

**TAB 9**



# City of Palmetto Agenda Item

**Meeting Date**

9/27/10

**Presenter:** Jim Freeman

**Department:** City Clerk

**Title:**

City Hall and Public Works Janitorial Services Contract Renewal Acceptance

In 2008 the Purchasing Department requested Informal Competitive Quotes for janitorial services and selected the lowest bidder Coverall Cleaning Concepts. On October 20, 2008 the Mayor and Commission approved the initial annual contract for these services with the option to extend the contract for two additional one-year periods; this request for renewal would be the third year of this option

<b>Budgeted Amount:</b>	\$14,640	<b>Budget Page No(s):</b>		<b>Available Amount:</b>	\$0.00	<b>Expenditure Amount:</b>	\$0.00
-------------------------	----------	---------------------------	--	--------------------------	--------	----------------------------	--------

**Additional Budgetary Information:** Annual cost for City Hall of \$6,780.00 will be charged to 001 512 3116 and Public Works \$7,860.00 will be charged to Account #001 540 3116, included in fiscal year 2011 proposed budget.

<b>Funding Source(s):</b>		<b>Sufficient Funds Available:</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<b>Budget Amendment Required:</b>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Source:</b>	
---------------------------	--	------------------------------------	--	-----------------------------------	--	----------------	--

<b>City Attorney Reviewed:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	<b>Advisory Board Recommendation:</b>	<input type="checkbox"/> For <input type="checkbox"/> Against <input checked="" type="checkbox"/> N/A	<b>Consistent With:</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> N/A	
--------------------------------	--	---------------------------------------	---	-------------------------	--	--

**Potential Motion/Direction Requested:** Staff recommends Commission authorize the Mayor to execute a new 12-month contract with Coverall Cleaning Concepts, who has agreed to the original contract terms and conditions.

**Staff Contact:** Nixa Haisley

**Attachments:** City Hall Service Agreement w/Work Schedule  
Public Works Service Agreement w/Work Schedule



## Service Agreement

The Undersigned **City of Palmetto, City Hall** ("CUSTOMER") hereby accepts the proposal of Coverall North America, Inc. d/b/a **Coverall Health-Based Cleaning System™** ("COVERALL"), and the parties agree that COVERALL will supply Health-Based Cleaning Services for Customer's premises located at:

•Address: 516 8<sup>th</sup> Ave West  
 •City, State, ZIP: Palmetto, FL 34220

Upon the following terms:

1. COVERALL's service charge will be

**\$564.17** Plus applicable tax per month, to include 5 time(s) per week service. Initial X

The Health-Based Cleaning Services are to be performed in the evening, unless otherwise agreed to by the parties.

2. CUSTOMER acknowledges that the Coverall Health-Based Cleaning System will delegate all Health-Based Cleaning Services to be performed hereunder to a COVERALL franchisee and/or subcontractor.
3. Included in the service charge will be service, cleaning supplies, and any equipment which will be furnished by the COVERALL franchisee. The service charge does not include liners, paper supplies, and toiletries, which can be provided at CUSTOMER's expense, at competitive prices. The service charge also does not include any use tax, tax on sales, services or supplies, or other such tax, which taxes shall be paid by CUSTOMER. CUSTOMER agrees to reimburse COVERALL the amount of any such taxes if paid by COVERALL on Customer's behalf.
4. All Health-Based Cleaning Services specified in the "Work Schedule" attachment of this proposal will be provided to CUSTOMER in a satisfactory manner.
5. All COVERALL franchisees have successfully completed COVERALL's comprehensive training program and are required to carry insurance and a janitorial bond.
6. Additional services, not included in COVERALL's service charge, to be performed upon request, priced per occurrence, at Customer's expense, include:

		<u>Area and Square Footage</u>
a. Strip & Wax Floors	\$	_____
b. Scrub & Recoat Floors	\$	_____
c. Burnish Floors	\$	_____
d. Hot Water Extract Carpets	\$	_____
e. Window Washing	\$	_____
f. Initial Cleaning	\$	_____ to include _____
g. Other	\$	_____

Additional services accepted by: \_\_\_\_\_  
Signature

7. (a) The term of this service agreement is for one (1) year. This one-year period shall begin on the date services are scheduled to begin. This service agreement shall automatically extend for additional one (1) year periods, unless at least thirty (30) days prior to each anniversary of the date services are scheduled to begin, either party gives the other written notice of its intent not to renew.





**Areas to be serviced:**

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Entrance           | <input type="checkbox"/> Kitchenette/Coffee Area         |
| <input type="checkbox"/> Foyer                         | <input checked="" type="checkbox"/> Council Chambers     |
| <input checked="" type="checkbox"/> Waiting Area       | <input checked="" type="checkbox"/> Hallways             |
| <input type="checkbox"/> Lobby/Reception Area          | <input type="checkbox"/> Landings                        |
| <input checked="" type="checkbox"/> General Office     | <input type="checkbox"/> Stairwells                      |
| <input checked="" type="checkbox"/> Private Offices    | <input type="checkbox"/> Stairways                       |
| <input checked="" type="checkbox"/> Executive Offices  | <input type="checkbox"/> Elevator Cabs                   |
| <input checked="" type="checkbox"/> Conference Room    | <input type="checkbox"/> Lounges                         |
| <input checked="" type="checkbox"/> Copy Room/Area     | <input type="checkbox"/> Offices in Plant/Shop/Warehouse |
| <input checked="" type="checkbox"/> File Room/Area     | <input type="checkbox"/> Laboratory                      |
| <input type="checkbox"/> Computer Room                 | <input type="checkbox"/> Showroom Areas                  |
| <input checked="" type="checkbox"/> Restrooms          | <input type="checkbox"/> Supply/Storage Areas            |
| <input checked="" type="checkbox"/> Lunch Room/Kitchen |  |

**Other areas not listed above:**

---

---

---

**Exclude:**

---

---

---

**Total Cleanable Sq Ft** \_\_\_\_\_

\_\_\_\_\_  
Initial     /     Initial



## Work Schedule

### Category / Service

### Frequency of Service

#### **Offices, Entrances, Reception Areas, Hallways and Conference Rooms**

Dust and clean all fixtures and office furniture including file cabinets, desks, credenzas, counter tops and display units using a microfiber cloth and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner. Spot clean doors, entrance glass doors, door frames, light switches, walls and properly position furniture in offices.

5 time(s) week

Empty all waste paper receptacles and take trash to a designated area in the building for storage or removal.

5 time(s) week

Wipe all internal partition glass free of smudges and fingerprints, using color-coded microfiber cloth and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 time(s) week

Clean and disinfect drinking fountains / water coolers using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 time(s) week

Clean and disinfect all telephones using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

1 time(s) week

Dust all high and low vertical and horizontal surfaces and corners not cleaned in the course of normal dusting with electrostatic dusting cloths. Wipe down or vacuum baseboards.

1 time(s) month

Vacuum fabric covered furnishings. Wipe other furniture using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

1 time(s) month

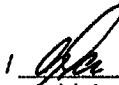
Clean and polish all chrome chairs and tables using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

1 time(s) month

Dust blinds, window sills, jams, light fixtures and ceiling vents with electrostatic dusting cloths.

1 time(s) month

\_\_\_\_\_  
Initial

  
\_\_\_\_\_  
Initial



**Floor Maintenance**

Vacuum with approved HEPA back pack units and remove fresh spots from all carpeted areas using approved encapsulating carpet spotting tools. *Spot removal that requires machine cleaning will be an additional cost to the customer.*

5 time(s) week

Dust and damp mop all hard surface floor areas using color-coded microfiber flat mopping system and Disinfectant Floor Cleaner. Change pad often to ensure removal of soil.

5 time(s) week

**Kitchens, Cafeterias, Lunch Rooms and Coffee Areas**

Clean and disinfect all kitchen counters, tables and sinks using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 times(s) week

Clean and disinfect exterior of appliances using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 time(s) week

Clean microwaves inside and outside using Disinfecting All-Purpose Spray and Glass Cleaner and wipe inside with clean cloth and water to remove any disinfectant residue.

5 time(s) week

Restock kitchen paper and soap products from customer inventory.

5 time(s) week

Empty all waste paper receptacles and take trash to a designated area in the building for storage or removal.

5 time(s) week

**Restrooms**

Clean and polish all dispensers and fixtures. Clean and disinfect wash basins, toilet bowls, urinals, and counter tops using color-coded microfiber cloths and Disinfect Bathroom Cleaner.

5 time(s) week

Spot clean walls and toilet partitions with color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 time(s) week

Mop all floors using color-coded microfiber flat mopping system and Disinfectant Finished Floor Cleaner. Change pads often to ensure proper removal of all soil and materials.

5 time(s) week

Polish all metal and mirrors using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.


5 time(s) week

Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory.

5 time(s) week

Empty all waste paper receptacles and take trash to a designated area in the building for storage or removal.

5 time(s) week

\_\_\_\_\_  
Initial  Initial



**Special Floor Care Services**

Machine Scrub Floors	_____	time(s) upon request
Burnish Floors	_____	time(s) upon request
Scrub & Recoat Floors	_____	time(s) upon request
Strip & Wax Floors	_____	time(s) upon request
Hot Water Extraction for Restoration of Carpeting	_____	time(s) upon request
Whitaker Encapsulating Carpet System	_____	time(s) upon request
Kaivac No-Touch Cleaning System™	_____	time(s) upon request

**Additional Duties / Areas of Concern**

_____	_____	time(s) week
_____	_____	time(s) week
_____	_____	time(s) week
_____	_____	time(s) week
_____	_____	time(s) week

**Closing Instructions**

Clean and organize janitor closet.	<u>5</u>	time(s) week
Turn off lights (as instructed).	<u>5</u>	time(s) week
Lock doors and windows (as instructed).	<u>5</u>	time(s) week
Set alarms (as instructed).	<u>5</u>	time(s) week

\_\_\_\_\_  
Initial

*da*  
\_\_\_\_\_  
Initial





## **Additional Special Services**

On occasion, services other than the regularly scheduled janitorial duties may be required. **Coverall Health-Based Cleaning System<sup>SM</sup>** franchisees will perform special services when requested and invoice separately from the general monthly cleaning contract, unless the services are specifically included in your monthly billing.

If a special service is included, 1/12 of the annual charge is included in each monthly charge.

**Coverall Health-Based Cleaning System<sup>SM</sup>** franchisees are also able to assist with many other cleaning needs and will provide quotes for any of the following special services upon request:

- Carpet cleaning
- Office furniture cleaning
- Upholstery cleaning
- Window cleaning
- Power washing
- Waste receptacle washing
- Emergency cleaning (fire, flood, etc.)
- Providing of dispenser supplies
- Replacement of burned out bulbs from customer supply
- Ceiling cleaning
- Floor stripping and refinishing
- Restroom sanitation / odor control

To arrange for any of the above services, please contact your **Coverall Health-Based Cleaning System<sup>SM</sup>** Support Center.



## Service Agreement

The Undersigned City of Palmetto, Public Works ("CUSTOMER") hereby accepts the proposal of Coverall North America, Inc. d/b/a Coverall Health-Based Cleaning System™ ("COVERALL"), and the parties agree that COVERALL will supply Health-Based Cleaning Services for Customer's premises located at:

•Address: 600 17th Street West  
 •City, State, ZIP: Palmetto, FL 34220

Upon the following terms:

1. COVERALL's service charge will be

**\$654.94** Plus applicable tax per month, to include 5 time(s) per week service. *Initial* X

The Health-Based Cleaning Services are to be performed in the evening, unless otherwise agreed to by the parties.

2. CUSTOMER acknowledges that the Coverall Health-Based Cleaning System will delegate all Health-Based Cleaning Services to be performed hereunder to a COVERALL franchisee and/or subcontractor.
3. Included in the service charge will be service, cleaning supplies, and any equipment which will be furnished by the COVERALL franchisee. The service charge does not include liners, paper supplies, and toiletries, which can be provided at CUSTOMER's expense, at competitive prices. The service charge also does not include any use tax, tax on sales, services or supplies, or other such tax, which taxes shall be paid by CUSTOMER. CUSTOMER agrees to reimburse COVERALL the amount of any such taxes if paid by COVERALL on Customer's behalf.
4. All Health-Based Cleaning Services specified in the "Work Schedule" attachment of this proposal will be provided to CUSTOMER in a satisfactory manner.
5. All COVERALL franchisees have successfully completed COVERALL's comprehensive training program and are required to carry insurance and a janitorial bond.
6. Additional services, not included in COVERALL's service charge, to be performed upon request, priced per occurrence, at Customer's expense, include:

	<u>Area and Square Footage</u>	
a. Strip & Wax Floors	\$	_____
b. Scrub & Recoat Floors	\$	_____
c. Burnish Floors	\$	_____
d. Hot Water Extract Carpets	\$	_____
e. Window Washing	\$	_____
f. Initial Cleaning	\$	to include _____
g. Other	\$	_____

Additional services accepted by: \_\_\_\_\_  
*Signature*

7. (a) The term of this service agreement is for one (1) year. This one-year period shall begin on the date services are scheduled to begin. This service agreement shall automatically extend for additional one (1) year periods, unless at least thirty (30) days prior to each anniversary of the date services are scheduled to begin, either party gives the other written notice of its intent not to renew.

(b) **Termination/Notice:** If a party to this service agreement fails to perform according to its obligations (the non-performing party"), the party claiming non-performance shall send the non-performing party written notice by certified mail, specifying the manner of non-performance. This notice will provide that the non-performing party will have fifteen (15) days from receipt of the notice to cure or correct the items of non-performance. If these items have not been corrected or cured within this fifteen (15) day period, the claiming party may issue a thirty (30) day written notice of termination and/or pursue other available remedies for default.

(c) Notwithstanding the above, COVERALL may, but shall not be obligated to, terminate this service agreement immediately for non-payment by CUSTOMER for cleaning charges due hereunder.

8. The service charge will remain in effect for one year unless there are changes in the original specifications for the premises. In the event of such changes, CUSTOMER will advise COVERALL accordingly, and an adjustment in the service charge, as agreed to by the parties, will be made.
9. CUSTOMER agrees that it will not employ or contract with any COVERALL employee, franchisee, or any of the franchisee's employees during the term of this service agreement or for one hundred and eighty (180) days after termination of this service agreement, without COVERALL's written consent.
10. COVERALL will bill CUSTOMER monthly, and CUSTOMER agrees to pay COVERALL the amount that is due and owing under the terms of this service agreement within 10 days of billing date. Late payments will incur service and finance charges. In the event of default on payment, CUSTOMER agrees to pay COVERALL's attorney's fees and costs for collection.
11. Services shall be performed as scheduled with the exception of the following six (6) legal holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. However, service can be provided on these holidays at an additional cost if required. Services shall be scheduled during the hours approved or directed by manager/owner.

Monday Tuesday Wednesday Thursday Friday Saturday Sunday  
(Days of the week on which service is to be provided)

12. If there is an "Additional Special Services" Addendum attached to this Service Agreement, and if CUSTOMER cancels any periodic special services described therein for which a prorated monthly charge is included in Customer's total monthly service charge, any amount owing by CUSTOMER for special services performed prior to the cancellation shall be payable in full no later than five (5) days after the cancellation.
13. The undersigned warrant and represent that they have full authority to enter into this service agreement, and that it will be binding upon the parties and their respective successors and assigns.
14. This Service Agreement and attached exhibits constitute the complete agreement of the parties concerning the provision of cleaning services to the CUSTOMER, and supersedes all other prior or contemporaneous agreements between the parties, whether written or oral, on the same subject. No waiver or modification of this service agreement shall be valid unless in writing and executed by COVERALL and CUSTOMER. Additionally, in no event shall the terms and conditions of any purchase order or other form subsequently submitted by CUSTOMER to COVERALL becomes a part of this Service Agreement, and COVERALL shall not be bound by any such terms and conditions.

**CUSTOMER**

\_\_\_\_\_  
Signature and Date •

\_\_\_\_\_  
Print Name and Title •

\_\_\_\_\_  
E-mail Address •

**COVERALL NORTH AMERICA, INC.**

  
\_\_\_\_\_  
Gerald Ashford, FDT (Signature & Date)

\_\_\_\_\_  
Coverall of Southwest Florida •

\_\_\_\_\_  
November 1, 2010  
Service Start Date •

**Please fax signed contract to 239-768-2011**

Coverall Health-Based Cleaning System™  
Service Agreement – Revised 09/26/08



**Areas to be serviced:**

- Entrance
- Foyer
- Waiting Area
- Lobby/Reception Area
- General Office
- Private Offices
- Executive Offices
- Conference Room
- Copy Room/Area
- File Room/Area
- Computer Room
- Restrooms
- Lunch Room/Kitchen
- Kitchenette/Coffee Area
- Lockers
- Hallways
- Landings
- Stairwells
- Stairways
- Elevator Cabs
- Lounges
- Offices in Plant/Shop/Warehouse
- Laboratory
- Showroom Areas
- Supply/Storage Areas

**Other areas not listed above:**  
Public Works Breakroom and Restroom  
located at the back bay of building

---



---



---

**Exclude:**

---



---



---

**Total Cleanable Sq Ft** \_\_\_\_\_


\_\_\_\_\_  
Initial

\_\_\_\_\_  
Initial



## Work Schedule

<u>Category / Service</u>	<u>Frequency of Service</u>
<b>Offices, Entrances, Reception Areas, Hallways and Conference Rooms</b>	
Dust and clean all fixtures and office furniture including file cabinets, desks, credenzas, counter tops and display units using a microfiber cloth and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner. Spot clean doors, entrance glass doors, door frames, light switches, walls and properly position furniture in offices.	<u>5</u> time(s) week
Empty all waste paper receptacles and take trash to a designated area in the building for storage or removal.	<u>5</u> time(s) week
Wipe all internal partition glass free of smudges and fingerprints, using color-coded microfiber cloth and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.	<u>5</u> time(s) week
Clean and disinfect drinking fountains / water coolers using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.	<u>5</u> time(s) week
Clean and disinfect all telephones using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.	<u>1</u> time(s) week
Dust all high and low vertical and horizontal surfaces and corners not cleaned in the course of normal dusting with electrostatic dusting cloths. Wipe down or vacuum baseboards.	<u>1</u> time(s) month
Vacuum fabric covered furnishings. Wipe other furniture using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.	<u>1</u> time(s) month
Clean and polish all chrome chairs and tables using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.	<u>1</u> time(s) month
Dust blinds, window sills, jams, light fixtures and ceiling vents with electrostatic dusting cloths.	<u>1</u> time(s) month

\_\_\_\_\_,   
Initial Initial



### Floor Maintenance

Vacuum with approved HEPA back pack units and remove fresh spots from all carpeted areas using approved encapsulating carpet spotting tools. *Spot removal that requires machine cleaning will be an additional cost to the customer.*

5 time(s) week

Dust and damp mop all hard surface floor areas using color-coded microfiber flat mopping system and Disinfectant Floor Cleaner. Change pad often to ensure removal of soil.

5 time(s) week

### Kitchens, Cafeterias, Lunch Rooms and Coffee Areas

Clean and disinfect all kitchen counters, tables and sinks using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 times(s) week

Clean and disinfect exterior of appliances using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 time(s) week

Clean microwaves inside and outside using Disinfecting All-Purpose Spray and Glass Cleaner and wipe inside with clean cloth and water to remove any disinfectant residue.

5 time(s) week

Restock kitchen paper and soap products from customer inventory.

5 time(s) week

Empty all waste paper receptacles and take trash to a designated area in the building for storage or removal.

5 time(s) week

### Restrooms

Clean and polish all dispensers and fixtures. Clean and disinfect wash basins, toilet bowls, urinals, and counter tops using color-coded microfiber cloths and Disinfect Bathroom Cleaner.

5 time(s) week

Spot clean walls and toilet partitions with color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 time(s) week

Mop all floors using color-coded microfiber flat mopping system and Disinfectant Finished Floor Cleaner. Change pads often to ensure proper removal of all soil and materials.

5 time(s) week

Polish all metal and mirrors using color-coded microfiber cloths and hospital grade Disinfecting All-Purpose Spray and Glass Cleaner.

5 time(s) week

Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory.

5 time(s) week

Empty all waste paper receptacles and take trash to a designated area in the building for storage or removal.

5 time(s) week

\_\_\_\_\_  
Initial

*Ala*  
\_\_\_\_\_  
Initial



**Special Floor Care Services**

Machine Scrub Floors \_\_\_\_\_ time(s) upon request

Burnish Floors \_\_\_\_\_ time(s) upon request

Scrub & Recoat Floors \_\_\_\_\_ time(s) upon request

Strip & Wax Floors \_\_\_\_\_ time(s) upon request

Hot Water Extraction for Restoration of Carpeting \_\_\_\_\_ time(s) upon request

Whitaker Encapsulating Carpet System \_\_\_\_\_ time(s) upon request

Kaivac No-Touch Cleaning System™ \_\_\_\_\_ time(s) upon request

**Additional Duties / Areas of Concern**

\_\_\_\_\_ time(s) week

\_\_\_\_\_ time(s) week

\_\_\_\_\_ time(s) week

\_\_\_\_\_ time(s) week

\_\_\_\_\_ time(s) week

**Closing Instructions**

Clean and organize janitor closet. 5 time(s) week

Turn off lights (as instructed). 5 time(s) week

Lock doors and windows (as instructed). 5 time(s) week

Set alarms (as instructed). 5 time(s) week

\_\_\_\_\_  
Initial

*da*  
\_\_\_\_\_  
Initial



## Additional Special Services

On occasion, services other than the regularly scheduled janitorial duties may be required. **Coverall Health-Based Cleaning System<sup>SM</sup>** franchisees will perform special services when requested and invoice separately from the general monthly cleaning contract, unless the services are specifically included in your monthly billing.

If a special service is included, 1/12 of the annual charge is included in each monthly charge.

**Coverall Health-Based Cleaning System<sup>SM</sup>** franchisees are also able to assist with many other cleaning needs and will provide quotes for any of the following special services upon request:

- Carpet cleaning
- Office furniture cleaning
- Upholstery cleaning
- Window cleaning
- Power washing
- Waste receptacle washing
- Emergency cleaning (fire, flood, etc.)
- Providing of dispenser supplies
- Replacement of burned out bulbs from customer supply
- Ceiling cleaning
- Floor stripping and refinishing
- Restroom sanitation / odor control

To arrange for any of the above services, please contact your **Coverall Health-Based Cleaning System<sup>SM</sup>** Support Center.