

# City of Punta Gorda, Florida

Solicitation #R2012106

UNI-Uniform/1213

July 9, 2013 3:00pm

Submitted By:

## UniFirst Corporation

2839 Lafayette St  
Ft. Myers Florida 33916  
239-334-6142

Edward Miltko, Location Manager



- D. The below Submittal Package Requirements table will advise Bidders 1) the requirements for submitting a COMPLETE and RESPONSIVE Submittal Package; 2) acceptable methods for responding; and 3) result if the submittal package components is omitted from the Bidder's Submittal Package.

Bidders shall contact the authorized City contact IN WRITING (hard copy, email, or fax) should they have any questions or request clarification on any requirements stated below.

- 1) COLUMN 1 – Checkbox to assist Bidder's in checking off Submittal Package Components as they are completed.
- 2) COLUMN 2 – Identifies Submittal Package Components required to be Submitted
- 3) COLUMN 3 - Result of Bidder's omitting Submittal Package Components or submitting incorrect/incomplete responses. The City's determination if omissions and/or incorrect/incomplete response submitted in the Bidder's Submittal Package as follows:

(b) REJECTED – This is a defect that is a material element to the required Submittal Package.

(c) NOT MATERIAL – This is a defect that is NOT a material element to the required Submittal Package. Should a submittal component be omitted, submitted incorrectly or found to be incomplete the Bidder shall cure the defect within two (2) City business days from the established due date in order to be considered responsive. **This flexibility shall NOT BE CONSIDERED as allowing Bidders additional time in completing their documentation.**

**FAILURE TO SUBMIT WITHIN THE TIMEFRAME SHALL RESULT IN THE REJECTION OF THE BIDDER'S SUBMITTAL PACKAGE IN ITS ENTIRETY. THE CITY OF PUNTA GORDA IS NOT RESPONSIBLE FOR NOTIFYING BIDDERS OF OMITTED SUBMITTAL PACKAGE COMPONENTS.**

- 4) COLUMN 4 - Approved format for submitting a Submittal Package Component:

(a) Electronic Documents is defined as:

- (i) Multiple documents may be attached as a Response Attachments within the on-line Response section as GENERAL ATTACHMENTS; or
- (ii) Bidder may submit the electronic response documents on a compact disc, flash drive or other portable electronic media storage device. The storage device will NOT be returned to the Bidder. No other electronic format will be accepted. The electronic media storage device shall be submitted in accordance with approved delivery methods stated on page 1 of this Solicitation Document.

(b) Hard Copy Documents

FOR BIDDER'S USE CHECK OFF AS COMPLETED	SUBMITTAL PACKAGE COMPONENTS REQUIRED TO BE SUBMITTED	RESULT OF BIDDER'S OMISSION; OR SUBMITTING INCORRECTLY; AND/OR SUBMITTING INCOMPLETE RESPONSE TO THE COMPONENT PRIOR TO THE ESTABLISHED DUE DATE AND TIME	APPROVED SUBMITTAL FORMAT
<input type="checkbox"/>	<b>Bidder Response Form</b>	<b>REJECTED</b>	Electronic or Hard Copy Format
<input type="checkbox"/>	Qualifications Statement	NOT MATERIAL	
<input type="checkbox"/>	Non-Collusion/Lobbying	NOT MATERIAL	
<input type="checkbox"/>	Local Office Affidavit	NOT MATERIAL	

**AGREEMENT AND CONTRACT ADMINISTRATION INFORMATION**

Agreement #: \_\_\_\_\_

Contractor: UNIFIRST

The following information will be kept on file and utilized for requests and contract administration.

**ORDERING/SERVICE REQUEST CONTACT:**

PRIMARY Contact Name: Ed MILTKO

Phone: 239-334-6142 Fax: 239-334-8834 email: Edward.MILTKO@UNIFIRST.CO

Cell 24/7: 239-247-2630 (for emergencies)

ALTERNATE Contact Name: Todd NORRIS

Phone: 239-334-6142 Fax: 239-334-8834 email: Todd.NORRIS@Unifirst.co

Cell 24/7: 239-200-2352 (for emergencies)

Mailing Address: Number/Street or PO Box PO Box 101  
City, State, Zip FORT MYERS, FL 33902

**CONTRACT ADMINISTRATION CONTACT (Insurance, Renewals, Correspondence):**

PRIMARY Contact Name: SAME AS ABOVE

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ email: \_\_\_\_\_

ALTERNATE Contact Name: SAME AS ABOVE

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ email: \_\_\_\_\_

Mailing Address: Number/Street or PO Box \_\_\_\_\_  
City, State, Zip \_\_\_\_\_

**All changes to the above information are the responsibility of the Contractor. Therefore, the Contractor shall notify the City via email to update all contact information.**

The City contact information: Phone: (941) 575-3351 Fax: (941) 575-3340  
Email: [pgpurch@pgorda.us](mailto:pgpurch@pgorda.us)


**PLEASE RETURN THE COMPLETED FORM VIA EMAIL OR FAX.**

#R2012106/UNI-UNIFORMS/1213

<b>Bidder's (BUSINESS) Name:</b>  UniFirst Corporation	<b>Print name of Bidder's Authorized Agent responding to solicitation:</b>  Edward Miltko
<b>Bidder's Mailing Address:</b>  PO Box 101 Ft. Myers, FL 33902	<b>Bidder's Physical Address:</b>  2839 Lafayette St Ft. Myers, FL 33916
<b>Bidder's Contact Numbers</b>  <b>Phone:</b> (     ) 239-334-6142  <b>Fax:</b> (     ) 239-334-8834	<b>Authorized Agent's email address:</b>  edward_miltko@unifirst.com
<p><b>1) Is the Authorized Agent responsible for receiving and responding to ALL correspondence relating to this solicitation?</b>  <input checked="" type="checkbox"/> Yes                      <input type="checkbox"/> No – If no, complete 3</p> <p><b>2) Is the contact information stated above correct for the Authorized Agent?</b>   <input type="checkbox"/> Yes    <input type="checkbox"/> No - If no, complete 4</p>	
<p><b>3) Provide contact information for receiving and responding to ALL correspondence relating to this solicitation:</b></p> <p><b>Name:</b>        Same as above</p> <p><b>Mailing Address:</b></p> <p><b>Phone</b> (     )                      <b>Email address:</b></p>	<p><b>4) Provide the following contact information for the Authorized Agent?</b></p> <p><b>Mailing Address:</b>  Same as above</p> <p><b>Phone</b> (     )                      <b>Fax</b> (     )</p>
<p><b>Physical Address of Prime Bidder's Office Location Providing Service:</b>  2839 Lafayette St. Ft. Myers, FL 33916</p>	

All Solicitation Package forms shall be fully executed and submitted as specified in the Submittal Package Format Requirements section of the Solicitation Document. **SUBMITTAL PACKAGES NOT INCLUDING CITY FORMS SHALL BE REJECTED.** Any and all Submittal Packages, which do not comply with the Solicitation Package Requirements, shall be rejected. The City reserves the right to accept and/or reject any or all responses.

Submitting a Submittal Package in response to this Solicitation Package certifies the Bidder's Authorized Agent has read, understands and accepts the ENTIRE contents of this Solicitation Package and Bidder's Submittal Package and agrees to comply with all requirements prescribed in the Solicitation Package.

Addenda Acknowledgement: Addendum # 1 Addendum # \_\_\_\_\_ Addendum # \_\_\_\_\_  
 Addendum # 7/2/13 Addendum # \_\_\_\_\_ Addendum # \_\_\_\_\_  
 Signature  Date 7-3-13

# 1. BID SCHEDULE

In compliance with the Solicitation #R2012106/UNI-UNIFORMS/1213, the Bidder having examined the solicitation package, and being familiar with the conditions to be met, hereby submits the following bid schedule for furnishing the material, equipment, labor and all other incidentals necessary for providing the items listed below and agrees to deliver said items at the locations and for the prices set forth on this form, the Schedule of Values, and/or on-line line items.

Item	Description	UOM	Quantity	Unit Price	Extended Price
<b>Refer to Attachment #R2012106E1 – Schedule of Values at <a href="http://www.publicpurchase.com">www.publicpurchase.com</a> on-line solicitation for the bid schedule.</b>					

2. **PAYMENT TERMS** - Payment shall be in accordance with the Florida Prompt Payment Act, sections 218.70 through 218.79, Florida Statutes unless an early payment discount is offered and/or credit card payment is accepted.

- a. Early pay discount terms: None (example 2% 10 Net 45)  
 NOTE: IF NO EARLY PAY DISCOUNTS OFFERED TERMS ARE NET 45 (FS Prompt Pay Act)  
 i. Does the early pay discount apply to credit card payments? Yes        No X

b. CREDIT CARD

- i. Does your company accept CREDIT CARD payments? Yes x No         
 Credit card payments will be processed upon the City's inspection and acceptance of goods/services and receipt of invoice for payment. The City will not pay fees for credit card transactions.

# 3. EXPERIENCE AND REFERENCES

Bidder shall complete the following to demonstrate meeting the minimum qualification requirements as stated the in the MINIMUM QUALIFICATION AND CONTRACT REQUIREMENTS of this SOLICITATION DOCUMENT.

The Bidder (Firm/Company) shall demonstrate a minimum of three (3) CONSECUTIVE YEARS of COMMERCIAL UNIFORM RENTAL similar in scope and size. The timeline for referenced projects is 2010 through 2013. The Bidder shall demonstrate a project with the earliest completion date in 2010 and the latest completion date in 2013.

Documentation shall include: 1) Contract #; 2) Description of Contract; 3) Contract Dates (from and to); 4) Owner or Company Name and Contact Person; 5) Email Address; and 6) Telephone and Fax Number.

Contract # / Description / Contract Term	Owner or Company Name / Contact Person	Email address*	Telephone and Fax number*
Contract #: 4502889 Description of Services: Uniform Services Contract Term - From: <u>8/09</u> to <u>5/15</u>	Owner/Company Name: City Of Naples Contact Person Ben Copeland	bcopeland@naplesgov.com	Telephone #: <u>239</u> <u>213-1000</u> Fax #:
Contract #: 665446 Description of Services: Uniform Services Contract Term - From: <u>4/12</u> to <u>2/15</u>	Owner/Company Name: Total Truck Parts Contact Person Tom Gibson	tgibson@totaltruckparts.net	Telephone #: <u>239</u> <u>532-7711</u> Fax #: <u>239</u> <u>693-9161</u>

Contract # / Description / Contract Term	Owner or Company Name / Contact Person	Email address*	Telephone and Fax number*
Contract #: 442487 Description of Services: Uniforms / Mats / Towels Contract Term - From: <u>2/07</u> to <u>2/14</u>	Owner/Company Name: Arthrex Contact Person Mark Callis	Mark.Callis@Arthrex.com	Telephone #: 566-5881 Fax #: 566-5831
Contract #: 586780 Description of Services: Uniforms / Towels Contract Term - From: <u>12/06</u> to <u>4/16</u>	Owner/Company Name: PGT Contact Person Debbie Raho	DRaho@pgtindustries.com	Telephone #: <u>941</u> 480-1600 Fax #: <u>941</u> 484-7505

\* Bidder shall state at a minimum an EMAIL ADDRESS or FAX NUMBER.

**4. PERFORMANCE QUESTIONNAIRE – Bidders shall complete the questionnaire in its entirety:**

- a) Has the Bidder ever failed to complete a contract/project awarded to them?

☒ No or ☐ Yes – If YES, complete the following:

Project Description: \_\_\_\_\_ Owner: \_\_\_\_\_

Reason for failure to complete: \_\_\_\_\_

- b) Has the Bidder ever defaulted on any awarded contract/project?

☒ No or ☐ Yes – If YES, complete the following:

Project Description: \_\_\_\_\_ Owner: \_\_\_\_\_

Reason for default: \_\_\_\_\_

- c) Does the Bidder have current: 1) Outstanding contract claims against them by any Owner; or 2) contract litigation or dispute with any Owner; 3) Performance/Payment Bonds claims?

☒ No or ☐ Yes – If YES, complete the following:

Project Description: \_\_\_\_\_ Owner: \_\_\_\_\_

Provide a detailed description of current claims or litigation with contract/project Owner:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- d) Does the Bidder have previous: 1) Contract claims against them by any Owner; or 2) Contract litigation or disputes with any Owner; 3) Performance/Payment Bonds claimed within the past THREE (3) YEARS?

☒ No or ☐ Yes – If YES, complete the following:

Project Description: \_\_\_\_\_ Owner: \_\_\_\_\_

Provide a detailed description of claims or litigation with any contract/project Owner:

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e) Is the Bidder currently debarred or suspended from bidding on any governmental agencies solicitations?

☒ No or ☐ Yes – If YES, complete the following:

Project Description: \_\_\_\_\_ Owner: \_\_\_\_\_

Reason for debarment or suspension: \_\_\_\_\_

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**QUALIFICATIONS STATEMENT  
UNIFORM LEASE  
SOLICITATION #R2012106/UNI-UNIFORMS/1213**

The undersigned attest to his/her authority to submit a response and to bind the firm herein named to perform as per contract, if the firm is awarded the Contract by the City. The undersigned further certified that he/she has read the Solicitation Document and all other documentation relating to this request, and this response is submitted with full knowledge and understanding of the requirements and time constraints noted herein. The undersigned certifies under oath the truth and correctness of all statements and all answers to questions made hereinafter:

**SUBMITTED TO:** CITY OF PUNTA GORDA  
Procurement Manager  
326 W. Marion Avenue  
Punta Gorda, Florida 33950

**CHECK ONE:**

- ☒ Corporation  
☐ Partnership  
☐ Individual  
☐ Joint Venture  
☐ Other

**SUBMITTED BY:**

NAME: Edward Miltko, Location Manager  
ADDRESS: 2839 Lafayette St. Ft. Myers FL 33916  
PRINCIPLE OFFICE: Same

State the true, exact, correct and complete legal name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

The correct name of the Bidder is:

UniFirst Corporation

The address of the principal place of business is:

68 Jospin Rd. Wilmington MA 01887

If the Bidder is a corporation, answer the following:

- a. Date of Incorporation: October 6, 1950
- b. State of Incorporation: Massachusetts
- c. President's Name: Ronald Croatti
- d. Vice President's Name: Cynthia Croatti
- e. Secretary's Name: John Bartlett
- f. Treasurer's Name: Cynthia Croatti
- g. Name and address of Resident Agent: \_\_\_\_\_

If Bidder is an individual or partnership, answer the following:

- a. Date of Organization: N/A
- b. Name, address and ownership units of all partners:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- c. State whether general or limited partnership: N/A



If Bidder is other than an individual, corporation partnership, describe the organization and give the name and address of principals:

N/A

If Bidder is operating under fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

How many years has your organization been in business under its present business name?  
63 years

Under what other former names has your organization operated?

Interstate Uniform Company

The Bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by Bidder to be true. The discovery of any omission or misstatement that materially affects the Bidder's qualification to perform under the contract shall cause the owner to reject the proposal, and if after the award to cancel and terminate the award and/or contract.

  
Signature

**NON-COLLUSION / LOBBYING CERTIFICATION**

Edward Miltko, being the authorized Agent, certifies that:

He/she is the Location Manager / Representative, (Owner, Partner, Officer, Representative or Agent) of UniFirst Corporation the Bidder that has submitted the attached Proposal;

**NON-COLLUSION PROVISION CERTIFICATION**


The undersigned hereby certifies, to the best of his or her knowledge and belief, that on behalf of the person, firm, association, or corporation submitting the bid certifying that such person, firm, association, or corporation has not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action, in restraint of free competitive bidding in connection with the submitted bid. Failure to submit the executed statement as part of the bidding documents will make the bid nonresponsive and not eligible for award consideration.

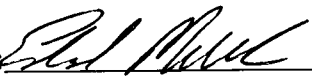
**LOBBYING CERTIFICATION**

"The undersigned hereby certifies, to the best of his or her knowledge and belief, that:

(a) No City appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence either directly or indirectly an officer or employee of the City, City Council Member or Congress in connection with the awarding of any City Contract.

(b) If any funds other than City appropriated funds have been paid or will be paid to any person for influencing or attempting to influence a member of City Council or an officer or employee of the City in connection with this contract, the undersigned shall complete and submit Standard Form-L "Disclosure Form to Report Lobbying", in accordance with its instructions.

  
\_\_\_\_\_  
Witness  
PAUL WEST

By:   
\_\_\_\_\_  
EDWARD MILTKO  
(Printed Name)  
LOCATION MANAGER  
(Title)

## LOCAL OFFICE AFFIDAVIT

### DEFINITIONS:

- 1) City of Punta Gorda – Vendor's location & facilities of working office is located in Punta Gorda city limits
- 2) Charlotte County – Vendor's location & facilities of working office is located Charlotte County
- 3) Adjacent County - Vendor's location & facilities of working office is located in Desoto, Lee or Sarasota counties.

Bidder affirms that information provided as it relates to Location & Facilities of Working Office is true and meets the definition and criteria as defined below:

DEFINITION OF Local office means the company currently has a valid Business Tax License issued by the City of Punta Gorda or Charlotte County or adjacent county at least 6 months prior to the proposal submission to do business within the City of Punta Gorda or Charlotte County or adjacent counties that authorizes the business to provide the services, and a physical business address located within the limits of the City of Punta Gorda or Charlotte County or adjacent counties from which the company operates or performs business. Post Office Boxes are not verifiable and shall not be used for the purpose of establishing said physical address. In addition to the foregoing, a company shall not be considered having a "Local Office" unless it contributes to the economic development and well-being of the City of Punta Gorda or Charlotte County or adjacent county in a verifiable and measurable way (as identified by the criteria below). Also, companies must demonstrate and document the capability and availability of the personnel working in the local office and the type of services performed at this location that is pertinent to the type of project. Companies shall affirm in writing their compliance with the foregoing at the time of submitting their proposal to be eligible for consideration as having a "Local Office".

Please identify below by placing a checkmark next to the appropriate criteria and related points. Also, provide any documentation that substantiates the information given in this affidavit. City of Punta Gorda reserves the right to request supporting documentation as evidence to substantiate the information given in this affidavit. Failure to do so will result in the proposer's submission being deemed non-responsive.

### Location & Facilities of Working Office:

#### Location of "Local Office": Bidders will receive points for only one (1) item

- |                                                                                              |           |
|----------------------------------------------------------------------------------------------|-----------|
| <input type="checkbox"/> Headquarters located within the City of Punta Gorda city limits     | 15 Points |
| <input type="checkbox"/> Headquarters located within the boundaries of Charlotte County      | 10 Points |
| <input type="checkbox"/> Headquarters located in an adjacent county                          | 5 Points  |
| <input type="checkbox"/> Satellite office located within the City of Punta Gorda city limits | 10 Points |
| <input type="checkbox"/> Satellite office located within the boundaries of Charlotte County  | 7 Points  |
| <input checked="" type="checkbox"/> Satellite office located in an adjacent County           | 3 Points  |
| <input type="checkbox"/> No local office presence                                            | 0 Points  |

#### Length of time "Local Office" established: Bidders will receive points for only one (1) item

- |                                                                                                               |           |
|---------------------------------------------------------------------------------------------------------------|-----------|
| <input type="checkbox"/> Local Office has been established more than 3 years in the City of Punta Gorda       | 15 Points |
| <input type="checkbox"/> Local Office has been established more than 3 years in Charlotte County              | 10 Points |
| <input checked="" type="checkbox"/> Local Office has been established more than 3 years in an adjacent county | 5 Points  |
| <input type="checkbox"/> Local Office has been established between 1 to 3 years in the City of Punta Gorda    | 10 Points |
| <input type="checkbox"/> Local Office has been established between 1 to 3 years in Charlotte County           | 7 Points  |
| <input type="checkbox"/> Local Office has been established between 1 to 3 years in and adjacent county        | 3 Points  |
| <input type="checkbox"/> Local Office has been established less than 1 year in the City of Punta Gorda        | 5 Points  |
| <input type="checkbox"/> Local Office has been established less than 1 year in Charlotte County               | 3 Points  |
| <input type="checkbox"/> Local Office has been established less than 1 year in an adjacent county             | 1 Points  |

#### Bidder not qualified for Local Office but utilizing Local Subcontractors meeting "Local Office" definition:

- |                                                                                                              |           |
|--------------------------------------------------------------------------------------------------------------|-----------|
| <input type="checkbox"/> Local Subcontractors located and established in the City of Punta Gorda city limits | 10 Points |
| <input type="checkbox"/> Local Subcontractors located and established in Charlotte County limits             | 7 Points  |
| <input type="checkbox"/> Local Subcontractors located and established in adjacent counties                   | 3 Points  |

Bidder shall submit a copy of documents substantiating each subcontractor qualifies as a LOCAL OFFICE. Failure to submit documents shall result in the Bidder not receiving subcontractor bonus points.

NAME OF BIDDER UniFirst Corporation

(This form must be completed and returned)

NOTE: IF YOU HAVE A LOCAL OFFICE YOU CANNOT CLAIM POINTS FOR LOCAL SUBCONTRACTORS.

**Location Affidavit Cont'd:**

Bidder Company Name: UNIFIRST

Signature: [Signature]

Title: LOCATION MANAGER

Local Subcontractors located and established in the City of Punta Gorda city limits or within Charlotte County or defined adjacent counties:

Subcontractor Name	Street, City, Zip Code

**(This form must be completed & returned)**

FOR BIDDER'S USE CHECK OFF AS COMPLETED	SUBMITTAL PACKAGE COMPONENTS REQUIRED TO BE SUBMITTED	RESULT OF BIDDER'S OMISSION; OR SUBMITTING INCORRECTLY; AND/OR SUBMITTING INCOMPLETE RESPONSE TO THE COMPONENT PRIOR TO THE ESTABLISHED DUE DATE AND TIME	APPROVED SUBMITTAL FORMAT
<input type="checkbox"/>	<b>Schedule of Values – Solicitation Package Attachment #R2012106E1</b> Proposed Unit Prices: Bidders shall complete the Schedule of Values in Attachment #R2012106E1. This is a Microsoft Excel spreadsheet. Bidder shall complete the schedule by entering their proposed prices, percentages, etc. in the BLUE shaded areas.	REJECTED	Electronic or Hard Copy Format
<input type="checkbox"/>	<b>TEAM ORGANIZATION, MANAGEMENT AND GENERAL QUALIFICATIONS</b> – Bidders shall demonstrate the company's capability to perform the Agreement with respect to qualification and financial strength. This shall include an organization chart for those who proposed to service the City's or any of the PPA's accounts.  Resumes of KEY personnel servicing this contract shall be submitted with your response.	REJECTED	
<input type="checkbox"/>	<b>Detailed Project Approach</b> – Bidders shall document their approach to implement services, employee sizing process, management of all services requested in detail (which shall include repair and replacement of garments or workplace equipment under the Leasing Program), invoice method, customer service process, handling of problems/issues, etc.	REJECTED	
<input type="checkbox"/>	<b>Proposed Implementation Time</b> - Provide your proposed time line for individual uniform sizing and contract set up.	REJECTED	
<input type="checkbox"/>	<b>Proration Schedule</b> for garments and leased items to calculate replacement cost.	REJECTED	
<input type="checkbox"/>	Supporting literature, brochures, etc.	NOT MATERIAL	

**Failure to submit any one of the above requirements and/or completed documents by the bidder AND within the required timeframe shall constitute grounds for rejection of the Bidder's response.**

**BIDDERS SHALL INPUT DATA IN BLUE SHADED AREAS ONLY.**

			FULL SERVICE	LEASE	PURCHASE	REPLACEMENT
		Proposed Mfg & Style #	Weekly Rate Per Garment	Weekly Rate Per Garment		COST
ITEM	CATEGORY/DESCRIPTION	Style #	Each	Each	Each	SUBJECT TO PRORATION
CATEGORY A - UNIFORM GARMENTS						
A.1	Shirt – Men's/Women's Executive	Park Street 0111 / 0112	0.151	0.151	15.99	12.3
A.2	Shirt – Men's/Women's Industrial Blend Short Sleeve	UniFirst 0202 /0436	0.115	0.115	13.59	9.03
A.3	Shirt – Men's/Women's Industrial Blend Long Sleeve	UniFirst 0102 /0335	0.14	0.14	14.59	10.01
A.4	Shirt – Men's/Women's Industrial 100% Cotton Short Sleeve	UniFirst 0201 / 05AY	0.162	0.162	15.19	13.09
A.5	Shirt – Men's/Women's Industrial 100% Cotton Long Sleeve	UniFirst 0101 / 05AX	0.173	0.173	15.99	14.03
A.6	Shirt - Industrial Blend, Striped, Short Sleeve - Standard colors	UniFirst 0414	0.14	0.14	14.59	12.03
A.7	Shirt, Pique Polo, 50/50	UniFirst 077A	0.17	0.17	14.75	13.09
A.8	Shirt, SS, Exxon Stripe	UniFirst 0448	0.14	0.14	15.99	12.3
A.9	Shirt, LS, Exxon Strip #0348	UniFirst 0348	0.16	0.16	16.99	13.3
A.10	Shirt, SS, 65/35 Poly/Cotton, Reflective Striping	UniFirst 023C	0.27	0.27	21.08	19.08
A.11	Shirt, LS, 65/35 Poly/Cotton, Reflective Striping	UniFirst 013C	0.29	0.29	23.08	21.08
A.12	Shirt - T Shirt, Orange, Heather Gray, or Navy Blue, Pocket, <b>50/50 Blend</b> , 5.6 oz, pre- shrunk with a ribbed crew neck collar. Meet or exceed Jerzee #363M, with full color logo and department name embroidered over pocket (Sizes Small - Xlarge)	026A Anvil & Hanes			5.99	
A.13	Shirt - T Shirt, Colors: Orange, Heather Gray, or Navy Blue, Pocket, <b>50/50 Blend</b> , 5.6 oz, pre-shrunk with a ribbed crew neck collar. Meet or exceed Jerzee #363M, with logo and department name screen printed (one color) over pocket (Sizes Small - Xlarge)	026A Anvil & Hanes			5.99	
A.14	Shirt - T Shirt, Orange, Heather Gray, or Navy Blue, Pocket, <b>50/50 Blend</b> , 5.6 oz, pre- shrunk with a ribbed crew neck collar. Meet or exceed Jerzee #363M, with full color logo and department name embroidered over pocket (Sizes XX-Large - XXXXX-Large)	026A Anvil & Hanes			7.89	

ITEM	CATEGORY/DESCRIPTION	Proposed Mfg & Style #	FULL	LEASE	PURCHASE	REPLACEMENT
			SERVICE			COST
			Weekly Rate	Weekly Rate		
			Per Garment	Per Garment		SUBJECT TO
			Each	Each	Each	PRORATION
A.15	Shirt - T Shirt, Orange, Heather Gray, or Navy Blue, Pocket, <b>50/50 Blend</b> , 5.6 oz, pre-shrunk with a ribbed crew neck collar. Meet or exceed Jerzee #363M, with logo and department name screen printed (one color) over pocket (Sizes XX-Large - XXXXX-Large)	026A Anvil & Hanes			7.89	
A.16	Shirt - T Shirt, Orange, Heather Gray, or Navy Blue, Pocket, <b>100% Cotton</b> , 3.1 oz, pre-shrunk. Meet or exceed Hanes #5250, with full color logo and department name embroidered over pocket (Sizes Small - Xlarge)	02FT Anvil & Hanes			8.99	
A.17	Shirt - T Shirt, Colors: Orange, Heather Gray, or Navy Blue, Pocket, <b>100% Cotton</b> , 3.1 oz, pre-shrunk. Meet or exceed Hanes #5250, with logo and department name screen printed (one color) over pocket (Sizes Small - Xlarge)	02FT Anvil & Hanes			8.99	
A.18	Shirt - T Shirt, Orange, Heather Gray, or Navy Blue, Pocket, <b>100% Cotton</b> , 3.1 oz, pre-shrunk. Meet or exceed Hanes #5250, with full color logo and department name embroidered over pocket (Sizes XX-Large - XXXXX-Large)	02FT Anvil & Hanes			10.99	
A.19	Shirt - T Shirt, Orange, Heather Gray, or Navy Blue, Pocket, <b>100% Cotton</b> , 3.1 oz, pre-shrunk. Meet or exceed Hanes #5250, with logo and department name screen printed (one color) over pocket (Sizes XX-Large - XXXXX-Large)	02FT Anvil & Hanes			10.99	
A.20	Trouser - Men's Industrial, Regular Fit	UniFirst 1002	0.17	0.17	17.99	15.59
A.21	Trouser - Men's Industrial, Jean Cut	UniFirst 1060	0.17	0.17	17.99	15.59
A.22	Trouser - Men's Denim, Regular Fit	UniFirst 1091	0.191	0.191	17.59	15.49
A.23	Trouser - Men's Denim, Relaxed Fit	UniFirst 10HD	0.233	0.233	20.24	18.28
A.24	Trouser, Work, 100% Cotton	UniFirst 1001	0.233	0.233	20.24	18.28
A.25	Trouser, Cargo, Mens	UniFirst 10AI	0.24	0.24	21.01	19.55
A.26	Trouser, 65/35 Poly/Cotton Twill, Flexwaist	UniFirst 1138	0.17	0.17	17.99	15.59
A.27	Trousers - Women's blend/pleated	UniFirst 1113	0.234	0.234	20.79	18.28



ITEM	CATEGORY/DESCRIPTION	Proposed Mfg & Style #	FULL SERVICE	LEASE	PURCHASE	REPLACEMENT
			Weekly Rate	Weekly Rate		COST
			Per Garment	Per Garment		SUBJECT TO
			Each	Each	Each	PRORATION
A.28	Trousers – Women's Knit	UniFirst 1167	0.18	0.18	18.99	16.59
A.29	Trouser – Women's Denim, Regular Fit	UniFirst 1092	0.27	0.27	23.56	21.09
A.30	Trouser – Women's Denim, Relaxed Fit	UniFirst 1092	0.27	0.27	23.56	21.09
A.31	Trouser, Cargo, Womens	UniFirst 10A4	0.27	0.27	23.56	21.09
A.32	Shorts – Men's Industrial, Blend	UniFirst 1034	0.153	0.153	14.39	11.47
A.33	Shorts – Men's Cargo, Blend	UniFirst 1271	0.21	0.21	18.32	15.66
A.34	Shorts – Men's Industrial, 100% Cotton	PC 42 Red Kap	0.22	0.22	18.79	16.22
A.35	Shorts – Men's Cargo, 100% Cotton	PC 66 Red Kap	0.226	0.226	21.96	18.31
A.36	Shorts – Men's Denim Regular Fit	12AF Berne	0.1539	0.1539	14.96	12.47
A.37	Shorts – Men's Denim Relaxed Fit	12AF Berne	0.1539	0.1539	14.96	12.47
A.38	Shorts – Women's Cargo, 100% Cotton	PC27 Red Kap	0.226	0.226	21.96	18.31
A.39	Shorts – Women's Denim Regular Fit	12AFW Berne	0.1539	0.1539	14.96	12.47
A.40	Shorts – Women's Denim Relaxed Fit	12AFW Berne	0.1539	0.1539	14.96	12.47
<b>CATEGORY A - TOTALS</b>			<b>\$ 4.28</b>	<b>\$ 4.28</b>	<b>\$ 446.62</b>	<b>\$ 346.36</b>
<b>CATEGORY B - COVERALLS/MISCELLANEOUS GARMENTS</b>						
B.1	Coveralls, Blend, Short Sleeve	UniFirst 4022	0.36	0.36	27.19	23.97
B.2	Coveralls, Blend, Long Sleeve	UniFirst 3002	0.4	0.4	28.19	24.97
B.3	Coveralls, 100% Cotton, Short Sleeve	3001 Red Kap	0.42	0.42	32.19	27.48
B.4	Coveralls, 100% Cotton Long Sleeve	UniFirst 3001	0.42	0.42	32.19	27.48
B.5	Lab Coats	UniFirst 25CL	0.15	0.15	15.99	11.31
B.6	Jackets – Must meet or exceed the specifications of a #JT20 Eisenhouwer, waist length jacket, permanent lining, solid brass zippers, two breast pockets with flaps, 2 piece lined top stitched collar with stays, 2 piece adjustable cuffs	UniFirst 1507	0.35	0.35	26.09	24.55
<b>CATEGORY B - COVERALLS/MISC GARMENTS TOTALS</b>			<b>\$ 2.10</b>	<b>\$ 2.10</b>	<b>\$ 161.84</b>	<b>\$ 139.76</b>
<b>CATEGORY C - WORKPLACE EQUIPMENT</b>						
C.1	Shop Towels	UniFirst 8021	0.06	0.06	0.21	0.21
C.2	Floor Mat – 3' x 4'	UniFirst 76AP	1.75	1.75	48.26	36.2
C.3	Floor Mat – 3' x 5'	UniFirst 76AQ	1.75	1.75	48.26	36.2
C.4	Floor Mat – 4' x 6'	UniFirst 76AR	2.5	2.5	61.01	51.21
C.5	Floor Mat – 3' x 10'	UniFirst 76AS	3.5	3.5	85.09	73.45
C.6	Fender Covers	UniFirst 7521	0.52	0.52	7.01	7.01
C.7	Shop Aprons	UniFirst	0.31	0.31	10	10
C.8	Bathroom Sanitizer	1990 Purrell	6	6	6	6
C.9	Cloth Towel Dispenser	1711 UniFirst	2	2	6	6
C.10	Hand Cleaner Dispenser	1921 GoJo	2.5	2.5	7	0
C.11	Bathroom Sanitizer Refill	1990 Purrell			2.5	

			FULL SERVICE	LEASE	PURCHASE	REPLACEMENT
		Proposed Mfg & Style #	Weekly Rate	Weekly Rate		COST
ITEM	CATEGORY/DESCRIPTION		Per Garment	Per Garment		SUBJECT TO PRORATION
			Each	Each	Each	Each
C.12	Hand Cleaner Refill, Grit	1926 SuproMax			20	
CATEGORY C - WORKPLACE EQUIPMENT TOTALS			\$ 20.89	\$ 20.89	\$ 301.34	\$ 226.28
TOTALS FOR ALL CATEGORIES (A THROUGH C)			\$ 25.32	\$ 25.32	\$ 763.95	\$ 583.95

# Who is UniFirst?

UniFirst is one of North America's largest workwear and textile services companies. We rent, lease, and sell uniforms, protective clothing, custom corporate workwear, floorcare, and other facility services products to all kinds of businesses.

UniFirst's Corporate Mission is to be recognized as the quality leader in our industry. Our careful focus on serving each Customer's special needs and providing total satisfaction enables us to grow, to provide an equitable return on investment, and to create opportunities for all of our employee-Team Partners.

We serve more than 240,000 customer locations from sites in Canada, the United States, and Europe. And we operate nuclear decontamination facilities, cleanroom laundry operations, first aid service locations, product distribution centers, and our own manufacturing plants.

## **A message from our CEO**

In our eighth decade servicing North American businesses, all of us at UniFirst are working hard to maintain our Company's commitment to Total Customer Satisfaction.



We recognize that staying on top depends on the level and quality of our service, and we know to excel, we must be seen as exceptional by every Customer we serve. Each UniFirst employee-Team Partner understands this and it's their dedication and effort that is the driving force behind our continued success.

Listening to our Customers, and prospective Customers, is a continuing priority. We welcome your thoughts and ideas, so feel free to contact me at [ufirst@unifirst.com](mailto:ufirst@unifirst.com).

- Ronald D. Croatti, UniFirst  
President and CEO  
[Ronald D. Croatti Bio](#)

UniFirst serves over 250,000 customer locations throughout the United States and Canada and receives many letters and emails with feedback that helps us constantly improve our products and services. Below, you will find a small, but representative sampling of the many positive customer notes we receive every year.

"We have been doing business with UniFirst for over 40 years. We appreciate a company which provides a good product, and more importantly, great value."

— Robert, Service Manager, Automotive dealership, Kerrville, TX

"UniFirst has gone well beyond the normal customer/vendor relationship. They have become a working partner with us—competitive pricing, quick delivery, excellent customer service—we appreciate their commitment and look forward to this partnership for many years to come."

— Cindy, Personnell Administrator, Manufacturing company, Clarkesville, GA

"As a leader in manufacturing petroleum coke, we pride ourselves in providing quality products and services... We chose UniFirst because they focus on customer service as we do. We've been with UniFirst for ten years and share the same business principles: quality for a reasonable price."

— Howard, Purchasing Agent, Petroleum coke manufacturing company, Kremlin, OK

"The quality of the products is great and all the representatives that we have had contact with have gone out of their way to make sure we have everything we need."

— Sheala, Consultant, Non-profit foundation, Fredericksburg, TX

**UniFirst** **U1<sup>st</sup>**



## Unifirst Corporation

Profile **Data** News | SEC Filings

NYSE Technologies Global Market Data |  
Market data below delayed at least 15 min.

**UNF**  
**LISTED**  
**NYSE**

UniFirst **U1st**

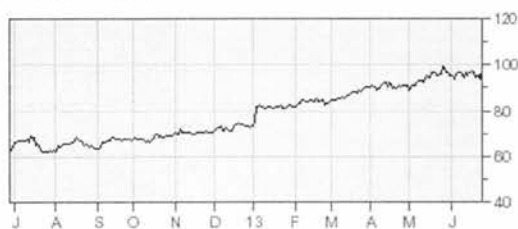
Symbol	Last Trade 26 Jun 13	NYSE Only Close 26 Jun 13	Change	Volume 26 Jun 13
UNF	\$ 90.22	90.22	-5.43 (-5.68%)	212,007

Website: <http://www.unifirst.com>

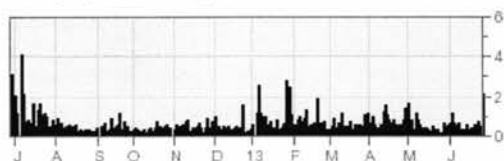
Designated Market Maker (DMM): Kellogg Specialist Group

1 Year (Daily)

Stock Price in Dollars



Volume (100,000s of shares)



26 Jun 13		
Open	High	Low
95.90	95.90	87.68

Previous Day's		52 Week	
Close	NYSE Only Close	High	Low
n/a	90.22	100.07	61.22
		28 May 2013	24 Jul 2012

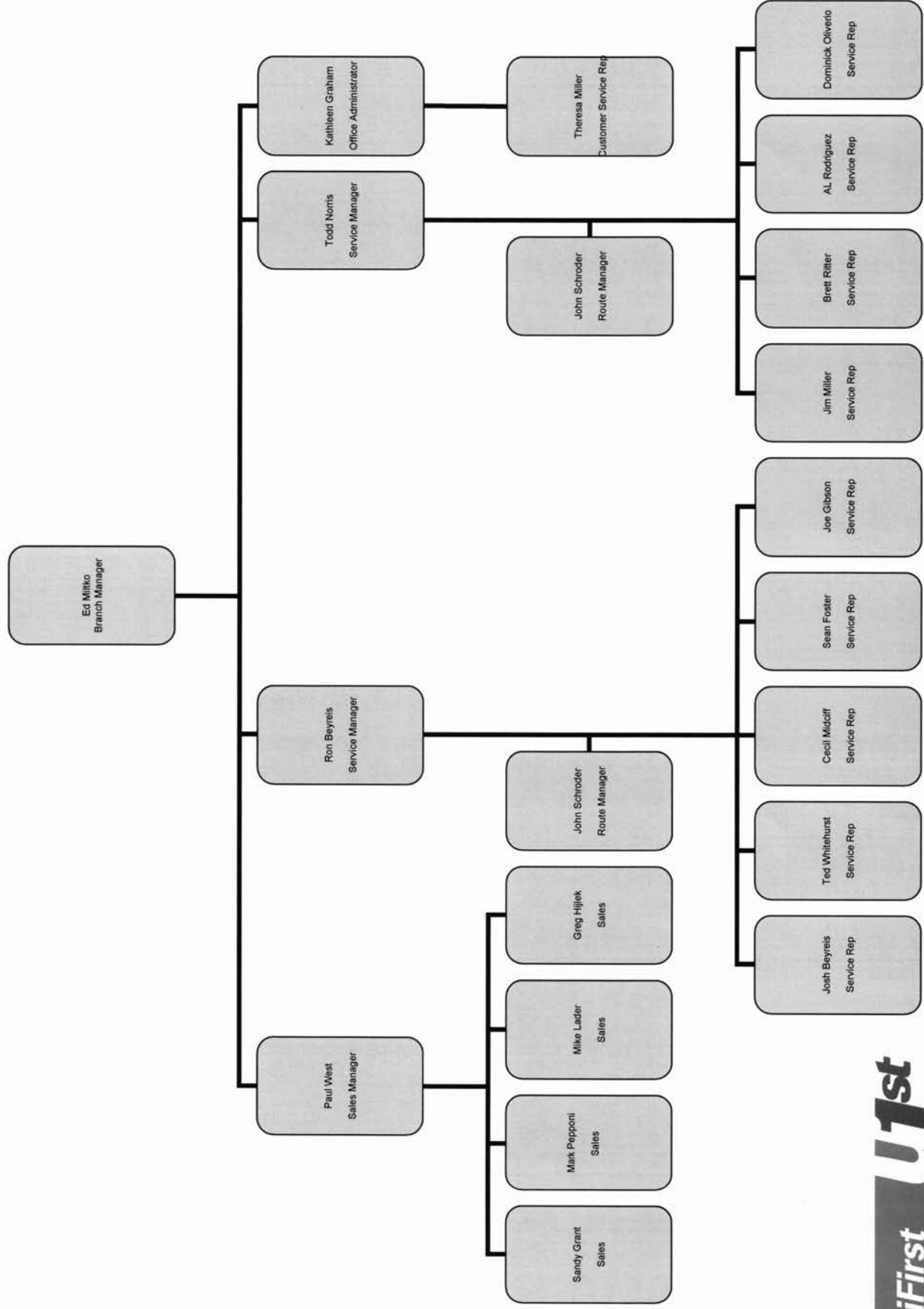
P/E Ratio	17.83
Indicated Annual Dividend	0.15
Beta Coefficient	1.19
Earnings per Share	5.36
Yield (%)	0.17
Market Cap (billion)	1.81 B
Shares Outstanding	20,011,300

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Delayed and historical data are provided by SuperFeed™, a product of NYSE Technologies Global Market Data.

Fundamental data provided by Thomson Reuters.

# UniFirst Location 918 Origination Chart



## Resume of Location 918 Team Members and Responsibilities For Solicitation #R2012106

### **Ed Miltko-Branch Manager- Tenure 11 Years**

As Branch Manager Ed will be responsible for the complete satisfaction of your account and promotion of our customer for life philosophy. Ed is in charge of all aspects of the branch's Profit and Loss statement as well as it's continued success.

Ed came to UniFirst with an extensive background in customer service. Ed has UniFirst experience as a Route Service Rep, Service Manager, and Branch Manager. His detail to attention and ability to exceed customer expectations has lead him to manage one of the largest and most recognized locations in all of UniFirst!

### **Paul West-Sales Manager-Tenure 4 Years**

As Sales Manager, Paul is responsible to grow the branch's customer base with quality sustainable business. Paul will be responsible for all new locations and future business added to this account. Paul will play a major role in the initial re-sizing and re-set up of this account.

Paul came to UniFirst with over 8 years of industry experience in both service and sales. With his experience and ability to negotiate fair agreements he has lead his team to over 30% growth in the past year! Paul follows the UniFirst sales process bringing value to the account, and setting expectations to the ability of the service team.

### **Ron Beyreis-Service Manager-Tenure 5 Years**

As a Service Manager, Ron is responsible for the day to day operations of his service team of route service representatives. Complete customer satisfaction and account retention is his primary job function.

Ron came to UniFirst with a wealth of customer service having owned his own automobile repair operation. Ron always pays close attention to detail and getting the job done at all costs.

### **Todd Norris-Service Manager-Tenure 2 Years**

As a Service Manager, Todd is responsible for the day to day operations of his service team of route service representatives. Complete customer satisfaction and account retention is his primary job function.

Todd came to UniFirst with over 20 years of industry experience all on the service side of the business; he has brought a customer focused attitude and always puts his team and customers first.



### **Brett Ritter-Service Representative-Tenure 10 Years**

As a Service Representative his responsibilities will include the complete service of his designate geographic accounts. Complete service will include but is not limited to: delivery and pick up of serviced products, accuracy of delivery and pick up activities, size changes, ordering of new employees, repairs, removing terminated employees, and ensuring complete customer satisfaction.

Brett came to our location via a competitor in Indiana. Brett has over 15 years industry experience all of which has been spent as a Route Service Representative.

### **Al Rodriguez-Service Representative-Tenure 7 Years**

As a Service Representative his responsibilities will include the complete service of his designate geographic accounts. Complete service will include but is not limited to: delivery and pick up of serviced products, accuracy of delivery and pick up activities, size changes, ordering of new employees, repairs, removing terminated employees, and ensuring complete customer satisfaction.

Al came to UniFirst from a competitor where he was utilized as a production manager. Al has spent all of his UniFirst tenure as a Service Representative. Al brings a high level of experience and expertise to his position with his diverse industry experience.

### **Jim Miller-Service Representative-Tenure 15 Years**

As a Service Representative his responsibilities will include the complete service of his designate geographic accounts. Complete service will include but is not limited to: delivery and pick up of serviced products, accuracy of delivery and pick up activities, size changes, ordering of new employees, repairs, removing terminated employees, and ensuring complete customer satisfaction.

Jim has spent his entire career in the service industry. He has spent his tenure with UniFirst all as a Service Representative. Jim has a customer focused mentality and is always among the highest in customer retention.

### **Ted Whitehurst-Service Representative-Tenure 18 Years**

As a Service Representative his responsibilities will include the complete service of his designate geographic accounts. Complete service will include but is not limited to: delivery and pick up of serviced products, accuracy of delivery and pick up activities, size changes, ordering of new employees, repairs, removing terminated employees, and ensuring complete customer satisfaction.

Ted has spent his entire UniFirst career in the service side of the business. He has a knack for customer service and the ability to connect with any type of customer. Ted focus and skills makes him one of our most tenured employees!



The UniFirst Service Promise pledges, "We perform or you don't pay." That's right! We guarantee your satisfaction in writing and specify that if you have any problem we can't correct, you can terminate service. To us, there's nothing more basic than standing by the promises we make.

UNIFIRST CORPORATION  
GOODWILL/CUSTOMER SATISFACTION RATING SUMMARY  
THIRD QUARTER FISCAL YEAR 2013

20-June-13

REGION ZERO					REGION TWO					REGION THREE					REGION FOUR				
Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL
1406	Route Sales	5	166	78.3%	1406	Route Sales	5	11,674	91.4%	1406	Route Sales	5	16,701	80.3%	1406	Route Sales	5	11,991	86.9%
		4	39	18.4%			4	865	6.8%			4	3,622	17.4%			4	1,557	11.3%
		3	6	2.8%			3	177	1.4%			3	374	1.8%			3	183	1.3%
		2	1	0.5%			2	26	0.3%			2	84	0.4%			2	50	0.4%
		1	0	0.0%			1	8	0.1%			1	30	0.1%			1	20	0.1%
	# of VISITS	212	100.0%		# of VISITS	9,773	100.0%		# of VISITS	12,770	100.0%		# of VISITS	20,811	100.0%		# of VISITS	13,801	100.0%
1402/1403	Service /DSM	5	56	90.3%	1402/1403	Service /DSM	5	2,374	89.3%	1402/1403	Service /DSM	5	3,655	71.8%	1402/1403	Service /DSM	5	2,295	77.7%
		4	5	8.1%			4	227	8.5%			4	1,195	23.5%			4	565	19.1%
		3	0	0.0%			3	3	0.0%			3	200	3.9%			3	85	2.9%
		2	0	0.0%			2	26	1.4%			2	12	0.5%			2	7	0.2%
		1	1	1.6%			1	5	0.3%			1	14	0.3%			1	1	0.0%
	# of VISITS	62	100.0%		# of VISITS	1,831	100.0%		# of VISITS	2,659	100.0%		# of VISITS	5,089	100.0%		# of VISITS	2,953	100.0%
1490/1480	Location Mgr.	5	4	28.6%	1490/1480	Location Mgr.	5	181	74.5%	1490/1480	Location Mgr.	5	425	61.1%	1490/1480	Location Mgr.	5	321	74.7%
		4	10	71.4%			4	57	23.5%			4	184	26.4%			4	90	20.9%
		3	0	0.0%			3	15	6.8%			3	74	10.6%			3	12	2.8%
		2	0	0.0%			2	0	0.0%			2	8	1.1%			2	2	0.5%
		1	0	0.0%			1	0	0.0%			1	5	0.7%			1	5	1.2%
	# of VISITS	14	100.0%		# of VISITS	220	100.0%		# of VISITS	243	100.0%		# of VISITS	696	100.0%		# of VISITS	430	100.0%
	Reg. Total	5	226	78.5%		Reg. Total	5	14,229	90.8%		Reg. Total	5	20,781	78.1%		Reg. Total	5	14,607	85.0%
		4	54	18.8%			4	1,149	7.3%			4	5,001	18.8%			4	2,212	12.9%
		3	6	2.1%			3	223	1.4%			3	648	2.4%			3	280	1.6%
		2	1	0.3%			2	45	0.3%			2	117	0.4%			2	59	0.3%
		1	1	0.3%			1	26	0.2%			1	49	0.2%			1	26	0.2%
	# of VISITS	288	100.0%		# of VISITS	11,824	100.0%		# of VISITS	15,672	100.0%		# of VISITS	26,596	100.0%		# of VISITS	17,184	100.0%
REGION FIVE					REGION SIX					REGION SEVEN					CANADA				
Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL	Dept. #	Rating	# of Customers	% of TOTAL
1406	Route Sales	5	13,724	89.0%	1406	Route Sales	5	13,447	90.8%	1406	Route Sales	5	9,897	84.1%	1406	Route Sales	5	6,357	79.4%
		4	1,420	9.2%			4	1,134	7.7%			4	1,635	13.9%			4	1,429	17.8%
		3	201	1.3%			3	167	1.1%			3	176	1.5%			3	176	2.2%
		2	48	0.3%			2	50	0.3%			2	51	0.4%			2	35	0.4%
		1	25	0.2%			1	9	0.1%			1	16	0.1%			1	14	0.2%
	# of VISITS	15,418	100.0%		# of VISITS	14,807	100.0%		# of VISITS	11,775	100.0%		# of VISITS	8,011	100.0%		# of VISITS	107,378	100.0%
1402/1403	Service /DSM	5	4,440	80.7%	1402/1403	Service /DSM	5	3,129	86.0%	1402/1403	Service /DSM	5	2,152	80.8%	1402/1403	Service /DSM	5	20,475	78.8%
		4	893	16.7%			4	417	11.5%			4	408	15.3%			4	4,548	17.5%
		3	131	2.5%			3	59	1.6%			3	87	3.3%			3	764	2.9%
		2	32	0.6%			2	14	0.4%			2	12	0.5%			2	149	0.6%
		1	9	0.2%			1	18	0.7%			1	5	0.2%			1	63	0.2%
	# of VISITS	5,505	100.0%		# of VISITS	3,637	100.0%		# of VISITS	2,664	100.0%		# of VISITS	1,599	100.0%		# of VISITS	25,999	100.0%
1490/1480	Location Mgr.	5	419	83.1%	1490/1480	Location Mgr.	5	406	77.6%	1490/1480	Location Mgr.	5	262	77.5%	1490/1480	Location Mgr.	5	2,302	73.1%
		4	54	10.7%			4	94	18.0%			4	57	16.9%			4	643	19.6%
		3	25	5.0%			3	16	3.1%			3	16	4.7%			3	192	5.9%
		2	4	0.8%			2	5	1.0%			2	3	0.9%			2	28	0.9%
		1	2	0.4%			1	2	0.4%			1	0	0.0%			1	18	0.5%
	# of VISITS	504	100.0%		# of VISITS	523	100.0%		# of VISITS	338	100.0%		# of VISITS	305	100.0%		# of VISITS	3,273	100.0%
	Reg. Total	5	18,583	86.7%		Reg. Total	5	16,982	89.5%		Reg. Total	5	12,311	83.3%		Reg. Total	5	115,899	84.8%
		4	2,367	11.0%			4	1,645	8.7%			4	2,100	14.2%			4	17,478	12.8%
		3	357	1.7%			3	242	1.3%			3	279	1.9%			3	2,494	1.8%
		2	84	0.4%			2	69	0.4%			2	66	0.4%			2	554	0.4%
		1	36	0.2%			1	29	0.2%			1	21	0.1%			1	225	0.2%
	# of VISITS	21,427	100.0%		# of VISITS	18,967	100.0%		# of VISITS	14,777	100.0%		# of VISITS	9,915	100.0%		# of VISITS	136,650	100.0%

## **Detailed Project Approach**

### **Initial Set-Up of Account**

The initial set up of your account will be managed by Ed Miltko, Branch Manager, and Paul West, Sales Manager. This will include the implementation schedule and initial install of your account.

### **Account Liaison**

Your account will be managed by Ed Miltko, Branch Manager through the Service Management team, Ron Beyreis and Todd Norris. They will be responsible for total customer satisfaction in all aspects.

### **On-Going Service**

Account Fitting or Try for Size  
Delivery Accuracy  
Garment Washing  
Repairs  
Replacements  
Garment Features  
Request for Customer Action  
Satisfaction Guarantee

**(Please refer to the following detailed pages for each above On-Going Service category)**





## Hassle-free Beginnings



We take extra measures *up front* to ensure a smooth start to your uniform program.

- "Try for Size" means a correct fit the first time, everytime.
- Automatic repairs and replacements keep your business image intact.
- Your dedicated service team ensures complete satisfaction.

Begin your hassle-free UniFirst uniform program today.



## No Shortages



You get back what you turn in.

- 1 Garments are counted or scanned at customer pick-up.
- 2 Garments counted after laundering and finishing.

- 3 Count is verified before loading for customer returns.
- 4 Final documented count upon customer delivery.

Multiple checks-and-balances help keep your employees consistently uniformed.



## Superior Wash Process



UniFirst's hygienic laundering process uses scientifically-calculated cleaning formulas to ensure your apparel always looks its very best. Every operation runs a plant-wide wash monitoring system governed by exacting wash process standards to meet the varying needs of our customers.

Delivering brighter colors, whiter whites, and a cleaner clean.

- Unique wash processes based on industry, work environment, and soil type
- Pre-wash sortation by soil and garment type
- Computer-controlled wash process accuracy
- Up to seven water exchanges per wash (home laundry is typically two)
- Electronically-regulated temperature settings for washers and dryers
- pH balancing for wearer comfort
- Environmentally-friendly processes
- Third-party wash process audits and verifications

Nearly 50 custom wash formulas matched to your particular soiling levels and garment types...whether industrial, business casual, or more specialized, such as flame resistant, high-visibility, food processing (HACCP/GFSI), or healthcare.





## Automatic Repairs



Repairs are made *before* you have to ask.

- Our 20-point uniform inspection process finds needed repairs.
- We *automatically* mend and return your uniforms on the next scheduled delivery day.
- Our repair tag system makes it easy for your staff to request any special needs.

Our systems ensure a consistent, professional employee image.





# What Makes UniFirst Shirts Better?

## UniWeave® Industrial Work Shirt



- |                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>1</b> Special UniWeave® fabric is inherently lighter, softer, more comfortable</p> <p><b>2</b> Fully lined, banded collar with sewn-in stays retains shape</p> <p><b>3</b> Embroidered name emblem for easy wearer identification</p> <p><b>4</b> Embroidered company emblem for best business image</p> | <p><b>5</b> Full-size hex-cut pockets for functionality and convenience</p> <p><b>6</b> Triangular tacks at stress points add strength and durability</p> <p><b>7</b> Seven button “dress shirt” front for better look</p> <p><b>8</b> Full cut, with extra tall lengths available (longs, 2XL+), means proper fit for every size</p> | <p><b>9</b> Bartack at sleeve stress points for style and strength</p> <p><b>10</b> Button cuff closures and lined cuffs aid appearance and fit</p> <p><b>11</b> Double yoke provides an improved look, enhances comfort</p> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

UniFirst stitches style and feel into every shirt.

See reverse for SoftTwill® Industrial Work Pants features.

[unifirst.com](http://unifirst.com)

**UniFirst U1st**  
Uniforms • Services • Solutions

SL0079 (909)



# Request for Customer Action (RFCA)



Our "closed-loop" Customer Communications System documents your concerns and tracks progress for quickest resolution.

- Records your issues and follows-up within 24 hours of notification
- Assigns clear accountability for actions required
- Maintains a history of your account
- Customer Service Rep (CSR) captures results and confirms customer satisfaction

Our closed-loop system guarantees a quick response to all requests.



# The UniFirst Service Promise

## Top-Quality Garments

We promise you will be supplied top-quality garments manufactured to the rigid standards demanded by industrial uniform programs, and that each employee will be carefully fitted to ensure both comfort and a good uniform look.

## Environmentally Safe Cleaning

We promise your garments will be cleaned using environmentally safe detergents, thoroughly rinsed for fabric freshness, and carefully dried and finished for the professional look you expect.

## Proactive Repairs

We promise that each time we clean one of your garments, we will carefully inspect it for minor tears, seam flaws, broken buttons, missing emblems, and more. Any deficiency will be repaired prior to the garment being returned. Plus any needed repair or alteration a wearer notifies us of through use of our Repair Tag System, will be completed before the garment is returned with the following week's delivery.

## Automatic Replacements

Normal wear and tear and repeated cleanings limit a garment's useful life. We promise we will automatically change-out significantly worn garments and will supply replacements complete with fresh identification tapes and emblems.

## Timely Deliveries

We promise your uniforms will be delivered on the same day at approximately the same time each week. In the event a national or local holiday falls on your normal delivery day, you will be notified in advance of a special alternate delivery arrangement. We have never missed a delivery due to circumstances within our control and we intend to maintain that record.

## Accurate Billing

We promise the invoice you receive will individually list each employee by name and will show garment type, size, inventory issued, and weekly expense. It will also specifically identify any employees added to or deleted from the program and will serve as an effective control record.

## Expert Customer Service

Your Route Sales Representative's number one job is to ensure your satisfaction. But should you have a special need or problem that can't wait, we promise that your local Service Manager or Customer Service Representative will handle your call and respond within 24 hours.

## If We Don't Fulfill Our Promises... You Don't Pay.

To be more specific: If you notify us of a service shortcoming and we fail to correct it to your complete satisfaction, you'll be credited and continue to be credited for the specific weekly garment charges in question until the service difficulty is fixed. We perform or you don't pay. It's as simple as that. *And that's a promise.*

# Implementation Timeline

After Bid Award:

5-7 Business Days to Complete Try for Size

2 Business Days to Complete New Account PaperWork

2 Business Days to Complete New Account Ordering Process

4-6 weeks AFTER New Account Ordering Process delivery of new uniforms

**\*\* Non Interruption of Service since UniFirst is current provider\*\***



## Garment Proration Schedule

Age Of Garment	% of Replacement Cost
4 Months or Less	100%
4 - 12 Months	75%
12 Months Plus	50%

**UniFirst** **U1<sup>st</sup>**





# CERTIFICATE OF LIABILITY INSURANCE

UNIFCOR-01

DUBEAA

DATE (MM/DD/YYYY)

6/27/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Willis of Massachusetts, Inc. c/o 26 Century Blvd. P.O. Box 305191 Nashville, TN 37230-5191	<b>CONTACT NAME:</b>	
	<b>PHONE (A/C, No, Ext):</b> (877) 945-7378	<b>FAX (A/C, No):</b> (888) 467-2378
<b>INSURED</b>  UniFirst Corporation and its Subsidiaries 68 Jonspin Road Wilmington, MA 01887	<b>E-MAIL ADDRESS:</b>	
	<b>INSURER(S) AFFORDING COVERAGE</b>	
	<b>INSURER A:</b> National Union Fire Insurance Company of Pittsbu	<b>NAIC #</b> 19445
	<b>INSURER B:</b> New Hampshire Insurance Company	<b>23841</b>
	<b>INSURER C:</b> Insurance Company of the State of Pennsylvania	<b>19429</b>
	<b>INSURER D:</b>	
	<b>INSURER E:</b>	
	<b>INSURER F:</b>	

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>GENERAL LIABILITY</b>	X	X	7146438	10/1/2012	10/1/2013	EACH OCCURRENCE \$ 1,000,000
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY						DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000
	<input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR						MED EXP (Any one person) \$ 5,000
							PERSONAL & ADV INJURY \$ 1,000,000
	GENERAL AGGREGATE \$ 2,000,000						
	PRODUCTS - COMP/OP AGG \$ 2,000,000						
	GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC						\$
B	<input checked="" type="checkbox"/> <b>AUTOMOBILE LIABILITY</b>	X	X	3447266	10/1/2012	10/1/2013	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000
	<input checked="" type="checkbox"/> ANY AUTO						BODILY INJURY (Per person) \$
	<input type="checkbox"/> ALL OWNED AUTOS						BODILY INJURY (Per accident) \$
	<input type="checkbox"/> HIRED AUTOS						PROPERTY DAMAGE (PER ACCIDENT) \$
	SCHEDULED AUTOS NON-OWNED AUTOS					\$	
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR						EACH OCCURRENCE \$
	<b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE						AGGREGATE \$
	DED <input type="checkbox"/> RETENTION \$						\$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b>	N/A	X	043464701	10/1/2012	10/1/2013	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)						E.L. EACH ACCIDENT \$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE \$ 1,000,000
							E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Business Auto	X	X	3447267	10/1/2012	10/1/2013	See Attached.
C	Workers Compensation		X	043464700	10/1/2012	10/1/2013	See Attached.

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

Division/Location: 918

Certificate Holder is an Additional Insured for General Liability and Auto Liability as their interest may appear if required by written contract but only with respect to liability arising out of operations of the Named Insured.

It is understood and agreed that the Company waives its right of subrogation against the Additional Insured which may arise by reason of a payment of claim under all the policies, if required by written contract and as permitted by law.

Additional Insured: City of Punta Gorda

**CERTIFICATE HOLDER****CANCELLATION**

City of Punta Gorda 326 W. Marion Avenue Punta Gorda, FL 33950	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

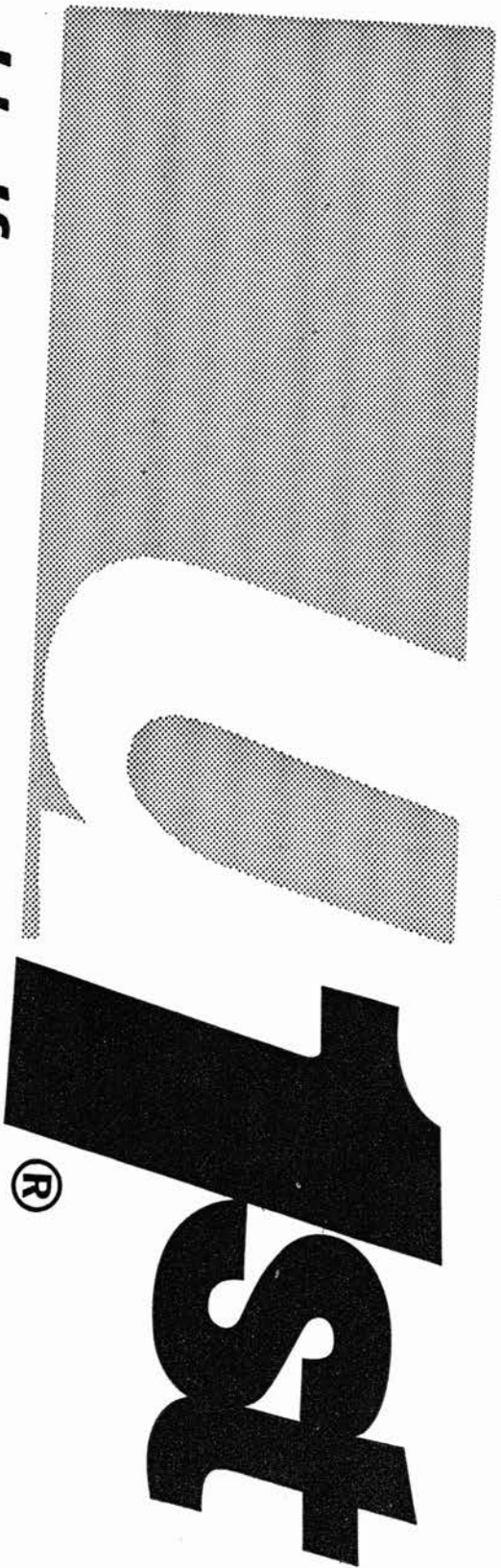
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## ADDITIONAL COVERAGE SCHEDULE

COVERAGE	LIMITS
<b>POLICY TYPE:</b> Business Auto <b>CARRIER:</b> New Hampshire Insurance Company <b>POLICY TERM:</b> 10/1/2012 to 10/1/2013 <b>POLICY NUMBER:</b> 3447267	<b>\$2,000,000 Combined Single Limit</b>
<b>POLICY TYPE:</b> Business Auto <b>CARRIER:</b> New Hampshire Insurance Company <b>POLICY TERM:</b> 10/1/2012 to 10/1/2013 <b>POLICY NUMBER:</b> 3447268	<b>\$2,000,000 Combined Single Limit</b>
<b>POLICY TYPE:</b> Workers Compensation and Employers Liability <b>CARRIER:</b> Insurance Company of the State of Pennsylvania <b>POLICY TERM:</b> 10/1/2012 to 10/1/2013 <b>POLICY NUMBER:</b> 043464700	<b>WC - Statutory Limits</b> <b>\$1,000,000 E.L. Each Accident</b> <b>\$1,000,000 E.L. Disease Policy Limit</b> <b>\$1,000,000 E.L. Disease Each Employee</b>
<b>POLICY TYPE:</b> Workers Compensation and Employers Liability <b>CARRIER:</b> New Hampshire Insurance Company <b>POLICY TERM:</b> 10/1/2012 to 10/1/2013 <b>POLICY NUMBER:</b> 043464702	<b>WC - Statutory Limits</b> <b>\$1,000,000 E.L. Each Accident</b> <b>\$1,000,000 E.L. Disease Policy Limit</b> <b>\$1,000,000 E.L. Disease Each Employee</b>
<b>POLICY TYPE:</b> Workers Compensation and Employers Liability <b>CARRIER:</b> New Hampshire Insurance Company <b>POLICY TERM:</b> 10/1/2012 to 10/1/2013 <b>POLICY NUMBER:</b> 043464703	<b>WC - Statutory Limits</b> <b>\$1,000,000 E.L. Each Accident</b> <b>\$1,000,000 E.L. Disease Policy Limit</b> <b>\$1,000,000 E.L. Disease Each Employee</b>
<b>POLICY TYPE:</b> Workers Compensation and Employers Liability <b>CARRIER:</b> Insurance Company of the State of Pennsylvania <b>POLICY TERM:</b> 10/1/2012 to 10/1/2013 <b>POLICY NUMBER:</b> 069862982	<b>WC - Statutory Limits</b> <b>\$1,000,000 E.L. Each Accident</b> <b>\$1,000,000 E.L. Disease Policy Limit</b> <b>\$1,000,000 E.L. Disease Each Employee</b>
<b>POLICY TYPE:</b> Workers Compensation and Employers Liability <b>CARRIER:</b> National Union Fire Insurance Company of Pittsburgh <b>POLICY TERM:</b> 10/1/2012 to 10/1/2013 <b>POLICY NUMBER:</b> 6636151	<b>WC - Statutory Limits</b> <b>\$1,000,000 E.L. Each Accident</b> <b>\$1,000,000 E.L. Disease Policy Limit</b> <b>\$1,000,000 E.L. Disease Each Employee</b>





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