



City of Peoria, Arizona Request for Quotation



Invitation for Bid No: **RFQ 09-14** Bid Due Date: **May 13, 2009**
 Materials and/or Services: **Hard Floor Cleaning** Time: **5:00 P.M. Local Time**
 Contact: **Terry Andersen, CPPB**
 Location: **City of Peoria, Materials Management** Phone: **(623) 773-7115**
 Mailing Address: **8314 West Cinnabar Avenue, Peoria, AZ 85345**

This is NOT a Purchase Order

The terms and conditions in this solicitation should be reviewed and understood before preparing a quotation. The quotation shall be the best net price, FOB destination, to include all delivery charges, and applicable taxes. Delivery schedule and discount for early payment shall be indicated in the spaces provided below. Return the quotation by the above time and date to the above address. Please reference the Buyer's name and RFQ number on the outside of the return envelope.

Delivery Location: **Services will be provided at several locations** Buyer: **Terry Andersen, CPPB**

Vendor Quotation

Delivery shall be made 10 Calendar days after receipt of order. Payment Terms: N30

Company Name	Address	City	State	Zip Code	Telephone
FLAGSHIP INC.	2650 S. 46 TH ST.	PHOENIX	AZ	85034	(602) 437-8869

Mark Nelson Regional Sales Manager 5.12.09
 Signature Typed Name Title Date

ACCEPTANCE OF OFFER AND CONTRACT AWARD (For City of Peoria Use Only)

Your offer is hereby accepted. The Contractor is now bound to sell the materials and/or services listed by the attached award notice based upon the solicitation, including all terms conditions, specifications, amendments, etc., and the Contractor's offer as accepted by the City. The Contractor is hereby cautioned not to commence any billable work or provide any material, service or construction under this contract until Contractor receives an executed **Purchase Order**.

Attested by:
 Mary Jo Kief, City Clerk

City of Peoria, Arizona. Eff. Date: 7/16/09

 Approved by: Robert Patterson,
 Facilities Maintenance Supervisor
 Ellen Van Riper, Assistant City Attorney



 Contract Number

 Official File

Approved as to Form: Stephen M. Kemp, City Attorney
 Awarded on: July 10, 2009

 Herman F. Koebergen, Materials Manager

2009-14

ACORD™ CERTIFICATE OF LIABILITY INSURANCE DATE (MM/DD/YYYY)
07/01/2009

PRODUCER Woodruff-Sawyer & Co. 220 Bush St., 7th Floor San Francisco CA 94104 (415) 391-2141	THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.												
INSURED Flagship Facilities Services, Inc. 1050 North 5th Street San Jose, CA 95112	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURERS AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A: American Zurich Insurance Company</td> <td>40142</td> </tr> <tr> <td>INSURER B: Liberty Insurance Underwriters, Inc.</td> <td>19917</td> </tr> <tr> <td>INSURER C: Zurich American Insurance Company</td> <td>16535</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> </table>	INSURERS AFFORDING COVERAGE	NAIC #	INSURER A: American Zurich Insurance Company	40142	INSURER B: Liberty Insurance Underwriters, Inc.	19917	INSURER C: Zurich American Insurance Company	16535	INSURER D:		INSURER E:	
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COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR	ADD'L LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
C		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$100,000 Deductible GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC	GL0829847708	07/01/2009	07/01/2010	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
C		AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> \$50,000 Deductible	BAP829847808	07/01/2009	07/01/2010	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
B		EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE RETENTION \$0	LQ1B71190173019	07/01/2009	07/01/2010	EACH OCCURRENCE \$ 25,000,000 AGGREGATE \$ 25,000,000
A		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	WC829803610	07/01/2009	07/01/2010	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
		OTHER				\$ \$ \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 Issued for Evidence of Insurance Purposes Only

CERTIFICATE HOLDER Flagship Facility Services, Inc. 1050 North 5th Street San Jose, CA 95112 LOAN #:	CANCELLATION 10 Day Notice for Non-Payment of Premium SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE <i>Jill Di Angelo</i>
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IMPORTANT

If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

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).

DISCLAIMER

The Certificate of Insurance on the reverse side of this form does not constitute a contract between the issuing insurer(s), authorized representative or producer, and the certificate holder, nor does it affirmatively or negatively amend, extend or alter the coverage afforded by the policies listed thereon.



REQUEST FOR QUOTATION

INSTRUCTIONS FOR QUOTATION AND TERMS AND CONDITIONS

Materials Management Procurement

8314 West Cinnabar Avenue
Peoria, Arizona 85345-6560

Phone: (623) 773-7115

Fax: (623) 773-7118

1. **Submission:** Quotations shall be signed and received by the due date and time, as designated on the Quotation.
2. **Opening:** A formal public opening will not be held for this quotation. However, all information may be publicly reviewed after award.
3. **Standard Provisions:** The City of Peoria's Instructions for Quotation and Terms and Conditions (Form COP203ITQ) and Standard Terms and Conditions (COP Form 202), where applicable, are a part of this document as if fully set forth herein. Copies of these documents are available from the City of Peoria, Materials Management Division.
4. **Taxes:** The City of Peoria is exempt from Federal Excise Tax, including Federal Transportation Tax. Sales Tax, if any, should be indicated as a separate item.
5. **Bid Rejection:** The City of Peoria reserves the right to reject any, or all, bids, combinations of items, or lot and to waive defects or informalities.
6. **Brand Names:** Any manufacturer's names, trade names, brand names, or catalog numbers used in the specifications are for the purpose of describing and establishing the general quality level, design and performance desired. Such references are not intended to limit or restrict bidding by other vendors, but are intended to approximate the quality design or performance which is desired. Any bid which proposes like quality, design or performance will be considered. Equivalent products will be considered, provided a complete description and product literature is provided. Unless a specific exception is made, assumption will be that the item is bid exactly as specified on the Request for Quotation.
7. **Erasures:** Erasures, interlineations or other modifications shall be initialed by the individual signing the Request for Quotation.
8. **Unit Price:** In case of error in the extension of prices, the unit shall govern. No Quotation shall be altered, amended or withdrawn after the specified date and time for receiving Quotations. Negligence by the Vendor in preparing the Quotation confers no right for the withdrawal of the Quotation after it has been opened.
9. **New:** All items shall be new, unless otherwise stated in the specifications.
10. **Payment:** The City of Peoria will make every effort to process for the purchase of goods or services within thirty (30) calendar days after receipt of goods or services and a correct notice of amount due, unless a good faith dispute exists as to any obligation to pay all or a portion of the account. Any bid that requires payment in less than thirty (30) days shall not be considered.
11. **Payment Discounts:** Payment discount periods will be computed from date of receipt of materials or services or correct invoice, whichever is later, to the date payment is mailed. Unless freight and other charges are itemized, any discount provided will be taken on full amount of invoice. Payment discounts of thirty (30) calendar days or more will be deducted from the bid price in determining the low bid. However, the City of Peoria shall be entitled to take advantage of any payment discount offered by the Vendor provided payment is made within the discount period.



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THE FOLLOWING TERMS AND CONDITIONS ARE AN EXPLICIT PART OF THE SOLICITATION AND ANY RESULTANT CONTRACT.

1. **CERTIFICATION:** By signature in the Offer section of the Offer and Contract Award page (COP Form 203), the Vendor certifies:
 - a. The submission of the offer did not involve collusion or other anti-competitive practices.
 - b. The Vendor shall not discriminate against any employee or applicant for employment in violation of Federal Executive Order 11456.
 - c. The Vendor has not given, offered to give, nor intends to give at any time hereafter any economic opportunity, future employment, gift, loan, gratuity, special discount, trip favor, or service to a public servant in connection with the submitted offer. Failure to sign the offer, or signing it with a false statement, shall void the submitted offer or any resulting contracts, and the vendor may be debarred.
2. **GRATUITIES:** The City may, by written notice to the Contractor, cancel this contract if it is found by the City that gratuities, in the form of entertainment, gifts or otherwise, were offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City with a view toward securing an order, securing favorable treatment with respect to the awarding, amending, or the making of any determinations with respect to the performing of such order. In the event this contract is cancelled by the City pursuant to this provision, the City shall be entitled, in addition to any other rights and remedies, to recover or withhold from the Contractor the amount of the gratuity. Paying the expense of normal business meals which are generally made available to all eligible city government customers shall not be prohibited by this paragraph.
3. **APPLICABLE LAW:** In the performance of this agreement, contractors shall abide by and conform to any and all laws of the United States, State of Arizona and City of Peoria including but not limited to federal and state executive orders providing for equal employment and procurement opportunities, the Federal Occupational Safety and Health Act and any other federal or state laws applicable to this agreement.

Contractor specifically understands and acknowledges the applicability to it of the Americans with Disabilities Act, the Immigration Reform and Control Act of 1986, and the Drug Free Workplace Act of 1989. In addition, if this agreement pertains to construction, Contractor must also comply with A.R.S. § 34-301, as amended (Employment of Aliens on Public Works Prohibited) and A.R.S. § 34-302, as amended (Residence Requirements for Employees).

Under the provisions of A.R.S. § 41-4401, Contractor hereby warrants to the City that Contractor and each of its subcontractors ("Subcontractors") will comply with, and are contractually obligated to comply with, all Federal immigration laws and regulations that relate to their employees and A.R.S. § 23-214(A) (hereinafter, "Contractor Immigration Warranty").

A breach of the Contractor Immigration Warranty shall constitute a material breach of this agreement and shall subject Contractor to penalties up to and including termination of this agreement at the sole discretion of the City. The City may, at its sole discretion, conduct random verification of the employment records of Contractor and any Subcontractors to ensure compliance with the Contractor Immigration Warranty. Contractor agrees to assist the City in regard to any random verifications performed.

Neither Contractor nor any Subcontractor shall be deemed to have materially breached the Contractor Immigration Warranty if Contractor or the Subcontractor establishes that it has complied with the employment verification provisions prescribed by §§ 274A and 274B of the Federal Immigration and Nationality Act and the E-Verify requirements prescribed by A.R.S. §23-214(A).

The provisions of this Paragraph must be included in any contract Contractor enters into with any Subcontractors who provide services under this agreement or any subcontract. "Services" is defined as furnishing labor, time or effort in the



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State of Arizona by a contractor or subcontractor. Services include construction or maintenance of any structure, building or transportation facility or improvement to real property.

Contractor warrants, for the term of this agreement and for six months thereafter, that it has fully complied with the requirements of the Immigration Reform and Control Act of 1986 and all related or similar legal authorities.

This contract shall be governed by the City and Contractor shall have all remedies afforded each by the Uniform Commercial Code, as adopted in the State of Arizona, except as otherwise provided in this contract or in statutes pertaining specifically to the City. This contract shall be governed by the laws of the State of Arizona and suit pertaining to this contract may be brought only in courts in the State of Arizona.

This contract is subject to the provisions of ARS §38-511; the City may cancel this contract without penalty or further obligations by the City or any of its departments or agencies if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the City or any of its departments or agencies, is at any time while the contract or any extension of the contract is in effect, an employee of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract.

4. **LEGAL REMEDIES:** All claims and controversies shall be subject to resolution according to the terms of the City of Peoria Procurement Code.
5. **CONTRACT:** The contract between the City and the Contractor shall consist of (1) the Solicitation, including instructions, all terms and conditions, specifications, scopes of work, attachments, and any amendments thereto, and (2) the offer submitted by the Vendor in response to the solicitation. In the event of a conflict in language between the Solicitation and the Offer, the provisions and requirements in the Solicitation shall govern. However, the City reserves the right to clarify, in writing, any contractual terms with the concurrence of the Contractor, and such written contract shall govern in case of conflict with the applicable requirements stated in the Solicitation or the Vendor's offer. The Solicitation shall govern in all other matters not affected by the written contract.
6. **CONTRACT AMENDMENTS:** This contract may be modified only by a written Contract Amendment (COP Form 217) signed by persons duly authorized to enter into contracts on behalf of the City and the Contractor.
7. **CONTRACT APPLICABILITY:** The Offeror shall substantially conform to the terms, conditions, specifications and other requirements found within the text of this specific Solicitation. All previous agreements, contracts, or other documents, which have been executed between the Offeror and the City are not applicable to this Solicitation or any resultant contract.
8. **PROVISIONS REQUIRED BY LAW:** Each and every provision of law and any clause required by law to be in the contract will be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the application of either party, the contract will forthwith be physically amended to make such insertion or correction.
9. **SEVERABILITY:** The provisions of this contract are severable to the extent that any provision or application held to be invalid shall not affect any other provision or application of the contract which may remain in effect without the invalid provision or application.
10. **RELATIONSHIP TO PARTIES:** It is clearly understood that each party will act in its individual capacity and not as an agent, employee, partner, joint venturer, or associate of the other. An employee or agent of one party shall not be deemed or construed to be the employee or agent of the other for any purpose whatsoever. The Contractor is advised that taxes or Social Security payments will not be withheld from any City payments issued hereunder and that the Contractor should make arrangements to directly pay such expenses, if any.



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11. **INTERPRETATION-PAROL EVIDENCE:** This contract represents the entire agreement of the Parties with respect to its subject matter, and all pervious agreements, whether oral or written, entered into prior to this contract are hereby revoked and superseded by this contract. No representations, warranties, inducements or oral agreements have been made by any of the Parties except as expressly set forth herein, or in any other contemporaneous written agreement executed for the purposes of carrying out the provisions of this contact. This contract may not be changed, modified or rescinded except as provided for herein, absent a written agreement signed by both Parties. Any attempt at oral modification of this contract shall be void and of no effect.
12. **ASSIGNMENT-DELEGATION:** No right or interest in this contract shall be assigned by Contractor without prior written permission of the City and no delegation of any duty of Contractor shall be made without prior written permission of the City.
13. **SUBCONTRACTS:** No subcontract shall be entered into by the contractor with any other party to furnish any of the material, service or construction specified herein without the advance written approval of the City. The prime contractor shall itemize all sub-contractors which shall be utilized on the project. Any substitution of sub-contractors by the prime contractor shall be approved by the City and any cost savings will be reduced from the prime contractor's bid amount. All subcontracts shall comply with Federal and State laws and regulations which are applicable to the services covered by the subcontract and shall include all the terms and conditions set forth herein which shall apply with equal force to the subcontract and if the Subcontractor were the Contractor referred to herein. The Contractor is responsible for contract performance whether or not Subcontractors are used.
14. **RIGHTS AND REMEDIES:** No provision in this document or in the vendor's offer shall be construed, expressly or by implication, as waiver by the City of any existing or future right and/or remedy available by law in the event of any claim of default or breach of contract. The failure of the City to insist upon the strict performance of any term or condition of the contract or to exercise or delay the exercise of any right or remedy provided in the contract, or by law, or the City's acceptance of and payment for materials or services, shall not release the Contractor from any responsibilities or obligations imposed by this contract or by law, and shall not be deemed a waiver of any right of the City to insist upon the strict performance of the Contract.
15. **INDEMNIFICATION:** To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.
16. **OVERCHARGES BY ANTITRUST VIOLATIONS:** The City maintains that, in practice, overcharges resulting from antitrust violations are borne by the purchaser. Therefore, to the extent permitted by law, the Contractor hereby assigns to the City any and all claims for such overcharges as to the goods and services used to fulfill the Contract.
17. **FORCE MAJEURE:** Except for payment for sums due, neither party shall be liable to the other nor deemed in default under this Contract if and to the extent that such party's performance of this Contract is prevented by reason of force Majeure. The term "*force majeure*" means an occurrence that is beyond the control of the party affected and occurs without



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its fault or negligence. Without limiting the foregoing, force majeure includes acts of God: acts of the public enemy; war; acts of terror, hate crimes affecting public order; riots; strikes; mobilization; labor disputes; civil disorders; fire; floods; lockouts, injunctions-intervention-acts, or failures or refusals to act by government authority; events or obstacles resulting from a governmental authority's response to the foregoing; and other similar occurrences beyond the control of the party declaring force majeure which such party is unable to prevent by exercising reasonable diligence. The force majeure shall be deemed to commence when the party declaring force majeure notifies the other party of the existence of the force majeure and shall be deemed to continue as long as the results or effects of the force majeure prevent the party from resuming performance in accordance with this Contract.

Force majeure shall not include the following occurrences:

- a. Late delivery of equipment or materials caused by congestion at a manufacturer's plant or elsewhere, an oversold condition of the market, inefficiencies, or similar occurrences.
- b. Late performance by a subcontractor unless the delay arises out of a force majeure occurrence in accordance with this Force Majeure term and Condition.

Any delay or failure in performance by either party hereto shall not constitute default hereunder or give rise to any claim for damages or loss of anticipated profits if, and to the extent that such delay or failure is caused by force majeure. If either party is delayed at any time in the progress of the work by force majeure, then the delayed party shall notify the other party in writing of such delay within forty-eight (48) hours commencement thereof and shall specify the causes of such delay in such notice. Such notice shall be hand delivered or mailed *Certified-Return Receipt* and shall make a specific reference to this article, thereby invoking its provisions. The delayed party shall cause such delay to cease as soon as practicable and shall notify the other party in writing. The time of completion shall be extended by contract modification for a period of time equal to the time that the results or effects of such delay prevent the delayed party from performing in accordance with this contract.

18. **RIGHT TO ASSURANCE:** Whenever one party to this contract in good faith has reason to question the other party's intent to perform he may demand that the other party give a written assurance of this intent to perform. In the event that a demand is made and no written assurance is given within five (5) days, the demanding party may treat this failure as an anticipatory repudiation of the Contract.
19. **RIGHT TO AUDIT RECORDS:** The City may, at reasonable times and places, audit the books and records of any Contractor as related to any contract held with the City. This right to audit also empowers the City to inspect the papers of any Contractor or Subcontractor employee who works on this contract to ensure that the Contractor or Subcontractor is complying with the Contractor Immigration Warranty made pursuant to Paragraph 3 above.
20. **RIGHT TO INSPECT PLANT:** The City may, at reasonable times, inspect the part of the plant or place of business of a Contractor or Subcontractor which is related to the performance of any contract as awarded or to be awarded.
21. **WARRANTIES:** Contractor warrants that all material, service or construction delivered under this contract shall conform to the specifications of this contract. Unless otherwise stated in Contractor's response, the City is responsible for selecting items, their use, and the results obtained from any other items used with the items furnished under this contract. Mere receipt of shipment of the material/service specified and any inspection incidental thereto by the City shall not alter or affect the obligations of the Contractor or the rights of the City under the foregoing warranties. Additional warranty requirements may be set forth in the solicitation.
22. **INSPECTION:** All material and/or services are subject to final inspection and acceptance by the City. Materials and/or services failing to conform to the specifications of this Contract will be held at Contractor's risk and may be returned to the Contractor. If so returned, all costs are the responsibility of the Contractor. The City may elect to do any or all:



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- a. Waive the non-conformance.
- b. Stop the work immediately.
- c. Bring material into compliance.

This shall be accomplished by a written determination for the City.

23. **TITLE AND RISK OF LOSS:** The title and risk of loss of material and/or service shall not pass to the City until the City actually receives the material or service at the point of delivery, unless otherwise provided within this Contract.
24. **NO REPLACEMENT OF DEFECTIVE TENDER:** Every tender of materials shall fully comply with all provisions of the Contract. If a tender is made which does not fully conform, this shall constitute a breach of the Contract as a whole.
25. **DEFAULT IN ONE INSTALLMENT TO CONSTITUTE TOTAL BREACH:** Contractor shall deliver conforming materials in each installment of lot of this Contract and may not substitute nonconforming materials. Delivery of nonconforming materials or a default of any nature, at the option of the City, shall constitute a breach of the Contract as a whole.
26. **SHIPMENT UNDER RESERVATION PROHIBITED:** Contractor is not authorized to ship materials under reservation and no tender of a bill of lading will operate as a tender of the materials.
27. **LIENS:** All materials, service or construction shall be free of all liens, and if the City requests, a formal release of all liens shall be delivered to the City.
28. **LICENSES:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor as applicable to this Contract.
29. **PATENTS AND COPYRIGHTS:** All services, information, computer program elements, reports and other deliverables, which may be patented or copyrighted and created under this contract are the property of the City and shall not be used or released by the Contractor or any other person except with the prior written permission of the City.
30. **PREPARATION OF SPECIFICATIONS BY PERSONS OTHER THAN CITY PERSONNEL:** All specifications shall seek to promote overall economy for the purposes intended and encourage competition and not be unduly restrictive in satisfying the City's needs. No person preparing specifications shall receive any direct or indirect benefit from the utilization of specifications, other than fees paid for the preparation of specifications.
31. **COST OF BID/PROPOSAL PREPARATION:** The City shall not reimburse the cost of developing presenting or providing any response to this solicitation. Offers submitted for consideration should be prepared simply and economically, providing adequate information in a straightforward and concise manner.
32. **PUBLIC RECORD:** All offers submitted in response to this solicitation shall become the property of the City and shall become a matter of public record available for review, subsequent to the award notification, in accordance with the City's Procurement Code. However, subsequent to the award of the contract, any information and documents obtained by the City during the course of an audit conducted in accordance with Paragraph 19 above for the purpose of determining compliance by Contractor or a Subcontractor with the Contractor Immigration Warranty mandated by Paragraph 3 above shall remain confidential and shall not be made available for public review or produced in response to a public records request, unless the City is ordered or otherwise directed to do so by a court of competent jurisdiction.



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33. **ADVERTISING:** Contractor shall not advertise or publish information concerning this Contract, without prior written consent of the City.
34. **DELIVERY ORDERS:** The City shall issue a Purchase Order for the material and/or services covered by this contract. All such documents shall reference the contract number as indicated on the Offer and Contract Award (COP Form 203).
35. **FUNDING:** Any contract entered into by the City of Peoria is subject to funding availability. Fiscal years for the City of Peoria are July 1 to June 30. The City Council approves all budget requests. If a specific funding request is not approved, the contract shall be terminated.
36. **PAYMENT:** A separate invoice shall be issued for each shipment of material or service performed, and no payment will be issued prior to receipt of material and/or services and correct invoice.



SPECIAL TERMS AND CONDITIONS

Solicitation Number: Q09-14

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1. **Purpose:** Pursuant to provisions of the City Procurement Code, the City of Peoria, Materials Management Division intends to establish a contract for Hard Floor Cleaning.
2. **Authority:** This Solicitation as well as any resultant contract is issued under the authority of the City Materials Manager. No alteration of any resultant contract may be made without the express written approval of the City Materials Manager in the form of an official contract amendment. Any attempt to alter any contract without such approval is a violation of the contract and the City Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.
3. **Offer Acceptance Period:** In order to allow for an adequate evaluation, the City requires an offer in response to this Solicitation to be valid and irrevocable for ninety (90) days after the opening time and date.
4. **Eligible Agencies:** Any contract resulting from this Solicitation shall be for the use of all City of Peoria departments, agencies and boards.
5. **Cooperative Purchasing:** Any contract resulting from this solicitation shall be for the use of the City of Peoria. In addition, specific eligible political subdivisions and nonprofit educational or public health institutions may also participate at their discretion. In order to participate in any resultant contract, a political subdivision or nonprofit educational or public health institution must have been invited to participate in this specific solicitation and the contractor must be in agreement with the cooperative transaction. In addition to cooperative purchasing, any eligible agency may elect to participate (piggyback) on any resultant contract; the specific eligible political subdivision, nonprofit educational or public health institution and the contractor must be in agreement.

Any orders placed to the successful contractor will be placed by the specific agencies participating in this purchase. Payment for purchases made under this agreement will be the sole responsibility of each participating agency. The City shall not be responsible for any disputes arising out of transactions made by others.

6. **Contract Type:** Fixed Price Term Indefinite Quantity
7. **Term of Contract:** The term of any resultant contract shall commence on the first day of the month following the date of award and shall continue for a period of one (1) year thereafter, unless terminated, cancelled or extended as otherwise provided herein.
8. **Contract Extension:** By mutual written contract amendment, any resultant contract may be extended for supplemental periods of up to a maximum of forty-eight (48) months.
9. **Affirmative Action Report:** It is the policy of the City of Peoria that suppliers of goods or services to the City adhere to a policy of equal employment opportunity and demonstrate an affirmative effort to recruit, hire, and promote regardless of race, color, religion, gender, national origin, age or disability.
10. **Pre-Proposal Conference:** A conference will be held at the Municipal Office Complex, Materials Management Division:

ADDRESS: Development & Community Services Building (DCSB)
9875 N. 85th Avenue
Peoria, Arizona 85345
Point of View Conference Room, 1st Floor, Lobby North of Front Entrance

DATE: May 6, 2009

TIME: 9:00 a.m. local time



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The purpose of this conference will be to clarify the contents of this Request For Proposal in order to prevent any misunderstanding of the City's position. Any doubt as to the requirements of this Request For Proposal or any apparent omission or discrepancy should be presented to the City at this conference. The City will then determine the appropriate action necessary, if any, and issue a written amendment to the Request For Proposal. Oral statements or instructions shall not constitute an amendment to this Request For Proposal.

11. **Submittal Requirements:** Proposal Submittal & Content Requirements are outlined in detail on Pages 21 & 22.
12. **Proposal Opening:** Proposals shall be submitted at the time and place designated in the request for proposals. All information contained in the proposals shall be deemed as exempt from public disclosure based on the City's need to avoid disclosure of contents prejudicial to competing offerors during the process of negotiation. The proposals shall not be open for public inspection until after contract award. **PRICES SHALL NOT BE READ.** After contract award, the successful proposal and the evaluation documentation shall be open for public inspection.
13. **Evaluation:** In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.
 - a. Firm & Staff Experience;
 - b. Cost Proposal;
 - c. Similar Past Clients;
 - d. Conformance to Request for Proposal.

The City reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, questions and answer conferences, references, or other source and the views of the evaluator(s) with prior Contract or service delivery experience with any of the Offerors, while conducting the proposal evaluations.

14. **Discussions:** In accordance with the City of Peoria Procurement Code, after the initial receipt of proposals, discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award.
15. **Non-Exclusive Contract:** Any contract resulting from this Solicitation shall be awarded with the understanding and agreement that it is for the sole convenience of the City of Peoria. The City reserves the right to obtain like goods or services from another source when necessary. Off-Contract Purchase Authorization may only be approved by the City Materials Manager. Approval shall be at the discretion of the City Materials Manager and shall be conclusive, however, approval shall be granted only after a proper review and when deemed to be appropriate. Off-contract procurement shall be consistent with the City Procurement Code.
16. **Taxes:** Prices offered shall include all applicable State and local taxes. The City will pay all applicable taxes. Taxes must be listed as a separate item on the price sheet attached to this Solicitation and on all invoices.
17. **Price Adjustment:** The City of Peoria Purchasing Office will review fully documented requests for price increases after any contract has been in effect for one (1) year. Any price increase adjustment will only be made at the time of contract extension and will be a factor in the extension review process. The City of Peoria Materials Management Division will determine whether the requested price increase or an alternate option, is in the best interest of the City. Any price adjustment will be effective upon the effective date of the contract extension.
18. **Price Reduction:** A price reduction adjustment may be offered at any time during the term of a contract and shall become effective upon notice.



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19. **Insurance Requirements:** The Contractor, at Contractor's own expense, shall purchase and maintain the herein stipulated minimum insurance with companies duly licensed, possessing a current A.M. Best, Inc. Rating of A-, or approved unlicensed in the State of Arizona with policies and forms satisfactory to the City.

All insurance required herein shall be maintained in full force and effect until all work or service required to be performed under the terms of the Contract is satisfactorily completed and formally accepted; failure to do so may, at the sole discretion of the City, constitute a material breach of this Contract.

The Contractor's insurance shall be primary insurance as respects the City, and any insurance or self-insurance maintained by the City shall not contribute to it.

Any failure to comply with the claim reporting provisions of the insurance policies or any breach of an insurance policy warranty shall not affect coverage afforded under the insurance policies to protect the City.

The insurance policies, except Workers' Compensation, shall contain a waiver of transfer rights of recovery (subrogation) against the City, its agents, representatives, directors, officers, and employees for any claims arising out of the Contractor's acts, errors, mistakes, omissions, work or service.

The insurance policies may provide coverage which contain deductibles or self-insured retentions. Such deductible and/or self-insured retentions shall not be applicable with respect to the coverage provided to the City under such policies. The Contractor shall be solely responsible for the deductible and/or self-insured retention and the City, at its option, may require the Contractor to secure payment of such deductibles or self-insured retentions by a Surety Bond or an irrevocable and unconditional letter of credit.

The City reserves the right to request and to receive, within 10 working days, certified copies of any or all of the herein required insurance policies and/or endorsements. The City shall not be obligated, however, to review same or to advise Contractor of any deficiencies in such policies and endorsements, and such receipt shall not relieve Contractor from, or be deemed a waiver of the City's right to insist on, strict fulfillment of Contractor's obligations under this Contract.

The insurance policies, except Workers' Compensation and Professional Liability, required by this Contract, shall name the City, its agents, representatives, officers, directors, officials and employees as Additional Insureds.

20. **Required Insurance Coverage:**

a. **Commercial General Liability**

Contractor shall maintain Commercial General Liability insurance with a limit of not less than \$1,000,000 for each occurrence with a \$2,000,000 Products/Completed Operations Aggregate and a \$2,000,000 General Aggregate Limit. The policy shall include coverage for bodily injury, broad form property damage, personal injury, products and completed operations and blanket contractual coverage including, but not limited to, the liability assumed under the indemnification provisions of this Contract which coverage will be at least as broad as Insurance Service Office, Inc. Policy Form CG 00011093 or any replacements thereof. The coverage shall not exclude X, C, U.

Such policy shall contain a severability of interest provision, and shall not contain a sunset provision or commutation clause, nor any provision which would serve to limit third party action over claims.

The Commercial General Liability additional insured endorsement shall be at least as broad as the Insurance Service Office, Inc.'s Additional Insured, Form B, CG 20101185, and shall include coverage for Contractor's operations and products and completed operations.



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Any Contractor subletting any part of the work, services or operations awarded to the Contractor shall purchase and maintain, at all times during prosecution of the work, services or operations under this Contract, an Owner's and Contractor's Protective Liability insurance policy for bodily injury and property damage, including death, which may arise in the prosecution of the Contractor's work, service or operations under this Contract. Coverage shall be on an occurrence basis with a limit not less than \$1,000,000 per occurrence, and the policy shall be issued by the same insurance company that issues the Contractor's Commercial General Liability insurance.

b. Automobile Liability

Contractor shall maintain Commercial/Business Automobile Liability insurance with a combined single limit for bodily injury and property damage of not less than \$1,000,000 each occurrence with respect to the Contractor's any owned, hired, and non-owned vehicles assigned to or used in performance of the Contractor's work. Coverage will be at least as broad as coverage code 1, "any auto", (Insurance Service Office, Inc. Policy Form CA 00011293, or any replacements thereof). Such insurance shall include coverage for loading and off loading hazards. If hazardous substances, materials or wastes are to be transported, MCS 90 endorsement shall be included and \$5,000,000 per accident limits for bodily injury and property damage shall apply.

c. Workers' Compensation

The Contractor shall carry Workers' Compensation insurance to cover obligations imposed by federal and state statutes having jurisdiction of Contractor's employees engaged in the performance of the work or services; and, Employer's Liability insurance of not less than \$100,000 for each accident, \$100,000 disease for each employee, and \$500,000 disease policy limit.

In case any work is subcontracted, the Contractor will require the Subcontractor to provide Workers' Compensation and Employer's Liability to at least the same extent as required of the Contractor.

21. **Certificates of Insurance:** Prior to commencing work or services under this Contract, Contractor shall furnish the City with Certificates of Insurance, or formal endorsements as required by the Contract, issued by Contractor's insurer(s), as evidence that policies providing the required coverages, conditions and limits required by this Contract are in full force and effect.

In the event any insurance policy(ies) required by this contract is(are) written on a "claims made" basis, coverage shall extend for two years past completion and acceptance of the Contractor's work or services and as evidenced by annual Certificates of Insurance.

If a policy does expire during the life of the Contract, a renewal certificate must be sent to the City fifteen (15) days prior to the expiration date.

All Certificates of Insurance shall be identified with bid serial number and title. A \$25.00 administrative fee will be assessed for all certificates received without the appropriate bid serial number and title.

22. **Cancellation and Expiration Notice:** Insurance required herein shall not expire, be canceled, or materially changed without thirty (30) days prior written notice to the City.

23. **Independent Contractor:**

a. General

- i. The Contractor acknowledges that all services provided under this Agreement are being provided by him as an independent contractor, not as an employee or agent of the City Manager or the City of Peoria.



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- ii. Both parties agree that this Agreement is nonexclusive and that Contractor is not prohibited from entering into other contracts nor prohibited from practicing his profession elsewhere.

b. Liability

- i. The City of Peoria shall not be liable for any acts of Contractor outside the scope of authority granted under this Agreement or as the result of Contractor's acts, errors, misconduct, negligence, omissions and intentional acts.
- ii. To the fullest extent permitted by law, the Contractor shall defend, indemnify and hold harmless the City, its agents, representatives, officers, directors, officials and employees from and against all claims, damages, losses and expenses (including but not limited to attorney fees, court costs, and the cost of appellate proceedings), relating to, arising out of, or alleged to have resulted from the acts, errors, mistakes, omissions, work or services of the Contractor, its employees, agents, or any tier of subcontractors in the performance of this Contract. Contractor's duty to defend, hold harmless and indemnify the City, its agents, representatives, officers, directors, officials and employees shall arise in connection with any claim, damage, loss or expense that is attributable to bodily injury, sickness, disease, death, or injury to, impairment, or destruction of property including loss of use resulting therefrom, caused by any acts, errors, mistakes, omissions, work or services in the performance of this Contract including any employee of the Contractor or any tier of subcontractor or any other person for whose acts, errors, mistakes, omissions, work or services the Contractor may be legally liable.

The amount and type of insurance coverage requirements set forth herein will in no way be construed as limiting the scope of the indemnity in this paragraph.

c. Other Benefits

The Contractor is an independent contractor, therefore, the City Manager will not provide the Contractor with health insurance, life insurance, workmen's compensation, sick leave, vacation leave, or any other fringe benefits. Further, Contractor acknowledges that he is exempt from coverage of the Comprehensive Benefit and Retirement Act (COBRA). Any such fringe benefits shall be the sole responsibility of Contractor.

- 24. **Key Personnel:** It is essential that the Contractor provide adequate experienced personnel, capable of an devoted to the successful accomplishment of work to be performed under this contract. The Contractor must agree to assign specific individuals to the key positions.
 - a. The Contractor agrees that, once assigned to work under this contract, key personnel shall not be removed or replaced without written notice to the City.
 - b. If key personnel are not available for work under this contract for a continuous period exceeding 30 calendar days, or are expected to devote substantially less effort to the work than initially anticipated, the Contractor shall immediately notify the City, and shall, subject to the concurrence of the City, replace such personnel with personnel of substantially equal ability and qualifications.
- 25. **Estimated Quantities:** The City anticipates considerable activity resulting from contracts that will be awarded as a result of this solicitation; however, no commitment of any kind is made concerning quantities actually acquired and that fact should be taken into consideration by each potential contractor.
- 26. **Ordering Process:** Upon award of a contract by the City of Peoria, Materials Management Division may procure the specific material and/or service awarded by the issuance of a purchase order to the appropriate contractor. The



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award of a contract shall be in accordance with the City of Peoria Procurement Code and all transactions and procedures required by the Code for public bidding have been complied with. A purchase order for the awarded material and/or service that cites the correct contract number is the only document required for the department to order and the contractor to delivery the material and/or service.

Any attempt to represent any material and/or service not specifically awarded as being under contract with the City of Peoria is a violation of the contract and the City of Peoria Procurement Code. Any such action is subject to the legal and contractual remedies available to the City inclusive of, but not limited to, contract cancellation, suspension and/or debarment of the contractor.

27. **Billing:** All billing notices to the City shall identify the specific item(s) being billed and the purchase order number. Items are to be identified by the name, model number, and/or serial number most applicable. Any purchase/delivery order issued by the requesting agency shall refer to the contract number resulting from this solicitation.
28. **Licenses:** Contractor shall maintain in current status all Federal, State and Local licenses and permits required for the operation of the business conducted by the Contractor.
29. **Safety Standards:** All items supplied on this contract shall comply with the current applicable Occupational Safety and Health Standards of the State of Arizona Industrial Commission, the National Electric Code, and the National Fire Protection Association Standards.
30. **Confidential Information:**
 - a. If a person believes that a bid, proposal, offer, specification, or protest contains information that should be withheld, a statement advising the Materials Supervisor of this fact shall accompany the submission and the information shall be identified.
 - b. The information identified by the person as confidential shall not be disclosed until the Materials Supervisor makes a written determination.
 - c. The Materials Supervisor shall review the statement and information and shall determine in writing whether the information shall be withheld.
 - d. If the Materials Supervisor determines to disclose the information, the Materials Supervisor shall inform the bidder in writing of such determination.
31. **Confidentiality of Records:** The contractor shall establish and maintain procedures and controls that are acceptable to the City for the purpose of assuring that information contained in its records or obtained from the City or from others in carrying out its functions under the contract shall not be used or disclosed by it, its agents, officers, or employees, except as required to efficiently perform duties under the contract. Persons requesting such information should be referred to the City. Contractor also agrees that any information pertaining to individual persons shall not be divulged other than to employees or officers of contractor as needed for the performance of duties under the contract.
32. **Multiple Awards:** In order to assure that any ensuing contracts will allow the City to fulfill current and future requirements, the City reserves the right to award contracts to multiple companies. The actual utilization of any contract will be at the sole discretion of the City. The fact that the City may make multiple awards should be taken into consideration by each potential contractor.



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33. **Contract Termination:** Any contract entered into as a result of this Solicitation is for the convenience of the City and as such, may be terminated without default by the City by providing a written thirty (30) day notice of termination.
34. **Cancellation:** The City reserves the right to cancel the whole or any part of this contract due to failure by the contractor to carry out any obligation, term or condition of the contract. The City will issue written notice to the contractor for acting or failing to act as in any of the following:
- The contractor provides material that does not meet the specifications of the contract;
 - The contractor fails to adequately perform the services set forth in the specifications of the contract;
 - The contractor fails to complete the work required or to furnish the materials required within the time stipulated in the contract;
 - The contractor fails to make progress in the performance of the contract and/or gives the City reason to believe that the contractor will not or cannot perform to the requirements of the contract.

Upon receipt of the written notice of concern, the contractor shall have ten (10) days to provide a satisfactory response to the City. Failure on the part of the contractor to adequately address all issues of concern may result in the City resorting to any single or combination of the following remedies:

- Cancel any contract;
 - Reserve all rights or claims to damage for breach of any covenants of the contract;
 - Perform any test or analysis on materials for compliance with the specifications of the contract. If the results of any test or analysis find a material non-compliance with the specifications, the actual expense of testing shall be borne by the contractor;
 - In case of default, the City reserves the right to purchase materials, or to complete the required work in accordance with the City Procurement Code. The City may recover any actual excess costs from the contractor by:
 - Deduction from an unpaid balance;
 - Collection against the bid and/or performance bond, or;
 - Any combination of the above or any other remedies as provided by law.
35. **Contract Default:** The City, by written notice of default to the contractor, may terminate the whole or any part of this contract in any one of the following circumstances:
- If the contractor fails to make delivery of the supplies or to perform the services within the time specified; or
 - If the contractor fails to perform any of the other provisions of this contract; and fails to remedy the situation within a period of ten (10) days after receipt of notice.
In the event the City terminates this contract in whole or part, the City may procure supplies or services similar to those terminated, and the contractor shall be liable to the City for any excess costs for such similar supplies or services.



SCOPE OF WORK

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I. Background

The City of Peoria is soliciting bids from qualified contractors to provide hard floor cleaning services.

II. Facility Description and Needs

The estimated area of City Buildings to be maintained is 50,000 to 100,000 square feet per year as per the City Building specifications. This quantity may vary dependent upon the needs of the City and budgetary restraints.

The estimated area of the Recreation Program has historically been 50,000 to 125,000 square feet and comprised of 7 to 11 sites per the Recreation specifications. These quantities may vary dependent upon the needs of the City's Summer Recreation program and budgetary restraints.

The City has capital projects under construction from time to time that will require the floors to be cleaned and turned over at time of completion. It is the City's desire to have the same floor cleaning firm prep the floors for turnover at time of completion for any new building. The intent would be for the hard floor company to work for the construction firm as a subcontractor for final floor prep prior to turnover. This will ensure that the floors are turned over to the City in a manner that is consistent with our current floor care standards. While this contract does not obligate the floor cleaning company to do that work as a subcontractor, it would be the City's desire that if possible, the floor cleaning company would take on those projects as they become available.

III. City Building Specifications

A. General Requirements

1. The Contractor will strip, seal and wax a variety of floor types, such as vinyl, simulated marble, sandstone, ceramic, rubber flooring, wood floors, concrete, ground concrete and epoxy floors. Some jobs will require only stripping the floor. The City will determine if the floor will require stripping or top scrub.
2. The City may elect the Contractor to supply all chemicals or the City will purchase all chemicals for the Contractor. These chemicals will be as follows: stripper, sealer, wax, and neutralizer. See the List of Approved Chemicals on Page 20.
3. The Contractor will supply all buckets, strip pads, mop heads, rags, other equipment and labor. The preferred strip pad to be used is 3M.
4. The Contractor will price the job by the square foot, not by the hour.
5. There will be a City employee designated to oversee every job.
6. The City will schedule the stripping of floors when it is most convenient.



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7. Most work will require weekend or night, and some holiday scheduling.
8. The Contractor will pay for any damages to the tile or walls.
9. The Contractor will return all calls within twenty four (24) hours during normal business hours.
10. The City of Peoria will provide a two to five day notice of work to be performed. Except for school recreation sites and emergencies.
11. The Contractor will work in some restricted buildings such as the Police Department, Information Technology, and Utility sites.
12. The Contractor will be required to pick up any items that need to be moved prior to cleaning.
13. The Contractor and designated personnel will at all times conduct themselves in a proper, acceptable and professional manner and shall wear company uniforms and name badges at all times. It is understood by the Contractor that if the behavior, dress and/or performance does not meet Peoria's standards of professionalism, Peoria may terminate this contract according to the Terms and Conditions.
14. Employee Security Clearance – All Contractor' employees who provide on-site services under this contract shall pass the City of Peoria Police Department Limited Security Clearance Process (see Attachment A).

B. Cleaning Requirements:

1. The Contractor will dust mop floor prior to stripping.
2. The Contractor will doodlebug all edges first and remove all build up of old waxes. The Contractor will remove all wax buildups around the bottom of walls (approximately 3 tiles up) and toilets.
3. The Contractor will apply stripper and scrub with a low speed side by side buffer (150 to 175 rpm) or auto scrubber.
4. The Contractor is responsible to pick up all old finish and stripper with wet vacuum, auto scrubber or truck mount unit.
5. The Contractor will rinse a minimum of two times with a neutralizer and once with clean water and clean mop heads.
6. The Contractor will wipe down all baseboards, bottom of window and door frames, bottom of doors, bottom of walls and toilets prior to sealing. The contractor may be required to tape around baseboards and walls prior to sealing and waxing.



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7. The Contractor will allow wet floors to dry completely, then dust mop again, using a clean mop.
8. The Contractor will apply two (2) to six (6) coats of sealer. Restroom floors may require a sealer. Some may only consist of the grout being sealed. Some may require no sealant at all.
9. The Contractor will apply four (4) to eight (8) coats of wax depending on the area.
10. The Contractor will be required to clean grout on walls or floors if needed.
11. The Contractor agrees to assign a specific crew to provide services required under this contract (refer to Section 20, Key Personnel, Special Terms and Conditions).
12. The Contractor may be required to detail restrooms which will require scrubbing walls and partitions and sanitizing before scrubbing floors in restrooms.

IV. Recreation Specifications

A. General Requirements

1. The Contractor shall have personnel available to provide Hard Floor Cleaning services for seven (7) straight days to be scheduled during the summer months for school recreation sites. The City of Peoria will provide a 7-10 day notice and calendar to the Contractor for the school recreation sites. Historically it has been 7 to 11 sites and can vary between 50,000 and 125,000 square footage.
2. The Contractor will strip, seal and wax a variety of floor types, such as vinyl, simulated marble, sandstone, ceramic, rubber flooring, wood floors, concrete, ground concrete and epoxy floors. Some jobs will require only stripping the floor. The City will determine if the floor will require stripping or top scrub.
3. The City may elect the Contractor to supply all chemicals or the City will purchase all chemicals for the Contractor. The Peoria Unified School District determines and approves the chemicals to be used at the school recreation sites. This list of chemicals may vary each year. The City of Peoria will provide the Contractor with the list of approved chemicals.
4. The Contractor will supply all buckets, strip pads, mop heads, rags, equipment and labor. The preferred strip pad to be used is 3M.
5. The Contractor will price the job by the square foot, not by the hour.
6. There will be a lead janitor from each school site designated to oversee every job.
7. The City will schedule the stripping of floors when it is most convenient.



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8. Most work will require weekend or night, and some holiday scheduling.
9. The Contractor will pay for any damages to the tile or walls.
10. The Contractor will return all calls within twenty four (24) hours during normal business hours.
11. The City of Peoria will provide a two to five day notice of work to be performed. Except for school recreation sites and emergencies.
12. The Contractor will be required to pick up any items that need to be moved prior to cleaning.
13. The Contractor and designated personnel will at all times conduct themselves in a proper, acceptable and professional manner and shall wear company uniforms and name badges at all times. It is understood by the Contractor that if the behavior, dress and/or performance does not meet Peoria's standards of professionalism, Peoria may terminate this contract according to the Terms and Conditions.
14. Employee Security Clearance – All Contractor' employees who provide on-site services under this contract shall pass the City of Peoria Police Department Limited Security Clearance Process (see Attachment A).

B. Cleaning Requirements

1. The Contractor will dust mop floor prior to stripping.
2. The Contractor will doodlebug all edges first and remove all build up of old waxes. The Contractor will remove all wax buildups around the bottom of walls (approximately 3 tiles up) and toilets.
3. The Contractor will apply stripper and scrub with a low speed side by side buffer (150 to 175 rpm) or auto scrubber.
4. The Contractor is responsible to pick up all old finish and stripper with wet vacuum, auto scrubber or truck mount unit.
5. The Contractor will rinse a minimum of two times with a neutralizer and once with clean water and clean mop heads.
6. The Contractor will wipe down all baseboards, bottom of window and door frames, bottom of doors, bottom of walls and toilets prior to sealing. The contractor may be required to tape around baseboards and walls prior to sealing and waxing.
7. The Contractor will allow wet floors to dry completely, then dust mop again, using a clean mop.



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- 8. The Contractor will apply two (2) to six (6) coats of sealer. Restroom floors may require a sealer. Some may only consist of the grout being sealed. Some may require no sealant at all.
- 9. The Contractor will apply four (4) to eight (8) coats of wax depending on the area.
- 10. The Contractor will be required to clean grout on walls or floors if needed.
- 11. The Contractor agrees to assign a specific crew to provide services required under this contract (refer to Section 24, Key Personnel, Special Terms and Conditions).
- 12. The Contractor may be required to detail restrooms which will require scrubbing walls and partitions and sanitizing before scrubbing floors in restrooms.

V. List of Approved Chemicals (No Substitutions)

<u>Item</u>	<u>Description</u>
Re-Mov-It	Super powerful stripper
Edge Off	Aerosol stripper for baseboards and corners
Vinegar	Use as a neutralizer
Butchers Iron Stone	Acrylic Sealer
Waxie Innovation	UHS floor finish with 35% solids
3M Hi-Pro Pad	Black stripper pad
Butchers Hot Springs	Use for deep scrub or top scrub
Tile Lab Matte Sealer/Finish	Use for grout sealing
Spartan Rinse Free Stripper	Stripper for rubber flooring
Spartan Shinline Seal	Sealer for rubber flooring



SUBMITTAL REQUIREMENTS

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8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

I. PROPOSAL FORMAT:

Proposals shall be submitted in one (1) original and three (3) copies on the forms and in the format as specified in the Request for Proposal.

II. PROPOSAL CONTENT: The following items shall be addressed in the proposal submission.

- A. Overall Experience - Provide a list or information about your firm and staff experience and qualifications. List the total number of employees staffed by firm experience. Include any information related to certifications and licenses, etc.
- B. Cost Proposal – Offeror shall complete the Price Sheet on Pages 23 - 26 per specifications.
- C. Similar Past Clients – Minimum of three (3) owner references for similar service.
(Complete Page 27)
- D. Conformance to Request for Proposal – Failure to provide all requested information may result in Vendor's proposal being rejected as non-responsive.
- E. Exceptions – Any exceptions to the RFP must be clearly noted and identified on Page 28.

III. EVALUATION CRITERIA

In accordance with the City of Peoria Procurement Code, awards shall be made to the responsible offeror whose proposal is determined in writing to be the most advantageous to the City, based upon the evaluation criteria listed below. The evaluation factors are listed in their relative order of importance.

- A. Firm & Staff Experience
- B. Cost Proposal
- C. Similar Past Clients
- D. Conformance to Request for Proposal

The City reserves the right to consider historic information and facts, whether gained from the Offeror's proposal, questions and answer conferences, references, or other source and the views of the evaluator(s) with prior Contract or service delivery experience with any of the Offerors, while conducting the proposal evaluations.

IV. PRICE SHEET INSTRUCTIONS

Complete Price Sheets for all Groups (A,B,C, and D) per specifications.

- Group A (Pricing for City Buildings - unit price per square foot, no chemical cost included.
- Group B (Pricing for City Buildings - unit price per square foot, includes chemical cost.
- Group C (Pricing for Recreation – unit price per square foot, no chemical cost included.
- Group D (Pricing for Recreation – unit price per square foot, includes chemical cost.



SUBMITTAL REQUIREMENTS

Solicitation Number: Q09-14

Materials Management Procurement

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

V. Proposal Submittal and Contact Information:

Proposals are due no later than 5:00 P.M. on May 13, 2009. Proposals shall be submitted in one (1) original and three (3) copies and shall be delivered to:

City of Peoria
Materials Management
8314 West Cinnabar
Peoria, Arizona 85345

Proposals must be submitted in a sealed envelope or package with the solicitation number and the Offeror's name and address clearly indicated on the envelope or package.

All questions regarding this proposal should be directed to Terry Andersen, Procurement Specialist at (623) 773-7981 or E-mail: Teresa.Andersen@peoriaaz.gov

Contact with City staff, other than the designated contact person indicated in the RFP, regarding this solicitation is strictly prohibited during the proposal process.

Item	Description of material and/or services	Quantity	Unit	Unit Price
Group A – See City Building Specifications - Unit price per sq. ft. only, <u>not</u> to include chemical cost.				
1. <u>Strip floor, per specifications:</u>				
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.110</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.112</u>
	Holiday Rates:	1	Sq. Ft.	\$ <u>0.168</u>
2. <u>Top scrub, per specifications:</u>				
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.112</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.115</u>
	Holiday Rates:	1	Sq. Ft.	\$ <u>0.172</u>
3. <u>Strip and seal floor, per specifications:</u>				
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.114</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.116</u>
	Holiday Rates:	1	Sq. Ft.	\$ <u>0.174</u>
4. <u>Top scrub and seal floor, per specifications:</u>				
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.112</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.115</u>
	Holiday Rates:	1	Sq. Ft.	\$ <u>0.172</u>
5. <u>Strip or top scrub, seal and wax floor, per specifications</u>				
	Day & Night Rates: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.114</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.115</u>
	Holiday Rates:	1	Sq. Ft.	\$ <u>0.174</u>
6. <u>Grout Cleaning, per specifications:</u>				
	1	1	Sq. Ft.	\$ <u>0.212</u>
7. <u>Rubber Flooring, per specifications:</u>				
	1	1	Sq. Ft.	\$ <u>0.187</u>
8. <u>Wood Flooring</u>				
	1	1	Sq. Ft.	\$ <u>0.282</u>
9. <u>Epoxy Flooring</u>				
	1	1	Sq. Ft.	\$ <u>0.118</u>
10. <u>Detail Restroom, per specifications</u>				
	1	1	EA.	\$ <u>0.105</u>
11. <u>Minimum square footage or cost per call out if under 1000 square feet for Hard Floor Cleaning:</u>				
	_ Square feet or \$ <u>300</u>			



**REVISED
PRICE SHEET**

Solicitation Number: Q09-14

**Materials Management
Procurement**

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

Item	Description of material and/or services	Quantity	Unit	Unit Price
	Group C – See Recreation Specifications – Unit price per square foot, <u>not</u> to include chemical cost. This project requires completion <u>within 7 (straight) days</u> at multiple school sites.			
	1. <u>Strip floor only, per specifications:</u>			
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.110</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.112</u>
	2. <u>Top scrub only, per specifications:</u>			
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.112</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.115</u>
	3. <u>Strip and seal, per specifications:</u>			
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.114</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.116</u>
	4. <u>Top scrub and seal, per specifications:</u>			
	Day & Night Rate: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.112</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.115</u>
	5. <u>Strip or top scrub, seal and wax floor, per specifications</u>			
	Day & Night Rates: (6A-10P Monday – Friday)	1	Sq. Ft.	\$ <u>0.114</u>
	Weekend Rates: (6A-11P Saturday & Sunday)	1	Sq. Ft.	\$ <u>0.115</u>
	6. Grout Cleaning, per specifications	1	Sq. Ft.	\$ <u>0.212</u>
	7. Rubber Flooring, per specifications	1	Sq. Ft.	\$ <u>0.187</u>
	8. Epoxy Flooring	1	Sq. Ft.	\$ <u>0.118</u>
	9. Detail Restroom, per specifications	1	EA.	\$ <u>0.105</u>



**REVISED
PRICE SHEET**

Solicitation Number: Q09-14

Materials Management
Procurement

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

Item	Description of material and/or services	Quantity	Unit	Unit Price
Group E - See List of Approved Chemicals				
1.	Re-Mov-It	1	5 Gal.	\$ <u>61.18</u>
2.	Edge Off	1	Case	\$ <u>52.50</u> / 5 GAL.
3.	Vincgar	1	1 Gal.	\$ _____
4.	Butchers Iron Stone	1	1 Gal.	\$ <u>71.40</u> / 5 GAL.
5.	Waxie Innovation (High Shine)	1	5 Gal.	\$ <u>87.88</u>
6.	Butchers Hot Springs	1	1 Gal.	\$ <u>39.27</u> / 4 GAL.
7.	Tile Lab Matte Sealer/Finish	1	1 Gal.	\$ <u>103.24</u>
8.	Spartan Rinse Free Stripper	1	5 Gal.	\$ <u>62.60</u>
9.	Spartan Shinline Seal	1	5 Gal.	\$ <u>87.88</u>



QUESTIONNAIRE

**Materials Management
Procurement**

Solicitation Number: Q09-14

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

Please list a minimum of three (3) owner references (projects of similar size and scope) whom the Materials Management Division may contact:

1. Company: ATTACHED FOLLOWING
- Contact: _____
- Address: _____
- Phone: _____
2. Company: _____
- Contact: _____
- Address: _____
- Phone: _____
3. Company: _____
- Contact: _____
- Address: _____
- Phone: _____

FACILITIES SERVICES REFERENCES

JANITORIAL

Empire – Cat
1725 S. Country Club Drive
Mesa, AZ 85210
Mr. Randy Lamb
(602) 725-7140

Wilson Properties
4001 E. Broadway Road
Suite 122
Phoenix, AZ 85040
Ms. Laurie Babcock
(602) 454-9370

AMSafe
1043 N. 47th Avenue
Phoenix, AZ 85043
Mr. John Palmer
(602) 850-2726

AIRPORT

American Airlines
3400 Sky Harbor Boulevard
Phoenix, AZ 85034
Ms. Denise Marrs
(602) 273-4908

British Airways Club
3800 Sky Harbor Boulevard
Phoenix, AZ 85034
Ms. Pam Ellsworth
(602) 910-1773

Northwest Airlines
3400 Sky Harbor Boulevard
Phoenix, AZ 85034
Mr. Bruce Barnhill
(602) 273-3235



QUESTIONNAIRE

Materials Management
Procurement

Solicitation Number: Q09-14

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

Bidders are to indicate below any exceptions they have taken to the Terms, Conditions, or Specifications:

" ATTACHED FOLLOWING "



INSURANCES AND LICENSES

LIST OF COVERAGES

- **General Liability Coverage**
\$1,000,000.00 per occurrence
- **Automobile Liability Coverage**
\$1,000,000.00 per occurrence
- **Umbrella Liability Coverage**
\$5,000,000.00 per occurrence
- **Workers Compensation Coverage**
\$1,000,000.00 per occurrence
- **Business Personal Property**
\$100,000.00 coverage

STATE CONTRACTOR LICENSES

- **B-01 General Commercial Contractors**
- **K-34 Painting Contractor**

ACORD CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
06/06/2008

PRODUCER
Woodruff-Sawyer & Co.
220 Bush St., 7th Floor
San Francisco CA 94104
(415) 391-2141

INSURED
Flagship Facility Services, Inc. (formerly Service Performance Corp)
1050 North 5th Street
San Jose, CA 95112

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURERS AFFORDING COVERAGE	NAIC #
INSURER A: Liberty Insurance Underwriters, Inc.	19917
INSURER B: Zurich American Insurance Company	16535
INSURER C:	
INSURER D:	
INSURER E:	

COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR	INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS
B		GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$100,000 GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC	GL0829847707	07/01/2008	07/01/2009	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B		AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS <input checked="" type="checkbox"/> \$50,000 Deductible	BAP8298478067	07/01/2008	07/01/2009	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
		GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY: AGG \$
A		EXCESS/UMBRELLA LIABILITY <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE DEDUCTIBLE RETENTION \$ 0	LQ1B71189937018	07/01/2008	07/01/2009	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000
B		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below OTHER	WC829803609	07/01/2008	07/01/2009	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS
 Issued for Evidence of Insurance Purposes Only

CERTIFICATE HOLDER

Flagship Facility Services, Inc.
1050 North 5th Street
San Jose, CA 95112

LOAN #:

CANCELLATION 10 Day Notice for Non-Payment of Premium

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE

Jill De Niro

ACORD 25 (2001/08) ID #:

© ACORD CORPORATION 1988



QUESTIONNAIRE

**Materials Management
Procurement**

Solicitation Number: Q09-14

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118



Attach a copy of your Business License to your bid submittal.

"Attached Following"

FlagShip™

Flagship Facility Services, Inc.
2650 South 46th Street, Ste 103
Phoenix, AZ 85034
office (602) 437-8869
fax (602) 437-5751
TEL: 800.277.623

Company History:

Founded in 1988 in San Jose, California, Flagship Facility Services, Inc. (formerly known as Service Performance Corp) has expanded its operation to include Arizona and Texas. We are a service company whose core competency is commercial building maintenance.

Management names:

David Pasek	President	(408) 977-0155 Ext. 101
Mark Cornish	VP of Operations	(408) 977-0155 Ext. 113
Felipe Barraza	VP of Human Resources	(408) 977-0155 Ext. 112
Ardi Mahanpour	Controller	(408) 975-7525

Tax ID's:

Federal tax ID:	77-0184592	Business code #:	561720
CA Permit:	SR GH 99-198850	Dunn#:	36-169-8798
TX Permit:	17701845921	AZ Permit:	F-1282363-3

Credit References:

Liberty Lighting & Fixture Supply 2160 De La Cruz Blvd. Santa Clara, CA 95050 (408) 748-9970 (b) (408) 748-9978 (f)	Waxie Sanitary Supply PO Box 81006 San Diego, CA 92138 (800) 544-8054 (b) (619) 374-7460 (f)	Image Concepts 3966 Pringle St. San Diego, CA 92103 (619) 895-0677 (b) (619) 542-0094 (f)
---	--	---

Bank Reference: Comerica Bank
333 West Santa Clara Street
San Jose, CA 95113
Ms. Joan S. Clark - (408) 556-5339
Account # 1890616467
Routing#121137522

Invoices:

Please send all invoices to the corporate office, to the attention of Accounts Payable:

Flagship Facility Services, Inc.
Attn: Accounts Payable
PO Box 612140
San Jose, CA 95161



QUESTIONNAIRE

**Materials Management
Procurement**

Solicitation Number: Q09-14

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
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Has your firm been certified by any jurisdiction in Arizona as a minority or woman owned business enterprise? Yes _____, No _____.

If yes, please provide details and documentation of the certification.

FLAGSHIP DIFFERENTIATORS

HIRING PRACTICES



We've built our business by providing the best possible customer service, and that demands the best possible employees. We go to great lengths to assure that our employees are highly qualified for their jobs and legally entitled to work in the U.S.

- Since March 2004, Flagship has worked voluntarily with the Social Security Administration to confirm that the Social Security numbers provided by its employees on their applications and I-9 forms match those on record with the Social Security Administration.
- Flagship is one of 10,000 companies nationwide to participate in a Social Security Administration program enabling employers to determine if an applicant has the right to work in the United States.
- We conduct a criminal background check on every applicant to determine if the applicant has been convicted of, or has pled guilty to, any criminal offense in the previous seven years.
- Each application is thoroughly checked to confirm that all information provided is accurate.
- Employees hired at the level of superintendent and above undergo additional screening and background checks to assure that personnel holding these positions of responsibility are ideally suited for their jobs.
- We perform drug testing as appropriate and permitted by law.

TRAINING PROGRAM



Our employees start training on day one — and they never stop learning. All new employees must successfully complete an intensive training course that includes comprehensive hands-on experience. Our employees will know exactly what to do from the moment they first report to work — there's no "on-the-job training" at your expense. Employees also attend periodic refresher courses to keep their many skills sharply honed.



ATTACHMENT A

Solicitation Number: Q09-14

Materials Management Procurement

8314 West Cinnabar Street
Peoria, Arizona 85345-6560
Phone: (623) 773-7115
Fax: (623) 773-7118

- I. Attachment A - The City of Peoria Police Department Limited Security Clearance Process (See Pages 1 - 4 of City of Peoria Application for Limited Security Clearance).

For information regarding Attachment A, refer to Scope of Work, Page 17, Item III. City Building Specifications, A. General Requirements, 14 and Page 19, Item III. Recreation Specifications, A. General Requirements, 14.

CITY OF PEORIA
Application for Limited Security Clearance

Job Classification / Function: (Please Check One)

- | | |
|--|---|
| <input type="checkbox"/> Administrative Assistant (Confidential) | <input type="checkbox"/> Application System Analyst |
| <input type="checkbox"/> Assistant City Attorney | <input type="checkbox"/> Building Automation Technician |
| <input type="checkbox"/> Building Maintenance Worker | <input type="checkbox"/> Building Utility Worker |
| <input type="checkbox"/> Chief Assistant City Attorney | <input type="checkbox"/> Court Administrator |
| <input checked="" type="checkbox"/> Custodian | <input type="checkbox"/> Data Base Administrator |
| <input type="checkbox"/> Emergency Preparedness Coordinator | <input type="checkbox"/> Facility Maintenance Supervisor |
| <input type="checkbox"/> Facilities Manager | <input type="checkbox"/> Facility Operations Technician |
| <input type="checkbox"/> Facilities Specialist | <input type="checkbox"/> Facilities Technical Operations Supervisor |
| <input type="checkbox"/> IT Security Administrator | <input type="checkbox"/> Judicial Assistant |
| <input type="checkbox"/> Judicial Assistant Supervisor | <input type="checkbox"/> Judicial Collections Assistant |
| <input type="checkbox"/> Legal Assistant | <input type="checkbox"/> Legal Specialist |
| <input type="checkbox"/> Paralegal | <input type="checkbox"/> Radio Systems Engineer |
| <input type="checkbox"/> SCADA Supervisor | <input type="checkbox"/> Security Guard |
| <input type="checkbox"/> Senior Custodian | <input type="checkbox"/> Senior Judicial Assistants |

In order to enable individuals access to specific identified buildings and locations within City of Peoria, a limited Security Clearance background will be conducted to determine whether or not a prior criminal history or pattern of disregard for federal and state laws exist as well as all information provide during the hiring process was correct and not misleading. This information may be subject to confirmation via polygraph examination and/or a Limited Security Clearance review and analysis.

Individuals undergoing this process will not receive, and wave all rights and any real entitlement to, a copy of the report or to know its contents. The contents will be used in determining suitability for access to the identified departments and their buildings. Where written explanations are required in this form, it is MANDATORY that all information be listed COMPLETELY AND ACURATELY.

PUBLIC DISCLOSURE OF INFORMATION

Your Social Security Number is requested for identification and record keeping purposes. Disclosure of your social security number is for the purpose of conducting a limited Security Clearance investigation. The information included on this form may constitute a "public record of matter" requiring public disclosure under Arizona's Public Records Law, A.R.S. 39-121 *et. seq.*

SECTION 1 – PERSONAL DATA

First Middle (Full) Last

Mailing Address

City State Zip Code E-Mail Address

Home Phone Cell/Message Phone

Eye Color Hair Color Height Weight

Social Security Number Date of Birth Age Place of Birth

Do you have the ability to legally reside and work in the United States? Yes No

List all other names (including maiden name, if applicable) by which you have been known and the dates used:

Name Used	Date Used: From	Date Used: To
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

SECTION 2 – MILITARY STATUS

Have you ever served in the U.S. Armed Forces? Yes No

If yes, please provide the following:

Branch	Entry Date	Separation Date	Type of Discharge
_____	_____	_____	_____

Are you a member of a U.S. Reserve Unit or National Guard? Yes No

SECTION 3 – CONVICTIONS

Have you ever been convicted for any offense, violation of any statute or ordinance, law regulation by any civil or military authority? (Includes any convictions or adjudication as a juvenile)

Yes No If YES, please describe them below:

Date	Location	Arresting Agency	Original Charge	Reduced To	Disposition / Court Action

SECTION 4 – MISCELLANEOUS

- 1) Have you ever been fired, discharged or asked to resign from any position? Yes No
- 2) Have you ever been placed on court supervision or probation? Yes No
- 3) In any employment setting, including military service, have you received any disciplinary action for violations of company policy? Yes No
- 4) Have you ever had an anger management or had to attend anger management classes or counseling? Yes No

(Use space provided below for detailed explanations of all "Yes" answers)

Question	Date	Explanation

COMPLIANCE WITH MINIMUM DRUG STANDARDS

Have you ever tried or used any illegal narcotic or dangerous drug within the last eighteen (18) months, either in pill form or by injection, or by any other manner of ingestion?

Yes No

The City of Peoria is a Drug Free Workplace and compliance with this policy applies to its volunteers and contracted employees as well as full time employees. Therefore, the following drug standards must be met in a limited Security Clearance investigation for access to police buildings.

Signature of Applicant: _____ Date: _____



Authorization for Release of Information

State of _____)
County of _____) §

I, FLAGSHIP FACILITY SERVICES, do hereby authorize any and all individuals, partnerships, corporations, civilian and government agencies, military agencies, law enforcement agencies, and private, municipal, State and Federal entities, to furnish the City of Peoria (Arizona) representatives with any and all available information regarding me in order that my suitability for identified restricted area work may be determined. I further authorize the City of Peoria to make inquiry of my past and present employers, associates, and acquaintances regarding my character, integrity and reputation, and waive any and all claims of confidentiality against anyone who may have knowledge of my fitness for employment with the City of Peoria.

Additionally, I agree to hold the City of Peoria, its agents and employees, harmless from any and all claims and liability associated with my application for employment or in any way connected with the decision whether or not to employ me with the City of Peoria. I understand that the Security Clearance information obtained will be shared with the City of Peoria Human Resources Director and further, if information of a serious criminal nature surface of the Security Clearance investigation, which such information may be turned over to the appropriate authorities.


Signature

SUBSCRIBED AND SWORN to before me

This _____ day of _____, 200 _____

Notary Public



SOLICITATION AMENDMENT

Solicitation No: Q09-14
 Description: Hard Floor Cleaning
 Amendment No: One (1)
 Solicitation Due Date: 5/13/09
 Solicitation Due Time: 5:00 P.M.

Materials Management Procurement
 8314 West Cinnabar Avenue
 Peoria, Arizona 85345-6560
 Telephone: (623) 773-7115
 Fax: (623) 773-7118

Buyer: Terry Andersen, CPPB

A signed copy of this Amendment shall be received by the City of Peoria, Materials Management no later than the Solicitation Due Date and Time.

The Hard Floor Cleaning Solicitation Q09-14 is hereby amended as follows:

1. SCOPE OF WORK, Page 18, IV. Recreation Specifications, A. General Requirements, paragraph 2 remove wood floors.
2. SCOPE OF WORK, Page 20, V. List of Approved Chemicals, Page 20, add the following:

 Items available at Waxie, Northern Chemical, and Home Depot.
 School sites are currently using Waxie and/or Hilliard products.
3. SUBMITTAL REQUIREMENTS, IV. Price Sheet Instructions, Page 21 remove the following:
 - Group B (Pricing for City Buildings) – unit price per square foot, includes chemical cost.
 - Group D (Pricing for Recreation) – unit price per square foot, includes chemical cost.
4. SUBMITTAL REQUIREMENTS, IV. Price Sheet Instructions, Page 21 add the following:
 - Group E (Chemical Pricing)
5. The attached REVISED PRICE SHEETS hereby replaces Pages 23-26 of the previous Price Sheets.
Please use the revised price sheets for bid submittal.
6. Special Terms and Conditions add the following paragraph as 36:

36. Brand Names: Any manufacturer's names, trade names, brand names or catalog numbers used in the specifications are for the purpose of describing and establishing the quality level, design and

All other provisions of this Solicitation shall remain in their entirety.

Vendor hereby acknowledges receipt and agreement with the amendment.

 6.18.09
 Signature Date

Mark Nelson - Reg. Sls. Mgr.

Typed Name and Title

Flagship Facility Services

Company Name

2650 S. 46th St.

Address

Phoenix AZ 85034

City State Zip

The above referenced Solicitation Amendment is hereby Executed

05/07/09

at Peoria, Arizona


 Terry Andersen, CPPB
 Procurement Specialist

	SOLICITATION AMENDMENT	Materials Management Procurement 8314 West Cinnabar Avenue Peoria, Arizona 85345-6560 Telephone: (623) 773-7115 Fax: (623) 773-7118
	Solicitation No: Q09-14 Description: Hard Floor Cleaning Amendment No: One (1) Solicitation Due Date: 5/13/09 Solicitation Due Time: 5:00 P.M.	Buyer: Terry Andersen, CPPB

A signed copy of this Amendment shall be received by the City of Peoria, Materials Management no later than the Solicitation Due Date and Time.

performance desired. Such references are not intended to limit or restrict bidding by other vendors but are intended to establish the quality, design or performance which is desired. Any offer which proposes like quality, design or performance will be considered.

7. As a result of the pre-bid meeting held on May 6, 2009, the following questions were presented and answers are being provided to clarify the City's position:

Q. Do you know the dates for the school recreation sites to be serviced this summer?

A. The school recreation sites are to be completed within a nine (9) day window. The scheduled dates for 2009 are 8/01/09 thru 8/09/09. There are occasions when (2) schools are scheduled on the same day.

Q. How much wood flooring is there?

A. Rio Vista Recreation Center is the only location with wood flooring (Maple wood).

Q. Can other chemicals be used that are not listed on the Approved Chemical List?

A. Yes, if the chemical is equivalent and first tested in a small area for performance.

All other provisions of this Solicitation shall remain in their entirety.

Vendor hereby acknowledges receipt and agreement with the amendment.

 6.10.09
 Signature Date

Mark Nelson - Reg. Sls. Mgr.
 Typed Name and Title

Flagship Facility Manager
 Company Name

2650 S. 46th St.
 Address

Phoenix AZ 85034
 City State Zip

The above referenced Solicitation Amendment is hereby Executed

05/07/09

at Peoria, Arizona


 Terry Andersen, CPPB
 Procurement Specialist

FlagShip™

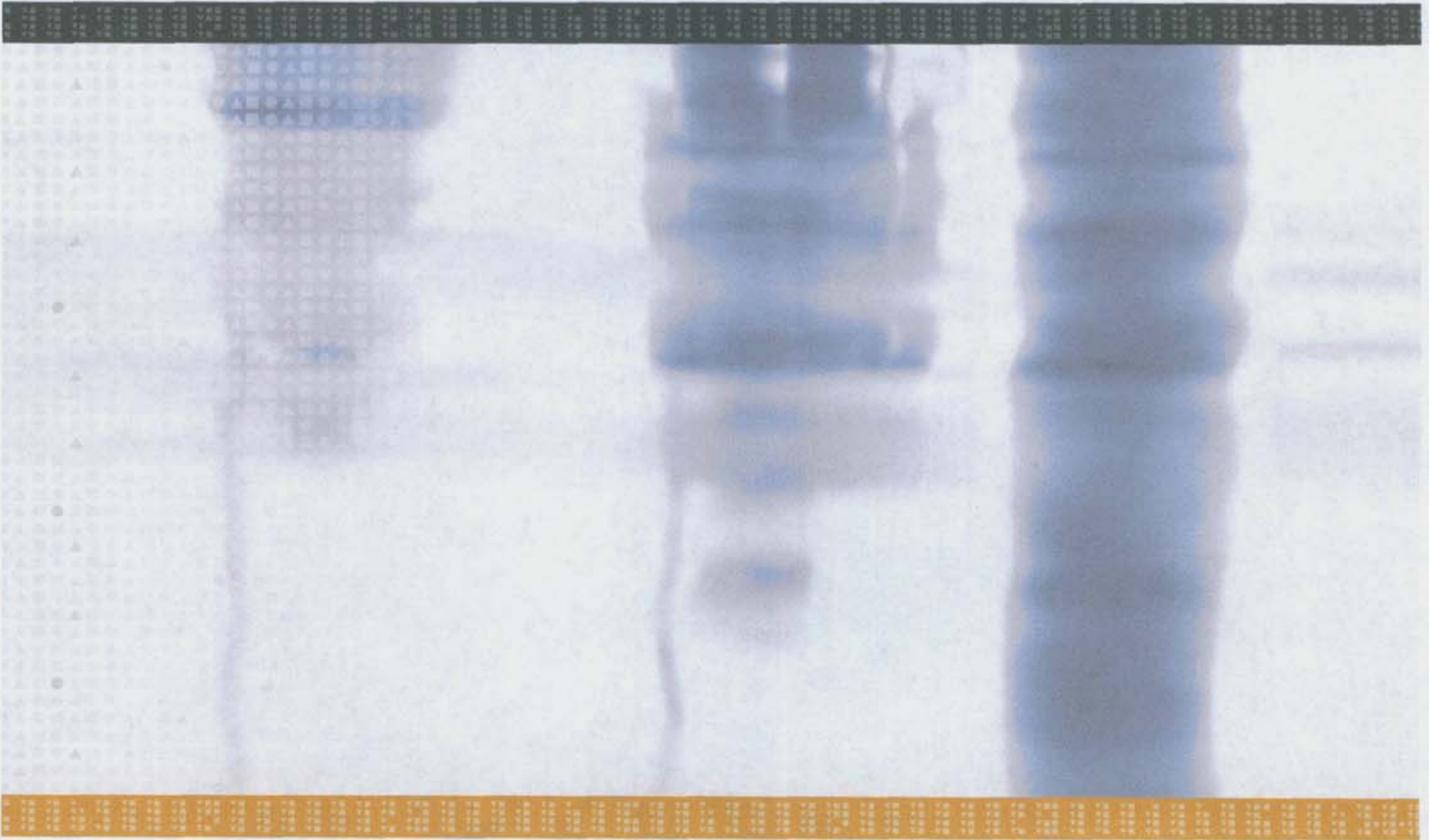
PROPOSAL
COMPREHENSIVE
CLEANING SERVICES

City of Peoria

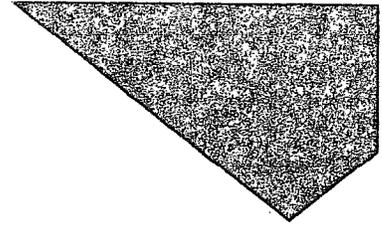
RFQ 09-14

Hard Floor Cleaning

May 12th, 2009



WE MAKE EVERY FACILITY A FLAGSHIP™



Flagship Facility Services, Inc.
2650 South 46th Street, Ste 103
Phoenix, AZ 85034
office (602) 437-8869
fax (602) 437-5751
Lic. ROC222623

May 12th, 2009

City of Peoria
Materials Management Procurement
8314 W. Cinnabar Avenue
Peoria, AZ 85345

Solicitation No: RFQ 09-14
Hard Floor Cleaning

Dear Terry Andersen;

Thank you for the opportunity to participate in the proposal process for your facility. FlagShip Facility Services brings extensive experience to serve your site and manage your cleaning service. Your facility's services present a number of business challenges and we believe our program will address the following issues:

- Enhancing your facilities image through high quality cleaning
- Supervisors and Management regularly monitor performance
- Quality is built into the process

We provide cleaning services to customers with similar challenges and believe our experience can help address these issues. We've drawn on this experience to design an effective janitorial program, one we're certain will provide you with:

- Constant communication to keep you informed – a proactive approach
- Each employee is directly involved in the quality process
- Additional value because we offer numerous related services for 'one stop shopping'

This proposal is our personal and professional commitment to serve you, your facility and your internal customers. We look forward to becoming a part of your team. If you have any questions please feel free to contact me personally at 602-437-2005, or my email mnelson@flagshipinc.com.

Sincerely;

Mark Nelson
Regional Sales Manager

THE BENEFITS OF WORKING WITH FLAGSHIP



Flagship is a full-service janitorial and facilities services company with incredible focus. From our complete range of services we will tailor a customized package that meets your needs, budgets, and timelines.

Over 20 years of successful experience has taught us exactly what's needed to keep our clients' facilities clean, up-to-date, and operating at peak efficiency. Our goal is to create customer loyalty, not just satisfied customers.



- **Peace of Mind:** 7 x 24 x 365 Flagship is on it. Whether janitorial, routine maintenance, or emergency response, we are responsive, detailed, and professional. We handle jobs right away and contact you when they're done.
- **High-Quality Personnel:** The people cleaning and maintaining your facilities must be as reliable as your regular employees. Flagship takes extra measures to ensure that our staff are fully qualified and legally entitled to work in the United States.
- **Responsive:** We're reliable. Our team arrives with the right tools for the task, and with a professional and careful eye towards the details of the job. Whether routine issues or urgent matters, call us — we're always here for you.
- **Everything Your Facility Needs:** Flagship provides individualized services from our broad array of service offerings. From janitorial-only contracts to full building services, we can offer you the exact services you need to ensure that your facility is spotless, efficient, and safe.
- **Advanced Technology and Classic Service:** Our maintenance, janitorial, and general labor staff are supported by our advanced technology. We have created a unique and seamless method for ensuring that jobs are done, done well, and the results communicated to you.
- **Enhanced Image and Employee Efficiency:** We take extra steps to ensure that your facility is a Flagship Facility. Our equipment is cleaned and repaired regularly; your janitor closets will be neat and orderly; and all of your working spaces will be tidy, clean, organized, and secure.
- **Licensed and Insured:** We are a licensed and fully insured general contractor (AZ General License: ROC222623, Painting License: ROC222624) — another of the many reasons why our clients enjoy such peace of mind. Our capabilities, customized services, and professionalism ensure that every job — however large or small — gets done on time, on budget, and to the highest quality standards.



FLAGSHIP GENERAL INFORMATION

COMPANY CONTACTS

Flagship Phoenix Office

2650 South 46th Street, Suite 103

Phoenix, AZ 85034

Main Phone Number

(602) 437-8869

Fax Number

(602) 437-5751

www.flagshipinc.com

callcenter@flagshipinc.com

Sales Manager

Mark Nelson

Office Phone Number

(602) 437-8869 ext 102

Cell Phone Number

(602) 908-7636

mnelson@flagshipinc.com

Operations Manager

Josue Silva

Office Phone Number

(602) 437-8869 ext 105

Cell Phone Number

(602) 350-8150

jsilva@flagshipinc.com

Facilities Operations Manager

Bruce Turner

Office Phone Number

(602) 437-8869 ext 106

Cell Phone Number

(602) 370-9124

bturner@flagshipinc.com

Human Resources

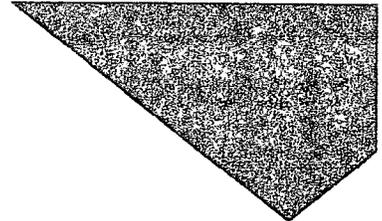
Barbara Grambs

Office Phone Number

(602) 437-8869 ext 104

bgrambs@flagshipinc.com

In the event of an after-hours emergency, call (602) 437-8869.



Flagship Facility Services, Inc.
 2650 South 46th Street, Ste 103
 Phoenix, AZ 85034
 office (602) 437-8869
 fax (602) 437-5751
 Lic. ROC222623

KEY SUPPORT PERSONNEL

People make the difference.....

Josue Silvia, Operations Manager

Josue has been a member of Flagship for over 10 years. He currently oversees the Phoenix Operations. He has been promoted several times and has shown complete dedication to the customers and employee of Flagship. Josue has achieved an audit rating of 97%, the highest of any rating of any position in our company of 1200 plus personnel and management. Josue's background includes Hard Floor Care Maintenance.

Jovany Lopez, Supervisor/Floor Care Project Manager

Flagship has employed Jovany since February 1998.. Jovany has over 6 years of continuous experience in janitorial and Floor Care service. Jovany is an extremely organized individual with strong human resource skills. Jovany has excellent communication skills and is proficient in English and Spanish. Jovany would a Senior Support Floor Manager to the City of Peoria Facilities.

Barbara Grambs, Human Resources

Flagship has employed Barbara for the past 3 years. Prior to her current service, Her excellent people skills and commitment to customer satisfaction has made her a valuable asset to our operations.

Isabelle, Senior Floor Expert Isabelle is a key manager of our Phoenix Flooring Division for the past 9 years. Isabelle is extremely dependable and is knowledgeable on all aspects of hard floor & carpet care. Isabelle has over 10 years experience in the industry and would provide utility support for special floor projects.

Additional Positions

Flagship has over 1400 employees and will extend offers for transfers and/or promotions as well as seek skilled outside labor as necessary to provide staffing for key positions that remain open. Flagship will interview and accept recommendations from our clients for hiring existing staff.

FLAGSHIP GENERAL INFORMATION

EMERGENCY CONTACTS

Emergency contacts are available 24 hours a day, 7 days a week.

Flagship Phoenix Office

2650 South 46th Street, Suite 103

Phoenix, AZ 85034

Main Phone Number

(602) 437-8869

Fax Number

(602) 437-5751

www.flagshipinc.com

Night Contact – Operations Manager

Jovanny Lopez

Office Phone Number

(602) 437-8869

Cell Phone Number

(602) 759-5657

jlopez@flagshipinc.com

Day Contact – Regional Operations Manager

Josue Silva

Office Phone Number

(602) 437-8869

Cell Phone Number

(602) 350-8150

jsilva@flagshipinc.com

Regional Manager

Jeff Woodworth

Office Phone Number

(602) 437-8869

Cell Phone Number

(602) 750-5525

bturner@flagshipinc.com

Human Resources

Barbara Grambs

Office Phone Number

(602) 437-8869

bgrambs@flagshipinc.com

FLAGSHIP DIFFERENTIATORS

Floor Services



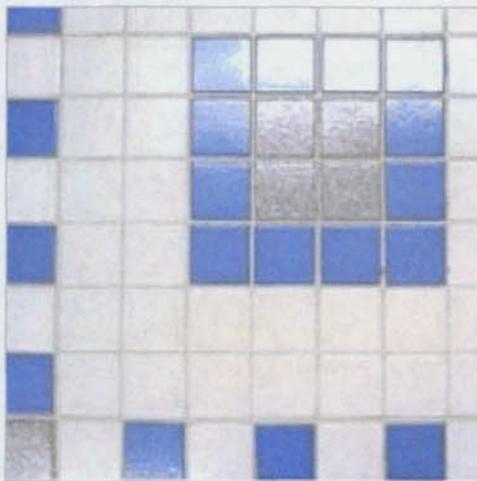
- **VCT:** Strip and refinish your Vinyl Ceramic Tile (VCT) to a beautiful high shine. Flagship uses only non-zinc floor finishes.
- **Carpet Restoration and Protection:** Our carpet restoration process will return worn out carpet to "like new" condition. We can extend the life of your carpet, and increase protection from stains and soiling.
- **Tile and Grout Restoration:** Restoring the luster of your tile and grout is a key part of maintaining a clean and sanitary workspace.
- **Electrostatic Discharge (ESD):** It's a serious issue in labs, manufacturing, and other critical areas. ESD floors require regular and accurate testing — and expert cleaning and recoating. That is why our staff is thoroughly trained in ESD maintenance. Based on your specific requirements, we'll test, scrub, and recoat your ESD floors at times that are convenient for you. And we'll promptly send you detailed test reports so you can properly document your ESD control program. With Flagship handling your ESD maintenance, you'll enjoy one of the most important benefits of all: peace of mind.

Flagship uses only the highest quality products and the most advanced procedures to clean and recoat your ESD floors:

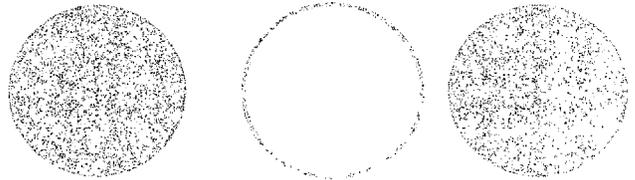
- **Stripper:** Clean Source 815
- **Neutralizer:** Solution of Surtec Fab Clean
FC-130 and Water
Staticide Neutral Cleaner
- **ESD Wax:** Desco
Statguard Floor Finish

FLAGSHIP DIFFERENTIATORS

FLOOR SERVICES BEFORE AND AFTER

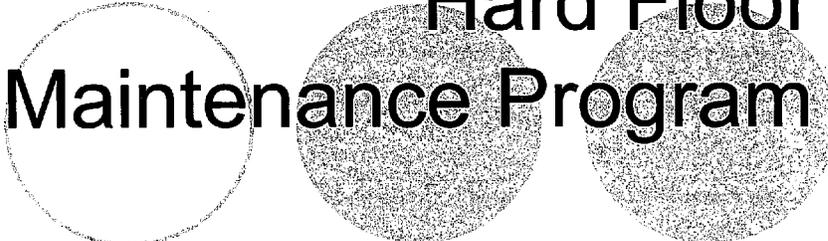


Hard Floor Floor Care System

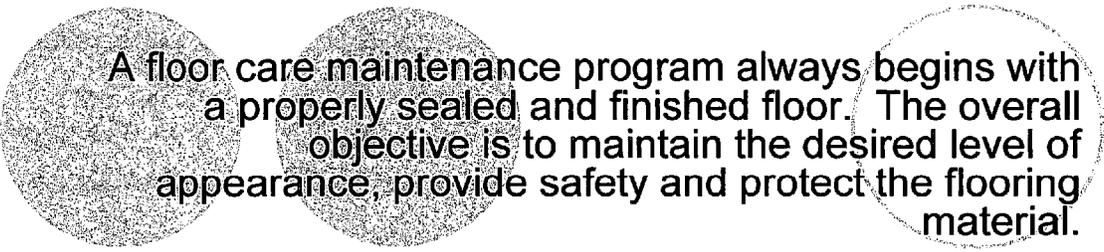


- To achieve a safe, good looking floor, you start with a floor care system consisting of:
 - Compatible chemicals that interact with one another not against each other
 - Equipment that works with the chemicals to produce the desired results in the least amount of time.
 - And finally, proven methods or procedures recommended by the manufacturer

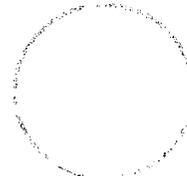
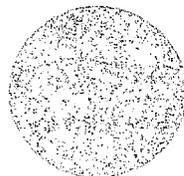
Hard Floor Maintenance Program

The title is centered and overlaid on three decorative circles. The leftmost circle is white with a thin black outline. The middle and right circles are filled with a dense, grey stippled pattern.

A floor care maintenance program always begins with a properly sealed and finished floor. The overall objective is to maintain the desired level of appearance, provide safety and protect the flooring material.

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Hard Floor Routine (Daily)



- Place “wet floor” signs at appropriate locations
- Remove and clean floor mats
- Pick up large debris and trash
- Sweep or dust mop floors with untreated dust mop
- Remove gum and stickers while dust mopping using putty knife or scraper
- Spot mop heavily soiled areas or spills with neutral cleaner per label instructions
- Mix neutral cleaner following label directions in auto scrubber equipped with light cleaning pad, or in mop bucket for manual cleaning.
- Auto scrub floor using normal pad pressure, or mop the floor using mop/bucket method.
- Allow floor to dry.
- Burnish floor with recommended pad following a predetermined schedule. Dust mop floor after burnishing.
- Return floor mats

Hard Floor Restoring (Weekly or as necessary)

- Place "wet floor" signs at appropriate locations
- Remove and clean floor mats
- Pick up large debris and trash
- Sweep or dust mop floors with untreated dust mop
- Remove gum and stickers while dust mopping using putty knife or scraper
- Spot mop heavily soiled areas or spills with neutral cleaner per label instructions
- Mix neutral cleaner following label directions in auto scrubber equipped with light cleaning pad, or in mop bucket for manual cleaning.
- Auto scrub floor using normal pad pressure, or mop the floor using mop/bucket method.
- Mix and apply restorer/maintainer following label directions.
- Burnish floor with recommended pad following a predetermined schedule. Dust mop floor after burnishing.
- Return floor mats

Hard Floor

Periodic Deep Scrubbing (Monthly or as necessary)

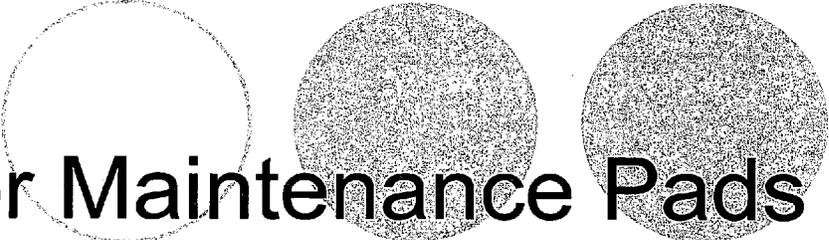
- Remove portable objects from cleaning area
- Place "wet floor" signs at appropriate locations
- Remove and clean floor mats
- Pick up large debris and trash
- Sweep or dust mop floors with untreated dust mop
- Remove gum and stickers while dust mopping using putty knife or scraper
- Mix neutral cleaner following label directions in auto scrubber equipped with deep scrubbing pad.
- Auto scrub using heavy pad pressure
- Manually scrub edges and corners with pole-mounted utility scrubber complete with deep scrubbing pad.
- Rinse thoroughly and change solution as needed.
- Allow to dry
- Apply floor finish with a clean rayon mop according to label directions
- Burnish when completely dry with recommended pad.
- Dust mop floor

Hard Floor Stripping – (Annually or as necessary)

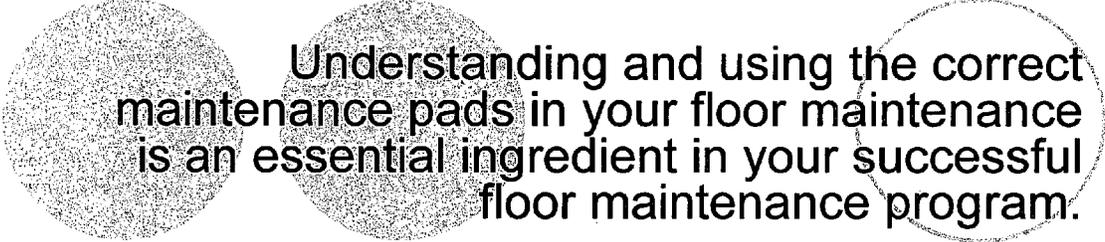
- Remove portable objects and unattached counters.
- Place “wet floor” signs at appropriate locations
- Remove and clean floor mats
- Pick up large debris and trash
- Sweep or dust mop floors with untreated dust mop
- Remove gum and stickers while dust mopping using putty knife or scraper
- Mix floor stripper in mop bucket per label directions and apply liberally to floor with wet mop.
- Allow stripping solution to remain on floor approximately 10 to 15 minutes. Do not allow solution to dry on floor.
- Manually scrub floor edges, corners, and under all shelving with pole-mounted utility scrubber complete with small strip pad.
- Mix neutral cleaner directions in mop bucket and rinse entire floor.
- Rinse thoroughly changing solution often.
- Allow to dry
- Apply sealer and/or finish with a clean rayon mop
- Allow to dry
- Burnish with recommended pad.
- Dust mop floor
- Return displays, counters, and clean floor mats.

Hard Floors Sealer/Finish Application

- Place "Wet Floor" and markers
- Presoak new mop head in hot water and a small amount of detergent to remove impurities
- Rinse mop and wring dry before using as an applicator
- Line mop bucket with trash liner for easy cleanup
- Pour 2-4 gallons of sealer or finish (depending on area to be covered) into lined mop bucket
- Place clean mop into finish and allow to soak for a minute or two.
- Wring out mop thoroughly, return it to finish and submerge completely
- Place mop in wringer and push down while twisting handle to wring out.
- Apply light to medium pressure to the wringer handle to prepare the mop
- A properly prepared mop will be just short of dripping when remove from wringer
- Apply sealer or finish with mop
- First outlining area following edges and corners, then filling in main using a tight, overlapping figure eight stroke
- Take care to reload the mop when it begins to "drag" on the floor
- If applying multiple coats, apply only one thin coat within six inches of edges and corners
- Allow adequate drying time between coats
- Do not pour unused products from mop bucket back into original container
- Three to four coats are usually recommended after stripping



Floor Maintenance Pads



Understanding and using the correct maintenance pads in your floor maintenance is an essential ingredient in your successful floor maintenance program.

Stripping & Scrubbing Pads

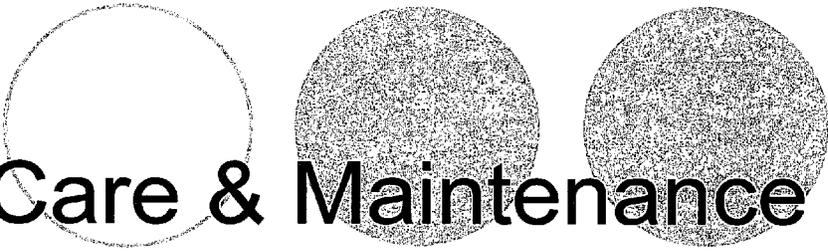
- Abrasive impregnated pads designed for stripping finish and buildup, or surface scrubbing and deep cleaning floors.
 - Black Stripping Pads – most popular and durable
 - Blur Scrubbing Pads – ideal for deep cleaning and scrubbing

Spray Buffing & Polishing Pads

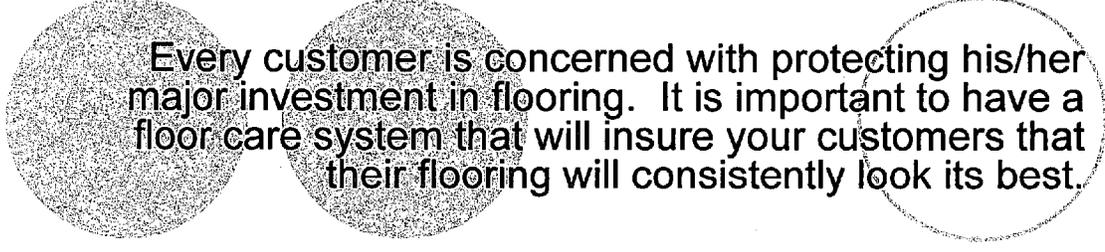
- Designed for spray cleaning when wet, buffing and polishing when dry. Leaves floor clean and sparkling.
 - Red Spray Buffing Pads – versatile; used for wet cleaning and dry buffing
 - Neutral Thermal Pads – durable; no risk of color transfer.
 - Natural Fiber Buff & Burnish Pads – aggressive; natural/synthetic fiber blend
 - White Fine Polish Pads – softer pad for high “wet look” glass

Burnishing Machines Pads

- For use with high speed machines for a brilliant “wet look”
 - Propane Machine Pads
 - Beige Thermal – No. 1 choice for soft/medium floor finishes; mirror-like finish
 - Tan Buff – exceptional results on medium to hard finishes
 - Natural Fiber Buff & Burnish – produces quickest shine
 - Battery or Electric Machine Pads
 - Tan Buff – wet look glass on medium/hard finishes. Best results at 2000 rpm
 - Natural Fiber Buff & Burnish – aggressive, versatile – for most floor finishes.
 - Neutral Thermal – superior results on soft to medium finishes under 2000 rpm



Floor Care & Maintenance



Every customer is concerned with protecting his/her major investment in flooring. It is important to have a floor care system that will insure your customers that their flooring will consistently look its best.



Carpet Care

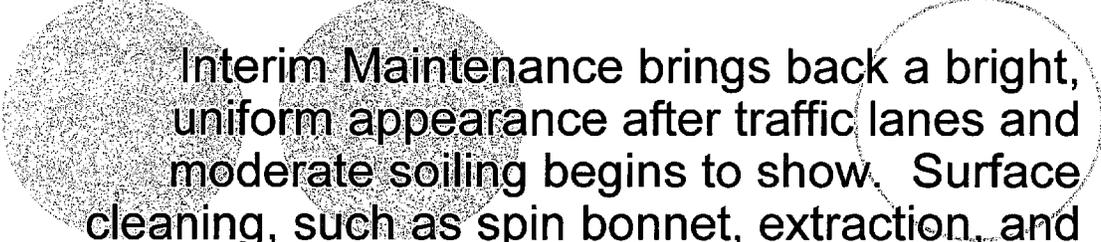
In order for you to provide quality carpet care to your customers, you not only need a carpet care program that includes products, systems and training, but a program that includes maintenance.

Carpet Care Routine Maintenance

- ⊙ Routine maintenance guards against dry, gritty, fiber damaging soils and staining spills.
- ⊙ Walk-Off mats at building entrances, regular vacuuming, and prompt spot removal, are critical elements.
- ⊙ Heavy traffic areas (entrances, corridors, lobbies)
 - Vacuum Daily
- ⊙ Medium traffic areas (enclosed office, cubicles)
 - Vacuum 3x a week
- ⊙ Light traffic areas (upper floors)
 - Vacuum 1x a week
- ⊙ Before vacuuming, empty bag if needed.

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Carpet Care Interim Maintenance

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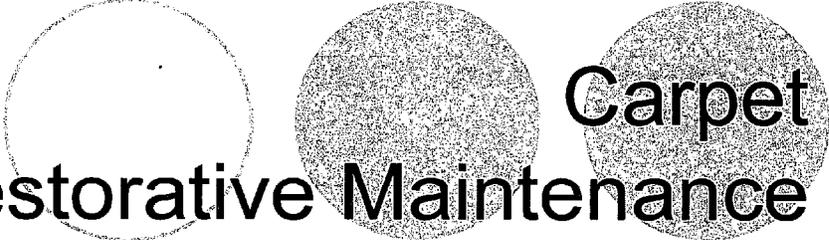
Interim Maintenance brings back a bright, uniform appearance after traffic lanes and moderate soiling begins to show. Surface cleaning, such as spin bonnet, extraction, and dry foam shampooing.

Spin Bonnet Cleaning

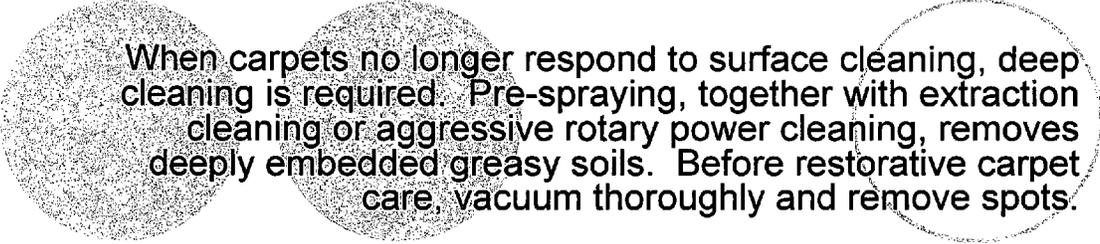
- Mix the recommended solution of your cleaner
- Per-Spray entire carpet with a bonnet cleaner solution in a pressure sprayer.
 - Mix pre-spray in a pressure sprayer
 - Spray the entire carpet before extraction cleaning or shampooing.
 - Pay particular attention to traffic lanes and heavily soiled area
 - Allow pre-spray 5-15 minutes dwell-time before cleaning.
 - Don't let the carpet dry out.
 - Add pre-spray as needed.
- Use the Bonnet method that meets your needs.
 - Light soil – Use a pressure sprayer to spray a light mist of cleaner on your bonnet.
 - Moderate soil – Soak bonnets in cleaner solution in a bucket, then wring out tightly.
- Position bonnet under a 175-300 rpm rotary machine. Work bonnet across carpet in an overlapping pattern.
- Turn and change bonnets as they get soiled
- Rinse soiled bonnets in clear water in a bucket.
- Spray or re-soak bonnets in cleaner as needed.
- Let carpet dry before traffic
 - Helpful Tips:
 - For best soil pick-up, use a thick bonnet
 - To speed drying, run a clean dry bonnet over the area to absorb moisture
 - Rotary machines over 20" are not recommended. They create too much torque and are difficult to handle.

Carpet Dry Foam Shampooing

- Always pre-spray the entire carpet first for better cleaning
- Mix dry foam shampooing product according to instructions
- Shampoo according to machine instructions
- Where needed, groom the pile with a carpet brush
- If your dry foam machine has no built-in vac, vacuum the carpet when dry and before traffic.



Carpet Restorative Maintenance



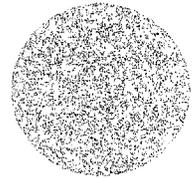
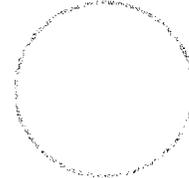
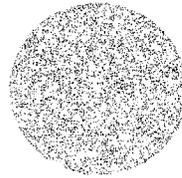
When carpets no longer respond to surface cleaning, deep cleaning is required. Pre-spraying, together with extraction cleaning or aggressive rotary power cleaning, removes deeply embedded greasy soils. Before restorative carpet care, vacuum thoroughly and remove spots.

Carpet Care Restorative Maintenance

● Rotary Power Cleaning

- Always pre-spray the entire carpet first before cleaning
- Mix correct cleaning product according to instructions
- Rotary shampoo carpet in an overlapping pattern.
 - Avoid over wetting
- After shampooing, rinse with an extractor
 - In the solution tank, use clear, warm water, or a solution of brown out
- Set pile with a brush as needed.
- Let carpet dry before traffic

Carpet Care Extraction Cleaning



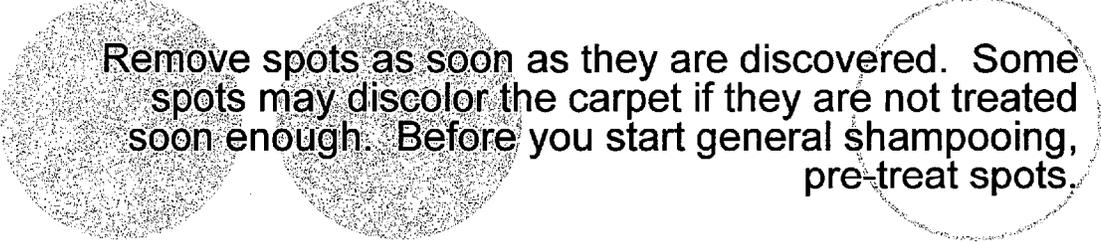
- Always pre-spray the entire carpet first for better cleaning
- Mix appropriate cleaning product according to instructions
- Extract according to machine instructions. Then make a second pass using only the vacuum for pick-up.
- Let carpet dry before traffic.

Carpet Care Soil Retardant Protection

- Apply soil retardant only to a thoroughly clean carpet.
 - For best fiber bonding, apply soil retardant to a damp carpet after restorative cleaning
- Mix soil retardant per instructions in a pressure sprayer
- Spray the entire carpet in one direction, then again in the opposite direction.
- Note:
 - Special carpet care needs include sanitizing, deodorizing, tannin treatment for browning, and natural fiber care for carpets and upholstery.

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Carpet Care Spot Removing Procedures

Three decorative circles are positioned behind the text. The left and middle circles are filled with a dense, stippled pattern. The rightmost circle is empty.

Remove spots as soon as they are discovered. Some spots may discolor the carpet if they are not treated soon enough. Before you start general shampooing, pre-treat spots.

Carpet Care

Spot Removing Procedures

- Blot up any liquid with cloth or paper towel, scrape solids with a dull knife.
- For spots of unknown origin, always use a solvent spotter first, then if needed use an all purpose spotter.
 - Reason: If spot is greasy, a detergent type remover may spread the grease.
- Remove excess material, apply solvent spotter then apply all purpose spotter.
- If necessary reapply spotter.
- Brush pile gently or vacuum after drying.

Carpet Care Keys to Carpet Care Success

- Always pre-spray before cleaning or shampooing carpets.
 - Pre-Spraying will boost the effectiveness of overall cleaning.
 - You will have cleaner carpets, and easier carpet care.
- Always use cleaners and procedures that won't leave a sticky residue.
 - Many carpet cleaners leave a sticky residue on fibers that resoil rapidly.
 - Your carpets will stay cleaner longer, and save the customer labor on extra cleanings.
- Clean your carpets regularly.
 - Cleaning frequency depends on the amount of traffic and soiling.
 - Whatever the needs, establish a regular schedule, and stick to it.
 - Your customers carpets will look better longer, and reduce restorative cleaning.

Equipment Cleaning and Storage

- Clean and hang brooms, dust mops and pan.
- Rinse wet mops thoroughly and hang up
- Rinse bucket, wringer, and hand tools, and store
- Remove, rinse, and hang up floor pads
- Empty auto scrubber, rinse tank, and drain, and wipe down.
- Clean other machines and equipment as needed.
- Dispose of empty chemical containers properly, and return remaining products to safe storage area.
- If using a propane powered machine remove fuel cylinder and store outside in storage building or cage.

RFQ 09-14
HARD FLOOR CLEANING
CITY OF PEORIA

TOOLS AND EQUIPMENT

Proposer: Flagship Facility Services, Inc.

Proposer to identify in the proposal document the major tools and equipment available, conditions and age to complete all the services specified herein. Attach additional pages as necessary.

	Tools & Equipment	Qty	Condition	Age
	<p>Tennant Model 1240 Self-Contained Extractor used for cleaning smaller carpeted areas Patented 10-gal. Expansion cavity, 16" (406mm) cleaning path, 100 psi, 137" (3480mm) waterlift. ETL US/C*</p>	6	New	
	<p>Tennant Model R14 Ride-On Dual Technology Carpet Maintainer used for cleaning carpets- 28" (710mm) cleaning path with 32-gal. solution/28-gal. Recovery tanks. Standard features include ReadySpace® cleaning technology and deep extraction, Hygenic™ fully cleanable solution/recovery tanks, touch panel controls featuring on-board diagnostics one-button operation, vacuum fan in-line air filter, corrosion resistant tanks and audio back up alarm. Comes with ReadySpace® rollers, extraction brushes, 335 AH battery pack and 24 volt 30 amp charger, virtual CD manual and paper operators manual</p>	2	New	
	<p>Tennant Model 1000 Carpet Spotter used for carpet and upholstered furniture spotting 2-gal. (7.57 liter) capacity, 30 psi, 71" (1803mm) waterlift, 4" (102mm) clear hand tool, 8-ft. (2.4m) vacuum and solution hoses.</p>	4	New	
	<p>Tennant Model 1100 Extractor used for cleaning small to medium carper areas Patented 10-gal. Expansion cavity, 100 psi, 137" (3480mm) waterlift, 13" (330mm) floor tool, 15-ft (4.6m) vacuum and solution hoses. U.S. Patent #4956,891. ETL US/C*</p>	2	New	
	<p>Tennant F5 - 17" Heavy Duty 17" (432mm) Floor Machine used for carpet cleaning and ceramic floor scrubbing 175 rpm (1.50 hp). Includes pad driver. CSA US/C*</p>	8	New	
	<p>Tennant 2300/2350 - 17" Floor Burnisher 2000 RPL Floor Machine used for hard floor burnishing 2000 rpm (1.50 hp). Includes pad driver. CSA US/C*</p>	4	New	

	<p>Tennant Model T7 Ride-On Scrubber used for hard floor maintenance small and large areas with 29-gal. solution/29-gal. recovery tanks rider scrubber with 32" (800mm) disk scrub head or 32" (800mm) cylindrical scrub head. Standard features include Hygenic™ fully cleanable solution/recovery tanks; touch panel controls featuring on-board diagnostics one-button operation and economy mode, No Hassle Squeegee system, vacuum fan in-line air filter, corrosion resistant tanks and audio back up alarm. Comes with pad drivers/ brushes, linatex squeegee blades, 235 AH battery pack and charger. Noise levels 67 dBa for disk and 69 dBa for cylindrical. FaST® version includes one FaST-PAK® 365 or 665 cleaning cartridge.</p>	1	New	
	<p>Tennant Model 7300 ride on auto scrubber 40 or 48 inch deck, used for hard floor maintenance large areas Cylindrical or Disk Scrubbing Solid State Electronic Touch Panel Controls - LCD System Status Readout - Service Interval Reminder - Battery Discharge Indicator with Hour Meter - Clogged Recovery System Indicator - Recovery Tank Full Warning Light One-Button Scrubbing - 4 Down-Pressure Settings plus SuperScrub - Memory Controls Automatic: - Squeegee Lift - Vacuum Fan Shutoff - Brush Shutoff at 80% Battery Discharge On Board Diagnostics Standard Cylindrical or Disk Scrubbing Brushes (Select One) Non-Corrosive Duramer™ Solution and Recovery Tanks - 57 gal (216 L) Solution Tank - 74 gal (280 L) Recovery Tank - 17 gal (64 L) Demisting Chamber Parabolic Rear Squeegee - SmartRelease™ Breakaway System - Squeegee Breakaway Alert - Linatex Squeegee Blades No Tool Squeegee and Brush Change Dual Vacuum Fans - In-Line Vacuum Fan Air Filter Headlights and Taillights</p>	1	New	
	<p>Tennant Model 2550 - 20" (508mm) Self-Propelled Burnisher with dust control used for hard floor maintenance Complete package includes flexible pad driver, 3 batteries (12 volt, 215 amp hours) and charger.</p>	3	New	
	<p>Tennant Model 3500 15-gal. Wet/Dry Vacuum used for hard floor maintenance small and large areas 92" (2337mm) waterlift. Includes one cloth and one paper filter bag, 10-ft. (3m) vac hose, standard drain hose, Contractor Tool Kit and 50-ft. (15m) power cord. Squeegee is optional.</p>	4	New	
	<p>Tennant Model 250 Three-speed Air Mover used for carpet drying 1/2 Horsepower, Three speeds, Stackable, Rotomolded durability</p>	20	New	

	Windsor upright vacuum cleaners, use: vacuum standard carpet areas / or comparable	20	New	
	Pro-team back pack vacuums, use: detail chairs, vacuum carpets in tight areas, weighs only 10lbs, increases efficiency and is ergonomically beneficial to employee	12	New	
	NSS M-1 'pig' Vacs with tools, use: detail vacuum, high dusting/vacuuming	2	New	
	Windsor Chariot Vacuum ride-on machine, use: vacuum small and large carpet areas / improves productivity	4	New	
Photo Unavailable	Carpet Pile Lifters – use: lift carpets	2	New	
Photo Unavailable	Kaivac restroom machines, use: restroom cleaning / http://www.kaivac.com/products/notouch	2	New	

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There are other smaller items such as; dusters, high dusters, vent dusters, dusting rags, window cleaning kits that are standard and reusable products.

CUSTOMER SERVICE CULTURE

MORE THAN CUSTOMER SATISFACTION



Customer satisfaction is just the starting point. We believe that our customers should be delighted with our service, and we have designed our company and all of our systems to achieve that goal.

David Pasek, president and founder of Flagship, began his career as a frontline employee; here he developed his deep commitment to top-notch customer service, and learned what a company needed to truly provide it.

You can see the effects of this philosophy in the programs we have instituted. We constantly encourage *all* of our employees to deliver top-notch customer service. Employee recognition programs, such as Flagshipoly, span the entire company and add an element of fun, excitement, and motivation. Further, every employee is part of our ongoing customer service training which includes monthly meetings to keep everyone focused on the importance of keeping customers not just happy, but thrilled.

To ensure that we are constantly improving our customer service, Flagship has instituted an executive-level Customer Service Council that is totally focused on the customer experience. The Council oversees the company from top to bottom, from the general line staff to company management. It has the authority to materially improve anything that affects our customers' experience. Safety, support, training, and even important details like accounts payable and accounts receivable are under the purview of the Customer Service Council.

These are the customer service rules by which we run Flagship:

- Flagship puts our **customers first** in all aspects of running our company.
- We constantly strive to **better understand our customers** and their needs, and make sure they always know where they stand.
- Our commitment to excellent customer service enables us to **achieve superior outcomes** for our customers and for our company.

Customer Service Declaration



Our Customer Service Declaration is the foundation of our philosophy and outlines the procedures by which Flagship treats its customers. Customer service permeates our entire organization and is central in everything we do. From our top management to each and every staff member, *all* Flagship employees sign up to this Customer Service Declaration. Our ongoing training continues to stress the importance of delivering top-tier service on every job, every time. All departments, including Finance, HR, Operations, and Account Management, are accountable for the level of service they provide every time they interact with a customer.

Customer Service Declaration

At Flagship, Customer Service embodies the very essence of who we are as a company. Our sustained growth will forever be linked to our ability to provide our customers with the very best customer service and the realization of their highest expectations. This goal will only be reached through a relentless and committed pursuit to continually innovate and adapt at every opportunity.

Our Customer Service will be measured both internally and externally. Our internal Customer Service expectations will be every bit as important as our external Customer Service. Servicing our internal customer's needs, allows us to present to our customers a very cohesive and dedicated front. A well trained internal staff engaging with external customers, in every facet of our business, will draw our customers in and gain the type of loyalty we strive to achieve.

To our external customers, we will commit to continuous improvement through innovation, training and dedication. We will utilize our combined internal resources of IS, Finance and HR to put into place systems that will provide efficiencies of use and streamlined costs for competitiveness. Our strength will come from within and we will be unified as one. Our employees, from the frontline worker to top level management, will receive the same training, adhere to the same standards and be empowered to make decisions to ensure complete customer satisfaction. We strive for the same ultimate goal of earning our customers continued patronage and undying loyalty.

In the end, Flagship is more than just a name to us. It represents a path to our future set forth by our leader and the standard by which our company will ultimately be judged by our customers. At Flagship, Facilities & Maintenance service is what we do; Customer Servants are who we are. To our customers we pledge, professionalism, integrity and loyalty and in turn, expect to earn the same.

CUSTOMER SERVICE CULTURE

QUALITY CONTROL PROGRAM



Quality you can rely on; people you can count on. That's our commitment to you. To keep that commitment, we have a rigorous and proven Quality Control Program. For example, our supervisors will inspect your facility nightly and resolve any issues immediately. Should you identify a problem, just contact us. We'll fix it that very night and notify you when the work is done. We always follow up with you, not the other way around.

Personnel and Supervision

As with any service business, it all comes down to having the right employees — the best people for the job. Flagship personnel are carefully screened, highly trained, and expertly supervised. We'll assemble a team of experienced supervisors and facility service professionals to meet your precise needs. You'll find all our personnel to be knowledgeable, reliable, thorough, and conscientious. They're also dressed and groomed to reflect our high standards and quality image — and yours. We understand that supervision is the key to success in this industry.

Managing Your Account

Flagship operations policies have been developed through years of diligent work to establish accountability and cost-effective management of your facility — allowing you to focus on other priorities. The Customer Service Manager is the main liaison between your company and Flagship. We will inspect your building at least once a month during the day, to ensure that you are satisfied with the level of service we are providing. Your Customer Service Manager will take a proprietary interest in your account and will not only make sure you're satisfied with our service, but that Flagship is performing above your expectations.

FLAGSHIP OPERATIONS

Our Operations Department is highly motivated, works with urgency, and always puts the customer's needs first. First and foremost, quality is our #1 priority. With several years of experience in operations, our talented team can provide customers with problem-solving solutions for any operational need. Whether it's a question about carpet cleaning or how to detail a clean room, our operations department will find your solution. We are fortunate to have such a finely assembled team that can take care of all of your needs.



FlagShip™

Flagship
City of Peoria



THE BENEFITS OF WORKING WITH FLAGSHIP



Over 20 years of successful experience has taught us exactly what's needed to keep our clients' facilities clean, up-to-date, and operating at peak efficiency. Our goal is to create customer loyalty, not just satisfied customers.

- **Peace of Mind** - 7 x 24 x 365 Flagship is on it.
- **High-Quality Personnel** - The people cleaning and maintaining your facilities must be as reliable as your regular employees
- **Responsive** - We're reliable. Our team arrives with the right tools for the task, and with a professional and careful eye towards the details of the job.
- **Enhanced Image and Employee Efficiency** - Our equipment is cleaned and repaired regularly
- **Fully Insured** - We are a licensed and fully insured



FlagShip™

Hard Floor Maintenance



Ordinary floors start to lose their luster as soon as the doors are opened to heavy foot traffic. Good floors don't just happen. Good floors are the result of a well-executed floor care program that includes:

- Good Training
- Good Planning
- Good Chemicals
- Good Equipment/Pads
- Good Application



Training comes first



A successful maintenance program can be very complex when viewed as a whole, but can be much simpler when viewed as a combination of simpler processes. Trying to master or understand an entire program can be difficult, but by breaking apart the program into simpler steps, it can be easily mastered.

Every cleaning situation is somewhat unique. Each situation has its own set of circumstances, making it different from normal cleaning requirements. The challenge today is to select the proper product for the job from the vast array of products available.

Match the product selection to the situation:

Matching the product selection to the exact needs of the situation. These common factors should be considered in every cleaning situation. This group of factors is commonly referred to as **SSTARTE**.

Each letter stands for a cleaning consideration. Soil, Surface, Time, Agitation, Regulations, Temperature, and Environment,

S – Soil

Identify the type of soil to be cleaned. Grease, oils, dirt, mineral deposits, stripping finishes, bacteria. The list goes on and on, but selecting the right type of product that is effective against the soil to be cleaned is extremely important.

S – Surface

The type of surface has a dramatic impact on the choice. Resilient tile, carpet, ceramic, natural stone, porcelain, and many more. It is important to consider the effect of the cleaning solution on the surface. Is the surface smooth, rough, porous, non-porous, painted, exposed metal?

T – Time

How much time can be spent cleaning? Stronger cleaners can lessen the time required, but increase the potential for problems. What time of the day should the cleaning be performed, evening hours, after operations close, during hours when the public or workers are present.

Training comes first Cont.



A – Agitation

Cleaning efficiency is generally improved by increasing agitation. Can equipment be used to improve agitation. Using brushes or tools in conjunction with cleaners can get the job done quicker and safer.

R – Regulations

Regulations can impact a number of cleaning situations. Our world is becoming more regulated all the time. Air Quality issues, disposal issues, USDA, DOT shipping issues, EPA , state and local regulations all affect cleaning selections.

T – Temperature

Hot water, cool water, surface temperature, air temperature, etc. Temperature affects cleaning performance.

E – Environment

Environment includes all the physical surroundings in a cleaning situation. It also includes the workers and customers. Consider the impact the process has on the environment. Select the product that has the least negative impact on its environment.

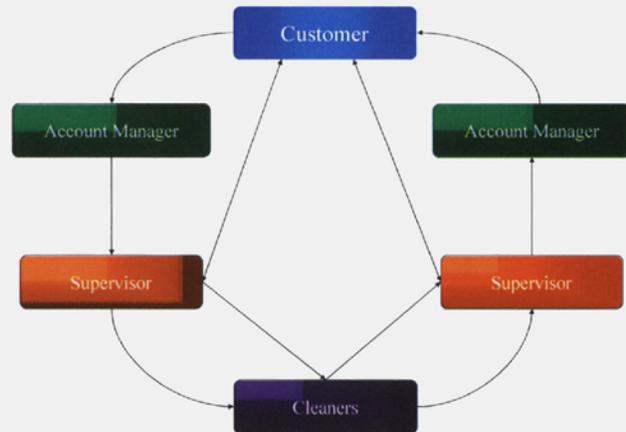
C – Cost

Cost considerations include labor, chemicals, equipment investment, and down-time. Create a maintenance program that lowers to total overall cost.

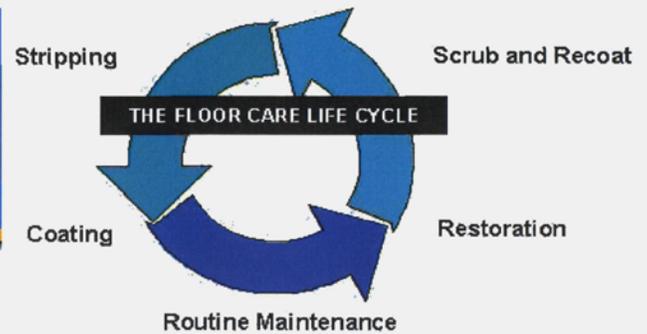
FlagShip™

FlagShip Management

- Customer Liaison
- Pro-active Manager
- Monitors and directs Supervisors
- Conducts Inspections
- Performs formal Quality Audits, reported monthly
- Monitors staff Schedules
- Looks for improved work flow opportunities
- Reports back to Customer/closes loop
- Inspects/ensures proper site equipment utilized



FLOOR CARE LIFE CYCLE



- Stripping** - Initially strip the floor to remove all existing floor finish and seal. Thoroughly rinsing and allowing the floor to dry completes the stripping step. The floor is now ready for the application of floor finish.
- Coating** - When applying floor finish, using proper coating technique is critical to long term, satisfactory results. Applying four thin, uniform coats and allowing adequate drying time result in the best film formation and provide the best overall, long term performance.
- Routine Maintenance** - Routine maintenance procedures are designed to remove dirt /foreign material from the floor. Keeping the floor clean reduces damage from foreign material which improves the appearance and extends the lifetime of the coating. Routine maintenance includes both dry methods (matting, dust mopping, sweeping, burnishing) and wet methods (mopping, automatic scrubbing).
- Restoration** - performed when routine maintenance no longer provides the desired level of appearance. Periodic restoration with a mop on restorer is a quick, easy and simple method of extending the lifetime of the coating.
- Scrub and Re-coat** - This process consists of top scrubbing to remove any imbedded dirt /foreign material and re-applying finish to renew and extend the lifetime of the coating.

Green Chemicals



- FlagShip currently uses a variety of Green Chemical Systems. Our program consists of products, procedures and equipment designed to have a reduced environmental impact while maintaining superior performance.
- Our chemical program is predicated on cleaning for health and the environment.
- Our Green maintenance chemicals consist of different maintenance products including floor finish and floor strippers.

Green Seal Certified Products include:

- Green Earth Floor Finish - Low VOC, Bio-based, no Petroleum, acids, silicones
- Green Earth Floor Stripper - Low odor, no dye, rinse free
- Green Earth Peroxide Cleaner - No aggressive acids or bleach, will clean grout, remove mineral deposits, soap scum, hard water
- Green Earth Daily Floor Cleaner - Maintains high gloss on finished floors, fragrance free use with bucket or auto scrubber

Equipment



Tennant Model 3500 15-gal. Wet/Dry Vacuum used for hard floor maintenance small and large areas 92" (2337mm) waterlift. Includes one cloth and one paper filter bag, 10-ft. (3m) vac hose, standard drain hose, Contractor Tool Kit and 50-ft. (15m) power cord. Squeegee is optional.



Tennant 2300/2350 - 17" Floor Burnisher 2000 RPL Floor Machine used for hard floor burnishing 2000 rpm (1.50 hp). Includes pad driver. CSA US/C*



Tennant Model T7 Ride-On Scrubber used for hard floor maintenance small and large areas with 29-gal. solution/29-gal. recovery tanks rider scrubber with 32" (800mm) disk scrub head or 32" (800mm) cylindrical scrub head. Standard features include Hygenic™ fully cleanable solution/recovery tanks; touch panel controls featuring on-board diagnostics one-button operation and economy mode, No Hassle Squeegee system, vacuum fan in-line air filter, corrosion resistant tanks and audio back up alarm.



Tennant Model 2550 - 20" (508mm) Self-Propelled Burnisher with dust control used for hard floor maintenance Complete package includes flexible pad driver, 3 batteries (12 volt, 215 amp hours) and charger.

FlagShip™

Floor Maintenance Pads

Understanding and using the correct maintenance pads in your floor maintenance is an essential ingredient in your successful floor maintenance program.



Stripping & Scrubbing Pads

- Abrasive impregnated pads designed for stripping finish and buildup, or surface scrubbing and deep cleaning floors.
 - Black Stripping Pads – most popular and durable
 - Blur Scrubbing Pads – ideal for deep cleaning and scrubbing

Spray Buffing & Polishing Pads

- Designed for spray cleaning when wet, buffing and polishing when dry. Leaves floor clean and sparkling.
 - Red Spray Buffing Pads – versatile; used for wet cleaning and dry buffing
 - Neutral Thermal Pads – durable; no risk of color transfer.
 - Natural Fiber Buff & Burnish Pads – aggressive; natural/synthetic fiber blend
 - White Fine Polish Pads – softer pad for high “wet look” glass

Burnishing Machines Pads

- For use with high speed machines for a brilliant “wet look”
 - Propane Machine Pads
 - Beige Thermal – No. 1 choice for soft/medium floor finishes; mirror-like finish
 - Tan Buff – exceptional results on medium to hard finishes
 - Natural Fiber Buff & Burnish – produces quickest shine
 - Battery or Electric Machine Pads
 - Tan Buff – wet look glass on medium/hard finishes. Best results at 2000 rpm
 - Natural Fiber Buff & Burnish – aggressive, versatile – for most floor finishes.
 - Neutral Thermal – superior results on soft to medium finishes under 2000 rpm

Summary

We have proven experience:

- Successfully servicing various facilities and contracts
- Flexibility to grow or downsize with your changing environment
- Hiring and training processes specific to multiple site projects
- Programs to control and monitor employee turnover, leading to better quality service
- Startup process with detailed staffing and equipment plans in place
- Programs to measure quality and work completion throughout contract

Creating long-term relationships and value

FlagShip™



CONTRACT AMENDMENT

Materials Management Procurement

9875 N. 85th Ave., 2nd Fl. Peoria, AZ 85345 Telephone: (623) 773-7115 Fax: (623) 773-7118

Solicitation No: RFQ09-14 Page 1 of 1 Description: Hard Floor Cleaning Amendment No: One (1) Date: 2/9/2010

Buyer: Terry Andersen, CPPB

ACON33709,RFQ09-14 is being amended to add the following fee to the price sheet:

- Extra detail work to be performed at flat rate of \$20 per man hour worked.

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Handwritten signature and date 2/16/10

Mark Nelson, Regional Sales Manager

Flagship Inc. Company Name

2650 S. 46th Street, Ste. 103

Phoenix

AZ

85034

Address

City

State

Zip Code

Attested by:

Mary Jo Waddell, City Clerk

Requested by: Robert Patterson, Facilities Maintenance Supervisor

Recommended by: Terry Andersen, Materials Management

Ellen Van Riper, Assistant City Attorney

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed 2010, at Peoria, Arizona.

Herman F. Koebergen, Materials Manager

CC Number

ACON 33709A

Contract Number:

Official File



City Seal

(Rev 02/01/08)



CONTRACT AMENDMENT

Materials Management Procurement 9875 N. 85th Ave., 2nd Fl. Peoria, AZ 85345 Telephone: (623) 773-7115 Fax: (623) 773-7118

Solicitation No: RFQ09-14 Page 1 of 1 Description: Hard Floor Cleaning Amendment No: Two (2) Date: 4/2/2010

Buyer: Terry Andersen

In accordance with Special Terms and Conditions, Contract Extension, the above referenced contract shall expire on 07/31/10.

Contract Term: 08/01/10 through 07/31/11

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Signature Date 5/6/10

Typed Name and Title Jeff D. Woodworth Regional Manager

Flagship Inc. Company Name

2650 S. 46th Street, Ste. 103 Address

Phoenix City

AZ State

85034 Zip Code

Attested by:

Mary Jo Waddell

Mary Jo Waddell, City Clerk

Requested by: Robert Patterson, Facilities Maintenance Supervisor

Recommended by: Terry Andersen, Materials Management

Ellen Van Riper, Assistant City Attorney

Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed May 14, 2010, at Peoria, Arizona.

Herman F. Koebergen, Materials Manager



City Seal

(Rev 02/11/10)

CC Number

ACON 33709B

Contract Number:

Official File

ORIGINAL



CONTRACT AMENDMENT

Materials Management Procurement

9875 N. 85th Ave., 2nd Fl.
Peoria, AZ 85345

Telephone: (623) 773-7115
Fax: (623) 773-7118

Buyer: Terry Andersen

Solicitation No: RFQ09-14 Page 1 of 1
Description: Hard Floor Cleaning
Amendment No: Three (3) Date: 3/29/2011

In accordance with Special Terms and Conditions, Contract Extension, the above referenced contract shall expire on 07/31/11. **CONTRACT EXTENSION TWO**

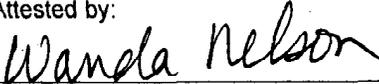
THE NEW CONTRACT TERM:

Contract Term: 08/01/11 through 07/31/12

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

 Signature	5/5/11 Date	Jeff D. Woodworth Regional Mgr Typed Name and Title	Flagship Inc. Company Name
2650 S. 46 th Street, Ste. 103 Address	Phoenix City	AZ State	85034 Zip Code

Attested by:



Wanda Nelson, City Clerk



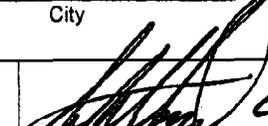
City Seal

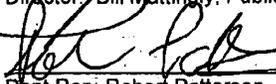
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CC Number

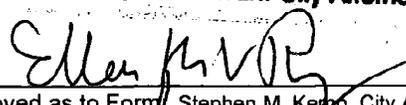
ACON 33709C
Contract Number:

Official File

 05-02-2011
Director: Bill Mattingly, Public Works Director

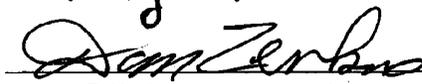
 4-29-11
Dept Rep: Robert Patterson, Facilities Maintenance Supervisor

Ellen Van Riper, Assistant City Attorney


Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed

May 19, 2011 at Peoria, Arizona.


Herman F. Koebergen, Materials Manager

 **CON 33709C**



CONTRACT AMENDMENT

Materials Management

Procurement

9875 N. 85th Ave., 2nd Fl.

Peoria, AZ 85345

Telephone: (623) 773-7115

Fax: (623) 773-7118

Solicitation No: RFQ09-14

Page 1 of 1

Description: Hard Floor Cleaning

Amendment No: Four (4)

Date: 7/10/2012

Buyer: Terry Andersen

In accordance with Special Terms and Conditions, **Contract Extension**, the above referenced contract shall expire on 07/31/12. **CONTRACT EXTENSION THREE**

THE NEW CONTRACT TERM:

Contract Term: 08/01/12 through 07/31/13

Contractor hereby acknowledges receipt and agreement. A signed copy shall be filed with the City of Peoria, Materials Management Division.

Terry Andersen
Signature

7/19/12
Date

Jeff Woodworth Reg. Sales Mgr.
Typed Name and Title

Flagship Inc.
Company Name

2650 S. 46th Street, Ste. 103

Address

Phoenix

City

AZ

State

85034

Zip Code

Attested by:

Wanda Nelson
Wanda Nelson, City Clerk
Acting

Bill Mattingly
Director: Bill Mattingly, Public Works Director

Robert Patterson 7/10/12
Dept Rep: Robert Patterson, Facilities Maintenance Supervisor



City Seal

(Rev 02/11/10)

CC Number

ACON 33709D

Contract Number:

Official File

Stephen M. Kemp
Approved as to Form: Stephen M. Kemp, City Attorney

The above referenced Contract Amendment is hereby Executed
August 1, 2012 at Peoria, Arizona.

Dan Zenko
Dan Zenko, Materials Management Supervisor

A CON 33709D