

April 20, 2017

VIA EMAIL: fossler@miamilakes-fl.gov

Thomas Foster, Chief Operations
Town of Miami Lakes
6601 Main Street
Miami Lakes, FL 33014

Reference: Action Plan for ITB 2017-23 Grounds Maintenance for
Pocket Parks & ROW Medians

Dear Mr. Fossler,

Per your request this letter shall serve as our formal action plan for the contract mentioned above. Please find below specific and detailed explanations as to how we intend to comply with the contract and implemented or enhanced measures taken since our last contract of 2012.

- The ITB mentioned above was read in detail by several Superior managers and carefully reviewed for bid submission and for clarification purposes as to what is expected from the vendor. It was clearly noted that in the past contract the town did not receive the Maintenance Service Plan, task schedule and other pertinent documents on the dates expected. We have already begun the preparation of several of these documents and will be submitting them on or prior to the expected dates.
- In the past contract we encountered weed issues in some of the sites and although treated, the town did not receive invoices for these services and the results were not favorable to either party (vendor or contractor). We have taken this matter into consideration due to the fact that this is a very common mistake due to the nature of our business. We have changed the Spray Technician to an extremely knowledgeable employee who is familiar with the South Florida fertilization, turf, and weeds. We offer training in house and at UF/Miami Dade County Extension throughout the year where our Technicians, Account Managers and Department Managers attend to make sure we are all involved and understand how to treat, fertilize and control pests, etc.

Furthermore, we have visited all sites and are familiar with how the sites are maintained and the actions needed to make them weed free, lush and of course beautiful.

- As far as monthly invoicing, due to the fact that we have grown, we are fully staffed and ready to submit invoices and answer any questions or concerns. All invoices are reviewed by the Account Managers followed by the Department Manager before they are submitted to our clients. Once completed, our accounting department sends the invoice to our customers.
- As I mentioned in our meeting and by way of this letter our company has grown significantly since our last contract in 2012. We have a new corporate building, field staff, and managers. As well as the means and methods to get all work orders completed in a timely fashion. Currently, most of our customers require that we perform services within two days after the notice to proceed, depending on the work required. However, each client is different to avoid misunderstandings we ask each of our clients at the time they approve the work if the work is needed by a specific time frame, and we comply weather permitting.
- We understand the importance of inspection reports and weekly work plans as well as their timely submissions. We currently conduct these tasks with all of our municipalities and FDOT projects. The Account Manager and the Maintenance Manager will be 100% responsible for this task.
- Proposals are submitted within 24-48 hours turn around time. We do our best to expedite them and in some cases depending on the work requested we submit them the same day before close of business day. The only time proposals are held back is when changes are requested by the client or further clarification needed which may delay the process an entire day. Our goal is to submit them within 24 hours. The Account Manager prepares the proposal he then sends it to his department head to review and get it approved by upper management. Once the proposal is approved by upper management the department manager emails the proposal to the client as well as the account manager and it is followed by a phone call to the client that day or the following morning depending on the time the proposal was submitted.
- Labor force for this particular contract will consist of (1) Foreman, (3) Laborers, (1) Irrigation Technician and (1) Spray Technician, (2) Tree Trimmers (arbor work). The work will be supervised by the Account Manager and monthly inspections will take place with the Account

Manager and his department manager to ensure the contract specifications are met and the work is performed to the customer's satisfaction. Furthermore, the Operations Manager is involved in overseeing that the field workers are performing the work as requested and that the properties are serviced as expected. A Certified Arborist is a very important part of our team.

- Internally we meet every Monday with Account Managers, Technicians, Operations Managers, Supervisor and Department Managers to discuss any issues or work pending with all accounts.**
- The equipment that will be utilized to perform the services for the town will be professional grade (Toro, Stihl, etc). 2 blowers, 2 edger's, 2 lawn mower, 2 back pack sprayers, hand pruners, 2 weed eaters, rakes, shovels, and any other necessary equipment applicable.**
- During our site visits conducted prior to bid submission we analyzed the excessive quantity of leaves throughout the Town of Miami Lakes. This was considered and bid accordingly. We have the manpower and equipment to remove this debris as specified in the scope of work.**
- As mentioned earlier the Account Manager will meet on site with the town Project Manager to perform inspections after services have been completed. Discrepancies and deficiencies if any will be resolved in a timely basis. (as per contract)**

The following steps were taken in preparing our bid:

- A comprehensive analysis of the scope work (as per contract).**
- A detailed site preview of all the parks and roads being bid were performed by our estimating department as well as management.**
- Assessments of labor, equipment, materials, and management needed to perform set tasks (as per contract).**
- Consolidation of the above information to be placed in bid form.**
- After carefully analyzing the scope of work, manpower, equipment, materials and management needed we then arrive at our final bid price which was submitted in the bid package.**

Our objective while servicing this contract is to become part of the Town of Miami Lakes team to work together in keeping all sites serviced by Superior Landscaping in a healthy, growing, clean and attractive condition throughout the year. Superior Landscaping and Lawn Service Inc. has been in business for over thirty years and our goal is to perform the services required per contract while earning the respect and loyalty of our customers. We are constantly growing, training, and are confident we can fulfill all of aspects of this contract.

If you have further questions, please do not hesitate to contact us.

Regards,

**Betty Gerds
Maintenance Division Manager**

SUPERIOR

LANDSCAPING & LAWN SERVICE, INC.