satisfactory work history of previous and present employers.

All new employees are informed of Image Janitorial's strong position against discrimination or sexual harassment. All are required to sign a statement indicating that the employee understands the company's policies.

Training & Continued Education



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

Image Janitorial Employee Training Program :

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

Classroom Training:

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



Building
Service
Contractors
Association
International

Testing:

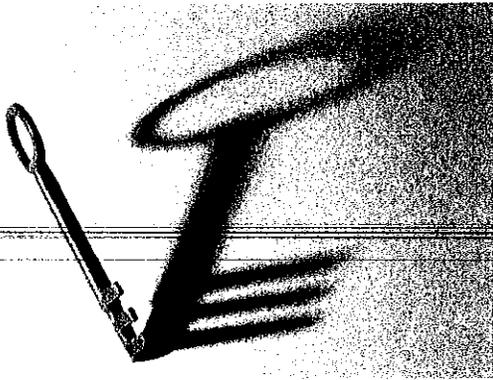
After all employees have successfully completed the Classroom training which includes a comprehensive final exam, all employees are then assigned to a jobsite for their continued education.

On site training: Training Continues...

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



Image Janitorial Policy: All employees are issued a handbook and agree to these tried and true policies which are in place for the customer and employees protection. Policies addressed range from Human Resources, discrimination, workers' rights & employers' rights, and customer expectations—to grooming, uniforms, employee reprimands and employee praise. A review of the companies policies can be requested at anytime by the employee and customer alike.



Security Procedures: Paramount to providing quality cleaning is security. A job taken very seriously from the first day of training, to the daily ritual of securing each building at completion of services every night.

There are standards to every job. They are:

- 1) Designated employee for each job on every visit. Employees are trained at a specific jobsite. Through zone cleaning we can control who is in a specific area.
- 2) All employees must clock in. Using our state of the art employee tracking system, we can tell who is in the building, what time they started and what time they finished. Through employee voice recognition, we will verify that the designated employee is on-site.
- 3) Keys are only issued to a supervisor or job leader. These keys are labeled with an Image customer number, not the customer name, for security of the customer.
- 4) Keys may be kept in a designated lockbox on the jobsite (with the customers permission). This is the preferred method of key security storage. Keys will never leave the building as they are locked in a high security lockbox with keys issued only to customer, jobsite supervisor and Image Office. A total of 3 individuals will have access to keys.
- 5) On Multi-tenant space projects, a tenant checklist is used to secure each space. At the completion of cleaning each space, both supervisor and designated employee for said space lock and record the time. Both supervisor and employee must verify and sign that all information is accurate. A copy is faxed to the Image office and one is left for the customers review. This helps limit unlocked doors. If a pass-card system is implemented in the customers building, the customer will be able to tell if any tenants entered the building after the cleaning service is completed.

FREQUENCY DRIVEN PROGRAMS

Image Janitorial Services is not in the business of playing catch up cleaning. We are in the maintenance business. In order to maintain a high level of service we have provided a program which sets frequencies and set days / dates for service items to be addressed. Each frequency driven item will be set up in the Image Work Ticket System. This ticket identifies and directs staff on the who, what, where, when and why a service is to be done. Our Account Managers use these established systems to keep your buildings clean at all times. We do not wait for any specific item to be dirty, we maintain it at all times.

A Sample Work Ticket has been provided.*

Supervision

The key to a successful janitorial program is supervision. There are many words for it: Trust but verify, Inspect what you expect etc. Simply put we check our employees. All programs are set up with a Lead janitor for daily execution and supervision of staff. In addition there will be a permanently assigned Account Manager who will work with Jobsite Supervisor and Staff to ensure quality. The Account Manager will also meet with the client on a scheduled basis to address client concerns, receive feedback and identify opportunities for service.

All clients will have multiple ways to relay information and requests.

1-Account Manager Cell Phone

2-Account Manager Email.

3-Image Corporate Office Operations Clerk.

The Operations Clerk works in support of the Account Manager to schedule special services, receive and dispatch client concerns to the Account Manager and ensure clients communications are promptly dealt with. 561-844-8778 Ext 0

4-Clients may also email correspondence and requests to operationsclerk@imagecompanies.com



Special Projects

Upon occasion, services other than the regularly scheduled janitorial services may be required. Image Janitorial Services, Inc is able to provide many of the special duties that may be required. If additional special services are requested Image Janitorial Services, Inc will provide the work and bill separately from the general maintenance agreement. Prices for additional services will be quoted on request.

Carpet Care

State of the art equipment and knowledgeable technicians can get your carpets clean, even high traffic areas. We can also Scotch guard your upholstery and carpets to help keep them clean.

Floor Refinishing

Linoleum, Vinyl, Marble, and Terrazzo floors can look their very best with a maintenance program. Providing a clean polished look that protects too.

Water Damage Restoration

Rapid state of the art de-flooder, high velocity air movers, ozone machines, commercial grade dehumidifiers. We are an IICRC Certified flood restoration firm, which means we are qualified to return your building or office to its pre-loss condition.

Paper Products & Janitorial Supplies

With over 7,000 items in stock it's easy one stop shopping for office, hotel, restaurant and janitorial supplies. We offer fast friendly service with competitive prices to meet your individual needs.

Consulting

With our 20 years of combined experience we can set up an in-house cleaning program for your facility. We can help with technical training of your staff, establish proper labor schedules, increase productivity & help control costs.

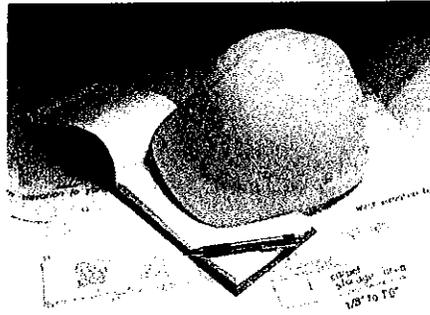


Image Janitorial Start-up Plan.

Because we at Image Janitorial are committed to living up to your highest expectations from the first day that we serve you, we have developed a start-up plan that will focus on your needs and requirements.

1. **Prior to start-up meeting:** There may be several priority items or issues that you know of in advance that will require Image Janitorial's attention soon after start-up. To guarantee that we work on your highest priorities first, we suggest a meeting prior to start-up in which you and Image Janitorial together formulate a plan of action to address your most important objectives.
2. **Walk through:** A walk through of the entire facility with you, discussing immediate concerns and problems encountered in the past.
3. **Enhanced communications:** In an effort for continuous improvement Image Janitorial will establish a data communications link between your facility and Image Janitorial. This could enhance daily communications through electronic mail (e-mail). Of course traditional communications are always available.
4. **Friday start:** We recommended that we begin cleaning your facilities on a Friday night. This will give us 2 days to review all areas to ensure your satisfaction.
5. **Over staff/over supervise:** For several days following the night of start-up we will over staff and over supervise the building (at no extra cost to you) to ensure your complete satisfaction.
6. **Regular meetings:** We recommend regular meetings so that our response to your concerns is immediate and effective.



The Image Companies
814 14th St.
Lake Park, FL 33403
T: 561-844-8778 F: 561-844-8986
www.imagecompanies.com
tim@imagecompanies.com

Environmentally-Friendly Green Cleaning

Green Cleaning is an essential activity that impacts on our internal and external environment, economy, health and productivity. As a best practice, building owners and managers are adopting Green Cleaning at accelerating rates. In some instances it is becoming the mandated standard.

Green Cleaning is more than using Green Products. Green Cleaning is the entire process of evaluating the needs of the facility and its inhabitants, the chemicals, paper products, cleaning equipment, procedures and training programs. Any public or private facility with the desire to create a safer, cleaner and healthier environment must be effectively Green Cleaned.

Why Green Clean?

- Reduce your Building Operation Cost while raising your Indoor Air Quality
- Enhance your Asset Value and Profits
- Leave a Smaller Footprint on the Environment
- Extend Your Corporate Brand

Benefits

- Reduced negative environmental and health impacts
- Improved indoor air quality
- Reduced liability, legal costs and insurance
- Healthier work environment for occupants
- More productivity
- Higher quality of work
- Better morale
- Reduced employee turnover
- Less liquid waste by using concentrated products
- Less solid waste by using recycled products
- Reduced building-operations costs
- Extend Your Corporate Brand



Green buildings save:
30-50% of Energy
35% of Carbon Emissions
40% of Water
70% of Solid Waste

Features

- HEPA Filtration Vacuuming
- Green Seal® Certified Chemicals
- Microfiber Dusting & Mopping
- Sanitary Dual Compartment Mopping
- Recycling Programs
- Sanitary Color Coding of Equipment & Supplies
- Proper Labeling and MSDS Reporting for OSHA Purposes
- LEED® Documentation

Healthy High-Performance Cleaning

ARE YOU READY TO HAVE YOUR BUILDING LEED CERTIFIED?



IMAGE JANITORIAL WILL HELP YOU EARN UP TO **50%** OF YOUR LEED-EB CERTIFICATION POINTS! OUR COMPREHENSIVE GREEN CLEANING PROGRAM IS GOOD FOR THE ENVIRONMENT AND YOUR BUDGET!

Leading in Energy & Environmental Design (LEED) is based on a points system. LEED is a 3rd party rating system created by the United States Green Building Council (USGBC). The USGBC is the nation's foremost coalition of leaders from across the building industry working to promote buildings that are environmentally responsible, **profitable**, and healthy places to live and work. To achieve a LEED for Existing Buildings Certification you will need at least 31 points. Green Cleaning Practices can help you earn points in the following categories:

ENERGY & ATMOSPHERE

- ✓ Building Operation & Maintenance: Staff Education 1 point

MATERIALS & RESOURCE

- ✓ Source Reduction & Waste Management: Waste Stream Audit Required
- ✓ Optimize use of Indoor Air Quality (IAQ) Compliant Products 2 points
- ✓ Sustainable Cleaning Products & Materials 1 – 3 points
- ✓ Occupant Recycling 1 – 3 points

INDOOR ENVIRONMENTAL QUALITY

- ✓ Documenting Productivity Impacts: Absenteeism & Health Cost Impacts 1 point
- ✓ Contemporary IAQ Practices 1 point
- ✓ Green Cleaning: Entry Way Systems 1 point
- ✓ Green Cleaning: Isolation of Janitorial Closets 1 point
- ✓ Green Cleaning: Low Environmental Impact Cleaning Policy 1 point
- ✓ Green Cleaning: Low Environmental Impact Pest Management Policy 2 points
- ✓ Green Cleaning: Low Environmental Impact Cleaning Equipment Policy 1 point

17 POINTS = $\frac{1}{2}$ OF THE POINTS NEEDED TO ACHIEVE LEED-EB

DID YOU KNOW?

50% OF ALL ILLNESS IS AGGREGATED OR CAUSED BY POLLUTED INDOOR AIR QUALITY! (American College of Allergies)

CHEMICAL CLEANING PRODUCTS CONTAIN THOUSANDS OF TOXINS THAT CONTRIBUTE TO INDOOR AIR POLLUTION! (American Lung Assoc.)

Who should clean "GREEN"?

- Office Buildings
- Day Care Centers
- Educational Institutions
- Federal, State & Local Buildings
- Hospitality & Lodging
- Industrial & Retail



Benefits of Green Cleaning?

- Will be crucial for achieving LEED-NC or LEED-EB certification.
- Will meet the goals of the U.S. government to implement "green cleaning".
- Differentiate your service from the competitor.
- Healthier Facilities for Tenants, Workers, & Custodians.
- Minimize exposure to Aggressive Chemicals
- Reduce Sick Days and Associated Healthcare Costs
- Reduce Package Waste with Recyclable Packaging
- Reduce Waste with Concentrated Products
- Improve Indoor Air Quality
- Reduce Water & Air Pollution
- Increase Worker Productivity
- Improve Morale

What Can You Do?

- ✓ Step 1: Go to your office manager & ask about your cleaning program.
- ✓ Step 2: If you find there is not a green cleaning program in effect, than find who decision maker are and provide information. This fact sheet is a good start.
- ✓ Step 3: Go to the National Institutes of Health Household Products Database and find out what you have in your home.
- ✓ Step 4: Properly dispose of hazardous household products by finding your county at www.myflorida.com



Call us anytime:
561.844.8778

**PROPOSAL PAGES
NON-COLLUSION STATEMENT**

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

NAME

RELATIONSHIPS

There is no such relationship currently exists.

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

purpose of improve the programs consistency and scheduling realities. As outlined in my cover letter it is important for Image Companies to perform the specifications agreed to. If a proposing company commits to maintaining the frequency outlined in the Police Depts. scope but does not complete the work without being asked many times it diminishes the program and erodes your staff's time. It is our goal to manage and complete all work with minimal management from Fort Lauderdale's facilities team outside of scheduling accommodations and additional requests.

Please refer to "Specifications for: Fort Lauderdale – Police Departments 2010"

1.) Additional service added to scope: Annual tile and grout steam cleaning in the main police building. The first steam cleaning would be performed within the first 30 days of service to prepare the building for accreditation. Steam cleaning will restore tile and grout color improving the overall aesthetic and cleanliness of tiled floors, especially in bathrooms.

2.) Considering the floor program currently being performed it seemed appropriate to have a varied program for VCT in high traffic and low traffic areas.

3.) Additional service added to scope: Pretreating & spot cleaning of carpets to reduce stains.

4.) Additional service added to scope: 1 daytime staff at the main police building. This staff will have a schedule as the current staff from Master Kleen does and will be diverted to clean other facilities in need of day services when scheduled. Image Companies has estimated that if we have 1 daytime staff working full time (40 hours/week) this will allocate on average an additional 4 hours/day to highly sensitive areas or high volume areas that need additional attention. We hope this will facilitate a smooth transition and accomplish the success we intend.

PROPOSAL PAGE, PART VIII FINANCIAL/COST PROPOSAL

Vendor: Image Companies, LLC.

Item detail costs: are as follows below

Proposer agrees to provide the following services at the prices indicated:

Item Number/Location	Cost per Week
1a. Main Police Building 1st Floor Starting time: 7 pm Completion time: 8 pm Hours of service per day: 5	\$460.44
1b. Main Police Building 2nd Floor Starting time: 9 pm Completion time: 10:30 pm Hours of service per day: 6	\$588.99
1c. Main Police Building 3rd Floor Starting time: 10.30 pm Completion time: 11 pm Hours of service per day: 3.5	\$183.82
2. Mounted Unit: Bimonthly-Wed. Starting time: when scheduled Hours of service per visit: 2 hours	\$34.34
3. Marine Unit: Weekly Starting time: when scheduled Hours of service per visit: 1	\$34.79
4a. <u>Police Administrative Offices</u> 1st Floor: Mon., Wed. & Friday Starting time: 2:30 pm Completion time: 3:45 pm Hours of service per visit: 1.25	\$50.59
4b. <u>Police Administrative Offices</u> 2nd Floor: Mon., Wed. & Friday Starting time: 3:45 pm Completion time: 5:00 pm Hours of service per visit: 1.25 hours	\$51.29

PROPOSAL PAGE, PART VIII FINANCIAL/COST PROPOSAL (Cont.)

Vendor: Image Companies

Item Number/Location	Cost per Week
<u>5a. Internal Affairs Office 1st Floor</u> Starting time: Thursday 8 am Completion time: 10:00 am Hours of service per visit: 2	\$43.98
<u>5b. Internal Affairs Office: 2nd Floor</u> Starting time: Thursday 10 am Completion time: 10:45 Hours of service per visit: 45 min.	\$12.81
<u>6a. Community Policing Initiative: 1st Floor</u> Starting time: Monday 8 am Completion time: 9 am Hours of service per visit: 1 hour	\$28.15
<u>6b. Community Policing Initiative: 2nd Floor</u> Starting time: 9 am Completion time: 10:30 Hours of service per visit: 1.5 hours	\$91.71
<u>7a.. Jail: 1300 W. Broward Blvd.</u> Starting time: 9 am Completion time: 9:10 am Hours of service per visit: 10 min	\$0.87
<u>7b.. Jail: 1300 W. Broward Blvd.</u> Starting time: 9:10 am Completion time: 9:45 Hours of service per visit: 35 minutes	\$17.07
<u>8. K9/Barn 2 x/week</u> Starting time: when scheduled Hours of service per visit: 1.5	\$114.23
<u>9. Evidence Warehouse Office 2 x/week</u> Starting time: when scheduled Hours of service per visit: 1 week	\$49.04

Total Weekly Cost **\$1,760.13**

PROPOSAL PAGE, PART X - QUESTIONNAIRE

Prior Experience:

Number of years experience the proposer has had in providing similar services:

15 years

Have you ever failed to complete work that was awarded to you? If so, where and why?

NO

List any public safety agencies and/or like size organizations for which you have provided similar services in the last three years. Provide agency name, address, telephone number, contact person, and date service was provided. If services provided differ from the ones presented in your proposal, please identify such differences.

a) Lockheed Martin (Government Contract): 100 East 17th Street Riviera Beach, Fl. 33404

Jim Busbey 561.662.5747 jim.l.busbey@lmco.com

Annual Contract amount is \$85,000 and Image Companies cleans 74,000 sq. ft. we provide 100 labor hours / week at this location.

Contract initiated in Sept. 2006 and we are the current vendor there.

b) Phillips Point (Collonade Property Management): 777 South Flagler Drive

Hal Freidman 561.833.7337 hfriedman@colonnadeproperties.com

Annual Contract amount is \$360,000 and Image Companies cleans 260,000 sq. ft. we provide 500 labor hours / week at this location.

Contract initiated in October 2007 and we are the current vendor there.

c) Village of North Palm Beach: 645 Prosperity Farms Road NPB 33408

Mark Vadas 561.622.2121

Police Department of North Palm Beach: 560 US1 NPB 33408

d) Belcan: Frank Monk 561. 4750 East Park Dr Palm Beach Gardens, FL. 33410

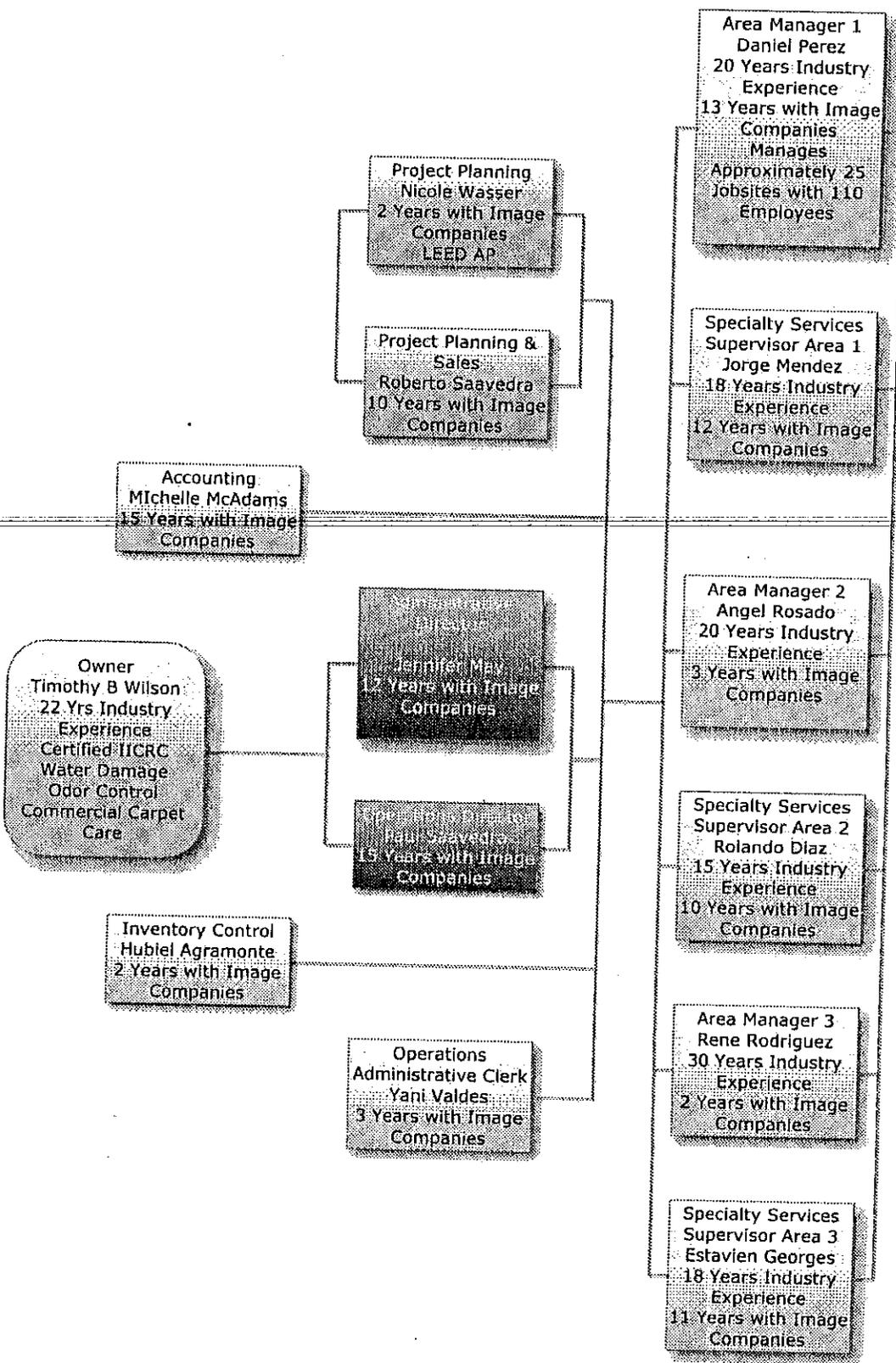
Mr. Frank Monk 561.493.7265

Contract initiated in October 2004 and we are the current vendor there.

List those City of Fort Lauderdale agencies with which the proposer has had contracts or agreements during the past three (3) years:

We have no prior contracts with the City of Fort Lauderdale

How quickly can your firm begin services after award notification? 10 days



A proposer may bid on any or all locations and still be considered for award. All spaces should be filled in for each location being bid.

The City reserves the right to award by group based on the geographic location of the facilities involved. Award may also be by Group or item, whichever is determined to be in the best interest of the City. Award will be to the responsive and responsible bidder, for that service that will best serve the needs of the City of Fort Lauderdale.

Inspections were made of the following locations:
(Please Check One)

	<u>Yes</u>	<u>No</u>
1. Main Police Bldg. 1300 W. Broward Blvd.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Mounted Unit 700 NE 9 th St.	<input type="checkbox"/>	<input type="checkbox"/>
3. Marine Unit 1784 SE 15 th St.	<input type="checkbox"/>	<input type="checkbox"/>
4. Police Administrative Offices 101 N. Andrews Av.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5. Internal Affairs Office 316 NE 4 St, Suite 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Community Policing Unit 1113 E. Sunrise Blvd.	<input type="checkbox"/>	<input type="checkbox"/>
7. City Jail 1300 W. Broward Blvd.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. K9/Bar City Well Field	<input type="checkbox"/>	<input type="checkbox"/>
9. Evidence Warehouse Office 1600 NE 12 Terrace	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Deleted: Special Investigations Div.

Deleted: 642 NE 3rd Av.

Deleted: 6. Ex. Airport Sub-station

Deleted: 8



City of Fort Lauderdale • Procurement Services Department
100 N. Andrews Avenue, #619 • Fort Lauderdale, Florida 33301
954-828-5933 FAX 954-828-5576
purchase@fortlauderdale.gov

ADDENDUM NO. 1

RFP 105-10431
Janitorial Services – Police Department

ISSUED: December 28, 2009

- 1) On Page 22, PART V – SERVICES AND SCHEDULE, Item 5.2.1 Quarterly, letter c., currently states: Truck mounted steam cleaning of all carpeted areas. This has been changed to read: Truck mounted or portable equipment steam cleaning of all carpeted areas.

All other terms, conditions, and specifications remain unchanged.

**This Addendum No. 1 SHOULD be submitted with your RFP Proposal,
(RFP 105-10431)**

Michael Walker, CPPB
Procurement and Contracts Manager

Company Name: IMAGE COMPANIES
(please print)

Authorized Contractors
Signature: M. Cassel

Date: 1/15/10



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ADDENDUM NO. 2

RFP 105-10431
Janitorial Services – Police Department

ISSUED: January 6, 2010

The City would like to clarify the times that we would like each location serviced, as identified in PART V – Services and Schedule, Section 5.3 Service Locations.

Items 1a, 1b, and 1c – Main Police Building – these locations will be cleaned (7) days per week (excluding holidays). The City is suggesting cleaning times after 5:00pm each day and expects all work as stated in RFP, Part V, Section 5.2.

Item 2 – Mounted Police Building – this location is only cleaned twice per month. The City is suggesting Wednesday mornings per all work stated in RFP, Part V – Section 5.2.

Item 3 – Marine Unit – this location is cleaned once per week during the day per all work stated in RFP, part V – Section 5.2.

Item 4 a, 4b – Police Administrative Offices – this location is cleaned (3) times per week. The City is suggesting cleaning time is after 2:30pm, per work stated in RFP, Part V, Section 5.2.

Item 5a, 5b – Internal Affairs Office – this location is cleaned once per week with a suggested time of Wednesday mornings, per all work stated in RFP, Part V – Section 5.2.

Item 6a, 6b – Community Policing Initiative – this location is cleaned twice per week, suggested time is Mondays and Thursday morning around 8:00am, per work stated in RFP, PART V, Section 5.2.

Item 7a, 7b – City Jail – this location is cleaned (7) days per week, suggested times are 1st floor after 5:00pm and 2nd floor 8:00am – 4:00pm, per work stated in RFP, Part V, Section 5.2.

Item 8 – K9/Barn – this location should be cleaned (2) times per week, suggested time is anytime between 8:00am – 5:00pm, per work stated in RFP, Part V, Section 5.2.

Item 9 – Evidence Warehouse Office should be cleaned (2) times per week, suggested time is 8:00am – 4:00pm, per work stated in RFP, part V, Section 5.2.



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All pricing per location is to be cost per week, including pricing for the quarterly floor cleaning, which should be incorporated in your weekly rates for each location.

All other terms, conditions, and specifications remain unchanged.

This Addendum No. 1 SHOULD be submitted with your RFP Proposal, (RFP 105-10431)

Michael Walker, CPPB
~~Procurement and Contracts Manager~~

Company Name: Image Companies
(please print)

Authorized Contractors Signature: M Wasser

Date: 1/12/10



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ADDENDUM NO. 3

RFP 105-10431
Janitorial Services – Police Department

ISSUED: January 8, 2010

The City has made a few additional changes to our Request for Proposal (RFP), and would like to clarify the times that we would like each location serviced, as identified in PART V – Services and Schedule, Section 5.3 Service Locations.

The City stated in Addendum No. 2 dated January 6, 2010 the following:

Items 1a, 1b, and 1c – Main Police Building – these locations will be cleaned (7) days per week (excluding holidays). The City is suggesting cleaning times after 5:00pm each day and expects all work as stated in RFP, Part V, Section 5.2.

Item 5a, 5b – Internal Affairs Office – this location is cleaned once per week with a suggested time of Wednesday mornings, per all work stated in RFP, Part V – Section 5.2.

Please delete this information above and replace with the following below:

Items 1a, 1b, and 1c – Main Police Building – these locations will be cleaned: Monday – Friday, (excluding holidays) – **TWICE PER DAY, suggested at 8:00am and 5:00pm;** and cleaned Saturday and Sunday – **ONCE PER DAY, suggested at 5:00pm,** and expects all work as stated in RFP, Part V, Section 5.2.

Item 5a, 5b – Internal Affairs Office – this location is cleaned once per week with a suggested time of **THURSDAY mornings at 8:00am,** per all work stated in RFP, Part V – Section 5.2.

All pricing per location is to be cost per week, including pricing for the quarterly floor cleaning, which should be incorporated in your weekly rates for each location.



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THE CITY IS SCHEDULING A SITE VISIT ON JANUARY 13, 2010, FOR ANYONE WHOM HAS NOT HAD AN OPPORTUNITY TO DO A SITE VISIT, AT THE STATED LOCATIONS IN THE RFP. THIS MAY BE YOUR LAST OPPORTUNITY FOR A SITE VISIT BEFORE THE OPENING OF THE RFP.

The Site Visit will begin at the Main Police Building at 1300 W. Broward Blvd, Fort Lauderdale, FL 33312. All interested persons **MUST, MUST, MUST**, be on time at 1:00pm EST. If we start the Site Visit and your not in the lobby of the Main Police Building by 12:55pm, we cannot take you on the site visit.

All other terms, conditions, and specifications remain unchanged.

This Addendum No. 3 SHOULD be submitted with your RFP Proposal, (RFP 105-10431)

Michael Walker, CPPB
Procurement and Contracts Manager

Company Name: IMAGE COMPANIES
(please print)

Authorized Contractors Signature: M Wasser

Date: 1/15/2010



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ADDENDUM NO. 4

RFP 105-10431
Janitorial Services – Police Department

ISSUED: January 12, 2010

The Request for Proposal is scheduled to open on January 18, 2010, prior to 2:00pm EST. This is being changed and instead will open on January 19, 2010, prior to 2:00pm EST, due to the Martin Luther King Jr. holiday.

AGAIN THE NEW OPENING DATE FOR THIS REQUEST FOR PROPOSAL IS JANUARY 19, 2010, PRIOR TO 2:00PM EST.

All other terms, conditions, and specifications remain unchanged.

This Addendum No. 4 SHOULD be submitted with your RFP Proposal, (RFP 105-10431)

Michael Walker, CPPB
Procurement and Contracts Manager

Company Name: IMAGE COMPANIES
(please print)

Authorized Contractors Signature: M Wasser

Date: 1/15/2010



814 14th Street
Lake Park, Fl 33403-2354
(561) 844-8778 • Fax (561) 844-8986

Janitorial Services meeting your needs, exceeding your expectations

CLEANING SPECIFICATIONS FOR: Ft. Lauderdale Police Departments

*Special attention is necessary for reception and other high traffic areas. Our intent is to keep a cohesive set of specifications for all buildings until further instruction and inspection change the necessary frequency. Our approach is proactive and our specifications are flexible to create a program that maintains the cleanliness, productivity and health of the occupants.

ENTRANCE, RECEPTION, OFFICE AREAS, CONFERENCE ROOMS & GYM

FLOORS

D Ceramic Tile & VCT dusted and damp mopped with micro fiber set-up.

D Vacuum carpets with HEPA filter vacuums and pretreat spotting as needed.

D Mats vacuumed & spot cleaned.

D Stairs/Steps: clean, pick up trash & cigarette butts.

W Corners & Edges vacuumed.

M Spray buff VCT flooring and remove any/all solution from baseboards, furniture, etc. – monthly.

Reception & high traffic areas may need to be buffed bi-monthly to keep shine & protection of floor acceptable to the standards of both Police Dept. and Image Companies standards.

Spray buff will be performed a minimum of 1 x /month not to exceed 2 x/month in scheduled areas

Q Machine scrub hard surfaces and recoat with a minimum of 3 coats. – Quarterly.

*Reception & high traffic areas may need to be scrubbed monthly to keep shine & protection of floor acceptable to the standards of both Police Dept. and Image Companies standards *

Scrub & recoat will be performed a minimum of 1 x /quarterly not to exceed 1 x/month in scheduled areas

Q Truck mounted steam cleaning of all carpeted areas.

Will be provided within fifteen days of start-up of contract and performed quarterly thereafter.

BA Strip & Refinish floors with at least 2 coats of floor seal & 3 coats of floor finish. – Bi-Annually.

Reception & high traffic areas may need to be stripped & refinished quarterly to keep shine & protection of floor acceptable to the standards of both Police Dept. and Image Companies standards.

Strip & refinish will be performed a minimum of 2 x /annually not to exceed 4 x /annually in scheduled areas

A Steam Clean Ceramic Tile and Grout – Annually.

WASTE RECEPTACLES

- D Empty waste receptacles daily.*Replace liners a minimum of two times per week, when soiled or torn.*
- D Empty recycling containers, break down cardboard boxes, and comply with the program in effect.
- D Remove all trash to designated areas.
- D Ashtrays and urns – empty, remove cigarette butts, damp wipe & replenish sand as needed.
- M Wash/polish all trash containers.-monthly.

DUSTING & CLEANING

- D Dust/Wipe/Polish tables, desks, chairs, glass tops, counters, cabinets, and all other miscellaneous office ware with treated dust cloths or vacuum attachments to remove dust, lint, dry soil, etc.
- D Remove fingerprints & stains from wall surfaces.
- D Glass surfaces (Incl. Doors, windows, and partitions) clean & polish (up to 20 ft. both sides).
- D Clean & polish door knobs, kick plates, & light switches.

- D Wipe off and disinfect all exercise equipment in the gym.
- W Clean and Sanitize telephones.
- W Dust/Clean: windowsills, window blinds, low ledges, moldings, pictures & picture frames etc.
- W High dusting with treated dust cloths or vacuum attachment to remove dust from shelves, top of book stacks, door frames, & general surfaces up to 10 ft.
- W Dust/Clean baseboards, ledges, moldings and other low areas.
- W Clean/Polish threshold plates.
- M Clean/Dust A/C vents, skylights, pipes, sprinkler systems, cables, ledges, ceiling tiles & light fixtures.
- S Wash interior glass & ledges to remove dust, grease, tape, etc. – semi-annual
- A All venetian blinds will be thoroughly cleaned (this can be done in phases throughout the year)-annually

Typewriters, calculators, computers, staplers, books, reports, or other similar items are not disturbed

Only CLEAR/OPEN work spaces will be cleaned

RESTROOMS & SHOWER AREAS

FLOORS

- D Tile and hard surface floors - sweep, damp mop and sanitized.
- D Carpets & Mats – vacuum & spot cleaned as needed.
- W Clean & Refill Floor Drains with a drain brush or scrub pads to remove corrosion.
- A Steam Clean Ceramic Tile and Grout flooring and showers– Annually.

WASTE RECEPTACLES

- D Empty waste receptacles daily.*Replace liners a minimum of two times per week, when soiled or torn.*
- D Remove all trash to designated areas.
- M Wash out all trash containers.-monthly

DUSTING & CLEANING

- D Clean, Sanitize & refill soap, hand towel and tissue dispensers from Police Dept. Stock.
- D Clean, wipe & sanitize counters and sinks.
- ~~D Clean, wipe, spot clean walls, doors, general surfaces, and stall partitions and polish when needed.~~
- D Mirrors, Chrome surfaces & light switches – clean/wipe/shine/sanitize.
- D Clean/Sanitize/Polish Toilets & Urinals to remove scale, scum, mineral deposits & rust. Place screens with deodorant blocks in all urinals (change as needed). Use plunger if needed.
- D Clean/Sanitize/Polish employee shower area.
- W Dust/Clean baseboards, ledges, windowsills, door frames, tops of lockers and moldings.
- W Clean/Wipe/Dust pictures/frames.
- Q Clean/Dust A/C vents, skylights, pipes, sprinkler systems, cables, ledges, ceiling tiles & light fixtures.

MISCELLANEOUS

DRINKING FOUNTAINS

- D Wash to remove all soil, streaks and smudges.
- D Disinfect using sanitizing solution and clean cloths.
- D Polish metal surfaces, including the orifices and drains, until dry.

EQUIPMENT ROOMS

- M Ceramic Tile/VCT dusted and damp mopped with micro fiber set-up.
- M Clean & wipe all walls, equipment (electrical panels are excluded), shelves, and doors.

GROUNDS

- D Police entrance for trash in a 20 Ft Radius of Doorway.
- D Make a written report of any items found inoperable.

ELEVATORS

- D Vacuum floors & threshold plates, spot clean as needed.
- D Clean panels & walls, remove fingerprints & stains as needed and apply metal protection polish.
- D Clean & sanitize switches & phone.
- M Clean light fixtures.

STAIRS

- D Pick up trash from floor and stairwell area.
- W Dust & wipe clean railings, ledges, light switches, etc.
- M Clean & Damp mop floors.

Considering the Life-Cycle Cost of Flooring

By BOM Editorial Staff

Of all the materials in a facility, flooring is arguably the most visible. Other building components and finishes draw the eye, but flooring is always within view. Visually, it's an important element in setting the mood of the facility. Facility occupants and visitors will be put off by a floor that doesn't look its best.

Besides looking good, flooring has to stand up to an enormous amount of wear and tear. No other product in a facility will have to endure such near-constant use.

Because of its visual importance and the sheer amount of product needed, flooring can be a major expense. That doesn't mean facilities executives should overspend, however. Life-cycle costing is a process that can help facilities executives understand exactly what a floor will cost over its lifetime and ensure that a product chosen will meet the needs of a facility.

Life-cycle cost gives facilities executives a big picture view of the flooring options being considered. But life-cycle costs are often overshadowed by first cost because of tight budgets during construction. By the time a floor is installed towards the end of construction, spending has often gone over budget. This can lead to cutting costs on flooring.

What's worse, some facilities executives just don't think it's necessary to consider long-term costs. "Some facilities executives think life-cycle costing is all just smoke and mirrors," says Bill Crosswell, CEO and owner, CraftCrosswell, and a member of StarNet. "They aren't interested in figuring out the life-cycle costs of flooring."

Life-cycle costing isn't a difficult process, but it can be time consuming and involve complex factors. But time spent to calculate life-cycle costs is well worth the return — savings years down the road.

The general tenet of life-cycle costing is that the least expensive flooring product might actually cost more in the long run than a product that is initially more expensive. To see whether this is true for a particular space, facilities executives should examine each flooring product carefully.

Life-cycle cost is comprised of the total dollars expended over the usable life of a flooring installation, says David Meberg, president and CEO, Consolidated Carpet, a StarNet member. It generally includes the first cost of the flooring, cost of installation (including the cost of disruption to business, if applicable), the cost of maintenance over the expected service life of the flooring, and disposal, reclamation, and removal costs.

The total cost is then divided by the number of years the floor is expect to last, resulting in a total cost per year. That figure can then be divided further into cost per square foot or other appropriate metrics. Calculating the life-cycle cost for all flooring products being considered allows facilities executives to compare them on even ground.

Balancing Act

Choosing the best flooring for a particular facility includes analyzing the work the occupants do in the space, how often they do it and how each flooring option will hold up to it. Aesthetics should also be taken into account, as well as maintenance, cost and any special requirements, such as slip-resistance or hygiene.

Considering all these factors makes product selection a balancing act. Some spaces will require flooring designed for specific needs. The need for hygiene in a hospital operating room, for example, may call for sheet vinyl that is aseptically heat welded.

In other cases, however, the answer may not be so apparent. The choices for hard surface flooring in a retail setting are abundant. Here, aesthetics often plays a large role, as does ~~durability because of heavy traffic and possibly heavy loads of products and fixtures.~~

Facilities executives should rank the requirements of the flooring and balance them with wants. For example, the owner of a busy clothing store with heavy rolling garment racks that are often repositioned may want the look of ceramic tile flooring, but that choice would not be practical or cost-effective. Rolling the racks would be difficult, and under the heavy traffic, the tile would need constant repairs. Facilities executives might want to consider a high-pressure laminate or luxury vinyl tile (LVT) that would give the appearance desired but have more durability.

Maintenance Matters

Projected maintenance costs are often the most important factor in life-cycle cost. “A facility will spend more money on maintaining a floor than on the initial purchase,” says Harold Chapman, president, Bonitz Flooring Group, a StarNet member.

The longer a floor lasts, the greater the number of years initial costs can be divided into, which often results in savings in the long run. Generally, it costs less to maintain an existing floor than to install a new floor. There comes a point, however, when new flooring with fewer routine maintenance needs would be more cost-effective. For example, 20-year old vinyl composition tile (VCT) in a high traffic area might require stripping and waxing twice a month. The age of the product coupled with continued high maintenance costs could mean a new, lower maintenance floor — carpeting or high-pressure laminate, for example — would actually save the facility money long term.

Factoring in Upkeep

The required maintenance to keep a floor attractive and functional is based on two factors: the product itself and the type and amount of use the floor receives.

Different types of flooring require different regular maintenance. Carpeting, for example, benefits from a phased cleaning program, says Meberg. A professional carpet cleaner can analyze a facility and recommend a routine maintenance program. That includes vacuuming based on the level of use. If dirt and grime are allowed to sink into the carpet, they can cut the fibers and cause irreparable damage. Beyond routine vacuuming, certain areas in the facility might require deep cleaning every month, every other month, or on an as-needed basis.

Linked to the maintenance costs, says Meberg, is the use of walk-off areas at the entrances of buildings. In a multistory office building, for example, a properly selected walk-off system will generally have removed dirt from occupants' shoes by the time they reach the carpet outside the elevator on their office floors.

Maintenance costs need to be balanced with first costs. VCT is often one of the least expensive flooring products and is generally very durable. However, the level of maintenance required to keep a VCT floor looking good might overwhelm the lower initial cost. In a high-traffic area where appearance is important, facilities executives should consider flooring that is more expensive but requires less maintenance. "Facilities executives will soon forget the savings they got by going with a less expensive product once they realize how much is being spent on maintenance," says Chapman.

Proper maintenance of flooring is essential to keep the floor looking good. The length of time a flooring product is expected to stay attractive is called appearance retention. This is a critical factor in life-cycle costs because flooring will usually be replaced if it no longer looks good. Unless a building's owner and occupants really don't care how the floor looks, appearance retention is key. "A facilities executive wants the floor to look as new as possible for as long as possible," says Crosswell. If flooring looks stained and worn, it's going to be replaced. The rated service life of a product doesn't matter if it's not properly maintained to keep an acceptable appearance.

Green Endings

Facilities executives who don't consider life-cycle cost for flooring are often surprised by another set of costs when the time comes to dispose of flooring that has been removed, says Meberg. Other than maintenance, these are often the most costly and overlooked expenses in flooring. "If facilities executives don't take into account what the product's end-of-life will be, there will be a surprise cost they didn't bargain for," he says.

Included in the end-of-life cost is the labor for flooring removal, which varies with different types of flooring, the cost to transport the material to a landfill or disposal site, and the fee charged by the landfill, if applicable. This can all add up to a costly surprise if it wasn't considered at the beginning of the purchasing process.

Recently, the green movement has had a large impact on the end-of-life costs for flooring. "Some manufacturers are taking the lead in the green movement because

customers are demanding green products,” says Croswell. This translates into products — particularly carpet tile — that can be recycled at the end of their lives rather than going to a landfill.

“Carpet manufacturers are now starting to focus on regeneration and reuse of materials,” says Meberg. “They bring in old material, break it down into a raw component and reuse that in the manufacture of new products.”

It used to be that facilities executives would have to pay to transport carpet tiles to the recycling facility, therefore only saving on landfill costs. But more recently, manufacturers are getting such an increase in demand for recycled-content products that many offer the reclamation services at no charge, says Meberg. Manufacturers are removing carpet tiles at no cost to the facility, which translates into almost no end-of-life costs.
