

## **1. OVERVIEW**

The Federal Law Enforcement Training Center (FLETC) can expect superior service when contracting with this Offeror. The Company is a veteran-owned firm and will handle the entire contract with their own staff. The Company provides the benefit of a stable environment with exceptional control over workflow processes, service delivery, and continuity of personnel, without any of the conflicts commonly experienced when contracting with a prime contractor and numerous subcontractors.

The Company's mission statement is to provide each customer with a clean, safe, and healthy environment. We provide excellent service, superior management, and client satisfaction at a reasonable cost. This is done while achieving and maintaining leadership as a national provider of facility maintenance services through technical competence and professional integrity. Striving to become our customers' one-stop shop for their janitorial, maintenance, and facility management needs is our top priority. More than dollars and cents, we are interested in forming enduring partnerships with our clients.

The Company has a strong history of success meeting and exceeding customer needs while maintaining the highest possible standards for safety and quality. Three primary factors allow the Company to contribute immediately to FLETC's success: a strong management team, exemplary employees, and a clear understanding of the project goals. The Company's management team brings a vast amount of experience and keen eye for detail to this project as demonstrated in the Management Personnel Qualifications section. Employees are provided with top-notch training beginning with initial sessions to familiarize them with company goals and objectives and job specific duties and continuing throughout their tenure with ongoing safety and quality training. Finally, employees and management have a clear understanding of company policy as outlined in documents such as the Health and Safety Plan, Quality Control Plan,

Property Control Plan, and Contingency Plans. These documents provide a clear road map to success for the Company's team.

## **2. SERVICE PLAN**

### **2.1 Overview**

The Federal Law Enforcement Training Center (FLETC) in Glynco, Georgia, is one of several facilities in the United States that are operated by the Department of Homeland Security to train our country's law enforcement personnel. This Service Plan is meant to propose the means by which the Offeror will perform custodial, maintenance, desk clerk, and registration services to FLETC.

The effective delivery of these services at the Center is critical to creating and maintaining an environment where law enforcement students and FLETC personnel are able to focus on their training and curriculum, not on their physical surroundings. Clean dorms and public spaces, working equipment, and properly scheduled classes and rooms should be requisite for each student during their tenure at the Center. The Offeror will have this in mind when delivering tasks set forth in the Performance Work Statement (PWS).

The contract will be managed through the contracting company, without the assistance of subcontractors, to ensure quick and efficient delivery of services to FLETC. The contract will have the full support and commitment of the Offeror's staff, from housekeepers to the company president. The Offeror is an 8A/Hub-Zone/SBA company and is a licensed janitorial company providing custodial and facilities maintenance services to commercial and Government customers in 3 states. The Offeror plans to grow its business to provide greater service to its customers. But we are also a company that is small enough to promise personal attention with each contract we serve.

Our Company provides maximum oversight of all work completed along with sound project and fiscal procedures. We have thoroughly assessed the PWS to be performed through the Housing Management Services Contract. Our extensive experience with performance-based contracts allowed us to tailor

custodial and maintenance plans that will ensure complete staffing and high-quality service to satisfy the requirements of the Request for Proposal.

This proposal presents to FLETC the Offeror's commitment to be responsive to the contractual requirements, to perform the services in a sound, safe and practical manner, and to provide efficient, cost-effective work. In doing so, the Offeror is committed to providing any necessary employee training, achieving superior quality control policies, using environmentally sound products, and hiring only the best personnel to perform its services.

The Offeror will provide all necessary equipment, personnel, supplies, transportation and tools to complete the services outlined in the PWS. Its management has extensive experience in supervision of employees while executing the hotel-type duties to be performed at FLETC. The Offeror will pull from knowledge gained through its previous work to ensure that, from contract award to phase-out, the highest standard of services is met at all times.

## **2.2 Offeror Staffing**

The Offeror's management staff will provide the oversight needed to assure quality completion of the FLETC housing management contract. The Offeror's staff is delineated to ensure clear lines of supervision from all positions. The Company takes necessary steps to ensure that management personnel are highly qualified employees and are trained in all aspects of their position including safety, quality control and administrative duties. An organizational chart and management qualifications can be found in Section 11.2, Lines of Authority, Supervision and Accountability. (Section C.3.2)

## **2.3 Offeror-Provided Items**

The Offeror shall provide all equipment, vehicles and supplies necessary for the performance of this contract. Following is a list of proposed equipment and potential cleaning supplies to be used on the FLETC Housing Management

Services contract. Equipment specifications and Material Safety Data Sheets (MSDSs) are available in the Appendices, 15.2 and 15.3. (Section C.2.8)

**2.3.1 Offeror-Provided Equipment:**

<b>Equipment List</b>	
<b>Item</b>	<b>Quantity</b>
Housekeeping carts	84
Janitor carts	6
Flat-shelf utility carts	3
Mop handles	96
Small mop buckets	84
Large mop heads	60
Small mop heads	400
Nylon mop heads	2
Large mop buckets with wringers	13
Household brooms	90
Dust mops	5
Long-handle dust pans	10
Small brooms	10
Overhead dust mops	90
Toilet brushes	90
Large trash/tilt truck	1
Vacuums – HEPA	90
Hip-vacs	6
Squee-gee vacs	2
Slow speed floor machines	2
High speed floor machines	2
Large area carpet scrubber	1
Carpet/upholstery extractors	2
Spot cleaning machines	2
Window squee-gees	10

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Dry cleaning machine	1
Leaf blowers	5
Yards rakes	2
Small pump sprayers	2
Wet Floor signs	60
Closed for Cleaning door block signs	6
Spray bottles and trigger	400
Dryer/air mover blowers	4

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**2.3.2 Offeror-Provided Supplies:**

<b>Cleaning supplies – MSDSs provided in Appendices, 15.3</b>	
All-purpose cleaner	Suprox Ready to Use
General degreaser	Green Select Degreaser Cleaner
General disinfectant	Arsenal Re-Juv-Nal
Graffiti remover	Graffiti Remover
Chrome & brass cleaner/polish	Brass and More
Glass cleaner	Green Select Glass Cleaner
Furniture polish	Quick & Clean Lustre-Mist
Floor stripper	Green Select Stripper
Floor finisher	Super Shine-All
Wood floor finisher	Super Shine-All
Carpet cleaner	Clean Action II
Solvent spotter	Carpet Spotter Gel
Gum remover	Liquid Gum-Go
Bathroom hand cleaner/soap	Antimicrobial Hand Soap
Bathroom disinfectant	AFRC
Bathroom cleaner	Green Select Bathroom Cleaner
Bathroom deodorizer	Take Down (green apple)
Urinal deodorizer	Paradichlorobenzene Blocks
Lime & scale remover	Delimer

### 2.3.3 Offeror-Provided Products:

Following is a list of the Offeror-provided products to be used for the FLETC Housing Management Services contract. All products will meet the specifications set forward in Section J, Attachment 6 of the Request for Proposal.

- **Bed and bath linen** – National Linen Supply will provide all bath and bed linens in accordance with the specifications listed in Section J, Attachment 6. All linens will be white in color, with the exception of pool towels, which will be beige.
- **Paper towels** – Hillyard Green Select Green Seal Towels, 100 percent recycled content C-fold white.
- **Soap** – Bath soap for dorm rooms will be Wrapped French-Milled Soap (1.0 oz) From Marietta Corp and Antimicrobial Hand Soap will be used in public restrooms.
- **Trash can liner** – Seventh Generation 100 percent recycled plastic (70percentage postconsumer, 30 percent preconsumer content.
- **Toilet paper** – from Atlas Paper Mills, Ltd. 100 percent recycled with 30 percent postconsumer content.
- **Iron** – Sunbeam steam iron with auto shutoff, Model 3981-000.
- **Ironing board** – Wal-Mart Standard Folding adjustable height vented metal ironing board.
- **Ironing board cover** – Wal-Mart Nonslip surface standard drawstring envelope-type cover.
- **Ironing board pad** – Wal-Mart standard ironing board cover.

The following Offeror-provided items will be acquired from American Hotel Registry, Inc.

- **Mattress Pads, Registry®, Flat, Full XL, 53" x 80", White**
  - All pads have a 50 percent cotton/50 percent poly top and 100 percent polyester bottom with a 3.6 oz. bonded polyester fill. Machine thread quilting. Machine wash and dry.
- **Blankets, Registry®, 100 percent Cotton, Queen, 90 x 90, White**