



ValleyCrest
Landscape Maintenance

February 29th, 2016

Sandi Amsler
Procurement Officer
Beaufort County School District
2900 Mink Point Blvd
Beaufort, SC 29902
Hilton Head, SC 29928

184 Simmonsville Rd.
Bluffton, SC 29910
tel: 843.757.5040
fax: 843.757.5054

www.valleycrest.com

RE: Solicitation # 16-015 Grounds Maintenance (Non-Athletic) Services
(Technical/ Management Proposal)

Dear Sandi,

On behalf of ValleyCrest Landscape Maintenance, I want to thank you for this opportunity to continue our partnership with the Beaufort County School District. After almost of a decade of assisting and serving the District and its maintenance contractors we recognize the significance in maintaining detail and consistency expected by administrators, teachers, parents, and students . After our team spent a substantial amount of time on the sites, ValleyCrest remains confident that we will help you achieve a beautiful and healthy landscape year-round that is not only sustainable and cost effective but that is continually improving.

The enclosed proposal was developed based from our observations and our tours of the properties. The proposal details how our experienced and skilled team will achieve your landscape goals, dedicate themselves to reducing your operating costs, and provide real value that keeps your schools looking their best. Within the first 90 days on the job, and throughout our service commitment, you will see a noticeable difference. The following is a sample of some of the areas we know ValleyCrest will provide unparalleled execution:

- **Attention to Detail:** As you are well aware, landscaping plays a pivotal role in creating a positive first impression on students, parents, and personnel. Paying more attention to landscaping maintenance details will enhance the natural beauty of the properties and provide a more consistent appearance. We will staff your properties with experienced Managers, Technicians, Operators, and Field Leaders that are used to focusing on quality, cleanliness, and consistency.



- **Proactive Communications:** Our Branch, Operations, and Account Managers, as well as our field staff are available daily, 24 hours a day, to address your needs and concerns. We intend to keep a constant line of communication with you and the school staff and bring items to your attention with a proposed solution before they are allowed to escalate and increase cost exposure.
- **Enjoy Access to Specialized Resources:** When you partner with ValleyCrest, you get access to a vast network of landscape resources. From very talented designers who can assist with enhancements and complete renovations, to irrigation and water managers who can help you conserve water, and to seasonal color designers who make sure your flower beds are well designed and maintained year-round. The breadth and depth of ValleyCrest's resources is simply unrivaled.

As an experienced partner delivering both local expertise and national resources, we understand how a well-maintained landscape can contribute to your success as well as an atmosphere of excellence for your students, teachers, and administrators. When you partner with ValleyCrest, you will have a team of long term local professionals dedicated to the careful stewardship of your landscape and its enduring beauty and value.

Thank you again for this opportunity to continue our relationship and rededicate ourselves to the schools many of our children attend. The pricing contained within is valid for 180 days from its date of submission. If you have any questions, please feel free to contact me.

Sincerely,



Ryan Maffei
Branch Manager
(843) 247-4202
Rmaffei@valleycrest.com



COVER PAGE (1)



Beaufort County School District

Solicitation Number: 16-015
Date Printed: February 17, 2016
Date Issued: February 17, 2016
Procurement Officer: Sandi Amsler, CPPB
Phone: 843-322-2349
Email: Sandi.Amsler@beaufort.k12.sc.us

Request for Proposals

DESCRIPTION: Grounds Maintenance (Non-Athletic) Services
SUBMIT OFFER BY (Opening Date & Time): March 3, 2016; 11:00 AM EDT
QUESTIONS MUST BE RECEIVED BY: February 25, 2016
NUMBER OF COPIES TO BE SUBMITTED: Six (6) Original Signed Copies and
One (1) Redacted Version on CD

Offers must be submitted in a sealed package. Solicitation Number & Opening Date must appear on package exterior.

SUBMIT YOUR SEALED OFFER TO EITHER OF THE FOLLOWING ADDRESSES:

MAILING ADDRESS:

Beaufort County School District
Procurement Office
P.O. Drawer 309
Beaufort, SC 29901-0309

PHYSICAL ADDRESS:

Beaufort County School District
Procurement Office
2900 Mink Point Blvd
Beaufort, SC 29902

CONFERENCE TYPE: N/A
DATE & TIME:

LOCATION:

AWARDS & AMENDMENTS:

Award will be posted at the Physical Address stated above on or after March 10, 2016. The award, this solicitation, and any amendments will be posted at the following web address: www.beaufort.k12.sc.us

You must submit a signed copy of this form with Your Offer. By submitting a proposal or bid, You agree to be bound by the terms of the Solicitation. You agree to hold Your Offer open for a minimum of ninety (90) calendar days after the Opening Date.

NAME OF OFFEROR: (Full legal name of business submitting the offer)

ValleyCrest Landscape Maintenance

ENTITY TYPE:

Private Corporation

AUTHORIZED SIGNATURE (Person signing must be authorized to submit binding offer to enter contract on behalf of Offeror named above)

Ryan Maffei

Branch Manager

PRINTED NAME

TITLE

Instructions regarding Offeror's name: Any award issued will be issued to, and the contract will be formed with, the entity identified as the Offeror above. An offer may be submitted by only one legal entity. The entity named as the Offeror must be a single and distinct legal entity. Do not use the name of a branch office or a division of a larger entity if the branch or division is not a separate legal entity, i.e., a separate corporation, partnership, sole proprietorship, etc.



COVER PAGE (2)

PAGE TWO
(Return Page Two with Your Offer)

HOME OFFICE ADDRESS (Address for Offeror's home office/ Principal place of business): <u>ValleyCrest Landscape Maint</u> <u>184 Simmonsville Rd</u> <u>Bluffton, SC 29910</u>	NOTICE ADDRESS (Address to which all procurement and contract related notices should be sent): <u>ValleyCrest Landscape Maint</u> <u>184 Simmonsville Rd</u> <u>Bluffton, SC 29910</u>
PHONE NUMBER:	
EMAIL ADDRESS:	

PAYMENT ADDRESS (Address to which payments will be sent): <u>ValleyCrest Landscape Maint</u> <u>P.O. Box 404083</u> <u>Atlanta, GA 30384-4083</u> <input type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Home Notice Address (check one only)	ORDER ADDRESS (Address to which all purchase orders will be sent): <u>ValleyCrest Landscape Maint</u> <u>184 Simmonsville Rd</u> <u>Bluffton, SC 29910</u> <input type="checkbox"/> Payment Address Same as Home Office Address <input type="checkbox"/> Payment Address Same as Notice Address (check one only)
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ACKNOWLEDGEMENT OF AMENDMENTS:	<u>Amendment Number</u> 1	<u>Amendment Issue Date</u> February 26th, 2016
Offeror acknowledges receipt of amendments by indicating amendment number and its date of issue.		

MINORITY PARTICIPATION- Are you a Minority Business Enterprise: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If yes, please include a copy of your certification.
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BONDING CAPACITY



Liberty Mutual Surety
LIBERTY MUTUAL INSURANCE COMPANY

330 N. Brand Blvd., Suite 550
Glendale, Ca 91203
818.956.4250 – Telephone
866-548-7560 - Fax

February 29, 2016

Beaufort County School District
2900 Mink Point Blvd
Beaufort, SC 29902

Re: ValleyCrest Landscape Maintenance, Inc.

Dear Sandi Amsler:

Liberty Mutual Insurance Company, (“Liberty Mutual”) has been privileged to act as surety for ValleyCrest Landscape Maintenance, Inc. (“VCLM”) in its contracting matters since February 2003. Liberty Mutual is licensed to transact surety business in all fifty states, is listed in the Federal Register as a surety acceptable on Federal projects, and has an assigned single bond limit in excess of \$1,216 million. Liberty Mutual enjoys a A.M. Best’s Guide rating of A XV. Liberty Mutual’s NAIC number is 23043.

Liberty Mutual has established a single project bond capacity of \$25 million and total bonding capacity of \$300 million for VCLM. The current available bonding capacity is in excess of \$200 million.

VCLM is a well-known, national landscape maintenance contractor with offices in Arizona, California, Colorado, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Maryland, Michigan, Missouri, Nevada, New Jersey, New York, North Carolina, Ohio, Oregon, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas, Virginia, Washington, and Wisconsin. It currently operates in approximately 30 states from the east to the west coasts and has an impeccable completion and on-time performance record. It has earned an excellent reputation with owners, construction managers, general contractors, subcontractors, suppliers and with its bonding company. Its sister companies are major landscape / site development contractors, wholesale nursery growers and movers of specimen trees. We highly recommend this firm to you.

This letter is not an assumption of liability, nor is it a bid bond or a performance bond.

Should you desire any further input, please contact the undersigned at 213-630-3266.

Sincerely,

LIBERTY MUTUAL INSURANCE COMPANY

KD Conrad, Attorney-in-Fact

Member of Liberty Mutual Group



SAMPLING OF PESTICIDE LICENSES

<p>Department of Pesticide Regulation 511 Westinghouse Road, Pendleton, SC 29670 Phone 864-646-2150</p> <p>2016</p> <p>CERTIFIED IN CATEGORIES: 03</p> <p>THIS CERTIFIES THAT:</p> <p>CATHRINE A DICKINSON 184 SIMMONSVILLE RD BLUFFTON, SC 29910</p> <p><small>IS QUALIFIED AS A CERTIFIED PESTICIDE APPLICATOR AS SPECIFIED IN THE SOUTH CAROLINA PESTICIDE CONTROL ACT</small></p>	<p>SOUTH CAROLINA COMMERCIAL</p> <p>CERTIFIED PESTICIDE</p>  <p>APPLICATOR LICENSE</p> <p>C0028459</p> <p>THIS CERTIFICATE EXPIRES DECEMBER 31, 2016</p> <p><i>Sept. Eldole</i> DIRECTOR, REGULATORY AND PUBLIC SERVICE PROGRAMS</p> <p><i>Wj</i> DEPUTY DIRECTOR, REGULATORY AND PUBLIC SERVICE PROGRAMS</p>
<p>Department of Pesticide Regulation 511 Westinghouse Road, Pendleton, SC 29670 Phone 864-646-2150</p> <p>2016</p> <p>CERTIFIED IN CATEGORIES: 03</p> <p>THIS CERTIFIES THAT:</p> <p>JONATHAN J SUTTON 184 SIMMONSVILLE RD BLUFFTON, SC 29910</p> <p><small>IS QUALIFIED AS A CERTIFIED PESTICIDE APPLICATOR AS SPECIFIED IN THE SOUTH CAROLINA PESTICIDE CONTROL ACT</small></p>	<p>SOUTH CAROLINA COMMERCIAL</p> <p>CERTIFIED PESTICIDE</p>  <p>APPLICATOR LICENSE</p> <p>C0029143</p> <p>THIS CERTIFICATE EXPIRES DECEMBER 31, 2016</p> <p><i>Sept. Eldole</i> DIRECTOR, REGULATORY AND PUBLIC SERVICE PROGRAMS</p> <p><i>Wj</i> DEPUTY DIRECTOR, REGULATORY AND PUBLIC SERVICE PROGRAMS</p>



PESTICIDE INSURANCE

CLEMSON UNIVERSITY DEPARTMENT OF PESTICIDE REGULATION
511 Westinghouse Road, Pendleton, SC 29670
864-646-2155 • Fax: 864-646-2162

EVIDENCE OF FINANCIAL RESPONSIBILITY FOR COMMERCIAL PESTICIDE APPLICATORS South Carolina Pest Control Act of 1975

This is to certify that ACE American Insurance Company
(Insurance Company)

Mailing Address 601 S. Figueroa Street, 15th Floor Los Angeles CA 90017
PO Box or Street City State Zip Code

Has reviewed Section 100 of the South Carolina Pesticide Control Act (printed on the reverse side of this form) and has, in force, to
Jonathan Sutton
Name of Pesticide Applicator

ValleyCrest Landscape Maintenance
Business Name

Business Location 184 Simmonsville Rd., Bluffton SC 29910
Street City State Zip Code

Mailing Address Same as above
PO Box or Street City State Zip Code

an insurance policy providing public liability and property damage coverage as required by Section 100 of the SC Pesticide Control Act.
(mark an "X" in the appropriate coverage category listed below)

- 1) Category 7 applicators: not less than \$100,000.00 combined single limit liability coverage, which must include both bodily injury and property damage coverage.
 2) Category 3, 5, and 8 applicators: \$50,000 minimum with an annual aggregate claims limit of not less than \$100,000.00.
 3) Other commercial applicators \$25,000 minimum with a deductible not exceeding \$1,000.00.

The insurance or surety company shall give at least ten (10) days written notice to the Department of Pesticide Regulation, 511 Westinghouse Road, Pendleton, SC, 29670, as a condition precedent to cancellation, non-renewal, or cancellation by the insured. If the financial responsibility lapses, expires, or otherwise ceases to comply, the license of that applicator is suspended automatically.

This certificate for Policy No. HDO G24556876 is effective from

10 / 01 / 20 15, to 10 / 01 / 20 16.

*Insurance binders will NOT be accepted. Surety bonds MUST provide identical coverage as above.
Please contact DPR if you intend to provide Financial Responsibility by a surety bond.

AUTHORIZATION

Signed at New York, NY this 29 day of September, 20 15

By Aon Risk Services Northeast, Inc. / [Signature]
Local Agency Name Signature of Duty Authorized Agent

Address of Local Agency 199 Water Street / New York / NY / 10038 / (212) 441-1000 /
PO Box or Street City State Zip Phone Fax

The above was signed and sworn to before me, this the 29 day of September, 20 15.

GLADYS PERALES
NOTARY PUBLIC-STATE OF NEW YORK
No. 01PE6183922
Qualified In New York County
My Commission Expires March 24, 2017

[Signature]
Notary Public Signature & Seal



RESULTS IN THE FIRST 90 DAYS

Our goal is to show a noticeable difference within the first 90 days on the job. Through onsite inspections, property reviews and our conversations with you and your team, together we will construct service, communication and action plans best suited for your needs and expectations. Listed below are tasks we will fulfill in the first 90 days.

<p>IRRIGATION</p> <ul style="list-style-type: none"> • Check irrigation systems and components for proper operation • Adjust watering schedule as necessary. • Identify and recommend necessary repairs and upgrades 	<p>SHRUBS AND BEDS</p> <ul style="list-style-type: none"> • Clean vines and weeds out of beds and shrubs • Prune selected shrubs • Remove dead and poor performing plants. • Apply insect and disease control to treatable diseased plant material • Redefine planting beds if mulching is required • Pickup excess debris • Tuck pine straw along hard surfaces 	<p>SAFETY</p> <ul style="list-style-type: none"> • Trim plant material or trees hindering or blocking line of sight at intersections and monuments • Identify any hazards in the turf and hardscape and recommend solutions • Identify drainage problems and propose solution • Limb up any trees over hard surfaces.
<p>COMMUNICATION</p> <ul style="list-style-type: none"> • Introduce the Management team and walk the site together • Determine your communication preferences • Prepare and communicate our first site inspection report • Provide agronomic calendar 	<p>TURF</p> <ul style="list-style-type: none"> • Apply broadleaf weed control where necessary, particularly on dollar weed • Apply pre-emergence weed control to inhibit new weed growth • Prepare proposals for any recommended preventative treatments • Prepare proposals for any recommended sod replacement. 	<p>TREES</p> <ul style="list-style-type: none"> • Prune ornamental trees as needed • Install tree wells as needed • Apply insecticides to any infected ornamental trees.



A TAILORED LANDSCAPE PLAN

Every property is different and has a unique set of maintenance needs. We evaluated your property and took into consideration the inclusive aspects of your landscape maintenance needs and matched your requested specifications in the following plan:

TURF	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Mow (Weekly growing season)				●	●	●	●	●	●	●	●			
Mow (Weekly cool season)	●	●	●	●								●	●	
Trim		●	●	●	●	●	●	●	●	●	●	●	●	
Blowing Hard Surfaces		●	●	●	●	●	●	●	●	●	●	●	●	
Edging		●	●	●	●	●	●	●	●	●	●	●	●	
Fertilizer (Warm season)						●			●					
Fertilizer (Cool season)	●		●									●		
Seasonal Overseeding											●			●
Pre-emergent Weed Control				●							●			
Post-emergent Weed Control	●	●	●	●	●	●	●	●	●	●	●	●	●	
Preventative Disease Control	●				●	●			●	●				
Preventative Insect Control	●				●	●			●	●				
Curative Disease/ Insect Control	●	●	●	●	●	●	●	●	●	●	●	●	●	
SHRUBS AND BEDS	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Post-Emergent Weed Control		●	●	●	●	●	●	●	●	●	●	●	●	
Pre-Emergent Weed Control	●		●				●				●			
Fertilization				●					●					
Prune		●	●	●	●	●	●	●	●	●	●	●	●	
Disease & Insect Control	●					●			●			●		
Renewal Pruning & Buffers	●	●	●									●	●	●
Ornamental Grass Shearing		●										●	●	
TREES	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Security Pruning up to 12'	●	●	●										●	
Palm Trees up to 12'	●	●	●					●	●					
Remove Sucker Growth		●	●	●	●	●	●	●	●	●	●	●	●	
Prune Crape Myrtles	●	●	●											●
Fertilize Ornamental Trees	●			●					●					
Insect Control up to 12'		●	●	●	●	●	●	●	●	●	●	●	●	
LEAF, LITTER, & DEBRIS	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Leaf Litter Management				●	●						●	●	●	
Debris/ Litter Removal		●	●	●	●	●	●	●	●	●	●	●	●	
IRRIGATION & LIGHTING	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Adjust Seasonally				●	●		●			●			●	
Inspect System		●	●	●	●	●	●	●	●	●	●	●	●	
Repairs		●	●	●	●	●	●	●	●	●	●	●	●	●
SEASONAL COLOR	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Design & Approval			●							●				●
Bed Prep. & Installation				●	●						●	●		●
Supplemental Material			●	●						●	●			●
Maintenance & Fertilization		●	●	●	●	●	●	●	●	●	●	●	●	●
Insect & Fungus Control	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Deer Deterrent/ Repellant	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Ground Cover	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Pine Straw Installation				●					●					
Supplemental Material	●	●	●	●	●	●	●	●	●	●	●	●	●	●
MISCELLANEOUS	As Needed	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Optional
Soil Testing				●							●			



MEET YOUR LOCAL LEADERS (* Commercial Pesticide Applicators License)



Ryan Maffei is our **Branch Manager**. A 12 year local resident & 8 year veteran of ValleyCrest possessing 20 years in the industry. In his ValleyCrest tenure he has occupied almost every internal position at the branch rising to this leadership role. His experience has led him to deeply believe and promote the idea that we are a customer service company that provides landscaping solutions. He majored in Parks, Recreation, Tourism Management as well as Finance at Clemson University.



Chad Jaudon will be your **Landscape Operations Manager** and functions as our **Safety Leader**. He has been a member of our team for 7 years and possesses a Turf Grass Management degree from the University of Georgia which he has effectively utilized for 13 years in the industry. Chad is tasked daily to lead and mentor our managers and field personnel to ensure that ValleyCrest's reputation for safety, unparalleled knowledge, technical ability, and customer satisfaction remains unrivaled.



Derek Stetter* serves as our **Design and Sales Manager**. He possesses a degree in Architectural and Environmental Design he obtained from Bowling Green State University and is a registered Landscape Architect. He has used his skills with great success to build and cultivate long term customer relationships focused on always improving client assets.



Catrina Dickinson* has been a **Seasonal Color Designer and Manager** with ValleyCrest for 11 years. Catrina has won MALTA (Metro Atlanta Landscape and Turf Association) awards for top seasonal color on a large commercial property and previously won Hilton Head Island's Beautification Award.



Darby Houpt is our **Enhancement and Irrigation Manager** utilizing his degree in horticultural to win MALTA and GGIA awards during his 23 years in the industry. He persistently remains current by learning and implementing new technologies in the processes of installation, irrigation, lighting, and hardscapes.



Jon Michael Jones* serves as our in house **Agronomist and Technical Service Director** providing insight and solutions for our client's properties. He possesses an A.A. degree in Turf Management from Walter State College in Tennessee. The experience and expertise he has developed in both installation and maintenance has come from his 15 years in the industry working and training in prestigious operations including Ballyneal Golf and Hunt Club and Augusta National.



MEET YOUR LOCAL LEADERS CONTINUED



Jonathan Sutton* serves as an **Account Manager** and **Technical Services Lead** and has been a great asset to our team the past 5 years. He has spent a decade in the industry coming to us with a passion and specialization in horticulture of ornamental plants and turf grass after his tenor with TruGreen- ChemLawn. As one of our top performers in customer service and agronomics he takes great pride in improving our customers' properties.



Leslie Hecky serves on our **Design Team** and multifunction's as our **Lead Administrator**. She has served in the industry for 30 years and 7 of them with ValleCrest. From her long tenure as a General Manager in plant retail her vast knowledge, creativity, and expertise rivals the best. She is a graduate of the University of South Carolina.

WHO IS YOUR LOCAL VALLEYCREST

ValleyCrest began as a small California nursery in 1949 founded by Burt Sperber and has evolved into one of the largest, most reputable, and professional landscape enterprises serving not only the United States but undertaking projects all over the world. In the past 67 years ValleyCrest grew to over 120 branches, 10,000 employees, in 19 states and Puerto Rico providing complete green services from its individual divisions represented as Landscape Maintenance (VCLM), Landscape Development (VCLD), Golf Course Maintenance (VCG), and Tree Care (VCT).

Locally our branches formed well over a decade ago with the installation by our Development Team of the Sun City berm along 278 and the acquisition of the landscape management for The Landings Association, Skidaway Island, GA. Year over year we have grown, and retained client operations in Hilton Head, Bluffton, Beaufort, Hardeeville, and Savannah. In peak season we employ a team of over 100 members, utilizing 60+ vehicles, 30+ trailers, and over 400 pieces of specialized equipment here in the Lowcountry. All of our management and field staff are local professionals with tenures as long as long as fifteen years and committed to providing local solutions with national resources. Our families work, live, and play in the communities we serve. We believe in giving back to the community with annual assistance to such organizations such as Beaufort County school Athletic Programs and Booster Clubs, Volunteers in Medicine, Palmetto Animal League, Rotary Club, 1811 Charitable Fund, Deep Well Project, Susan G. Komen Foundation, and Veteran Employment Outreach.



YOUR FULL SERVICE LANDSCAPE EXPERT

Over the past 67 years, ValleyCrest Landscape Companies has become the most trusted name in our industry. We are relied upon to design, maintain and enhance unique places of lasting beauty across the country and around the world. Our track record has demonstrated our unparalleled knowledge and technical ability, outstanding customer service and retention, relentless execution and a true understanding of customers' needs.

A full service landscape company, ValleyCrest can mobilize quickly to respond to special requests that may fall outside of the scope of landscape maintenance. In addition to landscape maintenance, our expertise extends to:

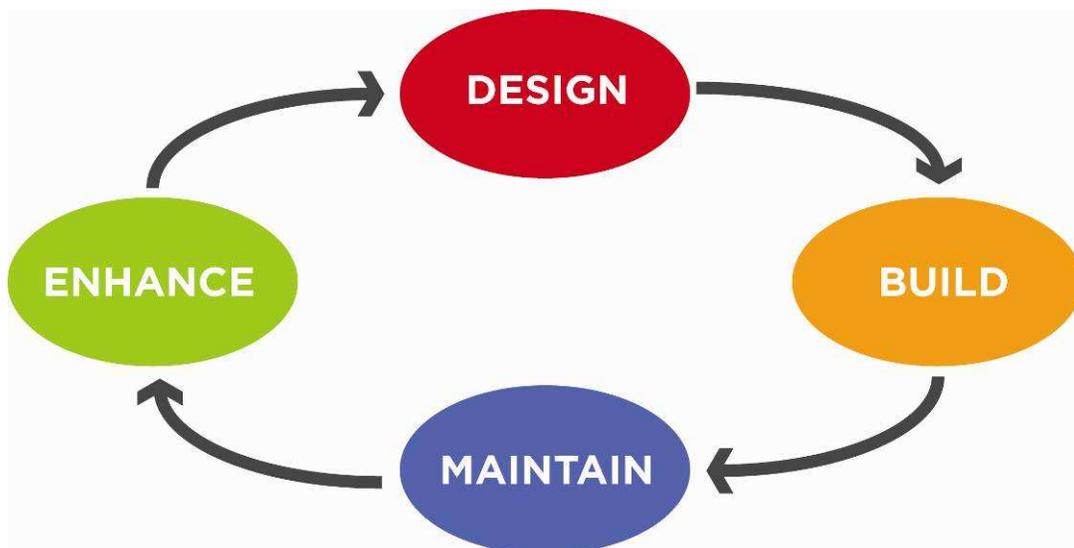
LANDSCAPE DESIGN AND PLANNING

- Landscape architecture
- Master planning
- Sustainable design
- Theme development
- Design guidelines
- Hardscape
- Site furnishings selection

LANDSCAPE CONSTRUCTION

- Pre-construction planning
- Integrated design-build
- Concrete & hardscape
- Sports field construction
- Irrigation installation
- Fountains and water features

At every stage of your property's lifecycle, ValleyCrest is here to take care of your landscape. View over 100 case studies on our work and learn more at www.valleycrest.com.



RESPONSIVE COMMUNICATION

- We will keep you informed when addressing unknown factors that occur from Mother Nature
- You will have 24/7 access to your Managers by telephone and email. Our gardeners and irrigation specialists are also available around the clock.
- Emergencies that occur outside of regular business hours will be dealt with depending on the severity of the situation.
 - For minor irrigation issues, we will do everything possible to turn off the water supply within two hours or less of being notified and fix the problem the next business day.
 - All safety hazards will be resolved at the time we are notified.
 - You can expect a response and proposed solutions to after-hours emergencies within two hours or less
 - The following are your 24-hour emergency contacts.

Chad Jaudon	Senior Account/ Ops Manager	(843) 247-9118
Jorge Jimenez	Field Production Manager	(843) 247-1863
Darby Houpt	Irrigation & Enhancement Manager	(843) 247-3647
Jon Michael Jones	Technical Services Director	(843) 247-5702
Catrina Dickinson	Color Manager	(843) 636-0167
Ryan Maffei	Branch Manager	(843) 247-4202



TRAINING OUR TEAM TO EXCEED EXPECTATIONS

We understand that well trained and tenured team members provide outstanding quality and customer service. To that result, we offer a training program that ranks amongst the top 125 companies in the country as recognized in *Training Magazine* (February 2011-2014). Our Gardener training program is designed around ValleyCrest's core values as depicted below. Every Gardener on your team is required to complete our certification program which prepares your crew with the skills to perform quality work, safely and to your complete satisfaction.

ValleyCrest's world class safety and employee training programs set us apart from the competition. Last year our workforce received **25,000 hours** of classroom training and nearly **2,000 hours** online. That is 40 hours plus of formal training per employee ensuring that every worker on your property is as knowledgeable and as safe as possible.



A SAFE COMMUNITY AND WORKPLACE IS OUR PRIORITY

The safety and wellbeing of our customers, your property visitors, the general public, and our employees is of paramount importance to our operation. Below are measures we employ to maintain a safe working environment on and off your property.

PRESERVING A SAFE ENVIRONMENT

- Criminal background checks
- Initial and random driving record checks
- Initial and random drug/alcohol screenings
- Fully uniformed crews with safety vests
- ValleyCrest logo clearly displayed on vehicles
- "How's my driving?" stickers on vehicles
- Required use of cones to demark safety zone

CREW SAFETY

- Extensive driver safety certification program
- New hire safety orientation
- Certification required to use all power equipment
- Reward system for safety compliance
- Mandatory weekly field crew safety meetings
- Weekly management safety calls



QUALITY AND CONTINUOUS IMPROVEMENT

Our team management will review your property periodically to ensure our crew is meeting quality standards and your expectations. This internal review process is an important element of our quality assurance and continuous improvement programs. The crew takes these reports very seriously as they impact their compensation.



YOUR COMPLETE SATISFACTION IS OUR #1 GOAL

We judge our success by the complete satisfaction of our customers. Every member of your landscape team will strive to earn your trust and loyalty through a proactive relationship in which we consistently perform work of the highest quality with unmatched responsiveness. To meet this goal, we continually collect feedback through a comprehensive customer satisfaction program. We use the valuable insight gained through our survey program to determine system improvements and guide the content of our employee training program.

Every customer we partner with has the opportunity to formally evaluate our work product, service and relationship at least once a year. Your feedback is important to us. We pay attention to the survey results and follow-up with a summary of each one to learn how we can improve.



HORTICULTURAL REPORTS AND QUALITY SITE ASSESSMENT

Our vast standardized operating procedures regarding job startups and safety inspections have been paramount in our success and the success of our clients. In addition ValleyCrest performs and makes available to its clients an unmatched amount of physical data. In the case of horticultural performance we continuously inspect and document our progress utilizing Quality Evaluations (QE). This quantifiable data scores our performance and creates a benchmark to surpass in the next evaluation. In conjunction with this assessment Quality Site Assessments (QSA) are performed after the results of the QE are dictated and executed in the field. Both of these tools promote the continual improvement of a property both internally and externally for our clients and provide a living document of services provided and possible unresolved horticultural issues. Samples have been provided:



Quality Site Assessment Report

Property Name: VCM Hilton Head - Misc

Date: Thursday, February 25, 2016
Next Inspection Date: Friday, March 25, 2016
Client Attendees:
Valleycrest Attendees: Chad Juadon

CARRYOVER ITEMS (CheckBox = DONE): None Noted

MAINTENANCE ITEMS:

- 1) Overseeded Bermuda turf in sea pines circle needs additional seed applied to fill in weak areas. [1 / 13]
- 2) Knockout roses in sea pines circle needs to be pruned back to ensure a good spring flush of new growth. [2 / 13]
- 3) Remove crack weeds and mold growing in pavers in sea pines circle. Will have better curb appeal once completed. [3 / 13]
- 4) Prune berries pods out of Palms in sea pines circle to prevent sucker ground in surrounding areas as well as giving the palms a more manicured look! [4 / 13]
- 5) Treat holly trees in right side of road at main gate for scale and aphids.
- 6) Treat weeds in turf right side of road at main entrance.
- 7) Raise canopy on oaks overhanging bike path near trolley station. Area may become a safety issue if not addressed.
- 8) Renewal prune azaleas in circle at magnolia crescent to prompt new growth in the spring and hopefully fill in.
- 9) Cut back wax myrtles and trees along Wagon road to eliminate safety issues for cars.
- 10) Cut back plant material along North Sea pines near surf scooter entrance.
- 11) Cut dead out of holly ferns on right side of road as you exit ocean gate.
- 12) Check irrigation on flower bed in median as you enter ocean gate.
- 13) Cut back large ligustrum in median as you enter ocean gate. May become safety issue of cars.

RECOMMENDATIONS FOR PROPERTY ENHANCEMENTS:

- 1) Eliminate turf area along greenwood drive at entrance to trolley station due to shade issues. Make this area a natural area and possibly install some ground cover for erosion control.
- 2) Perform full irrigation evaluation prior to spring to ensure all irrigation is functioning properly. See picture of damaged head along greenwood drive near entrance to trolley station.
- 3) Remove juniper at sea pines plantation sign and install new plant material that will provide more color and better curb appeal.
- 4) Put down mulch or gravel on walkway going through circle at magnolia circle to provide erosion control and better curb appeal.
- 5) Remove declining cypress tree in circle at end of battery road. May become a safety hazard if not removed.

NOTES TO OWNER/CLIENT:

- 1) Overall the property is in good shape. Just need to address some tree pruning issues along roadsides and bike paths.
- 2) Need to apply herbicide treatments in main turf areas as well as a fertilizer application to help with overall growth and color.



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Quality Site Assessment Report

Maintenance Items

Overseeded Bermuda turf in sea pines circle needs additional seed applied to fill in weak areas. [1 / 13]



Knockout roses in sea pines circle needs to be pruned back to ensure a good spring flush of new growth. [2 / 13]



Remove crack weeds and mold growing in pavers in sea pines circle. Will have better curb appeal once completed. [3 / 13]



Prune berries pods out of Palms in sea pines circle to prevent sucker ground in surrounding areas as well as giving the palms a more manicured look! [4 / 13]





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HORTICULTURAL REPORTS AND QUALITY SITE ASSESSMENT (CONT)

Quality Site Assessment Report

Treat holly trees in right side of road at main gate for scale and aphids. [5 / 13]



Treat weeds in turf right side of road at main entrance. [6 / 13]



Raise canopy on oaks overhanging bike path near trolley station. Area may become a safety issue if not addressed. [7 / 13]



Renewal prune azaleas in circle at magnolia crescent to prompt new growth in the spring and hopefully fill in. [8 / 13]

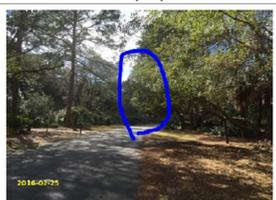


ValleyCrest
Landscape Companies

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Quality Site Assessment Report

Cut back wax myrtles and trees along Wagon road to eliminate safety issues for cars. [9 / 13]



Cut back plant material along North Sea pines near surf scooter entrance. [10 / 13]



Cut dead out of holly ferns on right side of road as you exit ocean gate. [11 / 13]



Check irrigation on flower bed in median as you enter ocean gate. [12 / 13]



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Quality Site Assessment Report

Cut back large ligustrum in median as you enter ocean gate. May become safety issue of cars. [13 / 13]



Recommendations for Property Enhancements

Eliminate turf area along greenwood drive at entrance to trolley station due to shade issues. Make this area a natural area and possibly install some ground cover for erosion control. [17 S]



Perform full irrigation evaluation prior to spring to ensure all irrigation is functioning properly. See picture of damaged head along greenwood drive near entrance to trolley station. [27 S]



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Quality Site Assessment Report

Remove juniper at sea pines plantation sign and install new plant material that will provide more color and better curb appeal. [3 / 5]



Put down mulch or gravel on walkway going through circle at magnolia circle to provide erosion control and better curb appeal. [4 / 5]



Remove declining cypress tree in circle at end of battery road. May become a safety hazard if not removed. [5 / 5]



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Landscape Companies

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HORTICULTURAL REPORTS AND QUALITY EVALUATIONS

Quality Evaluation



Date of Inspection: Feb 25, 2016
 Branch Number: 36190
 Job Number: 361900000
 Job Name: VCM Hilton Head - Misc
 Production Manager: N/A
 Crew Leader: N/A
 Scored By: Chad Juadon

Previous Evaluation Score: N/A%

Summary

	Actual	Possible
Overall Appearance	7	10
Turf	18	25
Seasonal Flowers	9	10
Tree & Shrub Care	12	15
Site Cleanliness	17	20
Irrigation Management	16	20
Total:	79	100
Percentage:	79%	

Overall Appearance

Overall Appearance 7

Notes
Overall sea pines common areas are in good shape in focal areas.

Turf

Turf Color 4
 Turf Edging - Soft and Hardscapes 4
 Weed, Pest, and Disease Control 3
 Mowing 4
 Overall Appearance 3

Notes
Turf areas in focal areas are in ok shape. Needs herbicide treatments to control winter weeds and fertilizer to help it green up in some locations.

Seasonal Flowers

Seasonal Flowers 9

Notes
Flowers are in good shape overall. Minor dead heading needed and possibly a fungicide and fertilizer drench due to the amount of rain we have received this winter.

Tree & Shrub Care

Shrub Pruning 4
 Tree Pruning 4
 Weed, Pest, and Disease Control 4

Notes
Some isolated areas along roadways and bike paths need to be cut back to ensure the safety of cars and pedestrians.

Quality Evaluation



Site Cleanliness

Litter & Debris 9
 Hardscape Areas 8

Notes

Irrigation Management

Shrub Beds 8
 Turf Areas 8

Notes
Need to complete full irrigation evaluation prior to spring to ensure all irrigation is functioning properly prior to spring.

Turf

Turf right side of road and main gate.



Turf in sea pines circle. Needs additional seed to help fill in prior to heritage week.



Seasonal Flowers

Flowers in median at main gate.



Flowers at ocean gate.



Quality Evaluation



Irrigation Management

Broken head along greenwood drive



Check busted irrigation head along sidewalk at sea pines office.





ADDITIONAL WORK AUTHORIZATION (P1)



February 26, 2016
Page 1 of 2

Proposal for Extra Work at General Enhancement

Property Name	General Enhancement	Contact	Beau Barnett
Property Address	184 Simmonsville Rd. Bluffton , SC 29910	To	Community Services Associates, Inc.
		Billing Address	175 Greenwood Drive Hilton Head , SC 29928
Project Name	General Enhancement		
Project Description	A Sample Proposal Featuring our Services		

Scope of Work

QTY	UoM/Size	Material/Description	Unit Price	Total
Front Entrance Enhancement				Subtotal
1.00	EACH	3 Gal. Boxwood	\$2.00	\$2.00
10.00	CUBIC FEET	Hardwood Mulch	\$2.00	\$20.00
Roadside Irrigation Work				Subtotal
10.00	MAN HOUR	Repair Broken Heads along Greenwood Dr.	\$2.00	\$20.00
10.00	FEET	1 inch PVC	\$2.00	\$20.00
Seasonal Color at Entrance				Subtotal
20.00	FLAT	Begonias	\$2.00	\$40.00

For Internal use only

SO# 6202004
JOB# 361900000
Service Line 130

Total Price \$102.00

THIS IS NOT AN INVOICE

This proposal is valid for 60 days unless otherwise approved by ValleyCrest Landscape Maintenance, Inc.
ValleyCrest Landscape Maintenance, Inc. | 184 Simmonsville Rd, Bluffton, SC 29910 ph. (843) 757-5040 fax (843) 757-5054 | www.valleycrest.com



ADDITIONAL WORK AUTHORIZATION (P2)

February 26, 2016

Page 2 of 2

TERMS & CONDITIONS

1. The Contractor shall recognize and perform in accordance with written terms, written specifications and drawings only, contained or referred to herein. All materials shall conform to bid specifications.
2. **Work Force:** Contractor shall designate a qualified representative with experience in landscape maintenance/construction upgrades. The workforce shall be competent and qualified, and shall be legally authorized to work in the U.S.
3. **License and Permits:** Contractor shall maintain a Landscape Contractor's license, if required by State or local law, and will comply with all other license and permit requirements of the City, State and Federal Governments, as well as all other requirements of law.
4. **Taxes:** Contractor agrees to pay all applicable taxes, including sales tax where applicable on material supplied.
5. **Insurance:** Contractor agrees to provide General Liability Insurance, Automotive Liability Insurance, Worker's Compensation Insurance, and any other insurance required by law or Client/Owner, as specified in writing prior to commencement of work. If not specified, Contractor will furnish insurance with \$1,000,000 limit of liability.
6. **Liability:** Contractor shall indemnify the Client/Owner and its agents and employees from and against any liabilities that arise out of Contractor's work to the extent such liabilities are adjudicated to have been caused by Contractor's negligence or willful misconduct. Contractor shall not be liable for any damage that occurs from Acts of God are defined as those caused by windstorm, hail, fire, flood, earthquake, hurricane and freezing, etc. Under these circumstances, Contractor shall have the right to renegotiate the terms and prices of this agreement within sixty (60) days. Any illegal trespass, claims and/or damages resulting from work requested that is not on property owned by Client/Owner or not under Client/Owner management and control shall be the sole responsibility of the Client/Owner.
7. **Subcontractors:** Contractor reserves the right to hire qualified subcontractors to perform specialized functions or work requiring specialized equipment.
8. **Additional Services:** Any additional work not shown in the above specifications involving extra costs will be executed only upon signed written orders, and will become an extra charge over and above the estimate.
9. **Access to Jobsite:** Client/Owner shall provide all utilities to perform the work. Client/Owner shall furnish access to all parts of jobsite where Contractor is to perform work as required by the Contract or other functions related thereto, during normal business hours and other reasonable periods of time. Contractor will perform the work as reasonably practical after the owner makes the site available for performance of the work.
10. **Invoicing:** Client/Owner shall make payment to Contractor within fifteen (15) days upon receipt of invoice. In the event the schedule for the completion of the work shall require more than thirty (30) days, a progress bill will be presented by month end and shall be paid within fifteen (15) days upon receipt of invoice.
11. **Termination:** This Work Order may be terminated by the Client/Owner with or without cause, upon seven (7) work days advance written notice. Client/Owner will be required to pay for all materials purchased and work completed to the date of termination and reasonable charges incurred in demobilizing.
12. **Assignment:** The Owner/Client and the Contractor respectively, bind themselves, their partners, successors, assignees and legal representative to the other party with respect to all covenants of this Agreement. Neither the Owner/Client nor the Contractor shall assign or transfer any interest in this Agreement without the written consent of the other provided, however, that consent shall not be required to assign this Agreement to any company which

controls, is controlled by, or is under common control with Contractor or in connection with assignment to an affiliate or pursuant to a merger, sale of all or substantially all of its assets or equity securities, consolidation, change of control or corporate reorganization.

13. **Disclaimer:** This proposal was estimated and priced based upon a site visit and visual inspection from ground level using ordinary means, at or about the time this proposal was prepared. The price quoted in this proposal for the work described, is the result of that ground level visual inspection and therefore our company will not be liable for any additional costs or damages for additional work not described herein, or liable for any incidents/accidents resulting from conditions, that were not ascertainable by said ground level visual inspection by ordinary means at the time said inspection was performed. We cannot be held responsible for unknown or otherwise hidden defects. Any corrective work proposed herein cannot guarantee exact results. Professional engineering, architectural, and/or landscape design services ("Design Services") are not included in this Agreement and shall not be provided by the Contractor. Any design defects in the Contract Documents are the sole responsibility of the Owner. If the Client/Owner must engage a licensed engineer, architect and/or landscape design professional, any costs concerning these Design Services are to be paid by the Client/Owner directly to the designer involved.

Acceptance of this Contract

Contractor is authorized to perform the work stated on the face of this Contract. Payment will be 100% due at time of billing. If payment has not been received by ValleyCrest Landscape Maintenance within fifteen (15) days after billing, ValleyCrest Landscape Maintenance shall be entitled to all costs of collection, including reasonable attorneys' fees and it shall be relieved of any obligation to continue performance under this or any other Contract with Client/Owner. Interest at a per annum rate of 1% per month, or the highest rate permitted by law, will be charged on unpaid balance 45 days after billing.

NOTICE: FAILURE TO MAKE PAYMENT WHEN DUE FOR COMPLETED WORK ON CONSTRUCTION JOBS, MAY RESULT IN A MECHANIC'S LIEN ON THE TITLE TO YOUR PROPERTY.

Customer

	Director of Maintenance
Signature	Title
Beau Barnett	February 26, 2016
Printed Name	Date

ValleyCrest Landscape Maintenance, Inc.

	Branch Manager
Signature	Title
Ryan W. Maffei	February 26, 2016
Printed Name	Date

Job #:	361900000	Proposed Price:	\$102.00
SO #	6202004		



EQUIPMENT AVAILABLE FOR PERFORMANCE



FORD F350

QTY 2



Dump Trailer

QTY 2



30" Emark

QTY 2



Ford F 250

QTY 2



Large Utility Trailer

QTY 1



Buffalo Turbine

QTY 1



Ford F 250

QTY 1



Small Utility Trailer

QTY 2



Dual Turbine

QTY 2



Ford Ranger

QTY 1



Exmark 72"

QTY 4



Hurricane Blower

QTY 2



Ford Transit-

QTY 1



Exmark 52"

QTY 2



Z-Sprayer

QTY 1



Exmark 48"

QTY 1



300 Gal Sprayer

QTY 1



John Deere Gator Pro

QTY 2



John Deere Gator TX

QTY 2



Stihl Equipment

QTY All



Corona Hand Tools

QTY All



Hover Mower

QTY 2



AVAILABLE ANCILLARY EQUIPMENT



**John Deere Tractor
& Brush Cutter**

QTY 1



Bucket Lift

QTY 1



Cat Skid Steer

QTY 1



**Bobcat Track
Loader**

QTY 1



**John Deere Pro
Boom Sprayer**

QTY 1

QTY



Exmark Aerator

QTY 1

QTY

