



**Proposal For:**



**RFP-4580-18-JE**

**Clean and Safe  
Ambassador Program in the CRA Districts**

**DUE: Thursday, August 30th, 2018 at 3:00 PM**

SFM Services, Inc.  
Christian Infante, President  
9700 NW 79th Ave.  
Hialeah Gardens, Fl. 33016  
Ph: 305.525.9442 Fax: 305.818.3510  
Email: [cinfante@sfmtservices.com](mailto:cinfante@sfmtservices.com)  
August 30<sup>th</sup>, 2018

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## 1. Letter of Transmittal

Thursday, August 30, 2018

Janice English  
City of Hollywood  
City Hall  
2600 Hollywood Blvd. Rm.: 215  
Hollywood, FL 33020

Thank you for allowing us to submit a proposal for the City of Hollywood's Clean and Safe Ambassador Program. Enclosed you will find information on our firm that will demonstrate we're not your typical service company. SFM Services is a locally headquartered one-stop shop for municipalities or Business Improvement Districts to outsource the necessary services to maintain a clean and safe environment for its tourists and business community. SFM has numerous clients where sanitation & security/hospitality services are provided.

After conducting several visits to the City of Hollywood's CRA Districts, I instantly realized the valuable resource SFM can be. SFM has the experience and resources to handle all the City of Hollywood's CRA Districts sanitation and security needs. Our company has the vast experience, talent and practices of a large firm, but the service and area knowledge of a local company dedicated to its client and client needs.

We suggest a discussion after proposals are submitted so we can customize or make any changes to the operation plan you deem necessary. We look forward to working with the City of Hollywood's CRA Districts. I am readily available to make representations of behalf of SFM Services; If there are any questions regarding this RFP, please feel free to contact me at (305) 525-9442 and I can be there within a one hour.

(One of the many advantages of hiring a local firm).

## Executive Summary

For more than 40 years, the eyes of the world were set on Miami's Orange Bowl Stadium. The manicured lawns and impeccably clean venue set the spotlight for some of the cities' most memorable events. Since 1972, the company responsible for keeping the facility looking its best, has been SFM Services, Inc., headquartered in South Florida. Although the Orange Bowl closed its doors in 2007, SFM Services continues its mission of making South Florida's most notable locations and memorable events look their best.



SFM Services is a facilities maintenance company that offers business owners, property managers, healthcare facilities, government municipalities, educational institutions and large venues, a one-stop shop for Sanitation, Landscape and Security Service needs. Rather than dealing with two separate national firms, SFM Services offers its customers one company to work with and one local phone call to make.

If you are looking for a company that is cost efficient, timely and offers exemplary service in sanitation and security work, then SFM Services is the solution. We are a local and family-owned business that has operated in South Florida since 1972. Run by the leadership team of founder and patriarch, Jose Infante, and his son, Christian, SFM Services is a local company with a wealth of experience and a long list of services.

Our clients include major institutions such as: Baptist Health Systems, municipalities like the City of Coral Gables and major events like the Ultra Music Festival and the Dade County Youth Fair.

### The Right Choice

SFM understands City of Hollywood CRA sanitation and security needs. SFM has inspected the area prior to the RFP submittal. SFM has the qualifications and commitment to serve The City of Hollywood. SFM is confident that we are the right choice to provide the City of Hollywood's Clean and Safe Ambassador Program.

Respectfully Submitted,

*Christian Infante*

Christian Infante  
President

## SFM Janitorial

**SFM Services** is a leader in sanitation services of some of South Florida's leading business, medical, government and educational buildings and institutions. We handle everything from street sweeping, to office, healthcare facility, and large public venue cleanup.

Our associates are part of the South Florida community and work hard to leave a minimal carbon footprint and protect the environment. Through the use of eco-friendly and green products, SFM substitutes harmful chemicals with Green Seal Certified Products. Our associates also undergo extensive training in green cleaning procedures.



## SFM Security

**SFM Services** currently provides security services to numerous government entities & facilities throughout South Florida. One differentiating factor is SFM Security offers clients "Active Shooter Training". This training was recently provided to Florida National University administration and staff. SFM Security also provides security to Universities, hospitals, clinics, government facilities, marinas, condominiums, and more. These locations all have a high level of pedestrian traffic.

If you are looking for a company that is cost efficient, timely and offers exemplary security service, then SFM Security is the solution. Run by the leadership team of founder and patriarch, Jose Infante, and his son, Christian, SFM Security is a local company with a wealth of experience and a long list of services.



## Benefits of Hiring SFM Services:

- ✓ Over 700 employees in Miami-Dade County
- ✓ Web-based technology to report incidents, safety hazards, & documentation
- ✓ Work closely with City of Miami Homeless Assistance
- ✓ In-house OSHA certified trainer in “Bloodborne Pathogens”
- ✓ Experience cleaning & securing large facilities that are open 7 days per week
- ✓ Experience in healthcare facilities, managing public areas & venues
- ✓ Vast experience in municipal and commercial properties
- ✓ SFM ownership is directly involved
- ✓ Equipped for Disaster Recovery “Hurricane Clean Up”
- ✓ Experience cleaning up after large crowds “Ultra Music Festival”
- ✓ SFM’s C.O.O. is a Former Director of Homeland Security
- ✓ “Active Shooter Training” available
- ✓ 24/7 Local Command Station
- ✓ Over 200 security officers in South Florida.
- ✓ Road captains/supervisors respond immediately.
- ✓ Above average client retention

## References



Serviced Since: 1998 to present  
Contract Amount: Greater than \$500,000.00 p/yr  
Contact: Carlos Nunez, Vice President  
Phone: 305.986.0285  
Email: [cnunez@leonmedicalcenters.com](mailto:cnunez@leonmedicalcenters.com)  
Scope of Work: Daily cleaning & security services to (8) medical facilities in Miami-Dade County.



Serviced Since: 2004 to present  
Contract Amount: Greater than \$150,000.00 p/yr  
Contact: Frank Andreu, Dir. Of Operations  
Phone: 305.519.4538  
Email: [fandreu@fnu.edu](mailto:fandreu@fnu.edu)  
Scope of Work: Daily sanitation and security to their (3) campuses.



Serviced Since: 2014 to 2017  
Contract Amount: Greater than \$300,000.00 p/yr  
Contact: Chris Gould, General Manager  
Phone: 305.400.7000  
Email: [cgould@jungleisland.com](mailto:cgould@jungleisland.com)  
Scope of Work: Daily sanitation & security services to the zoological park located on Watson Island 7 days per week. This is a high tourist attraction.



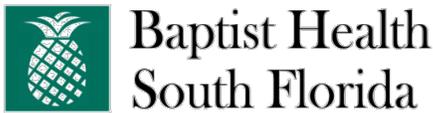
Serviced Since: 1988 to present  
Contract Amount: Greater than \$200,000.00 p/yr  
Contact: Jose Solano, Operations VP  
Phone: 305.358.7550  
Email: [jsolano@miami.gov](mailto:jsolano@miami.gov)  
Scope of Work: Sanitation services to all events held at Bayfront Park Amphitheater including Ultra Music Festival.



Serviced Since: 2010 to present  
 Contract Amount: Greater than \$300,000.00 p/yr  
 Contact: Arthur Noriega, CEO  
 Phone: 305.373.6789  
 Email: [anoriega@miamiparking.com](mailto:anoriega@miamiparking.com)  
 Scope of Work: Daily sanitation & landscape maintenance to all MPA surface lots & garages.



Serviced Since: 2012 to present  
 Contract Amount: Greater than \$80,000.00 p/yr  
 Contact: Tony Lopez, Assistant Town Manager  
 Phone: 305.364.6100  
 Email: [lopezT@miamilakes-fl.gov](mailto:lopezT@miamilakes-fl.gov)  
 Scope of Work: Daily litter control, graffiti removal, asphalt repair, & debris removal to all streets in Miami Lakes.



Serviced Since: 2009 to present  
 Contract Amount: Greater than \$1,000,000.00 p/yr  
 Contact: Estela Tost, VP of Real Estate Mgmt.  
 Phone: 786.596.8691  
 Email: [EstelaT@baptisthealth.net](mailto:EstelaT@baptisthealth.net)  
 Scope of Work: Daily sanitation and landscape services to (23) medical facilities in Miami-Dade & Broward County.



Serviced Since: 2006 to present  
 Contract Amount: Greater than \$250,000.00 p/yr  
 Contact: Carlos Arroyo, Dir. Of Storm water  
 Phone: 305.593.6725  
 Email: [carlos.arroyo@cityofdoral.com](mailto:carlos.arroyo@cityofdoral.com)  
 Scope of Work: Daily street sweeping/cleaning services, litter removal, and landscape maintenance to city owned streets and canals.

➤ **ADDITIONAL REFERENCES AVAILABLE UPON REQUEST.**

## 2. BID Forms & Pricing

City of Hollywood, Florida  
Solicitation #

Issue Date \_\_\_\_\_

### ACKNOWLEDGMENT AND SIGNATURE PAGE

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

Legal Company Name (include d/b/a if applicable): SFM Services, Inc.

Federal Tax Identification Number: 59-2766887

If Corporation - Date Incorporated/Organized: 01/09/1987

State Incorporated/Organized: Florida

Company Operating Address: 9700 N.W. 79 Avenue

City Hialeah Gardens State FL Zip Code 33016

Remittance Address (if different from ordering address): same as above

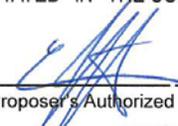
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Company Contact Person: Christian Infante Email Address: cinfante@sfmtservices.com

Phone Number (include area code): 305-818-2424 Fax Number (include area code): 305-818-3510

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

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

  
Bidder/Proposer's Authorized Representative's Signature: \_\_\_\_\_ Date 08/30/2018

Type or Print Name: Christian Infante

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

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

Issue Date \_\_\_\_\_

**HOLD HARMLESS AND INDEMNITY CLAUSE**

(Company Name and Authorized Representative's Name)

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

SIGNATURE \_\_\_\_\_  


Christian Infante  
PRINTED NAME

SFM Services, Inc.  
COMPANY OF NAME

08/30/2018  
DATE

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

Issue Date \_\_\_\_\_

**NONCOLLUSION AFFIDAVIT**

STATE OF: Florida

COUNTY OF: Miami-Dade, being first duly sworn, deposes and says that:

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

(SIGNED)  \_\_\_\_\_ President  
Title

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

Issue Date \_\_\_\_\_

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

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

1. This form statement is submitted to City of Hollywood  
by Christian Infante, President for SFM Services, Inc.  
(Print individual's name and title) (Print name of entity submitting sworn statement)  
whose business address is 9700 N.W. 79 Ave Hialeah Gardens, FL 33016  
and if applicable its Federal Employer Identification Number (FEIN) is 59-2766887 If the entity has no FEIN,  
include the Social Security Number of the individual signing this sworn statement.

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

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

4. I understand that "Affiliate," as defined in paragraph 287.133(1)(a), Florida Statutes, means:  
1. A predecessor or successor of a person convicted of a public entity crime, or  
2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

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

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

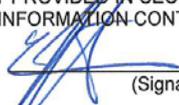
X Neither the entity submitting sworn statement, nor any of its officers, director, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, nor any affiliate of the entity has been charged with and convicted of a public entity crime subsequent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

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

Issue Date \_\_\_\_\_

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

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

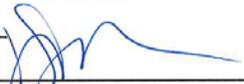
  
\_\_\_\_\_  
(Signature)

Sworn to and subscribed before me this 30th day of August, 2018.

Personally known Christian Infante

Or produced identification personally known Notary Public-State of Florida

n/a my commission expires 03/2019  
(Type of identification)

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



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

Issue Date \_\_\_\_\_

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

The applicant certifies that it and its principals:

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

Applicant Name and Address:

SFM Services, Inc.  
9700 N.W. 79 Avenue  
Hialeah Gardens, FL 33016

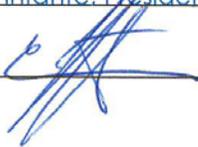
Application Number and/or Project Name:

RFP-4580-18-JF Clean and Safe Ambassador Program in the CRA Districts

Applicant IRS/Vendor Number: \_\_\_\_\_

Type/Print Name and Title of Authorized Representative:

Christian Infante, President

Signature:  Date: 08/30/2018

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

Issue Date

**DRUG-FREE WORKPLACE PROGRAM**

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

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

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

  
 \_\_\_\_\_ Christian Infante  
 VENDOR'S SIGNATURE PRINTED NAME  
  
 SFM Services, Inc.  
 \_\_\_\_\_  
 NAME OF COMPANY

Issue Date \_\_\_\_\_

**SOLICITATION, GIVING, AND ACCEPTANCE OF GIFTS POLICY**

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

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

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

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

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

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

 _____ SIGNATURE	Christian Infante _____ PRINTED NAME
SFM Services, Inc. _____ NAME OF COMPANY	President _____ TITLE

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

Issue Date

**PROPOSAL PAGES – COST PROPOSAL**

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

Position	Weekly Service Hours	Cost of Hourly Rate to Include Benefits	Total Cost
Clean Ambassador	168 /Hrs.	\$ 22.00	\$ 3,696.00
Lead Clean Ambassador	84 /Hrs.	\$ 24.60	\$ 2,066.40
Safe Ambassador	65 /Hrs.	\$ 22.00	\$ 1,430.00
Lead Safe Ambassador	65 /Hrs.	\$ 24.60	\$ 1,599.00
Supervisor	40 /Hrs.	\$ 34.50	\$ 1,380.00
Weekly Total:			\$ 10,171.40 /Weekly
Grand Total: (x 52 weeks)			\$ 528,912.80 /Yr.
Ancillary/ Management Fees			Included \$ Above

**Section below is for over-time hourly rate only:**

Clean Ambassador	\$ 31.70
Lead Clean Ambassador	\$ 35.46
Safe Ambassador	\$ 31.70
Lead Safe Ambassador	\$ 35.46
Supervisor	\$ 49.81

PRICING	Clean Ambassador	Lead Clean Ambassador	Safe Ambassador	Lead Safe Ambassador	Supervisor
Pay Rate	\$13.00	\$15.00	\$13.00	\$15.00	\$24.00
FICA	\$1.04	\$1.20	\$1.04	\$1.20	\$1.92
WC	\$0.46	\$0.53	\$0.46	\$0.53	\$0.84
Liability	\$0.15	\$0.18	\$0.15	\$0.18	\$0.28
Unemployment	\$0.36	\$0.42	\$0.36	\$0.42	\$0.67
Subtotal	\$15.01	\$17.32	\$15.01	\$17.32	\$27.72
Overhead (Corporate Support, Equipment, & Supplies)	\$4.37	\$4.40	\$4.37	\$4.40	\$2.91
Benefits	0.42	0.42	0.42	0.42	0.42
Profit	2.2	2.46	2.2	2.46	\$3.45
<b>Cost of Hourly Rate</b>	<b>\$22.00</b>	<b>\$24.60</b>	<b>\$22.00</b>	<b>\$24.60</b>	<b>\$34.50</b>
Weekly Hours	168.00	84.00	65.00	65.00	40.00
Annual Hours	8736	4368	3380	3380	2080
Annual Billing	\$192,192.00	\$107,452.80	\$74,360.00	\$83,148.00	\$71,760.00

**Total Bid Amount \$528,912.80**

### 3. Key Personnel

SFM's team is composed of highly motivated, trained, and experienced personnel. The SFM staff has the following and credentials:

- ✓ BSCAI Members
- ✓ APWA Members
- ✓ Certified Floor Technicians
- ✓ Certified Carpet Care Technicians
- ✓ Spartan Green Cleaning Certifications
- ✓ MOT Certified



**Christian Infante**, President has nineteen (19) years of experience in business management. Mr. Infante has a Bachelor's degree in Business Administration & Management from Florida International University (FIU), trained in Homeland Security and is Bloodborne Pathogens. Mr. Infante has been directly involved in all phases of SFM Services' projects including assisting facilities prepare for JCAHO inspections and has been directly involved in all phases of SFM Security Services.



**Jose Infante**, Founder and Vice President has (40) years of experience in management and the service industry. Mr. Infante is qualified and experienced in all aspects of custodial and security services and currently oversees the finances for the firm. Mr. Infante holds a security manager license and attended U.M. and M.D.C.



**Joe Pinon**, Chief Operating Officer. Mr. Pinon has (30) years of senior management experience in the public and private sector as an Assistant City Manager. As Assistant City Manager/Public Safety Director, he was in charge of the Police, Fire, Emergency Management, Property Management, and Public Works Departments in both, the City of Miami Beach and the City of Miami. Mr. Pinon is a certified instructor in Bloodborne Pathogens and Terminal Cleaning.



**Alexander M. Carulo**, Director of Security joined the SFM team in May of 2018 and is responsible for overseeing Security Operations. Alex has over 23 years of Law Enforcement experience including United States Marine Corps, State of Florida Department of Corrections and Miami Beach Police Department. Alex possesses strong management, leadership and organizational skills. With over 10 years on the Special Weapons and Tactics (SWAT) team Alex holds various certifications including: Emergency Management (FEMA); Incident Command System (ICS 100, 200, 300, 400, 700, 800) and Weapons of Mass Destruction (WMD) Tactical Commander from the Department of Homeland Security.



**Pascale Lopez**, Custodial Manager has been a part of the SFM Team since 2016. Mrs. Lopez has experience in healthcare facility maintenance. She oversees all janitorial operations for SFM including Planning, coordinating, and executing custodial projects. She is an ISSA CITS certified master cleaner. She has helped hospitals prepare for JCAHO and AHCA inspections.



**Sandy Lopez**, Human Resource Director. Ms. Lopez oversees all aspects concerning Human Resources. Employees with any work related issues or accident reports meet with Sandy routinely. Some of her duties include: Employee Drug Testing, Employee Criminal Back Ground Checks, Social Security Verification, Payroll Compliance, led the implementation of Universal Health Care Coverage Law.



**Eileen Dominguez & Marta Gonzalez**, Quality Control Officers have combined over (50) years of experience in the Janitorial industry. Their experience and knowledge in janitorial supplies, floor care, and services make them valuable assets to the SFM Quality Control Program

## Hiring Format

SFM Services performs investigative background checks for all employees staffing our client's facilities. While performing investigative background checks which will include the following:

- Social Security Number Verification
- Criminal History Search (5 years)
- Employment Verification
- Violent Sexual Offender Registry Search
- DMV Records (5 years)
- Florida HRS Abuse Registry



SFM Services, Inc. employees will have employee history file in duplicates.

Files will contain health checks and annual TB Tests as well as all documented training and development to be in compliance with OSHA.



SFM Security holds several job fairs throughout the year. Many of them along with U.S. Veteran organizations.

Each candidate for this contract must meet strict standards of oral and written communications and must be able to read and write in English. SFM administration will select the candidates that make the best fit for client.



## Recruitment

SFM Security uses several proven recruiting methods to hire personnel to meet the officer requirements. For example, the National Veterans Foundation is contacted as well as other organizations that offer job placement assistance for federal law enforcement or correctional officers.



# Drug Free Workplace Program

## Objectives/goals:

1. To reduce drug use in the workplace
2. To increase productivity
3. To improve efficiency
4. To reduce accidents in the workplace
5. To demonstrate a more professional attitude and standard of conduct
6. To deliver better customer service



## To achieve these goals, SFM Services conducts:

1. Initial and periodic safety training sessions
2. Drug Abuse Awareness pamphlets
3. Random Drug Screening of existing employees
4. Complete drug Screening of all job candidates prior to start of assignments
5. Alcohol and Drug screening in the event of work-related accidents
6. Formal and informal counseling by trained supervisors



**SFM Services is proud to participate in the National Drug Free Workplace Program.**

# Employee Uniforms & Identification

**Uniforms can be customized with the City of Hollywood CRA logo.** We realize the importance that a properly-identified employee can have in a public area. For this reason SFM provides uniforms that are easily identifiable and professional. Housekeepers wear teal – colored t-shirts with our logo clearly visible on both sides. This color makes identification even easier. Shirts are made of a polyester-cotton blend that makes it easy for our cleaners to keep them clean. We issue three sets to each employee and mend or replace them as needed.

Should you wish a different type of uniform, we can provide shirts, slacks, windbreakers and parkas, all labeled with the SFM logo. By request, we can provide uniforms tailored to represent you, matching colors and logos.

Just as important as a clear, identifiable uniform is the identification card, that every SFM employee is provided and required to carry with them at all times during work hours.

SFM understands and enforces the need to have all personnel clearly identified. We want to make sure your tourists/visitors feel safe and that they always know who is working around them.

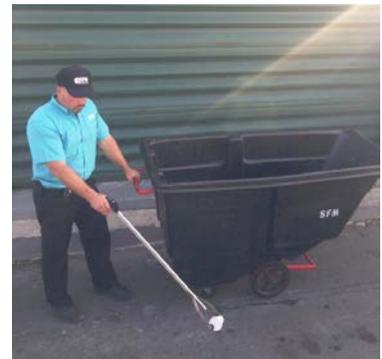
## **Our employee ID's serve 2 purposes:**

1. To clearly identify SFM Services staff
2. To track each employee's time as a time card swipe system



## **Sanitation Uniforms**

- SFM provides uniforms that are easily identifiable & professional.
- The SFM logo will be stitched on button down shirt.
- Three sets are issued to each housekeeper.



## **Officer Uniforms**

- SFM Security provides uniforms that are easily identifiable & professional.
- The SFM Security logo is stitched on the left shoulder and the American flag is stitched on the right shoulder.
- Three sets are issued to each officer.
- By request, we can provide uniforms tailored to represent the client logo if requested.



## 4. Quality Assurance Plan

SFM uses a quality control software named “Orange QC”. This software allows the SFM Quality control officers to:



- Perform inspection using an smart phone or tablet.
- Monitors account performance & sends real time alerts based on triggers you set.
- Generate reports for customers

The SFM Quality Control Program consists of two mutually supporting modules:

1. **Quality Control Plan** – establish standards, supporting processes, performance objectives and performance indicators to meet all performance requirements.
2. **Quality Control Monitoring Plan** – implement SFM QC to provide a structured approach to performance monitoring, deficiency avoidance, corrective actions and reporting.

### Service Quality Measurements/Metrics

Each task is monitored as follows:

1. The QC Officer will designate the area to be assessed.
2. The screen of the hand-held device requests a "level of compliance" to be input by qualitative format based on a numerical scale:

- 1 = Immediate Action Required
- 2 = Unsatisfactory
- 3 = Satisfactory



If anything other than a “Satisfactory” is entered, the system will provide a report suggesting action to be taken. At this point, the end user is to:

- A. Refer to Superior
- B. Refer to Vice President
- C. Immediate Action required (self or other)
- D. High Risk (situations hazardous to health or safety)
- E. Maintenance required (drives a maintenance request)

## Measurement Tools

Hand-held Smart Phone or Tablet

Below is a visual of our hand-held based Quality Control application.



## Sample of a tablet performing inspection



Below is a sample of actual inspection reports



### HALLWAYS for Floor 3

Inspection:	HALLWAYS
Location:	(J159) / Floor 3
Inspector:	Marta Gonzalez
Score:	88%
Completed:	2018-01-16 11:51pm

Line Item	Rating	Score	Comment	Photos
Location	GENERAL AREAS	0%		
Floors	Above Average	90%		
Baseboards	Above Average	90%		
Walls	Above Average	90%		
Drinking Fountains	Below Average	79%	Fountain needs cleaning	
Pictures	Above Average	90%		
Vents	Above Average	90%		
Doors	Above Average	90%		
NOTES				



### CLASSROOMS for Floor 1

Inspection:	CLASSROOMS
Location:	(J159) / Floor 1
Inspector:	Marta Gonzalez
Score:	89%
Completed:	2018-01-16 10:21pm

Line Item	Rating	Score	Comment	Photos
Furniture	Above Average	90%		
Carpet	Below Average	79%	Carpet has stains	
Baseboards	Above Average	90%		
Air Vents	Above Average	90%		
Baseboards	Above Average	90%		
Frames	Above Average	90%		
Window sills	Above Average	90%		
window blinds	Above Average	90%		
counter tops	Above Average	90%		



### CLASSROOMS for Floor 1

Inspection:	CLASSROOMS
Location:	(J159) / Floor 1
Inspector:	Marta Gonzalez
Score:	89%
Completed:	2018-01-16 10:21pm

Line Item	Rating	Score	Comment	Photos
Furniture	Above Average	90%		
Carpet	Below Average	79%	Carpet has stains	
Baseboards	Above Average	90%		
Air Vents	Above Average	90%		
Baseboards	Above Average	90%		
Frames	Above Average	90%		
Window sills	Above Average	90%		
window blinds	Above Average	90%		
counter tops	Above Average	90%		



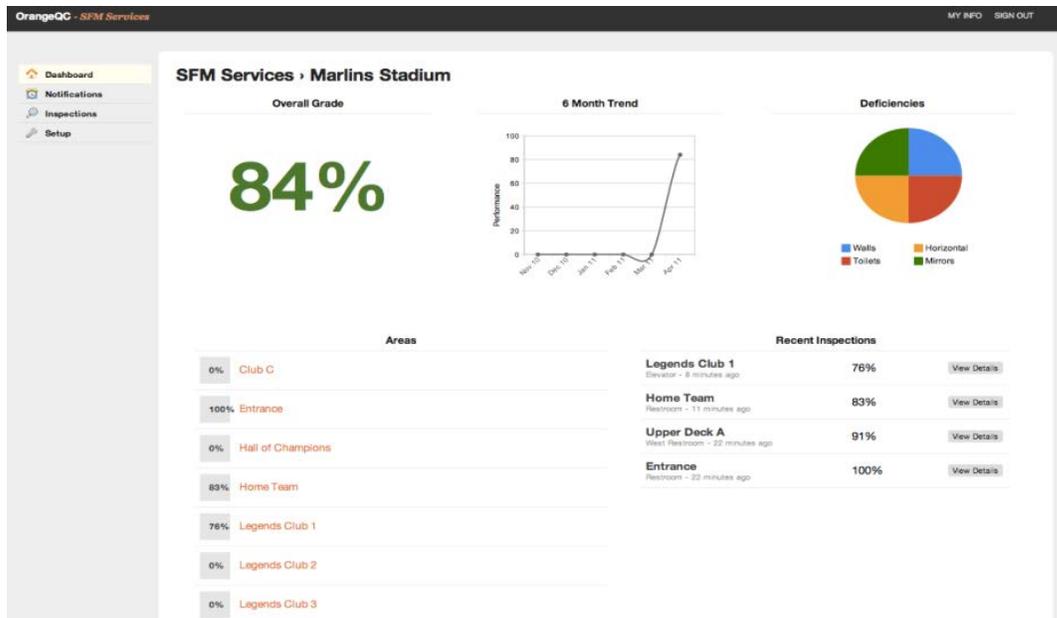
### BATHROOMS for Floor 2

Inspection:	BATHROOMS
Location:	(J159) / Floor 2
Inspector:	Marta Gonzalez
Score:	89%
Completed:	2018-01-16 11:33pm

Line Item	Rating	Score	Comment	Photos
Location	HALLWAY	0%		
Floor Condition	In good condition	100%		
Floors	Above Average	90%		
Baseboards	Above Average	90%		
Toilets & Urinals	Above Average	90%		
Partitions	Above Average	90%		
Sinks	Above Average	90%		
Mirrors	Above Average	90%		
Vents	Below Average	79%	Looks like some stains and some dust	
Trash	Above Average	90%		

Below is report provided to client that will show the evaluation of progress in 3 forms:

- Percent Score
- Graph showing comparing history
- Pie Chart



These reports can be emailed to property managers in a pdf format. Email notifications are configured to notify SFM managers about the QC performance. The QC officer's iPad automatically synchronizes via a wireless network connection so QC inspections can be tracked in real-time. Corrective action requests are immediately communicated to the relevant person.

All quality control inspections have precise timestamps to ensure frequency of monitoring and a clear indication of the date, time, area and results of the monitoring process

Management reports contain the following:

- Labor budget
- Supplies budget
- Equipment budget
- Sales

## **Ticket System**

Through our Quality Control software, we ask our clients to use the “Ticket System”. This feature helps us document and keep track of the quality of our services.

### ***Here’s how it works:***

All you have to do is send an email to our Quality Control System at [ticket@sfmtservices.com](mailto:ticket@sfmtservices.com) so we can address it. It’s that simple!

This email will trigger a ticket alert from the client to the SFM administration, who will consist of:

1. Contract Manager
2. Contract Supervisors
3. SFM’s C.O.O.
4. SFM’s President

This ticket will remain open until addressed by the Area Supervisor and our SFM Operations Manager, who will respond. Their response will then trigger a “pending” designation. Once the ticket’s content is addressed, it will be shown as completed and filed within your folder in our QC program. This will enable us to sporadically open the folder and see if there are any re-occurring situations that will assist us in managing your facility’s cleaning specifications better.

## **Employee Tracking**



All supervisors and roving porters driving SFM vehicles will have a GPS tracking system. This will assure they are servicing all locations and will tell us how much time is spent at each location.

SFM will track and document any incidents or repairs needed with the help of the tracking software. Software is web based and provides all reports in “real time”. Other capabilities are:

- ✓ Daily Activity Reports (accessible via internet)
- ✓ Incident Reports (real time)
- ✓ Cleaning Specifications (instantly available to cleaners)
- ✓ Digital Restroom Log



# Quality Control & Operational Response Plan

## OFFICER REPORTING



SFM Security tracks and documents all client incidents with the help of the “Officer Reports” software. Software provides all reports in “real time”. Other capabilities are:

- ✓ Daily Activity Reports (accessible via internet)
- ✓ Incident Reports (real time)
- ✓ Visitor Log (makes check-ins easy)
- ✓ Post Orders (instantly available to officers)
- ✓ Parking Violation Log (easy to track violators & attach photos)

# “Sample” Incident Report

Time Zone: America/New York

---

## ID, DATE, CLIENT, & SITE

<b>Internal ID:</b>	25640
<b>Date Entered:</b>	7/30/2015 8:04 PM
<b>Client:</b>	Jungle Island
<b>Site:</b>	Jungle Island

---

## OFFICER / ENTERED BY

<b>Officer Name:</b>	Ordonez, Ezequiel
<b>Entered By:</b>	Ordonez, Ezequiel

---

## OVERVIEW

<b>Incident Report #:</b>	N/A
<b>Date and Time of Incident:</b>	7/30/2015 7:46 PM
<b>Incident Type:</b>	Moped parked after hours.
<b>If Other, What Type:</b>	Report
<b>Victim Name(s):</b>	N/A
<b>Suspect Name(s):</b>	N/A
<b>Witness Name(s):</b>	N/A
<b>Witness Contact Info:</b>	N/A
<b>Incident Location:</b>	Jungle Island parking garage
<b>Incident Summary:</b>	On initial round discovered at bike rack area first floor parking lot a moped secured with chain and lock. Have searched for person on grounds myself and other officer. Found no one present, the owner is not here. I will monitor during shift.

---

## RESPONDER INFO

<b>Police Called:</b>	No
<b>If Not, Why?:</b>	It is not necessary
<b>Police Name(s) &amp; Badge(s):</b>	N/a
<b>Fire Truck Number:</b>	N/A
<b>Ambulance Number:</b>	N/A

**DETAILS**

<b>Who, What, When, etc.:</b>	First floor parking a moped parked after hours. Park has been searched no one is here.
-------------------------------	--

**OFFICER ACTIONS**

<b>Details.:</b>	Moped left at parking lit after hours.
------------------	--

**PHOTOS**



## Environmental Friendly Practices

SFM has standardized companywide cleaning services with (4) basic chemicals all daily cleaning is accomplished. The chemicals listed below are GREEN SEAL CERTIFIED. Currently all accounts cleaned by SFM are with the chemicals listed below. This provides a standardized method of cleaning for all janitors.



Neutral  
Floor  
Cleaner



Cleans,  
Disinfects,  
&  
Deodorize



Glass  
Cleaner



All  
Purpose  
Cleaner

## Microfiber Technology

Microfiber material can hold more than 5 times its weight in water and have exceptional ability to absorb grease and oils. It also does not leave any dust or lint behind. These properties reduce the number of bacteria on a surface by 99%.



	<b>BLUE</b>	General Cleaning
	<b>GREEN</b>	Glass Cleaning
	<b>RED</b>	Restroom Cleaning

## Wash Mops & Cloths on Site

Small washing machines will be installed in janitor closets. This helps prevent cleaning staff from reusing soiled mops & cloths. Machine measures 29" High x 17" Width. Installation to be done by client.

- **SFM will install these machines where possible.**



## What is **Green** Cleaning?

SFM strongly believes in protecting our environment. SFM changed all cleaning chemicals to Green Seal Certified products.

E.O Order 13101 describes **green** as:

Environmentally Preferred or Preferable Products or Services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose.



As previously mentioned in this proposal, all cleaning products used by SFM are GREEN SEAL CERTIFIED. SFM will be in full compliance of the environmental standards and requirements as set forth in the RFP. SFM offers year round training programs assuring that environmentally preferable cleaning practices, chemicals, equipment and supplies are maximized.

## Equipment List

SFM has on staff 3 fulltime mechanics that are responsible for maintenance and up keep of fleet and equipment. Equipment is replaced once it has expired life expectancy. SFM has a 10,000 sq. ft. of warehouse that store a large inventory of janitorial equipment and supplies. This ensures that services are not interrupted due to equipment break down.

Below please find a list the equipment and chemicals used for janitorial services. SFM uses primarily the following manufactured equipment:

- Nilfisk Advanced vacuum cleaners
- Rubbermaid Mop buckets & maid karts
- Nilfisk Advanced floor machines
- Schwarze vacuum street sweepers



For more than 12 years SFM and Veritiv have had a business partnership. SFM has access to their full line of resources. Veritiv is one of the nation's largest janitorial supplies distributors. Veritiv is an industry leader in green cleaning initiatives

## Security



### **Ipad for:**

- ✓ Documentation
- ✓ Photograph hazardous conditions
- ✓ Assist tourists/visitors with directions



### **PIPE:**

- ✓ Used by sanitation & security ambassadors
- ✓ Provides documentation



### **2-Way Radios**

- ✓ Instant communication with City of Hollywood CRA
- ✓ Communication between security & sanitation



### **Segway & Bike Patrol**

- ✓ Will be used for security ambassadors.
- ✓ Cover more territory in shorter time.

### **Miscellaneous Equipment:**

- ✓ First aid kits, hand held litter pickers, flashlights, paint rolls, etc.

## 5. Safety Program

To assist in providing a safe and healthy work environment for employees, clients and students, SFM Services has established a workplace safety program. This program is a top priority for SFM. The Human Resources Department has the responsibility of implementing, administering, monitoring and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

When new employees are hired, they watch training videos with all safety procedures. Signed verification forms of them having seen a video before they start working is kept in their file. Several of SFM's management is also certified in Maintenance of Traffic

SFM provides information to employees about workplace safety and health issues through regular internal communications channels such as supervisor-employee meetings, bulletin board postings, memos or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe workplace practices and procedures to eliminate or minimize hazards.

Each employee is expected to obey safety rules and exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report, or, where appropriate, remedy such situations, may be subject to disciplinary action up to and including termination of employment.



SFM has a Safety Committee Organization as a management tool to recommend improvements to our workplace safety program and to identify corrective measures needed to eliminate or control recognized safety and health hazards. Management will give top priority to and provide the financial resources for the correction of unsafe conditions.

## Employee Safety BBQ



Committed  
to  
**Safety**  
Excellence



Employee Safety BBQ raffle  
winner!



Safety Training

➤ 242 Days without an employee accident!!!

## 6. Transition Plan

**Estimated Start Date:** T.B.D.

**Purpose:**

In order to achieve a seamless start up that provides a step-by-step instruction for SFM operations. The plan supplies SFM operators with a step-by-step guide to starting up.

**Goals:**

1. Deliver seamless start up.
2. Identify key resources and tasks.
3. Plan creates accountability for transition team members by reporting the completion of tasks to the client.
4. Create a base for communication between SFM and client.
5. On time job start and successful service implementation.

**Startup Plan**

- 1) Mobilize SFM Transition Task Force
- 2) Expectations Meeting
- 3) Employee Screening & Hiring
- 4) Order Equipment & Supplies
- 5) Employee Training
- 6) Invoicing
- 7) Onsite Orientation
- 8) Set Up Supplies
- 9) Service Start Up
- 10) Follow Up Meetings

# Janitorial Training

SFM has a thorough training program specific for Janitorial Services. Training is conducted by SFM's C.O.O. Joe Pinon. Mr. Pinon is a certified instructor with the State of Florida. This is a competitive advantage SFM has over other janitorial companies. It gives SFM the ability to train and retrain employees as necessary throughout the year. Trainings in "Bloodborne Pathogens" and "General Cleaning" are conducted.

The following methodology is employed by Joe Pinon for his trainings:

1. Classroom teaching based on research and personal experiences
2. Professional participation by experts in the field of the subject
3. Practical exercises discussed and acted in role plays in class
4. Situational Exercises where specific issues are presented and resolved in class by the student and further discussed in a group setting
5. Testing and Quizzes of materials shared in class
6. Providing training materials when necessary for further evaluation and study

## Employee Training Subjects:

- PPE (Personal Protection Equipment)
- Work Safety Practices & Procedures
- How to avoid slip & falls
- MSDS (Material Safety Data Sheets)
- Proper use of chemicals & equipment
- Bloodborne Pathogens
- Terminal Cleaning in Operating Rooms
- Restroom Care
- Identifying Bio-hazard waste
- Personal Protective Equipment
- Use of cell phone
- SFM Employee Orientation



## Security Training

After realizing the lack of quality in training security schools where offering, SFM Security Services, Inc. decided to establish its own licensing school. This was also a chance for SFM Security to promote from within and give the opportunity to an employee to get licensed as a “Security Officer Instructor”. SFM Security and Mr. Sergio Escobar (employed with SFM Security since 1995) are licensed by the State of Florida as a “Florida Guard Training School”, and a “Florida Training Facility”.



### Employee Training Subjects:

- Area Orientation
- Customer Service (Assisting tourists/visitors)
- Understanding local Panhandling & Homeless Ordinances
- Documentation of Safety Hazardous Conditions & Vandalism
- Familiarize with Local Directions
- Dealing with Residents
- Access Control
- Terrorism Trends
- Addressing Illegal vending
- Prevention, Detection, Response Procedures

High End Event Security



Recently SFM provided at no cost to FNU a “Active Shooter” training to the university staff. Some of the topics covered in this training where:

- Profile of Active Shooters
- Prevention Techniques
- Indicators of Potential Shooters
- Managing Consequences of an Active Shooter
- If you find yourself in the Middle of an Active Shooter Spree
- Information You Should Provide Officers When Asked
- How to Respond When Law Enforcement Arrives



## SFM Disaster Preparedness & Emergency Operations

SFM Security has a comprehensive Emergency Plan to deal with catastrophic events as part of its operational procedures. The Company’s emergency Plans are described as follows:

## PLANS

The following are Plans in place by SFM Security

- Emergency Operations Plan
- Disaster Preparedness Plan
- Continuity of Operations Plan (COOP)



### **Hurricane Preparedness Plan**

The Hurricane Preparedness Plan is designed to initiate procedures that will enable SFM Security to organize its security workforce during times of potential catastrophic events related to hurricanes and tropical storms affecting the South Florida area. The plan covers the following:

- Site preparation for pending storm damage
- Standby procedures
- Reporting procedures
- Hours of work
- CERT training application
- Post-hurricane preparation and mitigation procedures
- Required emergency equipment, food and water supplies

### **Continuity of Operation Plan (COOP)**

Purpose: A COOP is a plan that outlines steps for the operator in order to return to normalcy following a disaster.

The COOP incorporates the following:

- How will personnel be relieved?
- How will additional personnel be incorporated into the workforce
- Where will there be additional potential posts to maintain a heightened security state
- How will additional hours be compensated?
- How will personnel be kept informed and in communications
- Who will authorize additional personnel and where over the proposed budget to meet the needs of the event?
- Where will sharing of manpower needs be most critical for the efficient operation of the event?
- Where will food and water be stored for field distribution when needed?
- What training needs will be required in response to special needs?
- What hospitals will be used in the event of injuries and other medical needs?
- What arrangements are made to install new radio/phone communication and internet capabilities?
- How will personnel be transported when roads or bridges may be closed or have limited access?

## **Fire Response Plan**

- Identification of Extinguisher locations
- Proper use of extinguishers and fire hoses
- Proper use of evacuation techniques
- Proper use of alarm techniques to alert the public and/or employees during a fire incident
- Notification procedures during a fire incident
- Proper report documentation of events related to a fire
- Prevention of Fore techniques

## **Bomb Threat Procedures Plan**

- Identification of suspicious packages
- Identification of suspicious persons and/or events
- Notification procedures during bomb threats
- Proper documentation of events related to bomb threats
- Evacuation procedures related to bomb threats



## **Dealing with critical emergency care**

- First Aid techniques
- CPR techniques
- Identification of injuries and physical emergencies
- Notification procedures during medical emergencies
- Documentation of emergency incidents

## **Accident Prevention Plan**

- Accident prevention techniques
- Notification procedures during accidents

Documentation procedures of accidents

## 7. Distinctive Services Offered

SFM is not your typical service company. SFM can support clients by providing the following services:

- ✓ Event Cleaning Services
- ✓ Disaster Recovery Services
- ✓ Street Sweeping Services
- ✓ Training in dealing with Bloodborne Pathogens

**Street Sweeping  
Available**



A fleet of (7) street sweepers used to clean municipal streets, highways, and parking lots.

**Pressure Washing  
Available**



Trailer mounted pressure washing rigs equipped with water holding tank & steam pressure capability.

**Debris Removal  
Available**



Echo friendly utility cars and self-loader grapple trucks for large debris removal service.

## Disaster Recovery Services

Post Hurricane Irma, SFM removed over one (1) million cubic yards of debris throughout Miami-Dade County.

SFM has the necessary equipment and experience to provide complete Disaster Recovery Services; Therefore for any Emergency, SFM is prepared to deploy and facilitate quickly and efficiently.



Some of our clients in disaster recovery services include:

- Miami-Dade County
- Dade County School Board
- Florida Dept. of Transportation
- City of Doral
- Town of Miami Lakes

SFM's additional crews can be dispatched to:

- Debris removal & disposal
- Supply generators
- Emergency water extraction & restoration
- Trim low hanging dangerous branches

SFM has provided disaster recovery service to several municipalities after the following storms:

- Hurricane Andrew
- Hurricane Wilma
- Hurricane Katrina (Mississippi & Florida)
- Hurricane Francis
- Hurricane Charley
- Hurricane Dennis
- Hurricane Ike (Texas)
- Hurricane Irma



## Event Cleaning

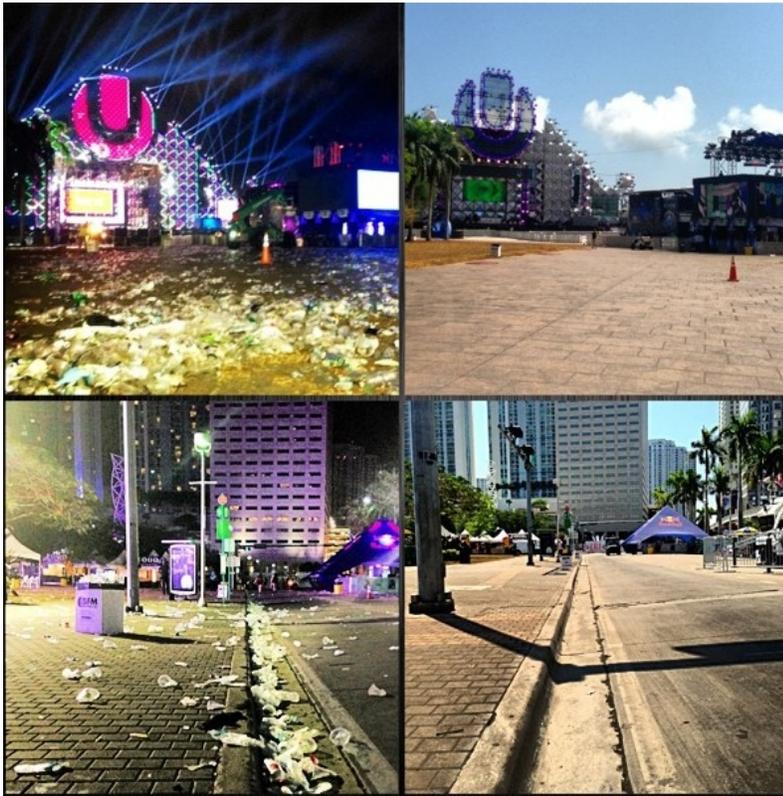
SFM can help the City of Hollywood with any large outdoor events. SFM has experience in large event venue maintenance. SFM provided the Orange Bowl Stadium with event cleaning from 1972 to 2007. Other event venues currently serviced are:

- Dade County Fair & Expo. Center
- Ultra Music Festival
- Bayfront Park & Amphitheater
- 2010 Super Bowl & Pro Bowl



**BEFORE**

**AFTER**



Ultra Music Festival  
165,000 Attendance in 3-days

## Community Involvement

SFM strongly believes in giving back to the community. Christian Infante, President of SFM is personally involved in several of the charities listed below.

✓ **Baptist Saute & Sip**

SFM has been proud to sponsor this great cause for the last 2 years. Contributions raised are for the Breast Cancer centers and patients.

✓ **Jose A. Perez ALS Golf Classic**

Christian Infante has been on the Golf tournament committee for last 14 years. He has help raised funds for the research of Amyotrophic Lateral Sclerosis also known as ALS, “Lou Gehrig’s” disease.

✓ **City of Miami Golf Classic**

Jose Infante is currently on the executive committee for this charity golf tournament. The funds are for programs for persons with disabilities and for the Sandra DeLuca Development Center.

✓ **Zoological Society**

SFM has been a proud sponsor for this non-profit organization for Metrozoo. This charity was founded in 1956.

✓ **The Kiwanis of Little Havana**

SFM is proud to have made charitable contributions to the Kiwanis since 2004.

✓ **Tee For Tots**

This charity is dedicated to raising funds for pediatric cancer research, specifically neuroblastoma, and to assist with support services for pediatric cancer patients.

League Against  
Cancer



City of Doral  
Earth Day Tree Donation



Miami Dade Schools & Miami  
Dolphins Butterfly Garden



## 8. Licenses, Certifications, and Insurance

### MBE Certification

#### Minority Participation

SFM Services, Inc. is 100 % minority owned. Jose M. Infante and Christian Infante stockholders of SFM Services, Inc. are Hispanic.

SFM strongly encourages the recruitment, selection, and promotion of minorities and women in the firm. Several of SFM's vendors are minority owned as well.

SFM is a registered minority firm with the Florida Regional Minority Business Council. Any question regarding MBE certification, please contact Beatrice Louissaint, President of the Florida Regional Minority Business Council. (305.762.6151)



# Terminal Cleaning & Bloodborne Pathogens



## CERTIFICATE OF COMPLETION

### "TERMINAL CLEANING"

Presented to

**Pascale Lopez**

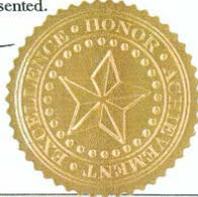
*Has successfully completed Terminal Cleaning Training consistent with OSHA Bloodborne Pathogens Standards 29 CFR 1910.1030*

**This course includes the following objectives and is consistent with OSHA Bloodborne Pathogens Standard 29 CFR 1910.1030**

- |                                      |                                    |
|--------------------------------------|------------------------------------|
| -Contamination & Contagious diseases | -Universal Precautions             |
| -Bloodborne Pathogens                | -Hazardous Disposal of Waste       |
| -Terminal Cleaning                   | -Body Fluids as contaminants       |
| -Products for Terminal Cleaning      | -Personal Protective Equipment     |
| -Terminal Cleaning Concerns          | -Hand washing Techniques           |
| -How to reduce your Risk             | -Exposure Incident Reporting       |
| -OSHA Regulations                    | -Terminal Cleaning Quality Control |

I hereby certify that the candidate named in this certificate has satisfactorily completed the training as presented.

  
Joseph R. Pison  
Certified Instructor  
State of Florida



April 29, 2015

OSHA



Bloodborne Pathogens

## Bloodborne pathogens CERTIFICATE OF COMPLETION

Presented to

**Mara Hernandez**

*Has successfully completed Bloodborne Pathogens Training consistent with OSHA Bloodborne Pathogens Standards 29 CFR 1910.1030*

**This course includes the following objectives and is consistent with OSHA Bloodborne Pathogens Standard 29 CFR 1910.1030**

- |                                      |                                |
|--------------------------------------|--------------------------------|
| -How Bloodborne Pathogens are spread | -Universal Precautions         |
| -Hepatitis B Virus                   | -Hazardous Disposal of Waste   |
| -Hepatitis C Virus                   | -Body Fluids as contaminants   |
| -HIV and Aids                        | -Personal Protective Equipment |
| -Skin Diseases                       | -Hand washing Techniques       |
| -How to reduce your Risk             | -Exposure Incident Reporting   |
| -CDC Statistics                      | -Employer Responsibilities     |

I hereby certify that the candidate named in this certificate has satisfactorily completed the training as presented.

  
Joseph R. Pison  
Certified Instructor



April 17, 2015

# ISSA Certification



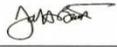




**Pascale Lopez**

is hereby CERTIFIED as an official ISSA Cleaning Industry Training Standard  
 ADVANCED PROFESSIONAL IN  
 1.5 Restroom Care  
 after attending the official ISSA Verified Program  
**GCI Green Master Technician**

This certification is valid as of January 17, 2017 for a period of one year.

John Barnett, Executive Director ISSA

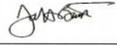




**Pascale Lopez**

is hereby CERTIFIED as an official ISSA Cleaning Industry Training Standard  
 ADVANCED PROFESSIONAL IN  
 1.6 Hazard Communication  
 after attending the official ISSA Verified Program  
**GCI Green Master Technician**

This certification is valid as of January 18, 2017 for a period of one year.

John Barnett, Executive Director ISSA

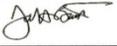




**Pascale Lopez**

is hereby CERTIFIED as an official ISSA Cleaning Industry Training Standard  
 ADVANCED PROFESSIONAL IN  
 1.7 Hard Floor Care  
 after attending the official ISSA Verified Program  
**GCI Green Master Technician**

This certification is valid as of January 19, 2017 for a period of one year.

John Barnett, Executive Director ISSA

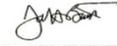




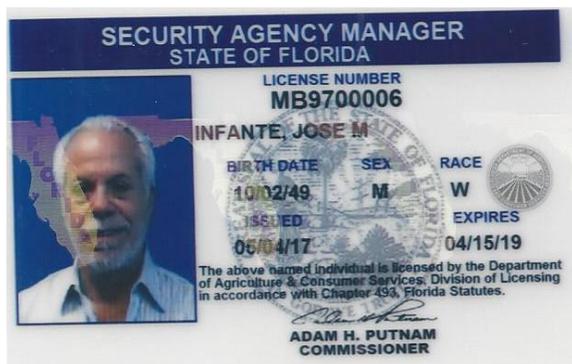
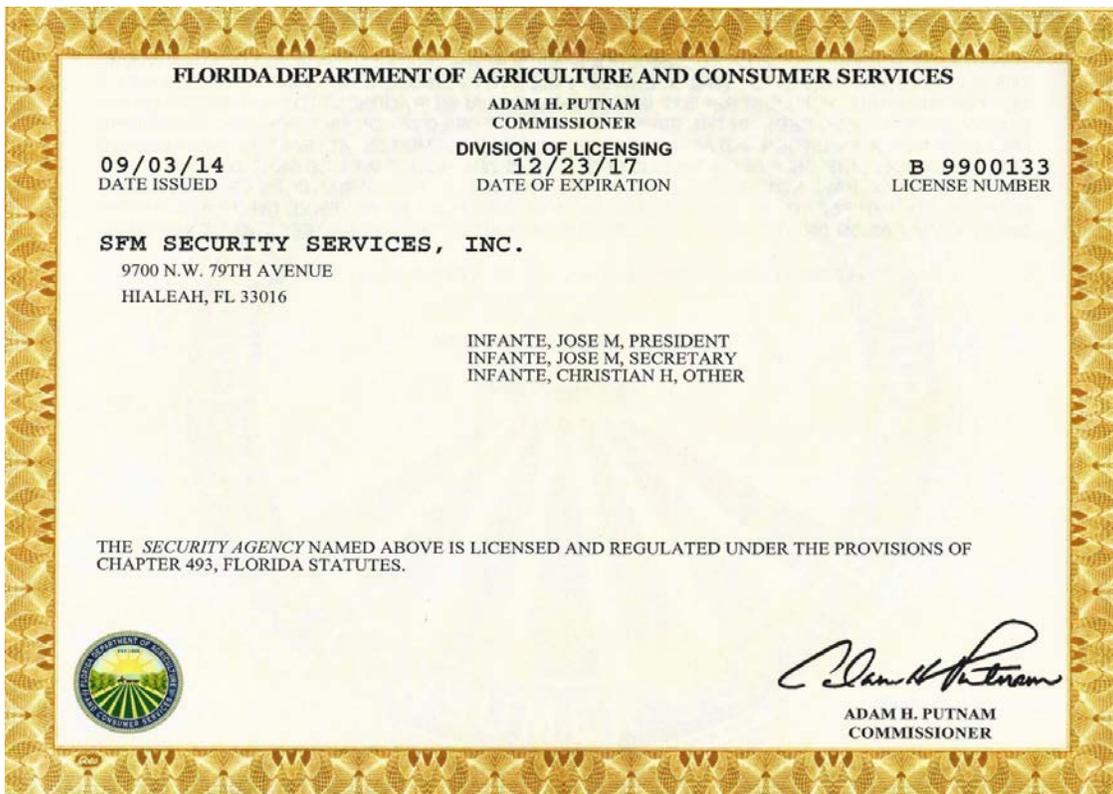
**Pascale Lopez**

is hereby CERTIFIED as an official ISSA Cleaning Industry Training Standard  
 ADVANCED PROFESSIONAL IN  
 1.8 Carpet Care  
 after attending the official ISSA Verified Program  
**GCI Green Master Technician**

This certification is valid as of January 19, 2017 for a period of one year.

John Barnett, Executive Director ISSA



# American Society for Industrial Security



## Certificate of Membership

*This Certificate welcomes*

**Jose M. Infante**

*As a Member in this Society, pledged to maintain inviolate the Integrity and Trust of the Security Profession.*

*January 1998*

  
PRESIDENT

  
SECRETARY

# Certificate of Training



Presented to

**Christian Infante**

for successful completion of the  
**Department of Homeland Security  
Protective Measures Course**

November 17 – November 18, 2008

Charles E. Payne  
Chief, Office for Bombing Prevention

## The American Traffic Safety Services Association

This is to certify that

**Christian Infante**

has demonstrated a thorough knowledge of the standards, guidelines and practices of traffic control in highway construction and maintenance work areas and has completed all the requirements of the American Traffic Safety Certification Program to the satisfaction of the Certification Board; is this date awarded the designation of:

**Traffic Control Supervisor**

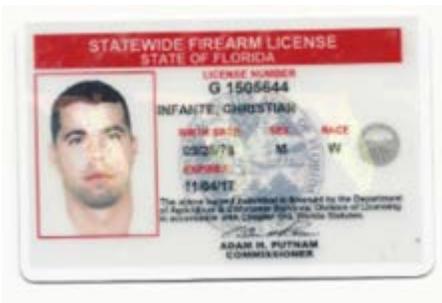
and is fully entitled to all the rights and privileges associated with this designation. This certificate will remain in effect until the expiration date noted herein unless otherwise revoked by action of the Certification Board.

Issue Date: 11/28/2013  
Expiration Date: 11/12/2017  
Certification #: 177632



Dawn M. Clarke  
Training & Products Dept. Director

Ryan A. Wintz  
President, CEO



# Miami-Dade County Occupational License

**Local Business Tax Receipt**  
Miami-Dade County, State of Florida  
-THIS IS NOT A BILL - DO NOT PAY

6221246

**BUSINESS NAME/LOCATION**  
SFM SERVICES INC  
9700 NW 79 AVE  
HIALEAH GARDENS FL 33016

**RECEIPT NO.**  
**RENEWAL**  
**6485858**

**LBT**

**EXPIRES**  
**SEPTEMBER 30, 2018**  
Must be displayed at place of business  
Pursuant to County Code  
Chapter 8A - Art. 9 & 10

**OWNER**  
SFM SERVICES INC

**SEC. TYPE OF BUSINESS**  
213 SERVICE BUSINESS

**PAYMENT RECEIVED BY TAX COLLECTOR**  
\$67.50 09/21/2017  
CHECK21-17-090095

Employee(s) 15

This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental or nongovernmental regulatory laws and requirements which apply to the business.

The RECEIPT NO. above must be displayed on all commercial vehicles - Miami-Dade Code Sec 8a-276.

For more information, visit [www.miamidade.gov/taxcollector](http://www.miamidade.gov/taxcollector)

# General Liability & Workman's Comp

240754



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
01/17/2018

**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 have ADDITIONAL INSURED provisions or 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> Commercial Lines - (305) 443-4886 Wells Fargo Insurance Services USA, Inc. 2601 South Bayshore Drive, Suite 1600 Coconut Grove, FL 33133	<b>CONTACT NAME:</b> Leslie Acosta <b>PHONE (A/C, No, Ext):</b> 3054434886 <b>FAX (A/C, No):</b> <b>E-MAIL ADDRESS:</b> Leslie.Acosta@wellsfargo.com <b>INSURER(S) AFFORDING COVERAGE</b> <b>NAIC #</b> INSURER A: Old Republic Insurance Company      24147 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:
<b>INSURED</b> SFM Services, Inc. (See Description of operations) 9700 NW 79 Avenue Hialeah Gardens, FL 33018	

**COVERAGES**      **CERTIFICATE NUMBER: 12438344**      **REVISION NUMBER: See below**

**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	ADOL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		MWZY309800	03/01/17	03/01/18	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/POP AGG \$ 2,000,000
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY <input type="checkbox"/> AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	<input type="checkbox"/> <b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <input type="checkbox"/> <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N/A	MWC30979900	03/01/17	03/01/18	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**

The Certificate Holder is listed as an additional insured in respect to the General Liability policy when required on a written contract or agreement.

<b>CERTIFICATE HOLDER</b>  SAMPLE CERTIFICATE	<b>CANCELLATION</b>  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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 ACORD 25 (2016/03)

# Umbrella



## CERTIFICATE OF LIABILITY INSURANCE

SFMS-1 OP ID: CTH

DATE (MM/DD/YYYY)  
01/17/2018

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> BROWN & BROWN OF FLORIDA INC 14900 NW 79th Court Suite#200 Miami Lakes, FL 33016-5869 Fausto Alvarez	<b>CONTACT NAME:</b> Fausto Alvarez <b>PHONE (A/C, No, Ext):</b> 305-364-7800 <b>FAX (A/C, No):</b> 305-714-4401 <b>E-MAIL ADDRESS:</b> _____ _____														
<b>INSURED</b> SFM Services, Inc. SFM Janitorial Services, LLC SFM Landscape Services, LLC Attn: Mr. Infante 9700 NW 79 Avenue Hialeah, FL 33016	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: left;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: left;">NAIC #</th> </tr> <tr> <td>INSURER A : The North River Ins. Company</td> <td>21105</td> </tr> <tr> <td>INSURER B : Zurich American Insurance Co.</td> <td>16535</td> </tr> <tr> <td>INSURER C :</td> <td></td> </tr> <tr> <td>INSURER D :</td> <td></td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : The North River Ins. Company	21105	INSURER B : Zurich American Insurance Co.	16535	INSURER C :		INSURER D :		INSURER E :		INSURER F :	
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INSURER C :															
INSURER D :															
INSURER E :															
INSURER F :															

**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	ADOL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER: _____						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMPIOP AGG \$ _____ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ _____ \$
<b>A</b>	UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE Ded. <input checked="" type="checkbox"/> RETENTION \$ 0			5821067232	12/12/2016	03/01/2018	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 6,000,000 _____ \$
	WORKERS COMPENSATION AND EMPLOYER'S LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
<b>B</b>	Crime			MPL647831604	12/12/2017	12/12/2018	Limit 250,000 Ded. 5,000

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

The Certificate holder is listed as an additional insured in respect to the Umbrella Liability policy when required on a written contract or agreement.

<b>CERTIFICATE HOLDER</b>  SAMPLE CERTIFICATE	<b>CANCELLATION</b>  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 Brown and Brown of Florida, Inc.
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ACORD 25 (2014/01)

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# Automobile



## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
01/17/2018

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> Keen Battle Mead & Company 7850 Northwest 146th Street Suite 200 Miami Lakes FL 33016	<b>CONTACT NAME:</b> Yordanka Marrero <b>PHONE (A/C, No, Ext):</b> (305) 558-1101 <b>FAX (A/C, No):</b> (305) 822-4722 <b>E-MAIL ADDRESS:</b> ymarrero@kbmco.com														
<b>INSURED</b> SFM Services, Inc. 9700 NW 79th Avenue Miami FL 33016	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="text-align: center;">INSURER(S) AFFORDING COVERAGE</th> <th style="text-align: center;">NAIC #</th> </tr> <tr> <td>INSURER A: Crum &amp; Forster Insurance</td> <td></td> </tr> <tr> <td>INSURER B:</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: Crum & Forster Insurance		INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
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INSURER B:															
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															

**COVERAGES**      **CERTIFICATE NUMBER:** 17/18 AUTO      **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	ADOL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COM/OP AGG \$ \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS			1337400108	12/12/2017	12/12/2018	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Uninsured motorist BI-single \$ 300,000
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) <input type="checkbox"/> Y/N <input type="checkbox"/> N/A If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE    OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**  
 The certificate Holder is listed as an additional insured in respect to the Auto Liability policy when required on a written contract or agreement.

<b>CERTIFICATE HOLDER</b>  SAMPLE CERTIFICATE	<b>CANCELLATION</b>  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  Alex Perez/YMA
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ACORD 25 (2014/01)  
INS025 (2014/01)

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