

CONTRACT SUMMARY

CITY OF FORT LAUDERDALE
PROCUREMENT SERVICES DIVISION

Period Covered:
12/3/12 – 12/2/14

Contract No.:
233-11073

Master Blanket:
N/A

Awarded Vendor:

Premiere Building Services, Inc.
1945 NE 207 Street
North Miami Beach, FL 33179

Payment Terms: Net 45 ARO
P-Card Accepted: Yes No

Attn: Donna Greenspan
305-401-0691
Fax 305-682-8867
Email: roscoe1@bellsouth.net

Insurance Coverage Required: Yes No
Authorized for Purchases: \$50,000 Under Over
Extension Options: Yes No Years: 2, 1 year extensions

JANITORIAL SERVICES

Fire Station #2	\$ 121.26 / week
Fire Station #53	\$ 44.23 / week
Fire Station #2, Carpet Cleaning	\$ 19.95 / week

Department Contract Co-Ordinator: Alexandra Rampy, Fire-Rescue, (954) 828-6805
Procurement Specialist: James Hemphill, CPPB

ORIGINAL

**CONTRACT
COPY**

SEPTEMBER 24, 2012

2:00 P.M.

JANITORIAL SERVICES

AT FIRE STATIONS #2 AND #53

RFP # 233-11073

SUBMITTED TO:

**CITY OF FORT LAUDERDALE
PROCUREMENT SERVICES DIVISION
ROOM 619, CITY HALL
100 NORTH ANDREWS AVENUE
FORT LAUDERDALE, FL 33301**

SUBMITTED BY:

**PREMIERE BUILDING SERVICES
DONNA GREENSPAN
1945 NE 207TH STREET
NORTH MIAMI BEACH, FLORIDA
(305) 401-0691
(305) 682-8867 (FAX)
roscoe1@bellsouth.net**

TAB 1

BID/PROPOSAL AND SIGNATURE PAGES

PART VIII - PROPOSAL PAGES - COST PROPOSAL

Cost to the City: Contractor must quote firm, fixed, annual rate for all services identified in this request for proposal. This firm fixed annual rate includes any costs to provide all labor, management, required supplies and equipment, insurance, and all other requirements. No other costs will be accepted. This firm fixed annual rate will be the same for the initial contract period.

Failure to use the City's COST PROPOSAL Page and provide costs as requested in this RFP, may deem your proposal non-responsive.

- 1). Janitorial services for Fire Station #2

\$ 121.26 per week X 52 weeks = \$ 6305.52 / Year

- 2). Janitorial services for Fire Station #53

\$ 44.23 per week X 52 weeks = \$ 2299.96 / Year

- 3). Carpet Cleaning Services for Fire Station #2

\$ 19.95 per cleaning X 2/yr. = \$ 39.90 / Year

GRAND TOTAL FOR ALL SERVICES: \$ 8645.38 PER YEAR

BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: Proposals must be submitted by hard copy only. It will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Services Division, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: [Signature] (signature) 9/18/12 (date)

Name (printed) Donna Greenspan Title: President

Company: (Legal Registration) Premiere Building Services, Inc.

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit http://www.dos.state.fl.us/).

Address: 1945 NE 207th St.

City: N. Miami Beach, FL State: FL Zip: 33179

Telephone No: 305-401-0691 FAX No: 305-682-8867 Email: roscoe@lebellsouth.net

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): N/A

Payment Terms (section 1.04): 45 days Total Bid Discount (section 1.05): N/A

Does your firm qualify for MBE or WBE status (section 1.09): MBE ___ WBE ___ N/A

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No. 1 Date Issued 9/20/12

P-CARDS: Will your firm accept the City's Credit Card as payment for goods/services?

YES ___ NO [checked]

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS. If this section does not apply to your bid, simply mark N/A in the section below.

Variations: N/A

TAB 2

NON-COLLUSION STATEMENT

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

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.

TAB 3

LETTER OF INTEREST

LETTER OF INTEREST

Premiere Building Services has 24 years experience in the janitorial maintenance industry. The Schedule of Services provided in the RFP will be adhered to firmly. Special Services such as carpet cleaning will be performed per the requirements of the RFP. Emergency Services or Additional Services requiring additional personnel will be provided upon request.

Premiere understands that sensitive areas, such as restrooms need to be cleaned to a high degree of satisfaction. Restrooms must be thoroughly disinfected including toilets, urinal, sinks, floors, and walls on a daily basis.

Offices and other carpeted areas must be vacuumed thoroughly including corners and edges and under tables and chairs. The Lobby and Common Areas must be thoroughly cleaned as these are the first impressions that guests notice upon entering the building. This includes the outside entrance areas, glass doors, and lobby floors. Of course, trash is to be removed from the entire building and trash receptacles are to be kept clean. All other requirements, such as dusting, etc. will be cleaned as per the RFP.

TAB 4

A. CAPABILITY & APPROACH

B. COMPETENCE & STAFFING

QUALITY CONTROL PLAN CAPABILITY AND APPROACH

Premiere's Quality Control (QC) Plan is based on its existing QC programs in place at its other Government, and commercial projects. All employees are required to undergo vigorous background check as required by all contracts. Only quality materials and supplies are used to maintain pristine cleanliness levels. Green products are used whenever possible.

The Project Manager will be responsible for implementing the QC Plan. The Project Manager will develop and implement pre-emptive corrective actions to ensure systematic improvement in project performance.

A detailed plan and procedures for verifying performance will be implemented. It is designed to ensure that all project functions are monitored and that the building is inspected to ensure that quality requirements are being met. Premiere will, with the customer, establish the Quality levels against which to judge staff performance.

For this project, we will base our inspection plan on quality levels as indicating the frequency of inspection, the inspection pattern, and the inspector. The quality standards that Premiere will use will be documented in the QC checklist for each project function.

In formulating the inspection schedule, the Project Manager will ensure that all areas in all covered facilities are inspected each month, and that the work of each custodian is also inspected. This inspection approach will prevent deterioration at infrequently serviced facilities and will enable an optimum allocation of resources.

Visual Inspections

Premiere regards visual inspections as the most important method to ensure continually high quality standards. The Project Manager and the Service Team Leaders perform visual inspections.

All inspection findings will be documented so that subsequent actions can be taken. Originals of all documents are available for review by the customer.

Frequency of Inspections

Premiere uses corporate and project resources to ensure quality cleaning. All project services and functions will be inspected using the frequency guidelines. Acceptable quality levels are set to meet the cleaning standards associated with this high visibility, public facility.

The Project Manager is responsible for inspecting project services on a daily basis. The Project Manager will develop monthly schedules of all surveillance activities. Scheduled

inspections include random inspections of daily services to ensure 100% inspection of the facility twice each month. High traffic and executive areas will be inspected more frequently, as necessary, to ensure cleanliness standards are met at all times. The schedule will show the date, time, service, location for each inspection, and inspector assigned. The inspection schedule is adjusted to ensure that all areas, services, and work shifts are inspected at least twice each month.

The daily selection of areas to be inspected depends 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 repeatedly demonstrated. In addition, the Project Manager will survey areas that receive less than daily service to ensure that they remain in satisfactory condition. If necessary, cleaning frequencies will be increased.

STAFFING

Premiere will use a multilevel quality control organization to monitor quality control. The organization's sole objective is to work towards a zero-deficiency rate. By working towards this objective, contract and tenant satisfaction is guaranteed. Premiere plans to use the following personnel as part of its quality control organization.

1. Corporate Office Personnel
2. Project Manager
3. Service Team Leaders
4. Service Team Workers

The formal inspection program will be initiated by the corporate staff and carried out by the Project Manager and the team. There will also be additional inspections by corporate personnel on a less frequent basis. For the purpose of proposal continuity, the quality control-related duties and responsibilities of each individual listed above are outlined in the following section.

Corporate Office Personnel

Premiere maintains active involvement in quality control activities. The corporate office will stay in constant contact with corporate quality control personnel and key project personnel. One example of this involvement will be onsite meeting with the Corporate Executives, customer, and project personnel. These meetings will identify potential quality control problems and implement ways to remedy the problems.

Project Manager

At the project level, the responsibility for adhering to quality standards rests with our Project Manager. Our Project Manager is responsible for the day-to-day implementation and operation of our Quality Control Plan. The Project Manager develops and implements the inspection schedule. They will conduct many of the formal inspections and is responsible for maintaining the QC files and documentation. Our Project Manager holds supervisory personnel responsible for an effective project and for coordinating quality efforts.

Service Team Leaders

The Service Team Leaders are responsible for the efforts of their teams. As working supervisors, they have administrative and quality responsibilities. They conduct formal and informal QC inspections. The Service Team Leaders will:

- Ensure that all work performed by their respective teams meets or exceeds corporate and Government quality standards;
- Report to and update the Project Manager on the quality of work on their respective teams;

- During their respective shift, perform inspections according to schedules prepared by the Project Manager;
- Help maintain a follow-up system to ensure that all corrective actions have been properly accomplished;
- Help prepare and maintain quality control reports and records;
- Make immediate corrections of deficiencies identified during their shift.

Service Team Workers

At the operating level, quality control begins with the assignment of motivated, qualified personnel who understand the necessity of providing quality services. The service worker team becomes a self-enforcing quality team. Team members participate in our quality control organization by inspecting each area cleaned before going on to the next function. Service workers will also be actively involved in continuous improvement such as refresher training courses.

1945 NE 207th Street
North Miami Beach, Florida
33179

Phone 305-401-0691
Fax 305-682-8867
E-mail roscoe1@bellsouth.net

Donna Greenspan

- Objective** To obtain employment that is personally fulfilling while assisting others to achieve their potential.
- Summary of qualifications** 1986 - Present Premiere Building Services, N. Miami Bch., FL
President
- Duties include all aspects of managing a corporation including customer service, quality control, human resources, accounting, marketing, and purchasing.
- Work experience** 1976 - 1986 Kleen-Rite Corporation, Belmar, NJ
Quality Control Manager
- Duties included quality control and customer service of all janitorial contracts in the state of New Jersey.
- Education** 1992 - 1996 Florida Atlantic University Boca Raton, FL
B.S. in Business Administration & Accounting
- Graduated FAU with a 3.5 GPA.. In addition, I tutored other students in math and creative writing.
- Volunteer experience** Hallandale Jewish Center, 416 8th Ave., Hallandale, FL 33009
Humane Society of Greater Miami, 16101 W. Dixie Hwy., North Miami Beach, FL 33160
- Security clearance** Department Of Homeland Security, Federal Protective Service, Washington, DC
- (Required for all Federal Government cleaning contracts associated with Premiere Building Services, Inc.)

HERBERT P. GAITER

Objective

A challenging and responsible position where experience and training can be utilized profitably.

My background includes over 20 years of extensive practical experience and education which have provided detailed working knowledge of these areas:

Maintenance/Housekeeping

Personnel supervising...objective targeting...organization &
planning...troubleshooting & repair...program implementation...policy &
procedures...purchasing...M.R.O....training & motivation...scheduling &
budgets...reports...records...safety & inspections...crisis management.

Excellent communication skills. Able to interface with all levels of management in both the public and private sectors as well as the general public. Work well under pressure and against deadlines. Take charge of situations and deliver profitable results.

Experience

2005 - Present Premiere Building Services Miami, FL

Team Service Leader

Supervisor of all aspects of floor maintenance and carpet cleaning.

2002 - 2004 Goodwill Inc. Miami, FL

Supervisor

Supervised and cleaned all aspects of Floor maintenance.

1988 - 2002 Way Cross Memorial Hospital Way Cross, GA

Janitor

General cleaning and waxing of floors.

Education

1984 - 1988
Miami Senior High School

13115 SW 163rd Terr.
Homestead, FL 33032
786-417-3609

TAWANDA GAITER

Education	1987-1991	Miami Senior High	Miami, FL
Work experience	2003 – Present	Premiere Building Services	Miami, FL
	Project Manager		
	1994-2003	Goodwill	Miami, FL
	Maintenance Manager		
	<ul style="list-style-type: none">• Managed a crew of maintenance specialists• Training, hiring and firing of personnel• Quality control and customer service		
	1991 – 1994	KFC	Miami, FL
	Supervisor		
	<ul style="list-style-type: none">• Quality control and customer service		

TAB 5
BUSINESS LICENSES

FIRST-CLASS
U.S. POSTAGE
PAID
MIAMI, FL
PERMIT NO. 231

440219-4

THIS IS NOT A BILL - DO NOT PAY

RENEWAL

BUSINESS NAME / LOCATION
PREMIERE BUILDING SERVICES INC
OPERATING IN DADE COUNTY

RECEIPT NO. 459535-2

OWNER
PREMIERE BUILDING SERVICES INC

Sec. Type of Business
213 SERVICE BUSINESS

EMPLOYEE/S
1

THIS IS ONLY A LOCAL
BUSINESS TAX RECEIPT. IT
DOES NOT PERMIT THE
HOLDER TO VIOLATE ANY
EXISTING REGULATORY OR
ZONING LAWS OF THE
COUNTY OR CITY. NOR
DOES IT EXEMPT THE
HOLDER FROM ANY OTHER
PERMIT OR LICENSE
REQUIRED BY LAW. THIS IS
NOT A CERTIFICATION OF
THE HOLDER'S QUALIFICA-
TIONS.

NOT A CONTRACTORS RECEIPT

DO NOT FORWARD

PREMIERE BUILDING SERVICES INC
DONNA GREENSPAN PRES
1945 NE 207 STREET
NORTH MIAMI BEACH FL 33179

PAYMENT RECEIVED
MIAMI-DADE COUNTY TAX
COLLECTOR:

09/08/2011

60010000121

000075.00

1415

SEE OTHER SIDE

TAB 6
INSURANCE



PREMBU1

OP ID: ED

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

07/02/12

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

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

PRODUCER Tanenbaum Harber of Florida 2900 SW 149th Avenue Miramar, FL 33027-8605 Jill Levy	954-883-2900 954-517-7400	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS:	FAX (A/C, No):
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Premiere Building Services Inc Donna Greenspan 1945 NE 207th Street North Miami Beach, FL 33179	INSURER A: Hartford Casualty Insurance Co		14397
	INSURER B: Hartford Fire Insurance Co.		19682
	INSURER C: Technology Ins. Company		42376
	INSURER D:		
	INSURER E:		
INSURER F:			

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR INSR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> 5,000 EPLI GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			21SBMRQ7244	06/01/12	06/01/13	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			21SBMRQ7244	06/01/12	06/01/13	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	UMBRELLA LIAB EXCESS LIAB OCCUR CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			TWC3315885	06/01/12	06/01/13	<input checked="" type="checkbox"/> WC STATU-TORY LIMITS <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000
B	Crime			21BDDFR1191	02/16/12	02/16/13	Cov A 10,000 Deductibl 500

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)
 Janitorial Services - 1945 NE 207 St Miami Fl

CERTIFICATE HOLDER**CANCELLATION**

FLORFI4

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE



Crime coverage

Tuesday, September 18, 2012 2:38 PM

From: "Diane Cunningham" <dcunningham@thflorida.com>
To: "roscoe1@bellsouth.net" <roscoe1@bellsouth.net>

Hi Donna,

Pursuant to our telephone conversation today, Hartford is willing to issue a \$100,000 Bond as requested so let me know how you wish to proceed.

Sincerely,

Diane M. Cunningham, CPCU, IIA
Commercial Account Manager
Tanenbaum-Harber of Florida
2900 SW 149 Avenue, #100, Miramar, FL 33027
Telephone: (954)883-2900 Ext. 2975
Facsimile: (954)517-7400
Direct Line: (954)883-2975
Direct Fax: (954)517-7475
Email Address: dcunningham@thflorida.com

Please be advised that coverage cannot be bound, changed or altered via an email message.

we will also be increased to meet contract requirements

TAB 7
QUALITY PROPOSAL

QUALITY PLAN

Inspections

Cursory Inspection. The Project Manager performs cursory inspection and the Service Team Leaders to provide assurance of quality at minimum inspection cost. The entire facility is given a cursory inspection daily.

A cursory inspection is performed after a task is completed or an area has been serviced. Under Premiere's team concept, the team is responsible for the quality of service. The Service Team Leader will ensure that each area meets quality standards before the team moves to the next task or area. If a defect is found, it will be immediately corrected.

The Service Team Leaders perform a cursory inspection of the facility after the teams have finished. The Service Team Leaders ensure that equipment and lights are off, that areas are ready for use by tenants, and that quality standards are met. One of the Leaders will be responsible for opening and closing the building, lowering Cursory inspections are not as detailed as more formal inspections; however, the Service team Leaders will report areas that need special or more frequent care to the Corporate office.

100% Inspection. The Building supervisor will perform formal, comprehensive inspections of each area of the facility and of all project services. Inspections will be performed on a random basis such that the entire facility is inspected twice each month. Every other month a corporate representative will visit the facility to perform a detailed inspection with the Project Manager.

An acceptable effort meets the following criteria:

- Completed within the specified time frame;
- All technical procedures followed;
- Quality standards met;
- All documentation updated and properly filed.

Each criterion has the same weight. Failure to satisfy a criterion is treated as a defect. Our Project Manager will observe the procedures employed, the timeliness of the work, and the documentation updates. In addition to immediately correcting the defective work, the Project Manager will develop and implement a corrective action plan to prevent future occurrences. Should subsequent inspections uncover deficiencies, additional corrective steps will be taken and the inspection frequency will be increased. At this Quality level, we expect to average fewer than two defects or errors per month for service tasks through the life of the contract.

Trend Analysis

A key aspect of Premiere's QC Plan is the establishment of performance indicators. These indicators are used to establish trends in project performance. The trends highlight areas that may need adjustment before they reach the level of a deficiency. The performance indicators are evaluated monthly. Trends are established by looking at the last three months pattern of the indicators. Project performance parameters are summarized in Table 1.

Table 1. Performance Parameters for Trend Analysis

Parameter	Trend
Project Office	
Custodial hours worked	Reflects reliability of staffing
Lost day injuries	Reflects adequacy of Safety program
Supplies consumption	Reflects on training and procedures
Service call response time	Reflects on service call processing and availability of personnel to respond
QC deficiencies	Correlates directly to performance quality
Daily Cleaning	
Schedule Performance	Degree to which teams/custodians perform tasks consistent with schedule – indicates need for schedule changes, additional resources
Time to Perform	Indicates proficiency of staff, adequacy of training
Floor Maintenance	
Schedule performance	Degree to which teams/custodians perform tasks consistent with schedule – indicates need for schedule changes, additional resources
Time to Perform	Indicates proficiency of staff, adequacy of training

The Project Manager will use QC inspection checklists and customer questionnaires as the primary data sources for the trend analysis. The Project Manager will implement corrective actions in the same manner as if a deficiency had been detected during an inspection.

Methods for Identifying and Preventing Deficiencies

Premiere will maintain vigorous and comprehensive surveillance of the productive effort on the project. Our corporate office will provide additional levels of formal inspection. The data generated by all inspectors will be analyzed:

- To establish and monitor trends;
- To determine corrective actions;
- To assess the effectiveness of corrective actions when implemented.

Premiere will establish Acceptable Quality Levels (AQLs) at or better than Government and industry standards through a combination of increased numbers of inspections and lower acceptable levels of defects. This will ensure that project performance is well below the threshold of an unacceptable rating.

Early Detection of Deficiencies

As noted, we will use a total quality effort to ensure that our inspection system is functioning properly. Multi-tier inspections and adherence to Total Quality Management (TQM) principles allow us to detect quality problems before they amount to a deficiency or discrepancy. Through TQM, service workers and other project personnel identify potential problem areas and work collectively to develop solutions. Over time, this will improve project quality and productivity. With its close monitoring of project services, Premiere will detect and resolve problems before they become quality control deficiencies.

By integrating maximum monitoring effort for areas that have historically proven troublesome, we will generate inspection schedules that effectively address potential problem areas. In addition, special or selected quality control inspections will be conducted as deemed necessary by the Project Manager and staff. A combination of these activities will be applied to attain the earliest possible detection.

Routine monitoring activities, such as our continuous inspections, also significantly reduce the potential for future problems by signaling the need for timely corrective actions.

Correction and Prevention of Quality Control Problems

Premiere uses a two-part strategy to address detected quality control problems. First, direct corrective action is taken to immediately correct any deficiency or problem during an inspection. After correction, the work is re-inspected to ensure that Government and corporate Quality standards are met. At the same time, the problem is reported to the service team responsible for that area or task. Responsible personnel are counseled on how to avoid future deficiencies.

Second, immediately after correction, the inspector will prepare a Quality Control Deficiency Report. The report contains the work requirement, location of work, discrepancy, and referenced contact specifications. The corporate office and the supervisor decides upon and initiates appropriate action to ensure the problem does not occur again. Determination will focus on how to correct the problem on a procedural and systematic level. For example, recommended additional training, procedural changes, improved work techniques, equipment changes, personnel or responsibility changes, and/or disciplinary action.

Emergency Response

Premiere's staff will be available during normal occupant hours to handle any emergencies. The Project Manager and at least one staff member through the use of pagers will respond to all emergency calls. The corporate office will provide a list of key telephone numbers, including those of the Corporate Officer's home, office, and pager numbers, to the customer. Premiere will respond to all emergency requests and deploy project resources according.

Record Retention

Our Project Manager will maintain a local file of quality control records in the project office. The file will provide evidence that quality control inspectors are performing their required inspections. The file will contain, at a minimum:

1. A copy of our Quality Control Plan
2. A copy of all completed quality control checklists
3. A copy of all quality control deficiency reports
4. A copy of all corrective actions taken.

This file will be systematically analyzed and used for the prevention, detection, and correction of deficiencies. Our Project Manager will establish requirements for record control and retention. Quality Control records will be made available for review or inspection by the customer at any time during this contract.

Premiere recognizes the importance of proper quality control reporting and record keeping. All reports and records will be inspected to ensure they are:

1. Neat
2. Legible
3. Filled out completely and properly
4. Filed properly
5. Meet all contract requirements

Reports

The Corporate Officers will prepare a monthly Quality report for submission to the customer. The report will include a summary of tenant questionnaire responses; the results of internal inspections, the deficiency/corrective action log, and a summary of corrective actions planned and implemented.

TRAINING AND SAFETY

Prospective employees will be interviewed as to their qualifications and history of past employment; qualifications, reliability, attitude, and willingness to perform necessary tasks. Paid off-site training time for initial cleaners and supervisors prior to account startup or for replacement cleaners will be implemented upon award to this contract. This training will include company orientation, safety, and skills training. In addition, paid time for on-site training, while in the accompaniment of a PBS fully trained worker, will be provided for all new employees.

Safety is a primary goal of Premiere Building Services. All necessary safety precautions such as signage, notice and visible warnings are taken to comply with all applicable federal, state, and local ordinances and regulations. All cleaning materials and chemicals used by Premiere are environmentally safe and MSD sheets will be provided for all such items.

In addition, an outside contract manager will be employed to oversee our employees' job performance. Weekly and monthly reports will be submitted by our manager directly to Premiere's corporate office. Full communication between PBS, the on-site supervisor, and our manager will be maintained.

TAB 8
RESOURCES

ASSIGNMENT OF RESOURCES

Staffing Plan:

Premiere has refined its staffing analysis based on its current projects to optimize staffing levels taking into account the contract requirements. On a daily basis Premiere will staff two workers, a Team Service Leader and a Service Team Worker. They will begin work at the designated times and will continue to work until the job is satisfactorily completed. As specified in the FRQ, all work will be completed by the designated times. Special attention will be given to areas such as the Restrooms, Lobby areas, and other sensitive areas. In the event that more workers are needed, Premiere has a crew of Service Workers prepared to step in whenever necessary. The proposed productive staffing reflects the efficiency that can be achieved wherein staffing assignments are frequencies are adjusted to work loads throughout the building.

Work Plan:

Service Workers currently employed by PBS will be used to staff the Fire Administration and Fire Department. However, any prospective employees will be interviewed as to their qualifications and history of past employment, qualifications, reliability, attitude, and willingness to perform necessary tasks. Paid off-site training for these Service Workers will be implemented. This training will include company orientation, safety, and skills training.

Team members are cross-trained in all job tasks as a vital and cautionary measure. It is our policy to rotate each member of the team on a scheduled basis to safeguard against quality differences within the building and maintain equal expectations from all team members. Each specific job task will have a written description of the scope and required result. Of course, training of team workers is ongoing. The Team Leader and Project Manager train employees as frequently and as intensely as necessary to ensure satisfactory results.

Safety is a primary goal of Premiere Building Services. All necessary safety precautions are taken to comply with all applicable Federal, state and local ordinances and regulations. All cleaning materials and chemicals are environmentally safe and Material Safety Data sheets will be provided.

A Project Manager will oversee our employees' job performance. Weekly and monthly reports will be submitted directly to Premiere's corporate office. Full communications between PBS, the on-site Team Leader, and our Project Manager will be maintained.

EQUIPMENT & SUPPLIES

Vacuum Cleaners with attachments
Brute Barrels
Maid carts
Mop buckets and wringers
Wet/dry vacuums
Wet floor signs
Mopheads and handles
Dustmops
Brooms
Dustpans
Bowl brushes
Rags
Liners – large, small, medium
Dusters with extensions
Pails
Burnishers
Floor machines
Carpet extraction machines
Pressure cleaners
Wax
Stripper
Glass cleaner
All purpose cleaner
Neutral floor cleaner
Carpet spot remover
Carpet cleaner
Stainless steel cleaner
Bowl cleaner

All cleaning supplies are environmentally safe. MSDS will be provided upon award. Any other equipment or supplies deemed necessary for this contract will be furnished.

No hazardous chemicals will be used. MSDS enclosed with bid is only required for hazardous chemicals, therefore none are included.

TAB 11
ADDITIONAL ATTACHMENTS

Figure 1. Premiere's QC Inspection Checklist Cover all Project Service
PREMIERE BUILDING SERVICES

TOTAL INSPECTION CHECKLIST	BUILDING NAME:				
DEFICIENCY REPORT	ADDRESS:				
	CITY, STATE				
LIST ALL AREAS INSPECTED	QUALITY CONTROL INSPECTOR	INSPECTION DATE:			
		SAT	UNS	REMARKS:	CORRECTED
	Platform				
LOADING PLATFORM & DOCKS	Compactor & dumpster area				
	Trash				
	Stainless Steel				
	Floors/Corridors				
	Baseboards/Doors				
LOBBIES	Walls				
CORRIDORS	Metal/Glass Surface				
ELEVATOR	Mats				
	Drinking fountains				
	Dusting				
	Floors/Corners & Edges				
	Refrigerators				
LUNCH ROOMS	Tables				
	Sinks/Counter tops				
	Wastebaskets				
	Desks/Cabinets/Etc.				
	Wastebaskets				
ROOMS - OFFICES	Dusting				
	Floors/Corners				
	Glass/Metal Surface				
	Walls				
	Floors/Corners				
	Walls				
RECEPTION AREA	Baseboards				
	Metal Surface				
	Showers				
	Toilets				
	Floors/Corners				
	Fixtures/Receptacles				
RESTROOMS	Mirrors/Dispensers				
	Stalls/Walls				
	Service Dispensers				
	Sinks				

	Urinals				
	Stairs				
STAIRWAYS	Dust				
	Handrails				
	Glass/Metal Surface				
	Table				
CONFERENCE ROOM/TRAINING	Chairs				
	Floors/Corners				
	Trash Removal				
WINDOWS	Window Cleaning				
HIGH CLEAN	High Cleaning				
CARPET CLEANING					
FLOOR MAINTENANCE					