



MAINTENANCE & JANITORIAL SUPPORT



## Capabilities & Overview

2014



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Your Maintenance & Custodial Services Provider

Andre Williams, Chief Operating Officer  
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## ❖ A MESSAGE FROM OUR CO-FOUNDER & CEO



“Dear prospective customer,

I would personally like to thank you for your expressed interest in our company. By the end of reviewing our overview, we hope that you will have gained a profound understanding of what it is that we do, how we do it, and if you can benefit from any of our areas of services as a preferred client. I would like to assure you that as a co-founder of LDI, I have a personal vested interest in maintaining a standard of excellence, commitment and rapport with our customers. The customer’s needs have been the cornerstone and building blocks of our company. It has helped to propel us to greater knowledge and development of comprehensive methods for successfully becoming a major competitive contractor within our industry.

We are a dedicated business that has continued to deliver stellar support operations to many different clienteles for over 20 years. We began our journey providing solely residential community cleanings. This journey quickly equipped us with the resources, tools, and knowledge to provide our services to our nation’s military installations. We have serviced federal facilities as both Prime and subcontractors. Although, we still insist that no project is either too great or too small. We have the manpower, staff, and proven strategy to accomplish mission goals no matter the scope of the request. We would welcome the opportunity to demonstrate to you that we are your maintenance and custodial services provider. Thank you.”

- Deborah A. Williams, CEO



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## ❖ WHO WE ARE



Established 1987, Lady Deborah's, Inc. (LDI), is a self-certified WOSB and have offered unparalleled facilities maintenance and janitorial support operations to a diverse range of customers for over 25 years, including, the U.S. Government, state agencies, large defense corporations, and construction developers. Our operations span throughout the Southeast Region of the United States and the mark of our work can be found on many U.S. military installations including the U.S. Marine Corps Blount Island Command, Naval Air Station Jacksonville; Naval Station Mayport; and Kings Bay Naval Submarine Base.

We have supported a number of federal agencies such as NAVFAC, the United States Marine Corps and the Department of the Navy as both a prime and/or subcontractor on projects consistent with building maintenance, routine floor care, post construction cleaning, and daily custodial services. We have the past performance history to demonstrate excellence on a large scale and are trusted to come up with the most cost-effective solutions in order to exceed our clients mission goals. Moreover, we have the capabilities to be a quick and easy solution to support your janitorial needs for subcontract opportunities, as well as possibly fulfill your minority small-business sub-contracting goals.

What sets our team apart is that we value our client relationships and pride ourselves in remarkable customer service and operational excellence. Our team accomplishes the job by going above and beyond with timely and efficient services that assists in moving the customer's initiatives forward first and meeting their deadlines.

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## ❖ OUR MISSION

We at LDI provide an unparalleled level of facilities maintenance and custodial support proficiency due to our years of service as a value added prime and subcontractor. Our senior management team has over 70+ years' of combined experience and knowledge in the procurement field to execute with precision and efficiency that only years of hands on experience can achieve. With a keen emphasis on project management, the primary focus has been to assemble industry leaders with a proven track record of success, project management skills, and technical expertise.

With the ability to service any state in the nation, we are committed as a company to applying the same standards of safety, quality, professionalism and integrity to all our projects; regardless of their size or scope, in order to support the goals of our clients. We have set out to develop a robust team capable of executing support services for federal agencies.

As such, our mission is to set the standard for maintenance and custodial support by staying committed and focused on client initiatives; and delivering superior execution through operational excellence.

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# GOVERNMENT SERVICES



## ❖ BASE MAINTENANCE & JANITORIAL SUPPORT SERVICES

Primary NAICS: Custodial Services, 561720

*LDI can provide the services that Federal Agencies require to meet its mission for integral custodial support:*

### Infrastructure Support

- Base Custodial Services
- Medical Facility Custodial Services
- Restroom Facility Supplies
- Base Facilities Maintenance Services
- Warehouse and Garage Custodial Services
- Office Custodial Services
- Floor Maintenance Programs
- Parking Lot Cleaning Services
- Post Construction Cleanup on Military Installations
- Building Restoration



### Other Support

Grounds Maintenance  
Landscaping Services  
Punch-out Services  
Project Management  
Field Management  
Locksmith Services

Window Cleaning  
Pressure Washing  
Carpet Cleaning  
Painting  
Custodial Equipment  
Custodial Supplies  
Sanitation Supplies  
Pest Control  
Waste Management



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# FEDERAL PAST PERFORMANCE



## ❖ NAVAL AIR STATION JAX

Jacksonville, FL

Subcontractor, Provide Custodial Services to Fluor Corp.

**FLUOR**

Subcontract No.: PO 001.100178

Period: 2012 – Present

Value: \$25K

- Provide custodial services and floor maintenance care to various office buildings and garages located on the naval air station base totally approximately 6,000 sq.ft., as a subcontractor to Fluor Corp. Services include replacing trash can liners, cleaning restrooms and garages, vacuuming carpeted areas, window cleaning, and periodic stripping/waxing/buffing of floors.



### Reference

Lise Worley, Purchasing Manager  
Fluor Corp.

Ph: 904-778-9907

Fx: 904-779-6744

Email: Lisa.Worley@fluor.com

Fluor Corp.  
NAS Jax Building 105, Yorktown St.  
Jacksonville, FL

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## ❖ Blount Island Marine Command

Jacksonville, FL

Subcontractor, Provided Custodial Services to IAP-HILL



**Subcontract No.:** IAP-11-S-003

**Period:** 2004 – 2012

**Value:** \$2.4 M



- We provided custodial services and floor maintenance care to approx. 140,000 sq.ft. of facilities located on the Marine Corps Base as a subcontractor to IAP Hill.
- Services included janitorial support throughout multi-level offices, warehouses, gyms, showers, and locker rooms, such as replacing trash can liners, vacuuming, cleaning of restrooms, etc. We ensured that custodial supplies such as multi-folds and toilet tissue were fully stocked in all restrooms at all times and developed plan for waxing and stripping of floors quarterly and buffing the floors monthly.



### Reference

Susan Thibodeaux , Contract Manager  
IAP Worldwide Services  
Ph: 321-784-7708  
Fx: 321-784-7331  
Email: Susan.B.Thibodeaux@iapws.com

IAP Worldwide Services,  
7315 North Atlantic Avenue  
Cape Canaveral, FL 32920

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## ❖ Kings Bay Naval Submarine Base

St. Mary's, GA

Subcontractor, Provided Maintenance and Custodial Services to VT Group



**Subcontract No.:** 22490074

**Period:** 2003 – 2008

**Value:** \$5.8 M

- 1.1 million sq.ft. of facilities and service area
- Provided maintenance and custodial services throughout 156 facilities including but not limited to multi-level offices, warehouses, gyms, showers, and locker rooms, and day-care facilities
- Fully stocked custodial supplies throughout numerous facilities on the base
- Furnished all transport vehicles and equipment
- Provided floor maintenance
- Managed 100+ Union custodial crewmembers

### Reference

Nicole Graves, Contracts & Business Manager  
VT Group

Ph: 678-564-2840

Email: Nicole.graves@vt-group.com

VT Group  
10745 Westside Way, Suite 300  
Alpharetta, Ga. 30009



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## ❖ Naval Air Station Jax RBOS I

Jacksonville, FL

Prime Contractor, Provided Base Custodial Services to the Department of the Navy



**Subcontract No.** N69272-03-D-1005

**Period:** 2003 – 2004

**Value:** \$2.5 M

- Over 900,000 sq.ft. of facilities and service area
- Provided base custodial support services to multi-level offices, warehouses, day-care centers, hospital, transportation facilities, gyms, showers, and locker rooms
- Fully stock custodial supplies throughout numerous facilities on the base
- Furnished all transportation vehicles, supplies, and equipment
- Provided floor maintenance

### Reference

Herminio M. David, Contracting Officer  
Department of the Navy

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Email: herminio.david@navy.mil

Public Works Department Jacksonville  
Facilities Engineering and Acquisition Division  
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Jacksonville, FL 32212-0005



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# COMMERCIAL SERVICES PAST PERFORMANCE



## Projects



Restroom Servicing

Trashcan Liner Replacement

Vacuuming

Floor Mopping

Kitchen Cleaning

Surface Cleaning

Sanitize Surfaces

Entry and Exit Way Sweeping

Window Cleaning

High and Low Level Dusting

After-hours

Grounds Maintenance

Landscaping

Post Construction Cleanup



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# CONSTRUCTION SERVICES PAST PERFORMANCE



## Projects



**Project:** Blount Island Marine Command Facility

**Contract Number:** P.O. #695

**Period of Performance:** 2012-2013

**Location:** Jacksonville, FL

**Description:** Furnished Dispensers, Grab Bars, Towel Bars, Mirrors, Soap Dishes, and Other Receptacles to CMS Corp. We furnished dispensers, grab bars, towel bars, mirrors, soap dishes, and other rest-room receptacles to CMS Corp during the construction phase of the design-build project. Upon completion, we provided post construction clean-up

### Reference

Romeo Marroquin  
Purchasing Manager, CMS Corp.

Ph: 317.736.8421  
Fax: 317.422.4470  
Email: RMarroquin@cms-corporation.com

Address:

CMS-Corporation 691 Industrial Blvd,  
Bargersville, IN 46106

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**Project:** St. Augustine Premium Outlets, Factory Brand Shoes

**Location:** St. Augustine, FL

**Description:** Post Remodeling Cleanup to retail sites



**Project:** Cinnamon Beach Condominiums

**Location:** Palm Coast, FL

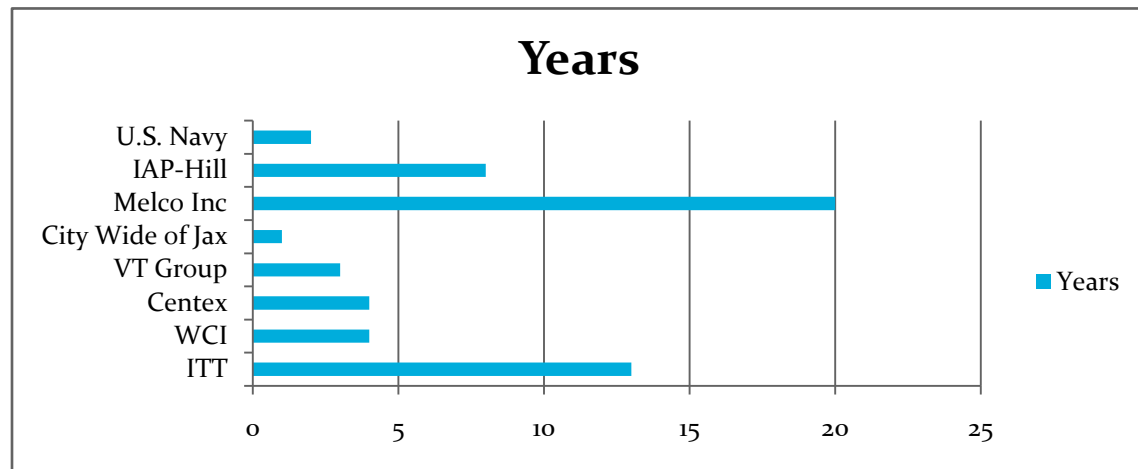
**Description:** Post Construction Cleanup, Debris Removal, Window Cleaning, Bathroom Cleaning, etc. to over 250 units

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## ❖ CUSTOMER RELATIONSHIPS

LDI has enjoyed over two decades of valued relations with some of our most cherished customers. Our longstanding commitment has been comprised by our philosophy of respect for our customers and consistency of performance. We continue to evolve by fundamentally embracing new practices to meet customer needs.



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## ❖ SMALL BUSINESS DIVERSITY, EXCELLENCE & CERTIFICATIONS

- CEO, Deborah Williams, Nominated 2012 SBA “Small Business Person of the Year”
- COO, Andre Williams, 2012, Entrepreneur Anchor Magazine’s “Man of Steel Award”
- Our customers’ benefit from senior management commitment, innovative custodial solutions and customizable niche services at the best competitive value



**DUNS:** 603392879

**CAGE:** 1CKR8

### Corporate Certification Status:

WOSB Certified

EDWOSB Certified

MBE Certified

SBE South Florida Water-Management District

FDOT-UCP-DBE Certified

State of Florida Certified

### NAICS

#### Primary

561720 – Janitorial Services

#### Secondary

561210 – Facilities Support Services

561730 – Landscaping Services

561710 – Pest Control

561790 – Other Services to Buildings

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## ❖ SAFETY

LDI is committed to providing a safe and healthy environment for both our employees and clients. Our employees are our most valuable asset and we have a moral obligation to provide them with a safe and secure environment. It is a company goal to strive for reducing and or/preventing work related risks, accidents, or injuries. We comply with all Federal, State, and Local Laws, as well as OSHA codes.



LDI has implemented industry leading safety programs that helps maintain a safe workplace, morale, and productivity of excellent service. We provide Safety Training to all employees and make frequent unannounced visits to project sites to ensure that our program is being put to the test for the betterment of our employees and customers.

Firearms, explosives, and other hazardous materials not authorized or related to occupational performance are strictly prohibited on LDI property, employees, or areas being serviced on behalf of LDI.

The use of alcohol while on duty is strictly prohibited, except at approved work-related events, and then only in moderation. The use, sale, possession, or purchase of any illegal substance or the abuse of prescription or over-the-counter medication is always prohibited. LDI maintains a drug-free workplace.

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## ❖ WHY CHOOSE US?



### Differentiators:

- We understand that each agency is different and requires unique support
- We have office locations within 1 hour from NASA's Cape Canaveral facilities
- We pride the relationships we have with our customers
- We have demonstrated the past performance that achieves mission goals for federal agencies and larger primes
- We have supported large scale operations totaling over 1 million sq ft
- Licensed and insured
- 25 years of industry experience and the staffing to support customer needs
- We deliver timely
- We stay within FAR compliance
- We can assist larger businesses in achieving their mandated small business goals
- Our innovative techniques are proven to provide above satisfactory results
- We listen to our customers
- We understand the scope of services beforehand
- We offer diverse services
- We use only reliable, licensed, bonded, and insured subcontractors
- We come up with strategic and cost effective practices fit customer needs
- We work within time constraints
- We have an outstanding safety program and track record for safety
- We maintain a standard of excellence in Quality Control and Quality Assurance plans
- We take great pride in our work
- We strive to do the job right the first time

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**For more information about our company and its performance record,  
please visit our website:**

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### **Headquarters**

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