

Proposal For Janitorial Service

Submitted To:

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Submitted By:

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PBS Facility Services Profile

History

PBS Facility Services is a privately held company and has been providing facility services for years.

PBS Facility Services is an innovative company reinvesting its profits in order to introduce new service techniques and technology support for our customers.

PBS Facility Service maintains a wide spectrum of real estate assets including: commercial offices, corporate headquarters, institutional facilities, retail space, residential complexes, industrial, and educational institutions.

With its growing stature in the market, PBS Facility Services has been able to attract and employ some of the best management personnel, positioning it to be among the best in the industry. This has enabled us to build on a vast array of experience and to provide value added service to our customers.

Philosophy

It is said that in the service business, it's the people that make all the difference. Hiring top management personnel with the right mix of experience and performance has proven to be a success in servicing and meeting customer requirements.

PBS Facility Service's performance based compensation system ensures that great teams are assembled, trained, retained, and work collectively to accomplish our customer's goals.

Having the right personnel, the right supplies, the right equipment, the right technology and the right workflow structure and procedures are the key to ensuring the right service to our customers. PBS Facility Services has invested in and harnessed all these tools.



Firm Capabilities

PBS Facility Services offers a variety of services that are required to maintain facilities, which include Janitorial Services and Facility Services. It also offers the following:

- Facility Services
- General cleaning
- Floor maintenance
- Metal & Marble restoration
- Flood Clean-up
- Flood & fire restoration
- Window cleaning
- Post-construction clean up
- Carpet care
- Upholstery cleaning
- Landscape management
- Window treatment cleaning
- Concierge services
- lighting maintenance
- Porter services



Our Processes

Service Worker Training

PBS Facility Services understands the importance of a highly trained and knowledgeable staff. For this reason, a strong emphasis is placed on the service workers training program.

When an employee is hired by PBS Facility Services and passes the screening and application process, their training begins. They start by learning several cleaning procedures in a classroom setting, taught by management personnel. At this point, they also receive access to several educational aids, such as audiotapes and books. Once they have mastered these skills, they are ready to start using them on site.

Employees then begin working in the field, coached by experienced supervisors who aid them throughout the process. To ensure accuracy, PBS Facility Services continues to conduct training meetings with Operation Managers, Human Resource Trainers and Branch Managers.

Human Resources also make sure each step of training is fulfilled, by creating a workers training checklist. Each step of training is recorded and management personnel certify that all steps are completed.

Safety

PBS Facility Service's primary goal is the safety of everyone on-site and to that end, our care for the well being of all on-site workers will not stop at the partition dividing our work from any surrounding non-work areas. PBS Facility Service's safety program assesses and prevents all existing and known potential worksite hazards.

We believe that in addition to satisfying a moral obligation to provide a safe work environment for all site employees, the investment of financial and personnel resources in the planning and implementation of a formal safety program offers long-term financial benefits. Additionally, our experience has taught us the importance of creating a safe environment not only for our job-site personnel but also for the general public.

PBS Facility Services complies fully with the OSHA Hazard Communication Standard, Title 20 Code of Federal Regulations 1910.1200 by using Material Safety Data Sheets.



Communications

All field supervisors and account executives are equipped with the latest wireless technologies, which enable them to receive all communications 24 X 7.

PBS Facility Services is constantly working on upgrading its technologies to exceed our clients' expectations. Currently PBS Facility Services utilizes the Blackberry wireless email device companywide.



American E- Pay

PBS Facility Services has partnered with American E-Pay to provide an advanced biometric, wall-mounted device which tracks employees' time on the job through a combination of fingerprinting and employee identification numbers without requiring a computer on-site. The device uploads information to a secure, web-based system in real time. The easy-to-use, interactive device eliminates buddy punching, dispenses work instructions, and attendance reports to employees and on-site management. It also has the ability to send real-time alerts in the event a supervisor or the full staff is not on location at the specified time. These tools provide us with up to the minute information at all of our client sites allowing us to be proactive rather than reactive, and enabling us to provide the high level of service our clients have come to expect of us.

Punches for employee : All Employees												
All		Employee	Jobsite	Job	Time-In	Approved By	Time-Out	Approved By	Hours	Ticket	Notes	Notes By
	Edit	Crew, Joe	Default Site	Crew [Crew]	4/11/2007 18:13	Admin, Super	4/11/2007 18:21	Admin, Super	00:08			
	Split	Crew, Joe	Default Site	Crew [Crew]	4/11/2007 18:54	Admin, Super						
	Edit	Supervisor, Bob	Default Site	Supervisor [Sup]	4/11/2007 02:00	Admin, Super	4/11/2007 18:00	Admin, Super	16:00	test		
	Split	Supervisor, Bob	Default Site	Crew [Crew]	4/11/2007 18:53	Admin, Super	4/12/2007 02:54		08:01			
	Edit	Supervisor, Bob	Default Site	Supervisor [Sup]	4/10/2007 10:00	Admin, Super	4/11/2007 02:00	Admin, Super	16:00	test		
	Split											
Approve												



Waste Reduction & Recycling

Every day activity within your building generates a great deal of waste and recyclable materials. PBS Facility Services is committed to diverting as much of these materials as possible from the waste stream to help conserve natural resources, and protect the environment.

Recycling procedures may vary from property to property as every county has different regulations, however the basic concept of recycling is to attempt to re-use trash which would otherwise take up essential space in our landfills. Recycling procedures attempt to separate those items that are recyclable from those that are not.

PBS Facility Services employees are trained to recognize recyclable materials from trash or non-disposables. We will fully support your organizations recycling efforts by removing any collected recyclable materials and disposing of them in their designated containers.

If your organization is considering a recycling program for the first time there are many systems to choose from, PBS Facility Services will work with you to develop a successful and cost effective system that your tenants can live with.



Hiring Practices

All employee candidates are processed through PBS Facility Service's central hiring system and evaluated for training. This process can take place at the job site or at our local PBS Facility Services offices. This process includes the demonstration of employment eligibility and identity. The procedure for hiring includes the following steps:

- Applicants complete an application and an I-9 form at our central hiring office or at one of our local PBS Facility Services offices.
- Copies of acceptable documents, listed on the I-9 are made.
- The Director of Human Resources will verify name and social security number against PBS Facility Services' database to ensure that duplication does not occur.
- A background check will be performed, and if requested by the client, a drug test will be performed. We work with Applicant Insight, one of the largest pre-employment screening companies, which is accessible through the web. We conduct a seven-year background county search of felony and misdemeanor records. Through this program we can also conduct a variety of other background checks, for example education verification or worker's compensation history. Although the particulars of the background check cannot be divulged due to legal and confidentiality concerns, the employee will be informed and the results will be forwarded to the Corporate Office and client.
- Only after successfully completing the requirements for employment, the new employee will be issued a PBS Facility Services photo ID and uniform and referred to the job site to report for work.

Uniforms and ID's

PBS Facility Services provides uniforms and ID cards to all employees in order to present professionalism and pride in workmanship by employees, and to improve visibility of PBS Facility Services in the business community. Uniforms vary based on the job position: PBS Facility Services field employees are expected to wear uniforms at all times as follows:

Regardless of your position, Employees of PBS Facility Services are expected to present a clean and professional and professional appearance while representing our firm. Dressing in



a fashion that is clearly unprofessional, unsafe or that negatively affects PBS Facility Services' reputation or image is not acceptable.

Our Plan

Transition to PBS Facility Services

Every building's and each client's needs are unique. When a contract is awarded to PBS Facility Services, we begin our Quality Assurance program by identifying a performance plan. This plan establishes the short term and long term goals for service delivery and tracks performance against these goals.

Throughout the process, PBS Facility Services' number one objective is making sure the customer experiences a smooth transition with PBS Facility Services. In the first meeting the contract is reviewed and a date is set up to meet with the client to discuss the start-up plan. Human Resources then assign workers, supervisors and managers to the team.

The next meeting with the Client Representatives takes place to discuss all aspects of the job ranging from approving uniforms to reviewing floor plans. Then, a second start-up team meeting occurs to set-up an ongoing training schedule and to review the start-up timeline and adjust it accordingly.

Subsequent meetings follow with the Client Representatives. After that the management team reviews final preparations, such as safety and janitorial procedures. Then a final start-up meeting takes place when the team starts the project. After the start date our team meets with the Client Representative regularly to evaluate the startup and discuss any issues or concerns.



Scope of Work

General Cleaning Specifications To be provided 5 days a week Monday thru Friday

Lobby, Common Areas –Hallways and stairwells

Daily Schedule:

Empty Clean and replace all wastebaskets receptacles.
Remove rubbish to pre-designated area in plastic liners
Dust mop all tile flooring
Vacuum all carpet areas.
Clean all glass doors, doorframes and handles.
Clean, Dust and polish directory boards.
Damp mop floor.
Sanitize and wipe clean all water fountains
Sweep staircases and stairwells

Weekly Schedule

Clean edges and corners with edge vacuum
Spot clean walls
Machine Buff VCT floors twice a week .

Monthly Schedule

High Dust all vents & ducts
Complete Wash all lobby glass and window

Restrooms

Daily Schedule

Sweep and damp mop restroom floors (with germicidal cleaner)
Clean all surfaces of basins, bowls and urinals
Empty waste paper and sanitary napkins receptacles
Clean and polish mirrors, basin shelves, bright work (faucets, flushers, wash basin traps, piping)
Wash both sides of toilet seats with germicidal cleaner
Clean and sanitize all vanity tops
Wipe and dust all shelving
Clean doors, hinges, frames and door handles



Restock all hand towel, toilet tissue, hand soap, seat covers, etc.

Monthly Schedule

Machine scrub restroom floors

Scrub ceramic tile walls

Offices, Conference Rooms, Office Areas, and Cubicles,

Daily Schedule

Empty all waste receptacles. Replace liners when necessary

Gather all waste for removal to designated area.

Dust and wet mop all tiled area

Vacuum all carpeted areas

Clear off and wipe down conference tables

Thoroughly clean cafeteria sinks and countertops.

Dust office furniture window sills & ledges (low dusting only)

Wipe glass surfaces and glass table tops

Lock and shut all doors which were shut upon entering

Turn off all lights. Lock all doors.

Weekly Schedule

Dust vertical surfaces of office furniture

Clean corners and edges of all tiled floors

Clean fingerprints around doorframes, doorknobs and light switches

Monthly Schedule

Clean all vertical partition glass

Vacuum and / or brush all upholstered furniture

Quarterly Schedule

Dust all mini blinds

Wash and clean interior windows

High dusting of moldings, ceiling ducts, vents

Dust all hard to reach areas including baseboards, low ledges, doorframes, picture frames,



Cafeterias /kitchen

Daily Schedule

Empty all waste receptacles. Replace all liners
Sweep and damp mop floors
Thoroughly clean kitchen counters and sinks
Wipe down table and chairs.
Clean and sanitize water fountains
Dust off and clean vending machines.

Weekly Schedule

Empty and thoroughly clean refrigerators
Clean and wash down microwaves
Wash down trash cans inside out.

Janitor Closets

Daily Schedule

Leave area in clean, organized fashion. No trash in trashcans
Sweep floors
Clean janitor sinks
Wipe down electrical cords to prevent marking
Keep shelves and supplies neat and orderly at all times



Pricing

Monthly fees for the attached specifications and daily work schedule are:

\$2,418.75

Monthly fee for floor maintenance program which includes twice a year Strip and wax floors, and twice a year Shower scrub and recoat in between strip and wax is:

\$235.00 monthly.

Price includes labor, supervision, payroll taxes insurance and standard cleaning supplies.

Excluding Sales tax, Paper supplies, and Trash liners.



Our Partners

Our customers are our partners in service! We value their business and they in turn know that they can trust us to deliver results. We have provided a brief list of comparable service contracts and ask that you feel free to contact them about our service.

Michael Mankowich

Fortis Property Group

45 Main Street, Suite 302
Brooklyn, NY 11201
(718-907-7713)

Joseph Schechter

Forest Green Management Corp.

26 Court Street Ste 606
Brooklyn, NY 11242
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Vincent Navarro

Signature Bank

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New York, NY 10018
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Miriam Taub

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