

Advanced Technology Management, Inc.

dba, Enterprise Maintenance Service

Solicitation #: 049-16, JANITORIAL SERVICES



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Internal Information

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1. Qualification Statement

ATM is an established, customer-focused company which provides industrial and commercial cleaning, based in Jacksonville, FL. We offer excellent local knowledge of the SE region, specifically Florida and Georgia, in regards to personnel and expert support. With a diverse range of experience and expertise, we provide our clients responsive, value-added services and have built a reputation for providing high quality at a cost which is realistic and affordable. Although janitorial services are at the heart of our business, we are a multi-service provider and as such, can offer the following services from a single resource: Janitorial, Landscaping, Duct Cleaning, Refinishing Stone Floor (Marble, Granite, etc.), Carpet Shampoo, and Pressure Washing.

We have been in business since 1995, and we've always remained competitive and certainly well-equipped with an outstanding management staff committed to providing the best overall package. We've been doing business for 16 years ranging from office buildings, schools, call centers, bank buildings, airports, government facilities, to medical facilities. Rest assured that we've got every aspect of commercial cleaning covered.

Our commercial services include daily custodial services (office, lobby, entrance, and restroom cleaning), floor maintenance (refinishing and buffing and the use of the latest deep carpet cleaning technology), window washing, and light maintenance. Some of the facilities we service are in operation 24-hours a day, 7-days a week. This requires careful scheduling of cleaning tasks to avoid any interference with ongoing operations. On these projects and others, ATM has been recognized for the quality of its service, the high skills and quality of its personnel, and its use of the latest cleaning techniques to achieve affordable, best value performance to our clients.

The following elements comprise our general approach to providing superior custodial services:

- ***Trained and Qualified Staff.*** ATM has a comprehensive training program to ensure our employees are fully competent to provide project services.
- ***Modern Techniques and Equipment.*** ATM will provide the latest cleaning technology and new equipment to achieve the highest levels of quality and productivity. ATM has demonstrated that this type of investment will reduce overall project costs.
- ***Environmentally Preferred Products (EPP).*** ATM will use EPP to the extent possible and practical on the custodial services project to minimize the direct and indirect impact of project services on the environment and to help meet Customer's EPP objectives.

We believe that most companies in this industry suffer two major problems. These are poor communication and management of job projects and poor retention of quality employees. Both lead to lower customer satisfaction, lack of repeat business and a low word-of-mouth referral rate. ATM will seek to provide its custodial services in the most timely manner and with an ongoing comprehensive quality-control program to provide 100% customer satisfaction. The company's principal officers see each contract as an agreement not between a business and its customers, but between partners that wish to create a close and mutually-beneficial long-term relationship. This will help to provide greater long-term profits through referrals and repeat business.

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