

APPENDIX B - RESPONSE FORM

081-17 JANITORIAL SERVICES – OPEN MARKET

The Proposer shall submit one (1) original Proposal, three (3) duplicates (hardcopies), and one (1) CD. If there is a discrepancy between the electronic copy and hard copy, the hard copy will prevail. JEA will not accept Proposals transmitted via email.

PROPOSER INFORMATION:

PROPOSER'S COMPANY NAME: Advanced Technology Management, Inc
BUSINESS ADDRESS: 8672 Philips Hwy
CITY, STATE, ZIP CODE: Jacksonville FL 32256
TELEPHONE: 904.398.9600
FAX: 904.398-9001
EMAIL OF CONTACT: atm@atminfor.com
WEBSITE: www.atminfor.com

1.2.3.1 QUOTATION OF RATES

Maximum points for this criterion: **50 Points**

Proposer shall provide a pricing for the Contract by completing the enclosed "Appendix B – Quotation of Rates". The rates provided shall be all-inclusive and shall include all profit, taxes, benefits, travel, and all other overhead items.

Please note, the rates or lump sums quoted by Proposer on the Proposal Form must be firm prices, not estimates. ANY MODIFICATIONS, EXCEPTIONS, OR OBJECTIONS CONTAINED WITHIN THE PROPOSAL FORM SHALL SUBJECT THE PROPOSAL TO DISQUALIFICATION.

This amount is the total amount transferred from "Appendix B – Bid Workbook"

<i>Item No</i>	<i>Description of Services</i>	<i>Total Price</i>
5.1	Total Price (This amount is transferred from "Appendix B – Bid Workbook")	562,755.24

1.2.3.2 PROFESSIONAL EXPERIENCE, LOCATION, AND AVAILABILITY OF PROPOSER'S STAFF

Maximum score for criterion is: **20 Points**

Proposer shall provide one (1) resume of for the Account Manager available to work on the JEA engagement. At minimum, the resume shall present the employee's name, title, years of service with the company, applicable professional registrations, education and work experience. The Proposer shall also submit a verifiable local business address for this person, their availability and their expected average response time to JEA.

Proposers may submit responses to this Section in its own format.

1.2.3.3 CLEANING INDUSTRY MANAGEMENT STANDARDS CERTIFICATION (CIMS)

Maximum points for this criterion: 5 Points

Proposers will supply a copy of their CIMS certification. Proposers who have a current CIMS certification will receive five (5) points.

Proposers may submit responses to this Section in its own format.

1.2.3.4 QUALITY METRICS

Maximum points for this criterion: 20 Points

Proposer shall submit a written "Quality Plan" addressing, at a minimum, the following elements for JEA:

- 1.) Coverage, Adequacy and Frequency of Inspection
 - 1.1 How will Proposer determine if the specified Service Levels are being met across all sites?
 - 1.2 What will be inspected?
 - 1.3 Who will complete the inspections?
 - 1.4 What will be the frequency of inspections?
 - 1.5 What will be the coverage (Frequency of all sites receiving inspections)?

- 2.) Frequency and Delivery of Metric Reporting
 - 2.1 What Quality Metrics will be tracked?
 - 2.2 How often will reporting be provided to JEA?
 - 2.3 How will the data be made available to JEA?
 - 2.4 How will the reporting be delivered? Electronically or via hard copy?

- 3.) Follow Up Action Plan for Failed Inspections
 - 3.1 Please propose a "Follow Up Action Plan" for any failed inspections.

Proposer may provide this information in its own format.

1.2.3.5 JACKSONVILLE SMALL AND EMERGING BUSINESS (JSEB)

Maximum score for this criterion is: 5 Points

Proposer shall indicate if it is certified as a Jacksonville Small and Emerging Business (JSEB) as defined by Jacksonville Ordinance 2004-602; Chapter 126, Part 6A and 6B.

If Proposer is not a certified JSEB, the Proposer shall list any JSEB certified subcontractors that it intends to utilize in the performance of this Work. The listing should include names of the JSEBs, the type of service they will provide, and the percentage of work being subcontracted. Points will be awarded based on the type and amount of work that will be conducted by JSEB firms.

The points will be awarded as follows:

Proposer is a COJ/JEA certified JSEB = 5 pts;

Proposer is not a JSEB but will subcontract Work to JSEBs:

Non-JSEB with JSEB partner:

Greater than or equal to 10% of work = 4 pts

Greater than or equal to 7%, but less than 10% of work = 3 pts

Greater than or equal to 4%, but less than 7% of work = 2 pts

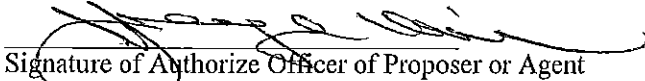
Greater than or equal to 1%, but less than 4% of work = 1 pt

Proposer's Certification

By submitting this Proposal, the Proposer certifies (1) that it has read and reviewed all of the documents pertaining to this RFP and agrees to abide by the terms and conditions set forth therein, (2) that the person signing below is an authorized representative of the Proposer, and (3) that the Proposer is legally authorized to do business and maintains an active status in the State of Florida. The Proposer certifies that its recent, current, and projected workload will not interfere with the Proposer's ability to work in a professional, diligent and timely manner.

The Proposer certifies, under penalty of perjury, that it holds all licenses, permits, certifications, insurances, bonds, and other credentials required by law, contract or practice to perform the Work. The Proposer also certifies that, upon the prospect of any change in the status of applicable licenses, permits, certifications, insurances, bonds or other credentials, the Proposer shall immediately notify JEA of status change.

We have received addenda 1 through 1


Signature of Authorize Officer of Proposer or Agent

Young Kim

Printed Name & Title

May 1, 2017

Date

904-219-2222

Phone Number

Advanced Technology Management, Inc.

dba, Enterprise Maintenance Service

Solicitation #: 081-17, 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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2. Quality Program & Metrics

ATM has established a complete Quality Control Program (QCP) to assure that the requirements of the contract are provided as specified. The QCP shall be a system for identifying and correcting deficiencies in the quality of services before the level of performance becomes unacceptable and/or client inspectors point out the deficiencies. This QCP is of paramount importance. The program shall include, but not be limited to the following:

- (1) An inspection system that is tailored to the specific building(s) covered under the terms of the contract and which covers all services specified in the contract specifications. The contractor will devise a checklist for use during the regularly scheduled and unscheduled QCP inspections. The checklist used must be signed and dated by the inspector at the time that the inspection is completed. The contractor shall identify all personnel who will be performing QCP inspections by name, title, and type of inspection each is authorized to perform. The person who actually performed the work being inspected shall not perform quality control inspections.
- (2) A system to ensure that the contractor's employees are notified of deficiencies found in their areas of responsibility; that the noted deficiencies are corrected (if possible); and that these employees are counseled/retrained as necessary to ensure that deficiencies do not reoccur.
- (3) ATM will maintain a local file of all inspections conducted by the contractor or his/her employees, including the corrective actions taken. This documentation shall be made available to client during the term of the contract. Client appointed team may compare inspections performed by the contractor's inspectors against the actual conditions which exist at that point in time.

The project manager is responsible for quality control (QC) on the custodial services project. The project manager will implement ATM's QC Plan, which includes development of quality standards, inspection processes, and inspection task and frequency guidelines. The QC Plan will be finalized during phase-in coordination with the client.

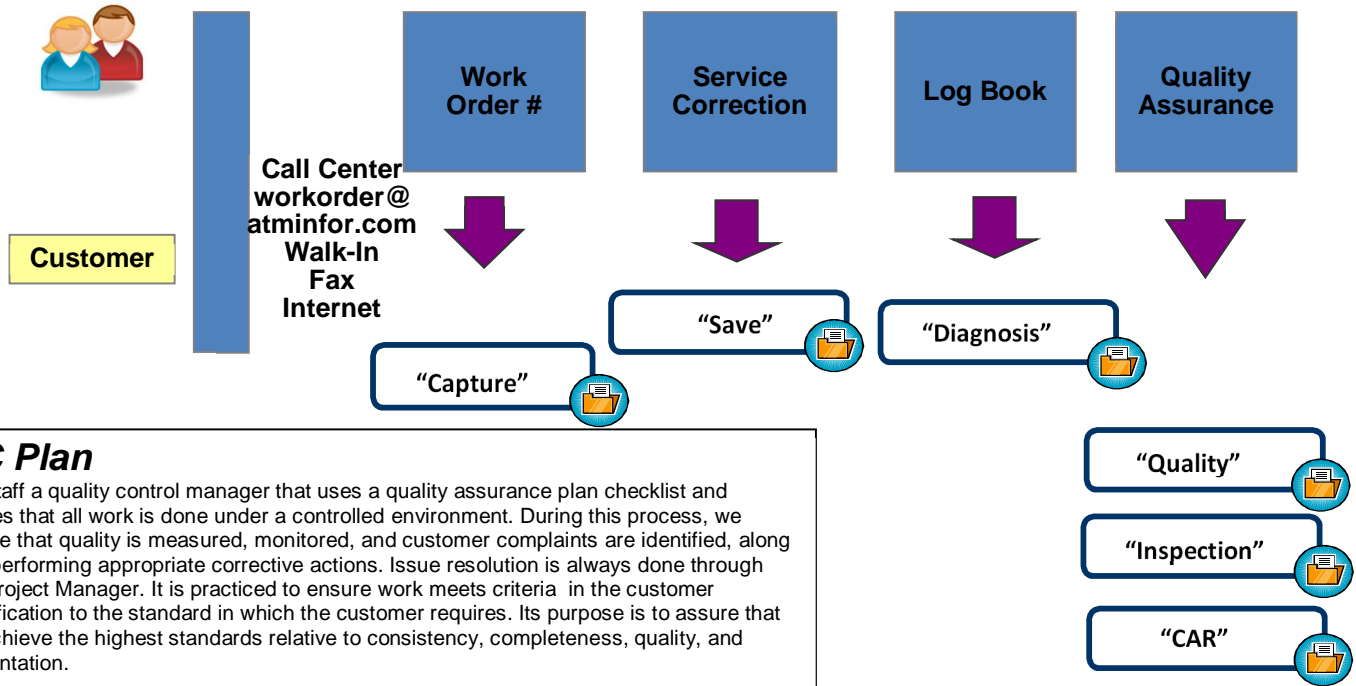
In addition to the inspection system presented in the QC Plan, ATM will implement measures to further improve project quality and overall performance. These measures include the use of performance trend analysis to identify potential problem areas and corrective action procedures to make systematic improvements in project quality.

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Workflow Example of Inspection System:



QC Plan
 We staff a quality control manager that uses a quality assurance plan checklist and verifies that all work is done under a controlled environment. During this process, we ensure that quality is measured, monitored, and customer complaints are identified, along with performing appropriate corrective actions. Issue resolution is always done through our Project Manager. It is practiced to ensure work meets criteria in the customer specification to the standard in which the customer requires. Its purpose is to assure that we achieve the highest standards relative to consistency, completeness, quality, and presentation.

All of the following activities are conducted as part of the quality assurance checklist:

- Inspections
- Corrective Actions Record – recurring deficiencies (training, procedure, equipment)
- Preventative Maintenance
- Checklist against performance indicators – assess project performance
- Customer Surveys
- Issue Logs



2.1. Inspection

2.1.1. Service Level Agreements

ATM works with various tools and through various channels to achieve janitorial excellence and to ensure our service level agreements are met across all sites. We use a wide range of resources and tools to help us accomplish these goals. The methods and channels are listed below, but communication and organization is key.

- Advantage. ATM does not require a comprehensive phase in process for this proposal. We have knowledge of the facility, proper site personnel, the bid specifications, and all other needed requirements of this solicitation.
- Supervisory focal points. Our management personnel will stay in close contact with the building management in order to be abreast of changes in the requirements of service, any special services, which may be anticipated, and also any situations which may develop between your staff and ours.

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- Training. We achieve 100% SLA through thorough orientation, training, and phase-in of the project with the supervisor and project staff. Schedule and tasks will be identified and assigned at this point for all sites, and any special conditions.
- Information exchange. ATM gathers its resources under one umbrella in order to assist with networking needs and information exchange amongst staff. We have access to a vast source of information using new and traditional technology.
- ATM operates under a work order system. All work orders can be submitted via email, phone call, and fax. We also have a 24-hour emergency call number to respond to all urgent requests.
- ATM has a home on the internet at <http://www.atminfor.com> and all correspondence can be made through atm@atminfor.com.
- With our Cloud Access for our employees and clients, we can easily share reporting information or any other information exchange as required via a web portal.

2.1.2. Inspection

The project manager will ensure that all areas in all covered facilities are inspected each month, and that the work of each custodian and custodial crew/team is also inspected. This inspection approach will prevent deterioration at infrequently serviced areas and will enable an optimum allocation of resources.

The project manager will develop monthly schedules of all surveillance activities. Planned inspections include random inspection of high frequency and continuous tasks (routine tasks) and 100 percent inspection of project (periodic) cleaning services, emergency cleanups, and other special services. The schedule will show the date, time, service, location for each inspection, and inspector assigned. The inspection schedule is adjusted to accommodate holidays and client requests, and to ensure that all areas, services, and work shifts are inspected at least once each month. The client will be notified of inspection schedule changes associated with changes in work schedules, weather, emergencies, and special requests.

2.1.3. Inspection Items

The daily selection of areas to be inspected will depend on factors such as building density and performance history determined from previous inspections. Areas and services where deficiencies have been noted will receive additional inspections until project performance standards have been demonstrated. Table below indicates common inspection areas and purpose.

Table 1. Performance Parameters for Trend Analysis

<i>Parameter</i>	<i>Trend</i>
Custodial hours worked	Reflects reliability of staffing
Lost day injuries	Reflects adequacy of safety program

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Supplies consumption	Reflects on training and procedures
Service call and work response time	Reflects on service call processing and availability of personnel to respond
Special event hours worked and performance schedule	Indicates accuracy of labor estimates and ability to manage labor resources
Quality deficiencies	Correlates directly to performance quality of areas as indicated by the specs; May indicate the need to enhance the QC inspection system
Daily cleaning	Quality and efficiency of typical client SOW
Schedule performance	Degree to which teams/custodians perform tasks consistent with schedule - indicates need for schedule changes, additional resources, training
Time to perform	Indicates proficiency of staff, adequacy of training
Periodic cleaning	As needed
Emergency assistance	ATM staff is trained and ready to respond immediately to handle any building emergencies. ATM also stocks your building with emergency supplies and equipment.
Disaster assistance	

2.1.4. Duties and Responsibilities of Quality Control Inspectors

Formal QC inspections are performed by the supervisor and project manager. The project manager prepares a monthly QC inspection schedule and inspection assignments consistent with the QC Plan. The project manager, supervisor, and custodians perform various levels of informal inspections in the course of their daily work.

The QC inspectors (typically site supervisors) perform formal inspections using general and tailored QC checklists to record their observations. The inspectors are expected to perform their inspections within the dates and times identified on the QC inspection schedule. This will allow client inspectors to perform co-inspections if they choose to do so. QC inspectors are required to report immediately any unsafe or unusual condition that they may encounter during their inspections. They also have the responsibility to notify the project manager of any issue that requires immediate attention, including reperformance of services to eliminate observed deficiencies. The inspectors submit their completed inspection checklists to the project manager for review and follow-up action, as required. Checklists are submitted to the project manager within 1 working day of performance of the inspection.

The general areas of responsibility for the QC inspectors is as follows:

- **Corporate staff members** monitor implementation of the QC Plan, conducts monthly reviews of QC and other project office records, and performs periodic on-site inspections of project operations.
- **Project manager** and/or **supervisor** conduct formal inspections of all project work areas and shifts so that the work of all project personnel is inspected, along with all areas included in the project, each month.

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- **Project Manager duties:**
 - **QC Inspection Schedule and Assignments.** The project manager develops the monthly inspection schedule covering all facilities, project operations, and work shifts. The project manager will ensure that each service area is inspected at least once each month and that the work of each project member is observed monthly as well. The project manager also performs QC inspections during visits to the project.
 - **Corrective Action Program.** The project manager implements the corrective action program for deficiency correction. Corrective action is immediate for observed deficiencies and also systematic to prevent further occurrences. Systematic corrective actions are documented in corrective action plans that are tracked to completion.
 - **Performance Trend Analysis.** The project manager monitors key performance indicators. These indicators are used to identify areas that need improvement before performance degrades to cause deficiencies.
- **Supervisor.** The supervisor is responsible for the performance of the custodians that they direct. The supervisor provides on-the-job training, performs formal and informal inspections, and meets with occupants to ensure that the quality of performance meets client expectations. The supervisor directs the correction of any deficiency that is observed or in which he is notified. The supervisor can make temporary adjustments to staff assignments and project resource allocations to resolve immediate situations. The supervisor works with the project manager on permanent corrective actions to prevent further occurrences of deficiencies.
- **Custodians.** The custodians ensure that each area is serviced to the level that the client and ATM require. This includes ensuring that, as necessary, furniture and other items are put back in place after area cleaning, lights and equipment are off, and the area is secured before they go to the next work area. The staff will record any unusual circumstances or other observations on their work route sheets to bring these items to the supervisor's attention for further action. The staff is authorized to report immediately any unsafe or suspicious circumstance that they may encounter while performing their tasks.

2.1.5. Inspection Frequency

The supervisor will do the quality inspection on a weekly basis or as needed depending on client request or specifications of the contract since day-to-day on-site operations are headed by a full-time supervisor. The supervisor will have sufficient authority to ensure that the project meets the client's requirements. The supervisor will represent ATM in daily discussions with the customer.

Project managers will do thorough inspections on a monthly basis or as needed depending on client request or specifications of the contract.

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2.1.6. Inspection Coverage

All sites will follow this same inspection coverage and Quality Control Plan. Some sites may have more/less depending on staff coverage needed for the site or janitorial requirements.

2.2. Metric Reporting

2.2.1. Quality Metrics Tracking

ATM's project manager will develop a set of performance indicators to assess project performance. Trend analysis (*Table 1. Performance Parameters for Trend Analysis*) is an effective means to identify potential problems before performance shortfalls become apparent. Performance metrics in the table above will be tracked.

2.2.2. Reporting

Reporting will be provided to JEA on a weekly basis or as needed. ATM works with various tools and through various channels to achieve janitorial excellence and complete satisfaction of our client. We also use a wide range of resources and tools to help us accomplish these goals.

The following basic reports will be made available upon request:

- Open work orders by problem type
- Completed work orders by problem type
- Work orders completed by priority
- Ad hoc reporting can be provided for specific requests

2.2.3. Record Keeping

The project manager will establish a database in an Excel spreadsheet to track QC documentation and corrective action status. The project manager will maintain a local file of QC records in the project office. Copies will be forwarded to ATM's headquarters for review. The file will provide evidence that QC inspectors are performing the required inspections. The file will contain, at a minimum, copies of the following documents:

- Approved QC Plan
- Monthly inspection schedules (performed inspections)
- Completed QC checklists
- QC deficiency reports received from client
- Immediate corrective actions taken and corrective action plans implemented
- Minutes of Quality Assurance/Performance meetings with client
- Quality-related correspondence.

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The QC records will be available for review or inspection by the client at any time during this contract. QC records will be retained in the project office for the life of the contract. At the conclusion of the contract, a complete set of QC records will be established at the corporate office where they will be retained for an additional two years.

2.2.4. Reporting Availability & Access

The data will be made available electronically via our website. Hard copies can be made on request. ATM has a home on the internet at <http://www.atminfor.com> and all correspondence can be made through atm@atminfor.com. We have now completed our communication portal via our website, and clients will have secure access to their documents and reporting.

ATM operates under a work order system. All work orders can be submitted via email, phone call, and fax. We have a 24 hour emergency call number to respond to all urgent requests. Once a work order is received, it will immediately be sent to a response team and followed up by supervisory staff until completed. The client will be contacted by the supervisor via email or phone call to ensure the job has been completed satisfactorily. All correspondence is tracked and recorded for later reporting. Any escalation can be made directly through supervisory staff all the way up to the president.

We are set apart from most because our company provides a customized online solution (**Egnyte Cloud Access**) that streamlines the work order process. Customers will have a unique login account on ATM's server, which will allow them to enter, view, and update current work order assignments. The access is secure and will be managed by the project manager, as well as the site manager.

Client Login can be accessed via our website at <http://www.atminfor.com>. We can provide temporary access to potential clients upon request if they wish to demo the tool.

Some of the great online integration features include:

- Job and work schedules
- Job and task tracking
- Entering / Closing work orders
- Web view of assignments
- Secure site access
- Customer upload of documents
- Automatic notification of job completion via email

We can give ATM clients 100% visibility to monitor work order progress or any customer issues.

***This tool is also a downloadable free app via the app store, and can be used with a smartphone.**

Requests for any additional reports can be made via e-mail and will be delivered electronically or posted on a secure website for the client.

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2.3. Failed Inspections

2.3.1. Follow – up Action Plan (Correction of Deficiencies)

ATM's quality approach emphasizes the prevention and early detection of all possible deficiencies. This proactive effort has proven to be a very effective tool in the accomplishment of this goal. However, ATM recognizes that some deficiencies may occur. In each case, we will respond to an identified deficiency immediately and completely correct the deficiency to the satisfaction of client personnel.

The primary objective of our QC inspection system is the identification of deficiencies in the quality of service performed before the level of performance falls below acceptable quality levels. By maximizing monitoring efforts for areas that have historically proven troublesome, ATM will produce QC inspection schedules that effectively address the statistical sample with a data bias to these problem areas.

Once detection is accomplished, corrective actions will be taken to eliminate the problem either by "quick-fixes" to ensure short-term performance (with planned solutions for preventing recurrence), or by overall procedural changes for long-term compliance. The project manager and supervisor have the authority to immediately direct reperformance or other measures to correct observed deficiencies.

Each deficiency or defect observed during QC inspections will be corrected and re-inspected. Re-inspection will be performed at completion of the corrective action. In addition, each deficiency or defect noted on the QC checklist will be reviewed by the project manager to determine if further action is required. If the defect or deficiency is the result of a systematic problem (related to training, procedure, or equipment), then a corrective action plan will be developed and implemented to ensure that there are no further occurrences of this deficiency. The corrective action plan will be noted in a QC log and tracked until the plan has been successfully implemented.

The deficiency may have been caused by inadequate performance by the custodian or crew. In that instance, the project manager and supervisor will review the work with the individuals involved to determine the cause for this. Additional training or reassignment of personnel may be necessary.

2.4. Continuous Quality Improvement

ATM is committed to the process of continuous quality improvement at each of its projects. Continuous quality improvement results in higher quality and productivity. It involves continuous evaluation of the processes and procedures that we use to perform our tasks.

The project manager will talk with the supervisors weekly. At these meetings, they will review the previous week's performance, upcoming events, and quality issues. They will develop corrective action plans, as needed, and review progress on corrective actions already initiated.

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The project manager will conduct periodic quality sessions with individual project teams. Using the results of QC inspections and trend analyses as guides, each session will identify potential remedies/improvements. The project manager will maintain a log of suggested changes and will evaluate/develop implementation plans. As appropriate, prospective changes will be presented to the client before action is initiated.

The project manager will conduct monthly quality sessions with project personnel. In these meetings, the project manager will review the performance of the past month from a quality perspective. Areas where weaknesses have been discovered will be discussed. Together, the staff will determine the root cause for the circumstance and the steps to be taken to change procedures, routes, equipment and methods.

ATM encourages employee suggestions that result in measurable cost savings to the project and ultimately to the client.

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**Appendix B - Minimum Qualification Form
081-17 JANITORIAL SERVICES - OPEN MARKET**

GENERAL

THE MINIMUM QUALIFICATIONS SHALL BE SUBMITTED ON THIS FORM. IN ORDER TO BE CONSIDERED A QUALIFIED PROPOSER BY JEA YOU MUST MEET THE MINIMUM QUALIFICATIONS LISTED BELOW, AND BE ABLE TO PROVIDE ALL THE SERVICES LISTED IN THIS SOLICITATION/TECHNICAL SPECIFICATION.

THE PROPOSER MUST COMPLETE THE PROPOSER INFORMATION SECTION BELOW AND PROVIDE ANY OTHER INFORMATION OR REFERENCE REQUESTED. THE PROPOSER MUST ALSO PROVIDE ANY ATTACHMENTS REQUESTED WITH THIS MINIMUM QUALIFICATIONS FORM.

PLEASE SUBMIT THE ORIGINAL AND THREE (3) COPIES AND ONE (1) CD OF THIS FORM AND ANY REQUESTED ADDITIONAL DOCUMENTATION WITH THE BID SUBMISSION.

BIDDER INFORMATION

COMPANY NAME: Advanced Technology Management, Inc

BUSINESS ADDRESS: 8672 Philips Hwy

CITY, STATE, ZIP CODE: Jacksonville, FL 32256

TELEPHONE: 904-398-9600

FAX: 904-398-9001

E-MAIL: atm@atminfor.com

PRINT NAME OF AUTHORIZED REPRESENTATIVE: Young Kim

SIGNATURE OF AUTHORIZED REPRESENTATIVE: 

NAME AND TITLE OF AUTHORIZED REPRESENTATIVE: Young Kim / President

MINIMUM QUALIFICATIONS:

- Bidder must have successfully completed one (1) similar Janitorial / Custodial Services contract in the last five (5) years, ending December 31, 2016.
 - A similar contract is defined as providing janitorial services for a company with janitorial / cleaning requirements totaling 300,000 square feet or greater of cleanable space, with at least three (3) locations each with separate physical addresses.

Please provide the reference information requested below pertaining to this contract.

Department of Finance and Administration
Procurement Division



April 21, 2017

Young Kim
Advanced Technology Management, Inc.
3519 Copper Circle East
Jacksonville, FL 32207

Re: Recertification Approved

Dear Mr. Kim:

The City of Jacksonville is pleased to announce that your company has been recertified as a Jacksonville Small and Emerging Business Enterprise (JSEB). This certification enables your company to compete for work and perform work as a JSEB enterprise. JSEB certification does NOT guarantee work.

910 Building Construction Services, New (Incl. Maintenance and Repair Services, specifically:

-39 Janitorial/Custodial Services

988 Roadside, Grounds, Recreational, and Park Area Services, specifically:

-52 Landscaping (Including Design, Fertilizing, Painting, etc., but not grounds maintenance or Tree Trimming services)

Advanced Technology Management, Inc. will be identified as a certified Asian-American JSEB on our website for tracking purposes. The City of Jacksonville's Jacksonville Small and Emerging Business website can be found at www.jseb.coj.net

Your company's stature with the City of Jacksonville is active for one year provided there are no changes in ownership, control/operations of the company, or eligibility requirements during this certification period. Please be advised that you are required to notify this agency immediately of any changes in your business ownership, control/operations, or business service capabilities.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mario Rubio", is written over a faint, larger version of the signature.

Mario Rubio, JBA Administrator
Jacksonville Small & Emerging Business Office

Certification Approval Date: April 21, 2017
Certification Expiration Date: February 21, 2018

1) Regular (Scheduled) Cleaning Services

Per Section 9 of "Appendix A - Technical Specifications", provider shall submit pricing in Column J below to perform scheduled cleaning services as described. The estimated one (1) year quantities are to be used as guidelines and are not a guarantee of work. All bid prices shall include all travel, parts, tools and materials to complete the service. Note that all daily, weekly, monthly, quarterly, and annual cleanings shall be included in the submitted monthly price.

Item No	Street Address and Zip Code	Site Name and Facility Type	Cleanable Square Feet*	Fixture Count**	Population	Estimated One (1) Year Volume	Unit of Measure	Price Per Unit	Total Price
1.01	21 W Church St, 32202	Customer Center Plaza 2 Floor 1, Office	25,605	24	400	12	per month	1558.1	\$ 18,697.20
1.02	21 W Church St, 32202	Customer Center Plaza 2 Floor 2, Office	21,594	32		12	per month	1362.27	\$ 16,347.24
1.03	21 W Church St, 32202	Customer Center Plaza 2 Floor 3, Office	21,767	27		12	per month	1301.96	\$ 15,623.52
1.04	21 W Church St, 32202	Customer Center Plaza 2 Floor 4, Office	23,358	40		12	per month	1381.89	\$ 16,582.68
1.05	21 W Church St, 32202	Customer Center Plaza 2 Floor 5, Office	14,790	26		12	per month	982.23	\$ 11,786.76
1.06	21 W Church St, 32202	Customer Center Plaza 2 Floor 6, Office	25,773	26		12	per month	1529.77	\$ 18,357.24
1.07	21 East Church St, 32202	Motor Pool Floor 1, Motor Pool	156	2	0	12	per month	104	\$ 1,248.00
1.08	421 Laura St N, 32202	Adair Building Plaza 3 Mezzanine, Parking	23,000	20	0	12	per month	1182.06	\$ 14,184.72
1.09	21 W Church St, 32202	JEA Tower Plaza 1 Basement, Parking	8,000	12	0	12	per month	458.68	\$ 5,504.16
1.10	7720 Ramona Blvd, 32221	SOCC, Office	32,000	36	50	12	per month	2620.84	\$ 31,450.08
1.11	7721 Ramona Blvd, 32221	SOCC Annex,	250	3	0	12	per month	74.99	\$ 899.88
1.12	21 W Church St, 32202	JEA Tower Plaza 1 Floor 1, Office	13,638	7	700	12	per month	934.26	\$ 11,211.12
1.13	21 W Church St, 32202	JEA Tower Plaza 1 Floor 2, Office	12,445	13		12	per month	862.33	\$ 10,347.96
1.14	21 W Church St, 32202	JEA Tower Plaza 1 Floor 3, Office	12,428	13		12	per month	862.33	\$ 10,347.96
1.15	21 W Church St, 32202	JEA Tower Plaza 1 Floor 4, Office	12,700	13		12	per month	886.31	\$ 10,635.72
1.16	21 W Church St, 32202	JEA Tower Plaza 1 Floor 5, Office	12,700	13		12	per month	862.33	\$ 10,347.96
1.17	21 W Church St, 32202	JEA Tower Plaza 1 Floor 6, Office	12,700	13		12	per month	862.33	\$ 10,347.96
1.18	21 W Church St, 32202	JEA Tower Plaza 1 Floor 7, Office	12,700	13		12	per month	862.33	\$ 10,347.96
1.19	21 W Church St, 32202	JEA Tower Plaza 1 Floor 8, Office	12,278	13		12	per month	862.33	\$ 10,347.96
1.20	21 W Church St, 32202	JEA Tower Plaza 1 Floor 9, Office	12,674	13		12	per month	886.31	\$ 10,635.72
1.21	21 W Church St, 32202	JEA Tower Plaza 1 Floor 10, Office	12,656	13		12	per month	886.31	\$ 10,635.72
1.22	21 W Church St, 32202	JEA Tower Plaza 1 Floor 11, Office	12,834	13		12	per month	894.3	\$ 10,731.60
1.23	21 W Church St, 32202	JEA Tower Plaza 1 Floor 12, Office	12,596	13		12	per month	882.31	\$ 10,587.72
1.24	21 W Church St, 32202	JEA Tower Plaza 1 Floor 13, Office	12,596	13		12	per month	882.31	\$ 10,587.72
1.25	21 W Church St, 32202	JEA Tower Plaza 1 Floor 14, Office	12,407	13		12	per month	870.32	\$ 10,443.84
1.26	21 W Church St, 32202	JEA Tower Plaza 1 Floor 15, Office	12,113	13		12	per month	858.33	\$ 10,299.96
1.27	21 W Church St, 32202	JEA Tower Plaza 1 Floor 16, Office	12,780	13		12	per month	890.31	\$ 10,683.72
1.28	21 W Church St, 32202	JEA Tower Plaza 1 Floor 17, Office	8,324	13		12	per month	662.51	\$ 7,950.12
1.29	21 W Church St, 32202	JEA Tower Plaza 1 Floor 18, Office	1,850	13		12	per month	462.67	\$ 5,552.04
1.30	21 W Church St, 32202	JEA Tower Plaza 1 Floor 19, Office	4,210	8	12	per month	462.67	\$ 5,552.04	
1.31	6674 Commonwealth Ave, 32254	Commonwealth Service Center, Office	31,500	30	109	12	per month	1613.7	\$ 19,364.40
1.32	6675 Commonwealth Ave, 32254	Front Guard Shack, Guard Building	100	0	1	12	per month	67.81	\$ 813.72
1.33	1002 N Main St, 32206	Main Street Lab, Office	20,000	24	31	12	per month	1046.17	\$ 12,554.04
1.34	2408 Pearl St, 32206	Meter Reading Office, Office	4,400	13	25	12	per month	67.81	\$ 813.72
1.35	2434 Pearl St, 32206	Admin Building, Office and Warehouse	22,000	43	147	12	per month	1142.1	\$ 13,705.20
1.36	2525 Pearl St, 32206	Medical Clinic	4,311	16	9	12	per month	274.83	\$ 3,297.96
1.37	6727 Broadway Ave, 32254	Westside Service Center, Office and Warehouse	18,728	36	76	12	per month	982.23	\$ 11,786.76
1.38	2325 Emerson St, 32207	Southside Service Center, Office and Warehouse	42,201	48	119	12	per month	2137.24	\$ 25,646.88
1.39	102 N Kernan Blvd, 32225	Ridenour, Water Treatment Plant	15,140	30	131	12	per month	806.37	\$ 9,676.44
1.40	970 N Main St, 32206	Main Street Visitor Ctr, Office	4,333	12	0	12	per month	274.83	\$ 3,297.96
1.41	21 W Church St, 32202	Plaza Deck area & steps to S walk, Waterproofed Deck	25,479	0	0	12	per month	1301.96	\$ 15,623.52
1.42	2436 Pearl St, 32206	Water Meter Shop, Office and Shop	102	3	0	12	per month	68.21	\$ 818.52
1.43	5717 New Kings Road, 32209	Fleet Staging Facility	3,500	9	3	12	per month	234.86	\$ 2,818.32

1.44	6553 Broadway Avenue, 32254	Westside Service Center, Training Center	1,000	10	10	12	per month	110.97	\$ 1,331.64
1.45	6727 Broadway Ave 32254	WSSC, Bldg 5	500	7	5	104	two times every week (Tuesday, Friday)	110	\$ 11,440.00
1.46	6727 Broadway Ave 32254	WSSC, Bldg 6	900	7	5	104	two times every week (Tuesday, Friday)	150.67	\$ 15,669.68
1.47	1002 N. Main Street 32201	Big Jim Bldg/Main Street Lab	500	7	2	52	once every week	150	\$ 7,800.00

* Cleanable Square Feet = cleanable square feet for each location less the square footage of the bathrooms.

** Per industry standards, fixture count is used to quantify bathroom cleaning needs (toilet, urinal, sink, shower, mirror).

2.1) Emergency Cleaning Services

Per Section 10.1 of "Appendix A - Technical Specifications", Emergency by JEA Contract Administrator or the appointed designee. Emergency Cleaning Services shall apply the Per Visit Charge in addition to the submitted hourly rates for Company Supervisor and Subcontractors. Emergency Cleaning Services shall have a one (1) hour minimum applied to their hourly rates upon arrival at the job site.

Item No	Description of Services	Estimated One (1) Year Volume	Unit of Measure	Price Per Unit	Total Price
2.1.1	Per Visit Charge	2	per visit	32	\$ 64.00
2.1.2	Hourly Rate - Company Supervisor	15	per hour	36	\$ 540.00
2.1.3	Hourly Rate - Janitor	15	per hour	32	\$ 480.00

2.2) Ad-hoc Cleaning Services

Per Section 10.2 of "Appendix A - Technical Specifications", Ad-hoc Cleaning Services shall be approved by JEA Contract Administrator or the appointed designee. Ad-hoc Cleaning Services shall use the submitted hourly rates below for Company Supervisor and Subcontractors. Ad-hoc Cleaning Services shall have a one (1) hour minimum applied to their hourly rates upon arrival at the job site.

Item No	Description of Services	Estimated One (1) Year Volume	Unit of Measure	Price Per Unit	Total Price
2.2.1	Hourly Rate - Company Supervisor	160	per hour	18.22	\$ 2,915.20
2.2.2	Hourly Rate - Janitor	325	per hour	15.48	\$ 5,031.00

3) Ad-hoc Specialized Cleaning Services

Per Section 10.3 of "Appendix A - Technical Specifications", the pricing submitted for this section shall be applied to the items below. No additional labor charges shall be added. **JEA will not provide the consumable products (ie. carpet cleaning agents, stripping agents, sealants, etc.) required to complete the services described in Item Numbers 3.1, 3.2, 3.3, 3.5, 3.7, and 3.8. As a result, pricing for these Item Numbers must include any consumable products required. Item numbers 3.4 and 3.6 do not require the use of any consumable products.**

Item No	Description of Services	Estimated One (1) Year Volume	Unit of Measure	Price Per Unit	Total Price
3.01	Composite or Terrazo Floor Treatment	96,000	per square foot	0.2	\$ 19,200.00
3.02	Wet Extraction Shampoo of Carpet	24,000	per square foot	0.1	\$ 2,400.00
3.03	Pressure Wash - JEA Plaza Deck Area (with specified Simple Green cleaning agent)	100,000	per square foot	0.15	\$ 15,000.00
3.04	Pressure Wash - Adair Garage Parking Area	60,000	per square foot	0.22	\$ 13,200.00
3.05	Marble Floor and Marble Counter Treatment	5,700	per square foot	0.15	\$ 855.00
3.06	Pressure Wash Loading Dock Areas	13,500	per square foot	0.22	\$ 2,970.00
3.07	Parquet Wood Floor Treatment	4,000	per square foot	0.55	\$ 2,200.00
3.08	Brick Floor Treatment	6,500	per square foot	0.25	\$ 1,625.00

4) Parts and Materials

Per Section 11 of "Appendix A - Technical Specifications", it is JEA's intent to provide janitorial supplies to Contractor whenever possible. If / when the JEA contract administrator deems that janitorial supplies shall be provided by Contractor, then the mark-up percentage submitted below shall apply.

Item No	Description of Services	Estimated One (1) Year Volume	Unit of Measure	MarkUp Percentage	Total Price
4.1	Estimated Parts & Materials Needed	1,400	dollars	10.00%	\$ 1,540.00

5) This Amount Will Be Transferred To Page 1 of Proposal Form

Item No	Description	Total Price for Janitorial Services
5.1	Total Price (This amount will be transferred to Page 1 of Proposal Form)	\$ 562,755.24