



RFP-4580-18-JE
**CLEAN AND SAFE
AMBASSADOR PROGRAM**
City of Hollywood CRA



August 30, 2018

Submitted to:
City of Hollywood
City Hall, City Clerk's Office
2600 Hollywood Boulevard, Room 221
Hollywood, FL 33020

Submitted by:
Blair McBride
President
Block by Block
640 South Fourth Street
Louisville, KY 40202
502-664-5590



REQUEST FOR PROPOSAL

SUBMITTED BY:

**BLOCK BY BLOCK
640 S. 4TH ST. SUITE 100
LOUISVILLE, KY 40202
502-749-1551**

**BLAIR MCBRIDE
PRESIDENT
AUG, 30 2018**

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LETTER OF TRANSMITTAL

Block by Block is pleased to provide a summary of our understanding of the services to be provided to the Hollywood, FL CRA for the Clean and Safe Ambassador Program:

- The Hollywood, Florida Community Redevelopment Agency (CRA) is seeking a qualified vendor to create and maintain a Clean and Safe Ambassador Program. The program will provide for maintenance and safety services in specific areas of the Downtown Hollywood CRA Districts.
- The area of service is The Downtown District area, is from Polk Street to Van Buren Street, and from Young Circle to 22nd Avenue, as well as on Young Circle, Federal Highway, Dixie Highway and 21st Avenue within the CRA District.
- The Hollywood, FL CRA is seeking Cleaning Ambassador Services from 7am to 7pm, seven days a week, consisting of approximately 260 hours per week. It is expected that there will be two cleaning ambassadors per shift that are supervised by the supervisor or lead ambassador.
- The Hollywood, FL CRA is seeking Safety Ambassador Services from 4pm to Midnight on the weekends and some weekdays, consisting of approximately 130 hours per week. It is expected that there will be at least 1 Ambassador and a Supervisor or Lead Ambassador per shift.
- All activity is to be documented and reported to the CRA staff/office on a monthly basis as requested, with emergency situations being reported within 24 hours of occurrence.

Block by Block is confident it can provide these services for the Hollywood, FL CRA. As the current vendor for these services as well as the vendor for many other CRA's in the state of Florida and Improvement Districts across the country, we are well positioned to continue to provide these services. Block by Block is also capable of offering additional services above and beyond this RFP, such as providing services to the Beach CRA.

The following persons are authorized representatives for Block by Block:

Blair McBride, *President* – (502)664-5590

Derreck Hughes, *Vice President of Operations* - (502)592-3263

Carin Cardone, *Division Vice President* – (917)273-8368

Jeff Heinrich, *Vice President of Business Development* – (612)998-0575

640 South Fourth St.
Louisville, KY 40202
Office: 502-749-1551

PROFILE OF PROPOSER

Block by Block is a national service provider to Improvement Districts, Redevelopment Authorities and other organizations operating in the public realm.

OFFICE LOCATIONS

Block by Block operates out of the operations center located at 1948 Harrison St, Hollywood, FL, 33020. This office has been provided to us by the HCRA.

Block by Blocks National Headquarters is located at 640 South Fourth St, Louisville, KY, 40202.

COMPANY HISTORY

Block by Block was formed 17 years ago out of a family run security company in Louisville, Kentucky. Our first program was the Louisville Downtown Management District, which we still continue to provide service to today. Over the next six years, our company expanded to over 20 programs by focusing our efforts on only working with BIDs or similar organization. In 2013, our company bought one of our competitors and experienced large growth without affecting services. In recent years, our growth has come from downtown organizations that had previously operated their programs in-house.



After seeing what Block by Block could provide to their cities, several large programs like Austin and Houston, Texas are now in the Block by Block Family. We've also experience growth from smaller educational and cultural hub cities, like Columbia, Missouri and Fargo, North Dakota. Today, we provide service to more than 105 districts across the United States.

Our company philosophy has always been to provide friendly and out-going service, while also protecting and enhancing the districts that we serve. Since day one our company has 'hired for personality, trained for skill.' Each one of our programs is customized to fit the needs of the district that they serve; no one Block by Block program is the same.

Our company has invested heavily in our corporate infrastructure in the last three years. Our start-up project team is separate from day to day operations to ensure that growth does not hamper any of our existing programs. Each one of our Regional Vice Presidents makes a minimum of four corporate support visits a year. This investment in leadership on the front lines has enabled Block by Block to provide that 'in the neighborhood' approach that our customers have come to expect from our company.

Block by Block is privately held company owned by SMS Holdings in Nashville, Tennessee. SMS Holdings allows Block by Block to make all operational decisions while providing all back office support.

Block by Block has an average of 1,300 employees across the country depending on seasonality. This includes our corporate staff.

REFERENCES

The reference sheets for the following references have been filled out and attached to this proposal in Appendix A.

- Miami Downtown Development Authority – Safety and Hospitality Ambassador Program
- Lincoln Road Business Improvement District – Clean and Hospitality Ambassador Program
- Downtown Vision Incorporate (Jacksonville, FL) – Clean, Safety and Outreach Ambassador Program

LITIGATION

Block by Block has not been involved in any litigation or any pending litigation in the last five (5) years regarding our performance. We have been involved in various insurance claims, workman's comp claims, etc.

SUMMARY OF PROPOSER'S QUALIFICATIONS

LOCAL MANAGER

- a. Rodrigo Taboada – Operations Manager (Supervisor), originally from Colombia, has always taken great pride in personal leadership and development. That motivation evolved into a military career as an Army officer. Rodrigo is passionate about being part of a team that works towards a single goal in service of something bigger than themselves, which is why working with Block by Block and the Hollywood CRA is a perfect next step in his career. Rodrigo has been with BBB for almost a year and has proven himself to be a great leader and outstanding asset to both BBB and the HCRA. Rodrigo's full resume can be found attached in Appendix B.

BLOCK BY BLOCK EXECUTIVE LEADERSHIP TEAM

- b. Block by Block is led by an experienced executive group that operates across the country. Resumes and bios for those individuals who will have direct involvement with the Hollywood CRA Ambassador Program are on the following pages.

BLAIR MCBRIDE
PRESIDENT



Biographical Info

Blair McBride has been employed by Block by Block and its parent company since 1995. Mr. McBride has held many key supervisory and management positions during progression through the ranks with Block by Block, having served most recently as Business Development Manager in addition to Operations Manager, Quality Assurance Manager, and Project Director. Mr. McBride has vast experience in developing, implementing and managing customers and employees alike. During his tenure serving as the HR director of Brantley Security, he was instrumental in the development and implementation of systems by which to recruit and retain personnel, thereby increasing the skill level and overall quality of our company's workforce.

Mr. McBride holds a Bachelor of Science in Business Administration with concentrations in Management and Marketing from the University of Louisville. Mr. McBride is an active member in the International Downtown Association (IDA) and served six years on their Board of Directors along with various committees.

Role and Responsibilities

On a daily basis, Blair guides and oversees our strategic direction and planning initiatives at a company level. He also services as an internal consultant to the Vice President of Operations and the Regional Vice Presidents under his direction. Blair also maintains close contact with each customer to gauge satisfaction and provide direction to the Regional VPs based on feedback received from customers.

We are sure you will find Blair to be hands on in respect to making continual progress within each of our programs and by developing corporate initiatives that will affect all Block by Block programs. Blair spends a vast amount of time traveling to Block by Block accounts to interact with customers, providing guidance in the continual evolvement of individual programs and conducting quality assurance audits.

CARIN CARDONE
DIVISION VICE PRESIDENT**Biographical Info**

Carin, a long time New Yorker, came on board with Block by Block in January 2012 to provide direct guidance and oversight to the growing number of BIDs we serve in New York City. Prior to joining Block by Block, Carin served as the Deputy Director of the Union Square Partnership in Manhattan. In her role she was responsible for planning, directing, and carrying out a wide variety of initiatives of the organization including events, publications, budgeting, sanitation services, and other district initiatives.

Prior to her position with the Union Square Partnership, she worked for the Lower Manhattan Development Corporation where she served as a Project Manager, Director of Operations, and the Director of Tourism & Marketing. Carin is a graduate of Fordham University and has had a significant involvement in civic activities.

After five years serving as the Regional Vice President of the New York Region, Carin now serves our company in an expanded roll through the newly created position of Division Vice President.

Role and Responsibilities

In Carin's new role, she will be responsible for providing an additional level of oversight to our Regional Vice Presidents. Carin will also be responsible for carrying out strategic projects and finding operational efficiencies within our programs. This new role will enable our entire team to provide a higher level of customer engagement, while still attending to the day to day operations of the company.

JAMES WEATHERS
*REGIONAL VICE PRESIDENT***Biographical Info**

James A. Weathers joined Block by Block as Regional Vice President in January 2018. Prior to joining Block By Block, James spent over 10 years working in various business operations roles for the YMCA of the USA - Baltimore, Sovereign/Santander Bank and the Target Corporation. He holds a B.S. in Accounting and a Master of Arts in Organizational Leadership from Johnson & Wales University, Providence, Rhode Island

Role and Responsibilities

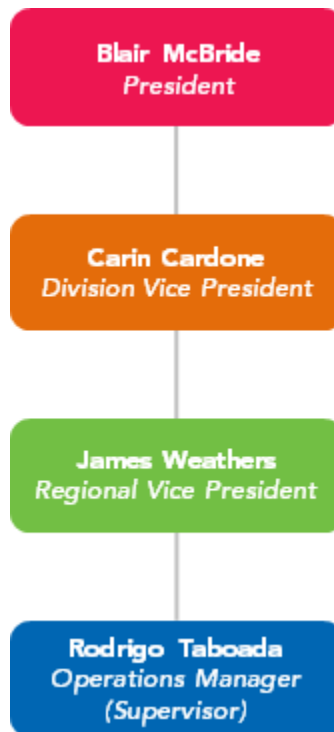
The first of the two primary functions of each of our Regional Vice Presidents is to make sure each Operations Manager and program has the tools, knowledge and other resources necessary to perform. The second is the role of ensuring a high level of quality within each program. The focus on this role has allowed us to not only meet customer expectations but develop new programs and initiatives to exceed customer expectations.

James will be involved in the ongoing daily operations of your program will provide ongoing coaching and quality assurance to make sure the program exceeds expectations. He will conduct quality assurance evaluations each quarter, establish associated short term objectives, develop an annual Strategic Operating Plan, provide budget oversight and maintain close contact with your staff. Additionally, James will work with your local Operations Manager to complete an annual Strategic Work plan.

ORGANIZATION OF PROPOSED PROJECT TEAM

- c. As with all customer relationships, we adjust the amount of corporate time we spend in each district depending on need or project. We believe based on experience, along with speaking with other Block by Block customers, you'll find that we work to be not only responsive, but proactive. Below is a typical representation of the amount of time our leadership team may spend in your district.

Block by Block Corporate Staff Involvement with City of Hollywood CRA	
Staff Member	Annually
Blair McBride, <i>President</i>	1-2%
Carin Cardone, <i>Division Vice President</i>	3-5%
James Weathers, <i>Regional Vice President</i>	5-10%
Rodrigo Taboada, <i>Operations Manager (Supervisor)</i>	100%
Various Members of our Corporate Support Team	Varies depending on need



MUNICIPAL STAFF


- d. Block by Block prides itself on producing turnkey operations for our clients. The Hollywood Florida CRA would have to provide minimal oversight in the day to day operations. However, we would recommend a weekly meeting with the on-site operations manager and a representative of the CRA to share information and determine direction for the program.

PROJECT UNDERSTANDING, PROPOSED APPROACH, AND METHODOLOGY

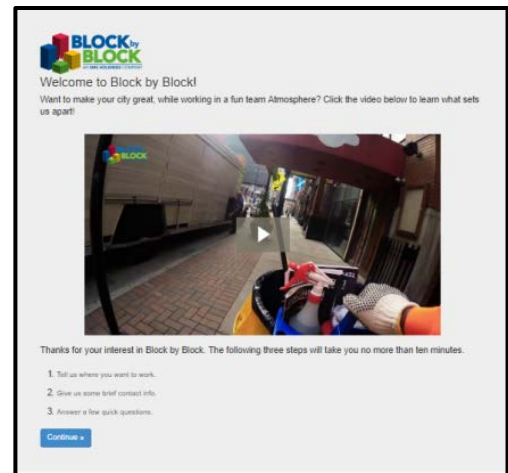
SO WHY BLOCK BY BLOCK

More than any other competitor we're going to make your program turn-key, thereby allowing you to focus on managing outcomes. Also more than any other competitor we've built a mindset and a culture designed to continually enhance our customers programs.


In addition the following are some of the finer points of what sets Block by Block apart from other competitors:

 **Better Developed Infrastructure** As the national leader of providing BID services, we have developed many systems and created an infrastructure that is capable of delivering strong daily operations. The following are three examples of class leading infrastructure:


- **Recruitment Coordinator** – *Angela Grether*, due to an ever increasing job market, BBB added this position to better position ourselves and ensure our accounts were properly staff. Angela works directly with our Operations Managers creating innovative recruiting solutions that have allowed us to staff our operations at the seasonally appropriate times. Some enhancements she has helped us develop are;
 - **Quinterest** – This tool that allows us to quickly engage interested applicants without them having to fill out our full application. We gather quick information about them with questions that give us an idea if they will be a good fit for our program. From this we invite them in for an in-person podium interview.
 - **Job Fair Kits** – Angela has helped us develop a kit that allows us to market ourselves and attract many applicants. These kits include marketing materials and some giveaways that help us generate interest.
 - **Podium Interview Training** – Working with managers to fine tune their interview process. We developed the podium interview to gather as many interested applicants as possible at once to tell them about the open positions we have and get to know them a little quicker. This process usually takes an hour to conduct 15 interviews, allowing our managers more time to focus on operations and quality assurance.
- **Smart System Project Manager** – *Michele Aubrey*, Michele manages all aspects of the SMART System, ensuring that all functions are working properly and working closely with Managers on training and reporting measures.




- **Director of Field Support** – *Jamie Lambert*, Jamie has been with BBB for over 12 years in various roles, but now serves in a function that allows her to develop and implement training for all managers at Block by Block.

 **Training** – everyone says they do training, but do they really? Look at their training resources. We’ve filmed our own custom developed training series. All of our training is also built on a Learning Management Platform, which delivers the training, administers tests and tracks the training completed by all Ambassadors. This leads to much more consistency and engagement from Ambassadors, thereby creating better outcomes for our customers at the street level.



 **Culture** – we spend a lot of time focusing on the culture of our programs and making this an enjoyable job. The benefits to customers are reduced turnover and more engaged employees. You can see examples of our culture in:

- The six or so activities produced by our ‘Culture Club’, which is a group of managers who plan activities that take place at the same time in all programs.
- An Ambassador Facebook group that is approximately 300 – 400 Ambassadors strong, who create a virtual community of positivity!
- STOP. THINK. ACT. Employee Safety Program – We focus a great deal of time on making employees aware of their personal safety. It’s important that we take care of our employees, but the added benefit is that it helps us reduce our Worker’s Compensation Premiums, which is a cost passed onto you, our customers, in our bill rates.

 **Reinvestment into our Product** – we feel it’s important to leverage our size and resources for the benefit of our product and our customer base. Here’s a few details of how we’ve done this:

- **The Block by Block Lab** is a brand new initiative started in 2017. Since moving to Downtown Louisville we’ve begun testing a variety of products and new processes to help improve the services we deliver to all customers. For example we’ve tested new branding campaigns and self-watering planters as a start. We’re in the process of testing what we believe to be one of the most effective, fully integrated anti-panhandling campaigns developed.
- **Our own SMART System**, which we’ve invested more than \$300,000 of our own resources toward since 2015 in order to continually build upon the system. It allows us to create the most robust data collection tool for our industry. As we like to say the collection side is built out. We’re now focused on creating analytics within the system to help our customers tell the story of the benefits of their Clean and Safe program.



‘Connect and Share’ has become an important mantra at Block by Block. It can be seen in two distinct ways:

- Our Annual ‘Connect & Share’ Gathering.** This builds on our Annual Operations Manager’s meetings we’ve been holding for years. This meeting has always been used to drive our internal

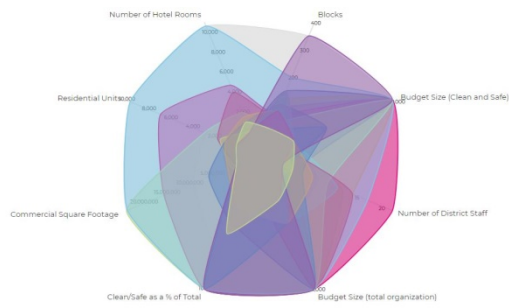


CONNECT & SHARE
LOUISVILLE 2018

culture among managers, but now incorporates customers so we can demonstrate new learnings, explore new best practices, but also advance initiatives more efficiently when customers and managers are together. Our first “Connect & Share” gathering was held in the fall of 2017 in Detroit and the response and feedback from our customers was overwhelmingly positive. Our next is slated for this September in Louisville and plans are already underway to take ‘Connect & Share’ to a whole new level.

- Our Virtual Connect and Share,** is a module for customers in our SMART System. Features of this will:

- Allow customers to search from a database of various descriptors of all customers so you can connect with peers across the country already doing things you’re interested in. Want to know who’s going through a renewal and also has a farmer’s market? The system will be able to tell you.
- Allow customers to share examples of documents, templates and forms from a resource library, where anyone can download or upload anything.
- A discussion board to foster communication among our customers about any topic you chose.
- Comparing Metrics (*Coming Soon*) – by the end of the year our Smart System will have the ability to allow you to compare your program vs other comparable programs to see how effective we are at operations.



Display the following programs:

- Select All
- Downtown Cincinnati, Inc
- Downtown Berkeley Association
- Louisville Downtown Partnership
- Minneapolis Downtown Improvement District
- Operation Downtown
- NLR - Clean and Safe
- Downtown Development District
- City Center Partnership
- Downtown Cleveland Alliance
- Pittsburgh Downtown Partnership
- Downtown Boston Business Improvement District
- Downtown Santa Monica
- Camden Special Services District
- Lancaster City Alliance
- Cincinnati City Partnership
- SDA - Clean
- Downtown Mobile Alliance
- Downtown Vision Inc
- Downtown Grand Rapids
- Jack London
- Downtown Austin Alliance
- Houston Downtown Management District
- Urban Vision

We believe that after looking at all of your options Block by Block can and will provide the needed customer support and interaction that Downtown San Jose values the most.

SCOPE OF SERVICES - SAFETY

The following scope of services is a baseline of services to be delivered by the program on a daily basis.

DETER AND REPORT
<ul style="list-style-type: none"> Continually circulate through assigned zone on foot and Segway or Bicycle to provide high visibility to deter unwanted behaviors Report unwanted activities, crimes or disturbances to Police for response Assist police by being “witness complainants” in cases involving Ambassadors
QUALITY OF LIFE CRIME DETERRENCE
<ul style="list-style-type: none"> Ambassadors will engage people identified to be panhandling, to suggest and coordinate services. Those people in violation of the sit/lie ordinance, along with other pertinent ordinances, will be engaged and reminded of the ordinance. Document each engagement and activity to track the frequency of unwanted activities to mobilize enforcement efforts of those people resisting services
CONTINUAL ENGAGEMENT OF THE HOMELESS POPULATION
<ul style="list-style-type: none"> Continually circulate through the district to identify homeless people Engage homeless people to build relationships and encourage assistance from social service providers to coordinate service delivery Triage the needs of homeless people to encourage appropriate services from provider agencies Document all interactions so that individuals can be prioritized based on need and their visibility in the district
SAFETY ESCORTS
<ul style="list-style-type: none"> Ambassadors can meet downtown employees or visitors at their location and escort them to their destination within the district Pedestrians can request a safety escort by contacting the promoted number, which is the shared cell phone carried by on-duty staff members
PUBLIC ENGAGEMENT & HOSPITALITY
<ul style="list-style-type: none"> Ambassadors will be a highly visible presence continually circulating throughout their assigned zones Ambassadors will engage visitors of the public with a friendly greeting and be very responsive to opportunities to provide directions, recommendations, or assistance Ambassadors ultimately will be one of the caring faces of Downtown

REPORTING

Ambassadors document their activities and accomplishments in the field in order to track:

- All tasks to substantiate activity
- Engagement with each homeless person or panhandler to track each team member's interactions
- Incident Reports
- Any other activity deemed worthy by the District

SCOPE OF SERVICES – CLEANING

The following scope of services is a baseline of services to be delivered by the program on a daily basis.

LITTER

Debris will be removed from sidewalks, alleys and street gutters. Debris includes:

- Loose trash
- Cigarette butts
- Sediment and loose rock

Ambassadors will remove litter using manual cleaning methods.

WEEDS

Weeds will be removed from sidewalk cracks and building lines.

- Isolated weeds will be pulled while Ambassadors are on manual cleaning patrol.
- Areas of widespread growth will be removed by using a weed eater.

GRAFFITI

Graffiti will be removed immediately upon identification from public fixtures such as light posts, utility boxes and signs using the least evasive methods possible. Our methods of graffiti removal include wiping with graffiti removal chemicals, scraping, painting, or power washing.

ATTENTION TO DETAIL

While on normal cleaning rounds Ambassadors will be trained to tend to nearly every detail they might encounter in the public right of way to include:

- Damp wipe public fixtures, such as trash can lids, to create a clean appearance
- Damp wiping and inspecting the inside of fixed news rack corrals for litter and debris
- Inspecting free publication boxes to make sure litter or other items are not placed inside

POWER WASHING – IF SELECTED

Block by Block will provide the following type of power washing:

- **Spot Washing** – we will work to immediately address unsightly spills and stains in the district

SPECIAL PROJECTS

Special projects will be initiated to tackle issues that are overlooked or items that can leave a lasting impression on stakeholders in the district. Special project opportunities include:

- Paining of street fixtures to include utility boxes, benches, light poles, etc.
- Thorough cleaning of tree wells
- Power washing and repair of waste cans
- Thorough scrubbing and cleaning of street fixtures
- Any other task as specified in conjunction with the district

HOSPITALITY SERVICES

All Ambassadors will be selected based on their willingness and ability to interact with the public. Once hired they will be trained and expected to recognize hospitality needs in order to provide a greeting, directions, recommendations, or to answer any question the public might have.

DEPLOYMENT PLAN

Below is our recommended deployment plan for the Hollywood CRA. We believe that with this schedule we will be able to keep the Hollywood CRA clean and be a proactive presence that will engage the public and deter unwanted activity in the area.

As this is a recommendation, we will work with you to determine the exact schedule of services upon awarding of the contract.

WEEKLY HOURS

Weekly Hours	
Safety Ambassador	74.00
Team Lead Safe	56.00
Clean Team	244.00
Team Lead Clean	16.00
Operations Manager	40.00
Weekly Total	430.00
Annual	22,360.00
TOTAL Employees	10.75

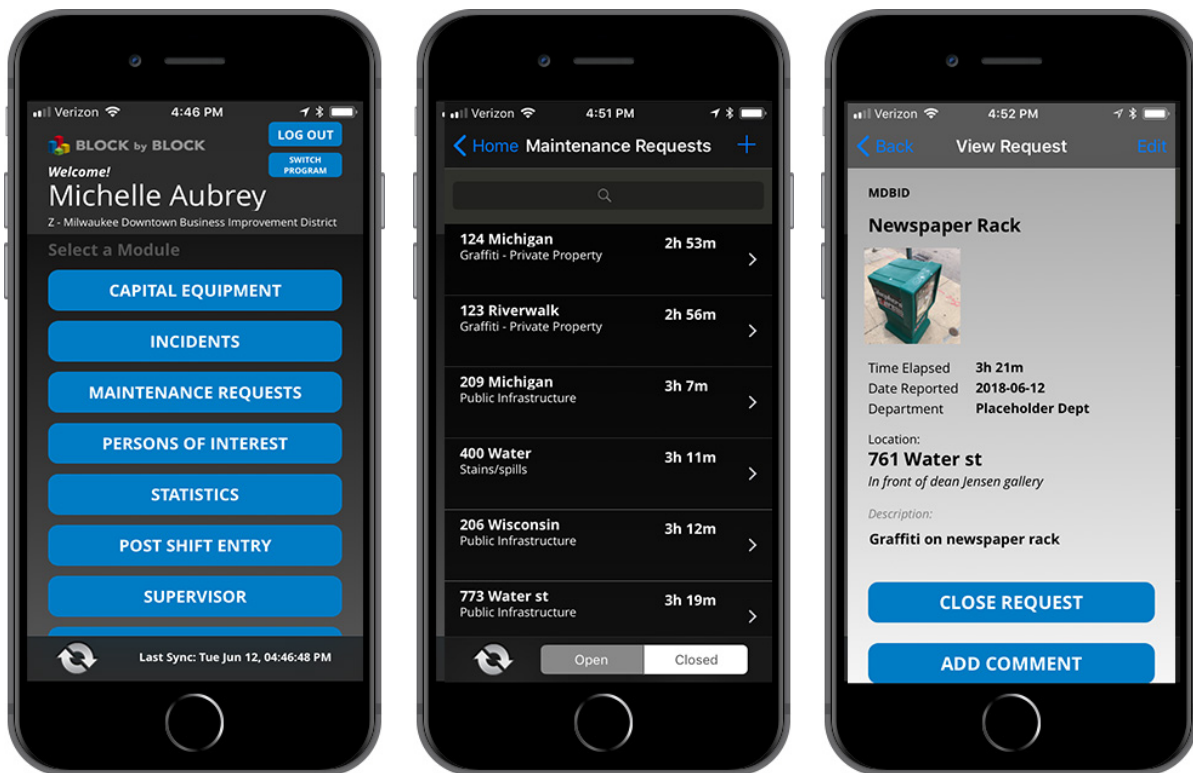
WEEKLY SCHEDULE

Position	Hours	Zone	Primary Assignment	Sun	Mon	Tues	Wed	Thurs	Fri	Sat	Total
Safety Ambassadors	3pm-Midnight	All	Foot/Bike Patrol						9	9	18
	4pm-Midnight	All	Foot/Bike Patrol	8	8	8	8	8	8	8	56
	4pm-Midnight	Roving Patrol/Lead	Bike Patrol	8	8	8	8	8	8	8	56
Clean Ambassadors	7am-3:30pm	Roving Patrol/Lead	Cleaning/Projects	8	8						16
	7am-3:30pm	All	Cleaning/Projects					8	8	8	24
	7am-3:30pm	All	Cleaning/Projects	8	8	8	8	8	8	8	56
	7am-3:30pm	All	Cleaning/Projects	8	8	8	8	8	8	8	56
	10:30am - 7pm	All	Cleaning/Projects	8	8	8	8	8	8	8	56
10:30am - 7pm	All	Cleaning/Projects	8	8	4	8	8	8	8	52	
Operations Manager	Salaried/FLEX	All	Supervisor/All			8	8	8	8	8	40
Daily Totals				56	56	52	56	64	73	73	
Total Scheduled Weekly Hours											430

REPORTING AND ACCOUNTABILITY




After spending years scouring the industry for a technology platform that could capture information related to our services, we realized each available system had significant limitations. We developed the SMART System from the ground up to be the most useful data reporting tool in the industry.

Ambassadors report directly from the field via an iPhone or iPad preloaded with the SMART System iOS app. This allows ambassadors to enter data in real time in the field as opposed to tallying data by hand at the end of the shift. This provides detailed, time-stamped, and location-precise data for any metric important to your district.










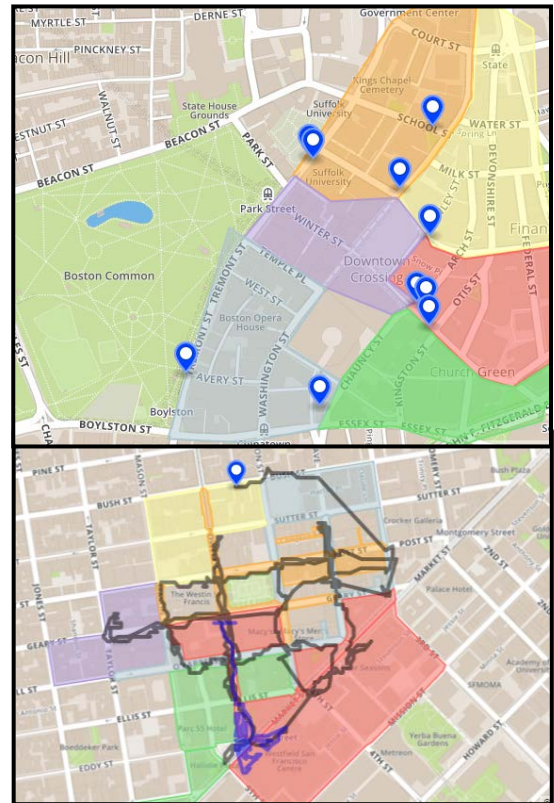
Here are some important things to know about the SMART System:

1. A Well Thought Out Design:

-  Specifically designed to be used with an index figure, diminishing the perception that a team member is texting.
-  Minimized number of key strokes required to record an entry, reducing time spent on the device and increasing time spent active in the field.
-  Intuitive and easy to use for all technology skill levels.

2. Variety of Reporting Options to Best Suit Your Needs:



-  See a drop-pin activity map of your district.
-  Draw a freeform polygon around any part of your district and see how many of X has occurred.
-  You can sort and filter by any date or time range. Want to see how many hospitality interactions took place in the last seven days? It's easy with the SMART System.
-  You can run a walk path cookie crumb trail of where the Ambassadors have been for any specific date and time period
-  Draw a freeform polygon around any specific block and see how many times and for how long an ambassador was present in the area.
-  With our Variance Report that allows you to quickly see how activities compare to previous periods.
-  Efficiency metrics will let us see how many of an activity we complete per hour, allowing us to better challenge our staff to increase productivity.






Variances				
Variance Type	Start Date	End Date		
12 Month Range	03/01/2015	03/31/2015	Go	
Tasks (Show)				
TASK	MAR 01 - MAR 31, 2014	MAR 01 - MAR 31, 2015	VARIANCE	% CHANGE
Bicycle (miles)	554	70	-484	-87.36
Business Contact	98	19	-79	-80.61
Business Contacts	0	94	94	100
Flower Watering (gallons)	700	91	-609	-87
Graffiti (illegal posting) - Removed	0	231	231	100
Graffiti - Forwarded for Action	31	68	37	54.41
Graffiti - Removed	90	19	-71	-78.89
Gum Spot Removal	6	10	4	40

3. Maintenance Reports and Incident Reports

The system allows for the following to be completed:

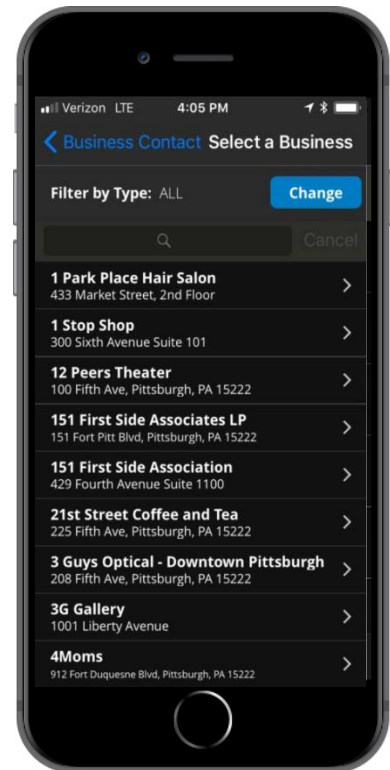
-  Maintenance Reports can easily be emailed to the appropriate agency. For example, any reported burned out street light can be emailed directly to the appropriate department in the city that handles street light repairs.
-  Incident Reports can be assigned one of three different priority levels. If a red priority level is assigned that means the report will be emailed to all noted parties immediately upon entry. A yellow incident report will be emailed the next business day and a green report can be recalled directly from the system.

4. Tie specific activities to properties in your district.

-  We've built a system where via Excel we can import your business database, listing both properties and their corresponding businesses.
-  Every activity entered via SMART can be associated with a specific business and property.
-  By rolling up single and multiple businesses to a specific property you can see exactly what services have been provided to each property.

5. **Quality Assurance Reports**

- Your local Management team will conduct daily checks on the Ambassadors as is expected. Our reports provide feedback on those interactions by asking the following questions;
 - "Was the Ambassador on task upon observation?"
 - "Did their uniform meet standards?"
 - "Were they actively engaging the public?"
 - And providing an opportunity to assign training scenarios to that Ambassador.
- Each report is logged to a specific Ambassador to be utilized in their evaluations
- Each report is geotagged to a specific location so we can see where we are observing the Ambassadors



DEDICATED SMART SYSTEM PROJECT MANAGER SUPPORT

We include all of our technology for free to our customers and it comes with a dedicated Project Manager, who is a member of our corporate staff and is dedicated to supporting the SMART System.

Our Project Manager spends time tracking trends and helping our Operations Manager change deployments and schedules based on real data. If any of our customers wish to make specific changes to how the teams capture data within the SMART System, our SMART System Project Manager can work directly with the Operations Manager and customer to make those specific changes.

CORPORATE OVERSIGHT

Ongoing communication, management and support from the corporate Block by Block staff are essential components to not only ensure your program operates as you expect, but to deliver continuous improvement. Not only will our corporate staff deliver support and guidance, but our team works to share best practices from each of our other improvement district programs.

Block by Block will deliver quality assurance and support to the program we develop for you through the following methods:

- **Quarterly Site Visits** – Once per quarter a top to bottom evaluation of each program will be conducted utilizing our account evaluation process. This process is used to ensure quality and service compliance of all team members and account level management staff. A through program evaluation will be conducted and a letter grade will be assigned based on the overall score of the program. Short term objectives will be established to improve any areas of concern and the four scores will factor into the Operations Manager’s bonus and any raises in compensation.
- **Unannounced Site Visits** - We’ll perform several site visits to the program throughout the year. You can expect some of our accounts visits to be performed on an unannounced basis to give our corporate team a true reflection of services. Site visits will be completed quarterly at minimum by the Regional Vice President, Vice President of Operations or our President, with more frequent visits as necessary.
- **Annual Survey** – Block by Block sends out a yearly survey to our customers. The purpose of this is to get unbiased feedback as to our performance in the areas of Ambassador performance, Supervisor’s performance, local management, equipment, corporate support, and overall satisfaction. The results of these surveys are thoroughly reviewed with each division and are also tied to the raises in compensation and bonuses of the Block by Block corporate staff.

LOOKING BACK

Block by Block is proud to have served as the current vendor for Safe and Clean Ambassador services in the Hollywood CRA for the last five years. We've worked hard to develop a forward thinking, dynamic program, which we can all be proud of. As Hollywood continues to grow, we will be prepared to handle any coming challenges while continuing to bring you new ideas from across the country.

The following information captures some of the advantages of continuing with Block by Block as your vendor for Ambassador Services in Hollywood.

HIGHLY CONSISTENT OPERATION

We're proud that for over the last five years we've provided a very strong level of consistency and created a turnkey operation for the Hollywood CRA. This has allowed you to focus on growing your organization and focusing on the business of running a CRA. We have been able to deliver that consistency through the following:

- **Local Management** - Our local leadership has been the backbone of our operations since we started services in Hollywood FL. Our original manager of the clean and safe team, Taywan Parish, was hired by the Hollywood CRA, which is a testament to Block by Block's ability to hire great people who are passionate about the work we do. Currently, the program is being managed by Rodrigo Taboada, who has been with us for over a year. Rodrigo has been a great addition to the Block by Block family and the Hollywood CRA. He is hardworking and passionate about the work we do in Hollywood and he is well respected by his employees.
- **Strong Ambassador Team** – The Ambassador team in Hollywood is a fantastic team that has allowed us to provide consistent services over the course of our contract. We have a hardworking staff that is engaging and visible, but most importantly proud of the work they are doing in Hollywood. We are proud of the strong culture we have created amongst the Ambassadors in Hollywood that allows us to go above and beyond our basic scope of services as often as we can.
- **Corporate Support** – In the few years we have put in place other corporate infrastructure that allows Block by Block to provide better service to our customers and employees. We have hired additional support staff and split the country in half which allowed us to provide faster response times for various issues.
 - **James Weathers** – Your Block by Block Regional Vice President that provides Rodrigo with daily oversight and support for the team.
 - **Carin Cardone** – Division Vice President, who oversees the eastern half of the country for Block by Block. Working with James and his peers to shape the direction of the company while working with customers on new and innovative ideas to improve services.

When you combine the three pieces above with the operating model and standards of Block by Block, you get a recipe for a highly consistent level of operations that you have seen from us over the last five years.



UNPARALLED CORPORATE SUPPORT

As Block by Block has been providing services to cities for over 20 years, we have continued to refine our responses to hurricane recovery efforts. When a hurricane approaches landfall, many of our employees and customers get understandably nervous about what is approaching. Block by Block has been involved in many hurricane recovery efforts, to include being able to respond when Hurricane Irma made landfall in South Florida. When we all realized that Irma was going to make landfall, BBB jumped into action to develop a proper hurricane response plan that included the following:

- Suspending services and developing a quick contact format to allow us to contact employees and determine what help they would need. As well as being able to quickly asses when we would be able to resume services on the streets. During Hurricane Irma, we only suspended services for two days.
- Regional Vice President Brandon Lanier drove down from Virginia with a truck and trailer full of supplies to speed up recovery efforts. He was on hand with water, fuel and cash, all of which can be in short supply after a hurricane.
- We had cash on hand to pay employees who may have been displaced and unable to access their money through normal banking operations.

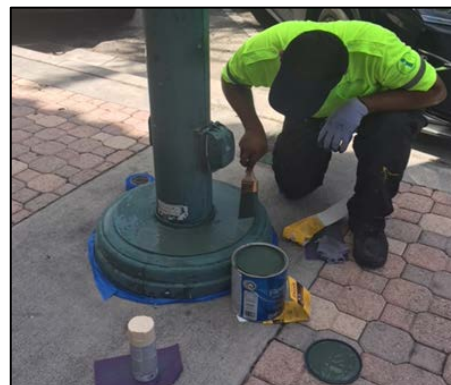




TANGIBLE OUTCOMES

Not only can we tout that litter is collected, graffiti is removed and visitors are greeted, there are a number of additional positive outcomes that have been created through our understanding of delivering services in the public right of way. This includes the following:

- **Installation of Banners** – Ambassadors have installed over 50 banners for events like the Carshow and ArtWalk.
- **Painting of curb lines and sidewalk crossings** – The ambassadors have painted over 60 pole bases, over 30 yellow crossings and curb lines, as well as painted fire hydrants and abandoned building walls.
- **Developing Strong Partnerships** – The Ambassador team has worked diligently to provide value to local partners such as the Hollywood PD and the City of Hollywood. Through their efforts of identifying areas of concern they have been able to produce the following:
 - Identifying areas with poor lighting – Through their normal patrols, the Ambassadors identified 10 areas of concern with poor lighting. This reporting was enough to get the city to install new lights in the area, thus mitigating the risk.
 - Cigarette hotspots – The Ambassadors identified the top ten hotspots for cigarette butts and there are efforts underway currently to install ashtrays in those locations.
 - Homeless encampments – These areas were reported to police who then increased patrols and found drug activity.



OUR VISION FOR THE HOLLYWOOD CRA

We're extremely excited about this rebid opportunity. Some of the ideas we would like to incorporate for the Hollywood CRA are included below.

EXPANDED BRANDING

A few years ago we started to think about the idea of promoting our clients message through branding on the equipment that we utilize in our programs. Essentially, we will be turning our Ambassadors into moving billboards. Over the last year we've been exploring ways to expand this idea to include all Ambassadors and use our uniforms and equipment to not just create a brand, but to craft a message to the public.

To illustrate this let's use uniforms as an example. Here's how it works:

- We believe on some levels you can pepper in the use of t-shirts for the Team so you can more cost effectively change out messages.
- You can promote the BRAND of the district with logos on the front of the shirt
- The back of the shirt then turns into a moving billboard. Some of the specific examples of what we'd envision for the Hollywood CRA might include messaging to communicate the following:
 - That Hollywood is safe
 - "What's the safest neighborhood in Hollywood? Hint: You're in it!"
 - Or to promote an event like the ArtWalk
 - "The ArtWalk is coming! Ask us, we know!"



MOBILE INFORMATION KIOSK



As Hollywood continues to host events like the Carshow and Artwalk, we want to continue to have Ambassador presence at these events to encourage those attending to visit the rest of the CRA. When hosting these events, it is a more economical use of the Ambassadors time to have them stationary in one location that attracts people to them, as opposed to circulating the event. In order to do this, we recommend having the Ambassadors staff a mobile information trike that is easily deployed and allows us to 'plant a flag' in the area and attract visitors who have questions. While the city owns a mobile kiosk that we have to check out, it may be beneficial for the

CRA to purchase one specifically for the Ambassador Program. **The trike is easily branded and can cost anywhere from \$2500-\$7000.**

QUICKLY ADDRESSING SPILLS AND STAINS

Mobile Trike Pressure Washer – Once you peel back the layers of litter and graffiti in most downtowns what's left are nuisance stains from trash bags being drug to the curb, spills of sodas or other things that stain our sidewalks. In an effort to make removing spills and stains more effective we've included a three wheeled, self-assisted bicycle with a small power washer. We've used these in a handful of other markets where they have proved to be highly effective. **The mobile pressure washing trike costs \$5500.**



USING THE SMART SYSTEM TO MEASURE THE BEST TIMES TO DEPLOY AMBASSADORS

We're rapidly developing our SMART System for the purpose of using it to be a tool to help us make smarter decisions regarding deployment. In many markets we've been exploring how we can use the SMART System to help us not only collect stats, but identify new opportunities.

To illustrate how this would work, let's use hospitality assists as an example. If we noticed we were only helping 2 people per hour from 9:00 to 10:00 am, but we were helping 19 people per hour from 5:00 to 6:00 pm. It would make sense to shift the starting times of the morning Ambassadors to later in the day so they would be working during a busier time, thus able to help more people and provide more benefit to the BID.

IN SUMMARY

This is just a start to the new ideas for the Hollywood CRA Ambassador program we've envisioned. We're excited to share more about these ideas and bring them to life during the next steps of our proposal and interview process.

COST PROPOSAL

Block by Block is pleased to present to the Hollywood CRA the following components relating to the cost of operations of the Clean and Safe Ambassador Program. Block by Block takes great pride in being good stewards of our clients' money and every effort is made to minimize costs as much as possible.

HOURLY WAGES

One of the largest contributors to our clients' budgets is the wages we are paying to the employees. As the RFP calls for specific wages for the positions, we have not deviated from those wages. The wages that our budget is based upon, **not including benefits** are below.

Position	0-3 months	4-12 months	After 1 Year
Safety Ambassadors	\$ 13.00	\$ 13.00	\$ 13.39
Cleaning Ambassadors	\$ 13.00	\$ 13.00	\$ 13.39
Cleaning Ambassadors	\$ 15.00	\$ 15.00	\$ 15.45
Operations Manager	\$ 24.00	\$ 24.00	\$ 24.72

WEEKLY HOURS

The second largest contributors to the cost of our program are the weekly scheduled hours. Though previously listed above, we wanted to include again in the cost proposal section.

Weekly Hours	
Total Safety Hours	130.0
Total Clean Hours	260.0
Manager	40
Total	430.0

LUMP SUM

Below is the total cost to operate the Clean and Safe Ambassador Program in Hollywood CRA. There are minor expenses included in these costs that BBB will cover as part of the contract. It is expected that BBB be reimbursed for expenses related to special projects and work beyond the scope of regular services and fuel.

	Labor	Mgt Fee	Total annual	Total Monthly
Security	\$ 152,725.32	\$ 14,011.81	\$ 166,737.13	\$ 13,894.76
Clean	\$ 290,327.78	\$ 26,021.94	\$ 316,349.72	\$ 26,362.48
Lump sum not to exceed amount			\$ 483,086.85	\$40,257.24

COST PROPOSAL PAGE

The cost proposal page can be found attached in Appendix C.

PROJECT TIME SCHEDULE

As Block by Block is the current vendor providing Clean and Safe Ambassador Services in the Hollywood CRA, there would be no interruption of service.

INSURANCE REQUIREMENTS

Block by Block carries all necessary insurance required to perform the work specified in the RFP. BBB is willing to provide documentation, if so requested by the HCRA.



APPENDIX A – REFERENCES

Issue Date _____

City of Hollywood, Florida
Solicitation # _____

REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: Block by Block

Firm giving Reference: Miami Downtown Development Authority

Address: 200 S. Biscayne Blvd, Suite 2929 Miami, FL 33131

Phone: (305) 579-6675

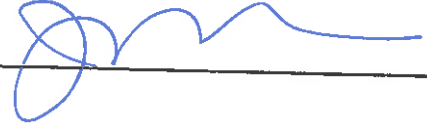
Fax: (305) 371-2423

Email: rodero@miamidda.com

1. Q: What was the dollar value of the contract?
A: \$613,000.00
2. Q: Have there been any change orders, and if so, how many?
A: yes. one addendum to increase wages to a living wage.
3. Q: Did they perform on a timely basis as required by the agreement?
A: yes.
4. Q: Was the project manager easy to get in contact with?
A: yes
5. Q: Would you use them again?
A: yes. Definitely.
6. Q: Overall, what would you rate their performance? (Scale from 1-5)
A: 5 Excellent 4 Good 3 Fair 2 Poor 1 Unacceptable
7. Q: Is there anything else we should know, that we have not asked?
A: See attached form.

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Jennifer L. Rodero Title: Senior Manager

Signature:  Date: 8/3/18

Additional information for Reference – Block by Block

We started our contract with BBB in 2013 for Ambassadors (safety and hospitality) services.

To date we have had no issues, problems or concerns with this contract.

BBB has gone above and beyond in many instances. The Ambassadors themselves out do themselves when participating in events, providing customer services out on our blocks/streets, and in finding new ways to engage our Downtowners.

The upper management is very responsive. I've requested information many times about what other Downtown's do in certain situations (or what other services are provided) and they always have a quick turnaround in getting us the information. We have also asked for schedule modifications with short notice and they have always been willing to make the changes as we need them.

I would rate their performance as excellent. BBB has mastered their role in providing the services they offer. They are continuously training staff and upper management to help facilitate the services. They spend much time and money training their staff. Additionally, they promote within which gives motivation for the staff to stay, resulting in little turnover in our contract. That is key to having the knowledge on the street. I've managed the contract over the past 5 years and am completely satisfied with their performance.



Jennifer L. Rodero | Senior Manager, Quality of Life & Enhanced Services

Miami Downtown Development Authority

200 S. Biscayne Blvd. | Suite 2929 | Miami, FL 33131

305.579.6675 | F 305.371.2423

rodero@miamidda.com | www.miamidda.com

Issue Date _____

City of Hollywood, Florida
Solicitation # _____

REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: Block by Block

Firm giving Reference: Downtown Vision, Inc.

Address: 214 N. Hogan Street, Jacksonville, FL 32202

Phone: 904-634-0303

Fax: 904-634-8988

Email: jake@dtye.org

1. Q: What was the dollar value of the contract?
A: \$580,445.28
2. Q: Have there been any change orders, and if so, how many?
A: 0
3. Q: Did they perform on a timely basis as required by the agreement?
A: yes
4. Q: Was the project manager easy to get in contact with?
A: yes
5. Q: Would you use them again?
A: yes
6. Q: Overall, what would you rate their performance? (Scale from 1-5)
A: 5 Excellent 4 Good 3 Fair 2 Poor 1 Unacceptable

7. Q: Is there anything else we should know, that we have not asked?
A: Block by Block has been a reliable, effective contractor for our Ambassador Program

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Jake Gordon Title: CEO

Signature:  Date: 8/3/2018

REFERENCE QUESTIONNAIRE

It is the responsibility of the contractor/vendor to provide a minimum of three (3) similar type references using this form and to provide this information with your submission. Failure to do so may result in the rejection of your submission.

Giving reference for: Block by Block

Firm giving Reference: Lincoln Road Business Improvement District

Address: 350 Lincoln Rd 2nd Floor Miami Beach Fla 33139

Phone: 305-600-0219

Fax: N/A.

Email: Tim@LincolnRd.com

- 1. Q: What was the dollar value of the contract?
A: \$324,000/annually
- 2. Q: Have there been any change orders, and if so, how many?
A: None
- 3. Q: Did they perform on a timely basis as required by the agreement?
A: Yes
- 4. Q: Was the project manager easy to get in contact with?
A: Yes
- 5. Q: Would you use them again?
A: Yes
- 6. Q: Overall, what would you rate their performance? (Scale from 1-5)
A: 5 Excellent 4 Good 3 Fair 2 Poor 1 Unacceptable
- 7. Q: Is there anything else we should know, that we have not asked?
A: High quality, well organized company

The undersigned does hereby certify that the foregoing and subsequent statements are true and correct and are made independently, free from vendor interference/collusion.

Name: Timothy F Schumand Title: Executive Director

Signature: [Handwritten Signature] Date: 8/3/18



APPENDIX B – RODRIGO TABOADA RESUME

Rodrigo Taboada

8249 SW 158 Ave Miami, FL 33193
(786) 340-8964
rjtboada@gmail.com

Professional Summary: An experienced professional with a combination of public service, Project management and military leadership. Currently seeking a career path with an organization team to learn from and grow with, providing value for both the organization's internal stakeholders and customers.

Skills:

- Project Management
- Bilingual/fluent in Spanish
- Operations management
- Advanced Coaching and Mentoring
- Customer Service

Education

The University of Memphis – December 2014

B.A. in Criminal Justice & Criminology
Minor in Military Science & Leadership

Experience

Operations Manager | Block by Block

November 2017-Present

- Directed a public safety and Maintenance account of just under \$120,000 of assets under management to include wages, operational resources, company equipment and special projects for the Hollywood Community Redevelopment Agency.
- Planned and Managed two shifts of 8 employees with a wide variety tasks such as daily downtown maintenance, property damage reports, safety/security concerns, etc.
- Conducted a range of tasks such as Payroll, Hiring, terminations, employee counseling, recruitment, maintaining policies and records as well as handling daily employee concerns.
- Worked in close relation with local businesses and the Hollywood community Redevelopment Agency to improve the district's quality of experience by raising awareness of many of the downtown events and services.

Executive Officer (Project Manager) | US ARMY (1st Lieutenant in Florida National Guard)

July 2011-Present

- Deployed to Africa in support of Operation Enduring Freedom. Effectively managed, trained and directed 40+ personnel with various duties and responsibilities to ensure the protection of a Camp Lemonnier, Djibouti (a joint base with over 4000 people).
- Planned and conducted administrative and logistical operations as well as team building events to advance/improve readiness at different security locations.
- Identified and implemented new ways and methods in which to improve International Port security procedures which in turn saved the organization over 500-man hours and over \$50,000 dollars in resources.
- Expertly maintained documental and physical accountability of over \$10 million dollars of sensitive-level equipment and organizational security assets for a 2-year period.
- Investigated and supervised safety procedures, to include violations, of specific protocols at the international Port of Djibouti resulting in 100% compliance of all rules and regulations.

- Directly managed and supervised disaster relief operations to include shelters of over 1200 people, warehouse operations of over \$12 million dollars of supplies, as well as coordinated multi-agency law enforcement and disaster relief such as Key West PD and Red Cross.

Case Manager | Riverside House (Halfway House)

February 2015-July 2015

- Devised procedures and protocols for patient admission and filtration so that each resident receives consistent, attentive care through the duration of their stay.
- Answered residents' questions about their care, administrative progress, program advancement and all other issues so they feel safe and supported.
- Kept comprehensive records of over 30+ clients' progress throughout the process, including every call, referral, and home visit they made.
- Taught a wide variety of classes and lead group discussions on self-progression and family relations for over 40 clients on a weekly basis.

College Tutor | The University of Memphis

January 2013-December 2014

- Tutored over 10 students per week in a variety of subjects such as Research methods, Math, Spanish and History.
- Guided and prepared students for tests by devising strategic and unique ways of helping them retain information.
- Often tutored students, based on the student's grade in a specific class, outside of working hours to ensure the success of the student in that respective class.

Warehouse Operations and Distribution Supervisor | Brim Hall foods

Aug 2008-July 2010

- Supervised and assisted 7+ employees in daily warehouse and shipping areas including: Filling and shipping customer orders, satisfying internal shipping requirements (technical service, vendors, etc.), ensuring accuracy of shipments and supporting documentation, receiving incoming material and routing to appropriate area or personnel, filling work orders from production, packaging assemblies and receiving into finished goods, ensuring inventory transactions are accurately logged and overseeing cycle counts and reconciliation activities.
- Trained all new incoming employees on all aspects of their assigned positions, warehouse procedures, shipping out-processing and all safety regulations
- Measured and reported the effectiveness of the department activities.
- Developed and maintained departmental work instructions for all tasks.
- Established or adjusted work procedures to meet warehouse demands as dictated by production schedules and work flow.
- Recommended measures to improve quality of service, increasing efficiency of department and work crew and equipment performance which resulted in the redesigning of a product label and package



APPENDIX C – COST PROPOSAL PAGE

Issue Date _____

City of Hollywood, Florida
Solicitation # _____

PROPOSAL PAGES – COST PROPOSAL

Cost to the CRA: Contractor must quote rates for all positions identified in this request for proposal. Vendor will be allow to request increases on an annual basis. No other costs will be accepted. The minimum pay rates are listed in the RFP. The rates will remain the same for the first year. **Failure to use the CRA's COST PROPOSAL Page and provide costs as requested in this RFP, may deem your proposal non-responsive.**

Position	Weekly Service Hours	Cost of Hourly Rate to Include Benefits	Total Cost
Clean Ambassador	244 /Hrs.	\$ 18.20	\$ 4,440.80
Lead Clean Ambassador	16 /Hrs.	\$ 20.58	\$ 329.28
Safe Ambassador	74 /Hrs.	\$ 18.20	\$ 1,346.80
Lead Safe Ambassador	56 /Hrs.	\$ 20.58	\$ 1,152.48
Supervisor	40 /Hrs.	\$ 31.28	\$ 1,251.20
Weekly Total:			\$ 8,520.56 /Weekly
Grand Total: (x 52 weeks)			\$ 443,069.12 /Yr.
Ancillary/ Management Fees			\$ 40,017.73

Section below is for over-time hourly rate only:

Clean Ambassador	\$ 23.18
Lead Clean Ambassador	\$ 26.75
Safe Ambassador	\$ 23.18
Lead Safe Ambassador	\$ 26.75
Supervisor	\$ NA



APPENDIX D – FORMS

Issue Date _____

City of Hollywood, Florida
Solicitation # _____

ACKNOWLEDGMENT AND SIGNATURE PAGE

This form must be completed and submitted by the date and the time of bid opening.

Legal Company Name (include d/b/a if applicable): MYDATT SERVICES INC.
d.b.a. Federal Tax Identification Number: 31-1332763

If Corporation - Date Incorporated/Organized: BLOCK BY BLOCK
MAY 8, 2012

State Incorporated/Organized: OHIO

Company Operating Address: 640 SOUTH FOURTH ST.

City LOUISVILLE State KY Zip Code 40202

Remittance Address (if different from ordering address): _____

City _____ State _____ Zip Code _____

Company Contact Person: BLAIR McBRIDE Email Address: bmcbride@blockbyblock.com

Phone Number (include area code): 502-664-5590 Fax Number (include area code): 502-749-0522

Company's Internet Web Address: www.blockbyblock.com

IT IS HEREBY CERTIFIED AND AFFIRMED THAT THE BIDDER/PROPOSER CERTIFIES ACCEPTANCE OF THE TERMS, CONDITIONS, SPECIFICATIONS, ATTACHMENTS AND ANY ADDENDA. THE BIDDER/PROPOSER SHALL ACCEPT ANY AWARDS MADE AS A RESULT OF THIS SOLICITATION. BIDDER/PROPOSER FURTHER AGREES THAT PRICES QUOTED WILL REMAIN FIXED FOR THE PERIOD OF TIME STATED IN THE SOLICITATION.

[Signature] 8/24/12
Bidder/Proposer's Authorized Representative's Signature: _____ Date

Type or Print Name: Blair McBride

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF BIDDER/PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED BY AN AUTHORIZED REPRESENTATIVE SHALL RENDER THE BID/PROPOSAL NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY BID/PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE BIDDER/PROPOSER TO THE TERMS OF ITS OFFER.

ANY EXCEPTION, CHANGES OR ALTERATIONS TO THE GENERAL TERMS AND CONDITIONS, HOLDHARMLESS/INDEMNITY DOCUMENT OR OTHER REQUIRED FORMS MAY RESULT IN THE BID/PROPOSAL BE DEEMED NON-RESPONSIVE AND DISQUALIFIED FORM THE AWARD PROCESS.

Issue Date

City of Hollywood, Florida
Solicitation #

**CERTIFICATIONS REGARDING DEBARMENT, SUSPENSION AND OTHER
RESPONSIBILITY MATTERS**

The applicant certifies that it and its principals:

- (a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, sentenced to a denial of Federal benefits by a State or Federal court, or voluntarily excluded from covered transactions by any Federal department or agency;
- (b) Have not within a three-year period preceding this application been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State, or local) transaction or contract under a public transaction, violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
- (c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and
- (d) Have not within a three-year period preceding this application had one or more public transactions (Federal, State, or local) terminated for cause or default.

Applicant Name and Address:

BLOCK BY BLOCK

640 SOUTH FOURTH ST.

LOUISVILLE, KY 40202

Application Number and/or Project Name:

RFP-4580-18-JE

Applicant IRS/Vendor Number: FED ID# 31-1332763

Type/Print Name and Title of Authorized Representative:

BLAIR McBRIDE, PRESIDENT

Signature: 

Date: 8/24/18

Failure to sign or changes to this page shall render your bid non-responsive.

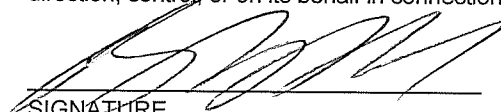
Issue Date _____

City of Hollywood, Florida
Solicitation # _____

HOLD HARMLESS AND INDEMNITY CLAUSE

(Company Name and Authorized Representative's Name)

, the contractor, shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.


SIGNATURE

BLAIR McBRIDE
PRINTED NAME

BLOCK BY BLOCK
COMPANY OF NAME

5/24/18
DATE

Failure to sign or changes to this page shall render your bid non-responsive.

Issue Date _____

City of Hollywood, Florida
Solicitation # _____

NONCOLLUSION AFFIDAVIT

STATE OF: KENTUCKY

COUNTY OF: JEFFERSON, being first duly sworn, deposes and says that:

- (1) He/she is PRESIDENT of BLOCK BY BLOCK, the Bidder that has submitted the attached Bid.
- (2) He/she has been fully informed regarding the preparation and contents of the attached Bid and of all pertinent circumstances regarding such Bid;
- (3) Such Bid is genuine and is not a collusion or sham Bid;
- (4) Neither the said Bidder nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder, firm or person to submit a collusive or sham Bid in connection with the contractor for which the attached Bid has been submitted or to refrain from bidding in connection with such contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder, firm or person to fix the price or prices, profit or cost element of the Bid price or the Bid price of any other Bidder, or to secure an advantage against the City of Hollywood or any person interested in the proposed Contract; and
- (5) The price or prices quoted in the attached Bid are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Bidder or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

(SIGNED) _____

Title

Failure to sign or changes to this page shall render your bid non-responsive.

SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY

Florida Statute 112.313 prohibits the solicitation or acceptance of Gifts. - "No Public officer, employee of an agency, local government attorney, or candidate for nomination or election shall solicit or accept anything of value to the recipient, including a gift, loan, reward, promise of future employment, favor, or service, based upon any understanding that the vote, official action, or judgment of the public officer, employee, local government attorney, or candidate would be influenced thereby." The term "public officer" includes "any person elected or appointed to hold office in any agency, including any person serving on an advisory body."

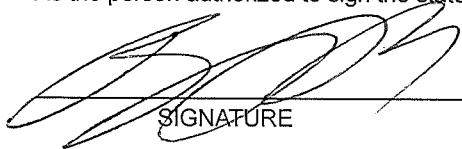
The City of Hollywood policy prohibits all public officers, elected or appointed, all employees, and their families from accepting any gifts of any value, either directly or indirectly, from any contractor, vendor, consultant, or business with whom the City does business.

The State of Florida definition of "gifts" includes the following:

- Real property or its use,
- Tangible or intangible personal property, or its use,
- A preferential rate or terms on a debt, loan, goods, or services,
- Forgiveness of indebtedness,
- Transportation, lodging, or parking,
- Food or beverage,
- Membership dues,
- Entrance fees, admission fees, or tickets to events, performances, or facilities,
- Plants, flowers or floral arrangements
- Services provided by persons pursuant to a professional license or certificate.
- Other personal services for which a fee is normally charged by the person providing the services.
- Any other similar service or thing having an attributable value not already provided for in this section.

Any contractor, vendor, consultant, or business found to have given a gift to a public officer or employee, or his/her family, will be subject to dismissal or revocation of contract.

As the person authorized to sign the statement, I certify that this firm will comply fully with this policy.


SIGNATURE

BLAIR McBRIDE
PRINTED NAME

BLOCK BY BLOCK
NAME OF COMPANY

PRESIDENT
TITLE

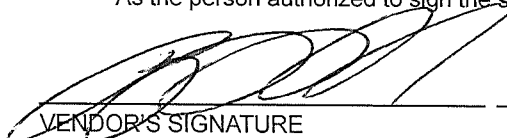
Failure to sign this page shall render your bid non-responsive.

DRUG-FREE WORKPLACE PROGRAM

IDENTICAL TIE BIDS - Preference shall be given to businesses with drug-free workplace programs. Whenever two or more bids which are equal with respect to price, quality, and service are received by the State or by any political subdivision for the procurement of commodities or contractual services, a bid received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. Established procedures for processing tie bids will be followed if none of the tied vendors have a drug-free workplace program. In order to have a drug-free workplace program, a business shall:

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
4. In the statement specified in subsection (1), notify the employee that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
5. Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program (if such is available in the employee's community) by, any employee who is so convicted.
6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of these requirements.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.



VENDOR'S SIGNATURE

BLAIR McBRIDE

PRINTED NAME

BLOCK BY BLOCK

NAME OF COMPANY

**SWORN STATEMENT PURSUANT TO SECTION 287.133 (3) (a) FLORIDA
STATUTES ON PUBLIC ENTITY CRIMES**

THIS FORM MUST BE SIGNED AND SWORN TO IN THE PRESENCE OF A NOTARY PUBLIC OR
OTHER OFFICIAL AUTHORIZED TO ADMINISTER OATHS

1. This form statement is submitted to CITY OF HOLLYWOOD, FLORIDA
by BLAIR McBRIDE, PRESIDENT for BLOCK BY BLOCK
(Print individual's name and title) (Print name of entity submitting sworn statement)
whose business address is 640 SOUTH FOURTH ST. LOUISVILLE, KY 40202
and if applicable its Federal Employer Identification Number (FEIN) is 31-1332763 If the entity has no FEIN,
include the Social Security Number of the individual signing this sworn statement.

2. I understand that "public entity crime," as defined in paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid, proposal, reply, or contract for goods or services, any lease for real property, or any contract for the construction or repair of a public building or public work, involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misinterpretation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in an federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:

- 1. A predecessor or successor of a person convicted of a public entity crime, or
- 2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that "person," as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or any entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

6. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies.)

Neither the entity submitting sworn statement, nor any of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989.

Issue Date _____

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime, but the Final Order entered by the Hearing Officer in a subsequent proceeding before a Hearing Officer of the State of the State of Florida, Division of Administrative Hearings, determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. (attach a copy of the Final Order).

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THAT PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017 FLORIDA STATUTES FOR A CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

[Handwritten Signature]

(Signature)

Sworn to and subscribed before me this 24th day of August, 2018.

Personally known _____

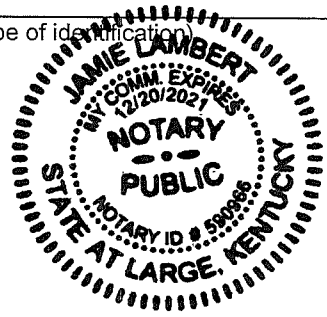
Or produced identification _____ Notary Public-State of Kentucky

_____ my commission expires 12/20/2021

(Type of identification)

[Handwritten Signature]

(Printed, typed or stamped commissioned name of notary public)



Failure to sign or changes to this page shall render your bid non-responsive.