

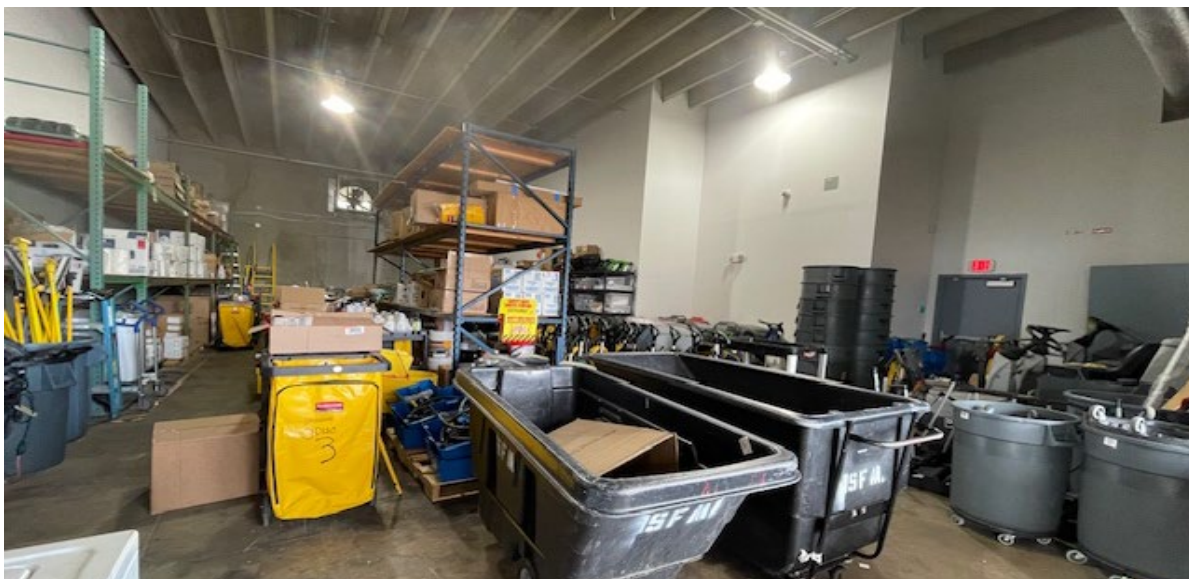
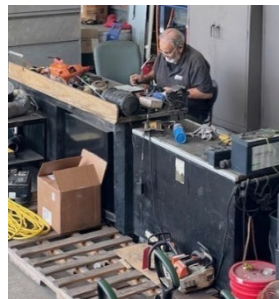
EQUIPMENT

SFM has a comprehensive maintenance program in place to ensure that its fleet and equipment are well-maintained and functioning optimally. To achieve this, Fleet Manager Alberto Salones along with a team of three full-time mechanics who are dedicated to overseeing the maintenance and upkeep of the fleet and equipment. Their primary responsibility is to ensure that all equipment is in top condition, minimizing downtime and maximizing operational effectiveness.

SFM utilizes Whip Around, a web-based fleet maintenance software that allows us to track, document, and report vital data we need to optimize the performance of our fleet and heavy equipment. Every driver completes a pre-trip inspection daily as a preventative maintenance measure. Whip Around also tracks fuel usage and integrates with our vehicle tracking software, GEOTAB.

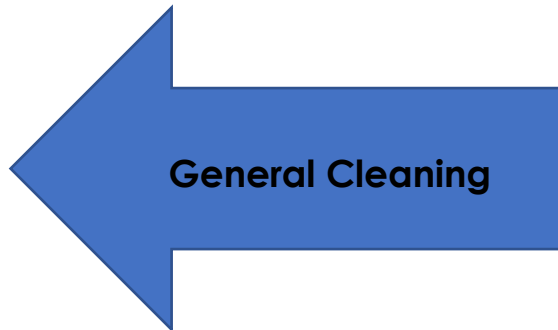


In order to ensure that equipment and machinery are replaced in a timely manner, SFM has implemented a policy under which equipment is replaced once it has expired its life expectancy. This ensures that SFM's operations are not hindered by outdated or malfunctioning equipment. By implementing this policy, SFM is able to maximize the lifespan and performance of its equipment, leading to increased efficiency and productivity.



MICROFIBER TECHNOLOGY

Microfiber material can hold more than 5 times its weight and has an 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%.



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.***



CHEMICALS

In an effort to ensure consistency and maintain the highest standards of cleanliness, SFM has standardized its companywide cleaning services by utilizing four (4) basic chemicals. These chemicals have been carefully selected for their effectiveness and are Green Seal Certified. By implementing this standardized approach, SFM ensures all accounts receive a consistent cleaning experience using eco-friendly products as well as a standardized cleaning method that can be replicated across multiple sites.



Neutral Floor
Cleaner



Cleans,
Disinfects,
&
Deodorizes



Glass Cleaner



All Purpose
Cleaner

SAFETY DATA SHEETS “SDS”

Currently, SFM is working with MSDSONline, a web-based centralized management system that will digitize our Safety Data Sheets. SDS binders will be a thing of the past. Not only does this minimize our carbon footprint, but it also ensures that our employees have real-time access to the latest safety data sheets for the chemicals being used while meeting OSHA compliance.

Below are SDS links to the four standard chemicals used to carry out daily cleaning as well as other cleaning products used in healthcare environments.

1. **Clean on the Go Clean by Peroxy No. 15**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4820.pdf>
2. **Clean on the Go Biorenewables Glass Cleaner No. 18**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4835.pdf>
3. **Clean on the Go NABC Concentrate No. 1**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4716.pdf>
4. **Clean on the Go Tribase Multi-Purpose Cleaner No. 17**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4830.pdf>
5. **Clorox Healthcare® Spore10 Defense™ Cleaner Disinfectant**
https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Spore10-Defense%E2%84%A2-Cleaner-Disinfectant_Multilingual2.pdf
6. **Clorox Healthcare® Fuzion Cleaner Disinfectant**
https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Fuzion-Cleaner-Disinfectant_Multilingual2.pdf
7. **Clorox Healthcare® Bleach Germicidal Wipes**
<https://www.thecloroxcompany.com/wp-content/uploads/2019/02/Clorox-Healthcare%C2%AE-Bleach-Germicidal-Wipes.pdf>
8. **Clorox Commercial Solutions® Clorox® Total 360® Disinfectant Cleaner1**
<https://www.thecloroxcompany.com/wp-content/uploads/2019/09/Clorox-Commercial-Solutions%C2%AE-Clorox%C2%AE-Total-360%C2%AE-Disinfectant-Cleaner1.pdf>

7. QUALITY CONTROL PROGRAM

A major key to our success is the implementation of our web-based quality control program Orange QC. OrangeQC allows us to deliver real-time consistent reports on how well we're serving you. You'll see the inspection scores for your facilities, as well as our response times for your work orders and incident reports. SFM's QC software will guarantee all services are performed to the highest standard as recognized by custom and usage in the industry. Enclosed we describe some of our methods regarding inspection programs that involve first line employees, supervisors, and the management team. All are involved in quality control and all are trained to understand their role in this project. We also have Quality Control Managers that are involved in all SFM's accounts. Our Quality Control Managers will be very active in this account as we move forward. Other than safety, providing the best possible service to our customers is paramount. And that can only be achieved by maintaining excellent quality standards.

We have an in-house programming team that will customize programs that reflect the specific needs and requirements of your facility. We will work with you to develop a report in the format you desire at the frequency you want. The frequency of inspections is generally completed on a daily and weekly basis. Some of the benefits from this inspection program are detailed within this section.

With these improved controls, our Team can track work performance and highlight opportunities to enhance the overall appearance of your facilities while keeping our team members engaged in the operation. The written word really does the system little justice. It must be experienced to truly be appreciated.

Our quality control program delivers customer satisfaction.

Program Objectives:

- Ensure that all employees have the knowledge and skills needed to perform their job.
- Develop new skills in current employees to enable them to absorb changes in technology.
- Improve the productivity of both individuals and work teams.
- Encourage employee self-development and involvement in programs of lifelong learning.

This software allows the SFM Quality control officers to:

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

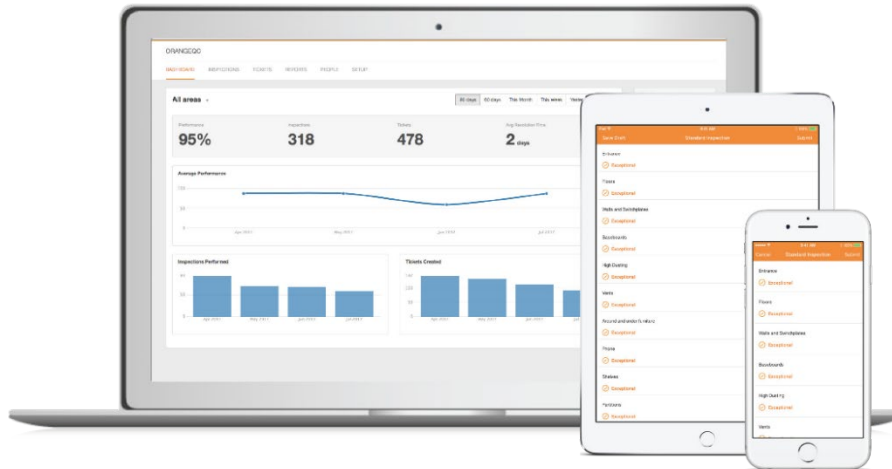
The SFM Quality Control Program consists of two mutually supporting modules:

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.

MEASUREMENT TOOLS

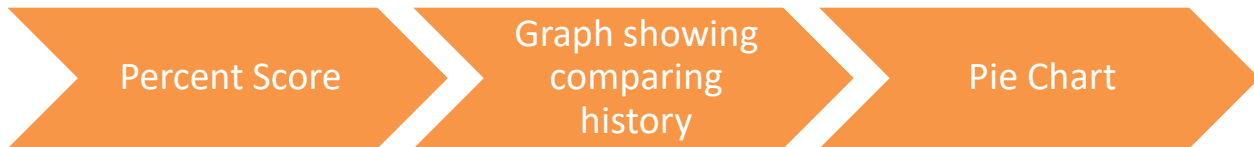
Email notifications are configured to notify SFM managers about the QC performance. The QC officer's iPad automatically synchronizes via a wireless network connection, so QC inspections can be tracked in real-time. Corrective action requests are immediately communicated to the relevant person.

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.



REPORTING

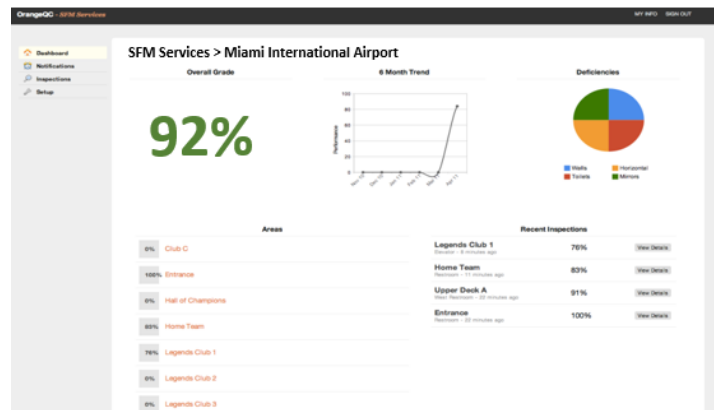
Below is report provided to client that will show the evaluation of progress in 3 forms which include:



These reports can be emailed to property managers in a pdf format.

Management reports contain the following:

- Labor budget
- Supplies budget
- Equipment budget
- Sales



Below are samples of actual inspection reports:




Time Stamped



#5499506
ENTRANCE AREAS




Location: (43570) MIA Bldg-701 (2461 NW 67 Ave) / 1st floor
 Completed: 2020-06-15 12:14pm
 Inspector: Marta Gonzalez
 Score: 93%

Line Item	Rating	Score
Floors	Below Average	79%
<p><i>P floor</i></p> <p><i>Floor needs heavy scrubbing</i></p> <p><i>A C vent in front of elevator has dust</i></p>		
<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  1 </div> <div style="text-align: center;">  2 </div> <div style="text-align: center;">  3 </div> </div>		
Thresholds	Above Average	95%
Glass Window	Above Average	95%
Glass Doors	Above Average	95%
Trash Containers	Above Average	95%
Ash Trays	Above Average	95%
Seating Area	Above Average	95%
NOTES		

#6192830
ENTRANCE AREAS



Location: (43570) MIA Bldg-845 AKA-100 (5600 NW 36 ST)(5pm to 10pm) / 1ST FLOOR
 Completed: 2021-01-05 9:32pm
 Inspector: Lazaro Gonzalez
 Score: 100%

Line Item	Rating	Score
Floors	Excellent	100%
 1		
Thresholds	Excellent	100%
Glass Window	Excellent	100%
Glass Doors	Excellent	100%
Trash Containers	Excellent	100%
Ash Trays	Excellent	100%
Seating Area	Excellent	100%
NOTES		






















#5536781
LOBBY AREA



Location: (43128) CG War Memorial Youth Center 405 University Drive / 1st Floor / Lobby
 Completed: 2020-06-26 4:25pm
 Inspector: Eileen Dominguez
 Score: 95%

Line Item	Rating	Score
Floors	Above Average	95%
Baseboards	Above Average	95%
Reception Desk	Above Average	95%
Information Desk	Above Average	95%
Transportation Room	Above Average	95%
Furniture	Above Average	95%
Horizontal Surfaces	Above Average	95%
Glass	Above Average	95%
Doors	Above Average	95%
Air Vents	Above Average	95%
Trash	Above Average	95%
NOTES		
<i>Need to continue reporting on notes; floors are very scratch, need some shine.</i>		

Line Item	Rating	Score
 1	 2	 3
 4	 5	 6
 7	 8	 9
 10	 11	 12
 13	 14	 15
 16	 17	 18
 19		



SFM'S INTERNAL COMMUNICATION SYSTEM

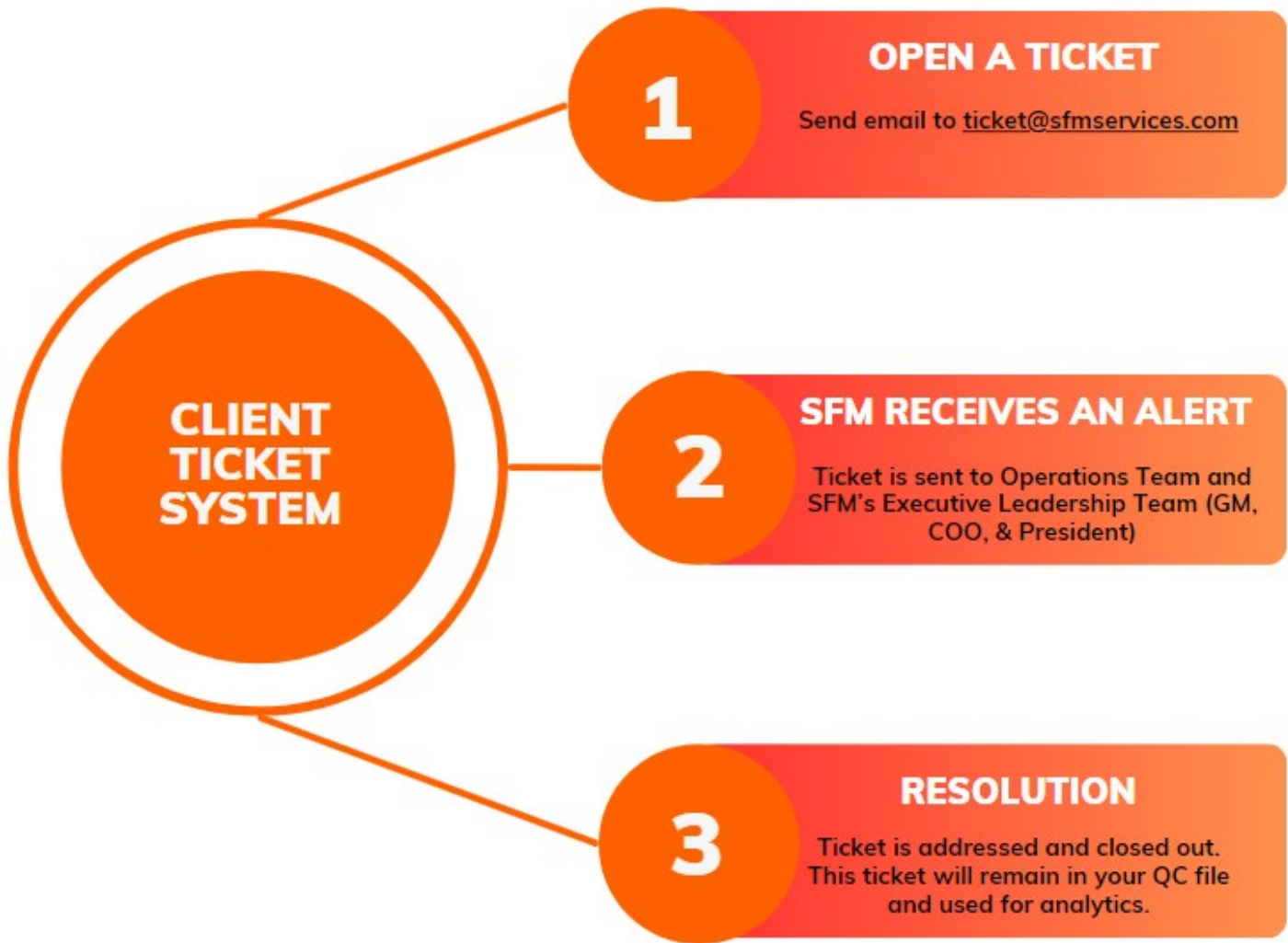
In order to maintain high quality standards, SFM relies on effective internal communication to quickly remedy any account deficiency. Below is a representation of SFM's internal communication process when an area is found deficient by a quality control officer.



CLIENT 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.

It's as simple as 1-2-3!



Briefly elaborate on what you want.

1. TICKET CREATED BY CLIENT

From: Delgado, Steve <SteveDelgado@miamibeachfl.gov>
Sent: Thursday, December 21, 2023 7:10:31 PM
To: Ticket <ticket@sfmservices.com>;
Subject: G-9 (1661 Pennsylvania Ave)

ACTUAL
CLIENT TICKET

Good evening,

At the above location stair# 1 level 6 (SW corner) outside elevator there is feces can we have someone take care of this matter. See attach picture.

Thank you.

Steve Delgado, *Parking Operations Supervisor (Off-street Unit)*



2. TICKET ACKNOWLEDGED BY SFM WITHIN 9 MINUTES

From: Pedro Reus <preus@sfmservices.com>
Sent: Thursday, December 21, 2023 7:19:33 PM
To: Delgado, Steve <SteveDelgado@miamibeachfl.gov>
Subject: Re: G-9 (1661 Pennsylvania Ave)

Good evening Steve,

I'm sending the crew right now.

Regards.

Pedro P. Reus

3. TICKET CLOSED WITHIN THE HOUR

From: Pedro Reus <preus@sfmservices.com>
Date: December 21, 2023 at 8:14:51 PM EST
To: "Delgado, Steve" <SteveDelgado@miamibeachfl.gov>**Subject:** Re: G-9 (1661 Pennsylvania Ave)Good evening Steve,

All cleaned and done. Homeless man who did it was still here changing clothes.

Regards.

Pedro P. Reus



8. POLICIES & PROCEDURES

HUMAN RESOURCES PROGRAM

For over 30 years now, SFM has offered consistent work, keeping our pool of applicants full of local enthusiastic personalities. Using our regional employment recruitment strategies, SFM’s experienced recruitment team will target local residents for employment opportunities thus fostering community involvement and development. SFM is known for its local employment opportunities throughout South Florida and **we are truly a LOCAL business** that can boast about giving back to the community more than any other vendor.

Having a well-trained and organized staff is essential to maintenance operations, and everyone who is on our team plays an intricate role in the successful operations of every project. At SFM, our onboarding professionals and management team prepare hundreds of qualified individuals to successfully carry out their daily assignments. SFM employees are trained, uniformed, and fully equipped prior to their job assignment assuring effective performance as specified by our client.

In the past, human resources professionals focused primarily on administrative tasks such as finding qualified employees, matching them to appropriate jobs, and balancing the interests of the organization with the rights and needs of employees. Today, the roles of HR professionals have evolved to support an organization in reaching its strategic goals and improving business results, while cultivating talented and capable staff. Simply understanding human resources management terminology, concepts and principles just doesn’t cut it today.

Our talented managers design and implement human resources management policies that support our organization’s strategic plan for growth and “Brand” recognition. They serve to enhance our organization’s ability to attract, motivate, develop, and retain effective employees, which is paramount to our client retention through quality service and growth through reputation.



SFM'S HIRING FORMAT

Described below is a detailed plan for hiring, retaining, and training that identifies the methods for ensuring SFM's staff, including management personnel, are maintaining industry standards in training and best practices.

SFM Services performs LEVEL 1 & LEVEL 2 investigative background checks for all employees staffing our client's facilities. Our investigative background checks include the following:



- ✓ Social Security Number Verification
- ✓ Criminal History Search (7 years)
- ✓ Terrorist Watch List
- ✓ Employment Verification
- ✓ Violent Sexual Offender Registry Search
- ✓ DMV Records (7 years)
- ✓ Florida HRS Abuse Registry

SFM employee files contain health checks and required testing as well as all documented training and development compliant with OSHA.

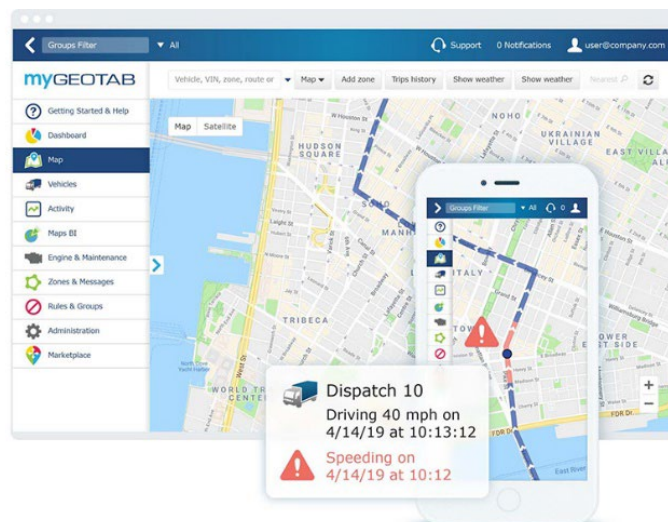


EMPLOYEE TRACKING

All drivers for SFM are registered with SambaSafety. SambaSafety gives us the security of knowing that our drivers are continuously being monitored while on and off the job. Their system always encourages our employees to drive safely.



All SFM Vehicles are equipped with the "GeoTab" GPS tracking system. This ensures our drivers are servicing all locations and will tell us how much time is spent at each location.



HIRING METHODOLOGY

Step 1: Utilize SFM’s network of 1,000+ employees in the local market, coordinate interviews with incumbent employees, utilize online digital platforms such as Zip Recruiter and Social Media. SFM also places advertisements in the local paper if necessary.

Step 2: Identify project supervisor candidates and perform 2 Panel Interview Process.

Step 3: Hire supervision.

Step 4: Employee application review and job orientation.

Step 5: Criminal background check and Drug screening.

Step 6: Make offer of employment to all new hires and I-9 verification.

Step 7: Luis Sanchez, Risk & Safety Manager. Provide New Hire Training.

Assurance Personnel Availability

Some positions in this contract will be part-time. This will allow us to have a pool of back-up staff on call that will already possess the necessary qualifications, training, and experience to carry out their work.

BACKGROUND CHECKS

As a standard practice, our Team will run level 1 & 2 federal background checks (nationwide check involving all states) on all its new hires as required.



Employees requiring access to federally regulated secure areas will undergo individual background screening. When it comes to assuming a client’s staff or filling an open position for them, we are flexible. We have found that background research standards often vary by client choice. Some clients are involved in specialized hiring program initiatives. In these situations, we first consult the client as to the depth of report desired (city, county, state or federal) and run reports upon mutual agreement with the client. We have utilized the same FCRA (Fair Credit Reporting Act) compliant provider for over 5 years and have and have had no incidents of incorrect or false information. SFM will not hire any employee who:

- Has been convicted of a violent felony or conspiracy to commit a violent felony within the past five (5) years;
- Has been convicted of a felony involving the trafficking of a controlled substance within the past (5) years;
- Has two (2) or more convictions for a violent felony, for conspiracy to commit a violent felony, or involving the trafficking of a controlled substance;
- Is a sexual offender or a sexual predator;
- Has failed to provide proof of United States citizenship or legal immigration status in the United States.

EMPLOYEE SATISFACTION AND RECOGNITION PROGRAM

The SFM Employee Satisfaction and Recognition Program aims to create a positive work environment and acknowledge the hard work and dedication of our employees. We understand the importance of employee satisfaction in achieving organizational success and believe that recognizing their efforts is crucial in fostering motivation and loyalty. We recognize employees in multiple ways:

- ✚ Spot bonuses for positive client feedback
- ✚ Spot bonuses for achieving Excellent Quality Control results
- ✚ Employee of the Month
- ✚ Safety BBQ's/Picnics if Safety Goals are achieved
- ✚ End of Year bonus for select staff

SFM employees are offered the following benefits:

Immediately

- ✚ Overtime pay rate if certain holidays are worked
- ✚ Safety rewards and bonuses.
- ✚ Free uniforms.
- ✚ Direct deposit.



BENEFITS

After 90-Day probation period.

- ✚ Health Insurance.
- ✚ Free Life Insurance
- ✚ Lifeworks Employee Assistance Program
- ✚ Safety rewards & bonuses.
- ✚ Continued education.
- ✚ Career advancement opportunities.

After 1-Year of employment.

- ✚ Enrollment into 401K program for supervisors and managers.
- ✚ Paid time off for supervisors and managers.

DRUG FREE WORKPLACE PROGRAM

SFM IS PROUD TO PARTICIPATE IN THE NATIONAL DRUG FREE WORKPLACE PROGRAM.

It is our desire to provide a drug free, healthy, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. While on our account premises and while conducting business-related activities off premises, no employee may use, possess, distribute, transfer, sell, or be under the influence of alcohol or illegal drugs to help ensure a safe and healthy working environment.



Much like seat belts with automobiles, Insurance companies have stringent requirements in the coverage they provide. Job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol at any time during their employment if there is justifiable cause to do so.

All employees are subject to post accident drug testing. An employee involved in a work-related injury is required to take a drug/alcohol test with their post-accident visit at any care provider.

SFM's Drug-Free Workplace Policy sends a clear message that alcohol and drug use in the workplace is prohibited.

Objectives/ Goals

- To reduce drug use in the workplace
- To increase productivity
- To improve efficiency
- To reduce accidents in the workplace
- To deliver better customer service
- To demonstrate a more professional attitude and standard of conduct
- Encourage employees who have alcohol and/or substance abuse problems to voluntarily seek help



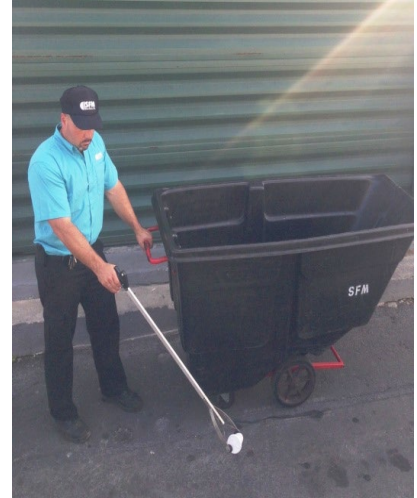
To achieve these goals, SFM Services conducts:

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

EMPLOYEE IDENTIFICATION & UNIFORMS

We realize the importance that a properly identified employee can have working near your patrons. For this reason, SFM provides uniforms that are easily identifiable and professional. Janitorial employees wear orange-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 cleaning staff 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.



The identification card is just as important as a clear identifiable uniform. Every SFM employee is provided an employee ID and required to carry it with them during work hours.

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



Housekeeping 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.



UKG TIME AND ATTENDANCE SYSTEM

SFM has implemented UKG UltiPro as its Human Resources Information System (HRIS) including but not limited to recruiting, onboarding (which facilitates new-hire compliance such as I-9 management, E-Verify, W-4 filing and new-hiring mandated training), employee data management, time and attendance, payroll processing and tax compliance, certification and development tracking, document retention (including confidential document management), COVID-19 Vaccine Document Management, scheduling, benefit compliance and administration, grievance and performance management for accountability, custom reporting and business intelligence, and offboarding.



In addition to UKG UltiPro, we've integrated UKG's Workforce Ready Management software to monitor and control all aspects of employee time and attendance while reducing the cost of overtime, administrative labor, and clerical mistakes. Not only does this integration allow us to effectively manage our remote teams, it also ensures we have the adequate staff available to carry out the daily operational tasks assigned to each location.

Below is a list of tailored services available through our software.

Biometric Fingerprint Equipped Time Clocks

SFM Services uses biometric time clocks to make time fraud obsolete. Working in tandem with our cloud-based time and attendance system, the biometric fingerprint time clock systems give us real time visibility into our workforce.

Mobile Time Tracking App

SFM Services offers the on-the-go employees the option to clock in/out via a mobile time clock app. The app contains Geo-fencing and Geo-tracking, so that we can securely track our workforce. Mobile Punch captures the date, time, and GPS location of each punch.

Telephone Time Tracking

In worksites where a traditional time clock is not an option, SFM Services allows telephone time tracking. In a nutshell, telephone time tracking allows employees to clock in and out via a landline. Employees simply call a toll-free number and follow the prompts. These punches are audited regularly, to ensure employees are punching into the assigned landline.

Real Time Alerts

Real-time alerts are designed to ensure that our employees are in their designated worksites on time. A team of personnel, including the Supervisor and Manager, receive real time alerts when a scheduled employee forgets to punch in, punches in late, or fails to report to work. This scheduling technology assists us in responding immediately to no shows.

9. SAFETY & TRAINING PROGRAM

SFM JANITORIAL SERVICES



Our Team prides itself in having one of the best training programs in the janitorial sector. The quality of service we deliver through extensive training has permitted us to grow exponentially over the last decade. We believe that the best way to offer exceptional service to our clients is to recruit the most talented, dedicated people in the industry.

We then train them to meet our high standards and make certain they understand that nothing stands in the way of customer satisfaction. The training is conducted by SFM's Risk and Safety Manager, Luis Sanchez. Mr. Sanchez is an OSHA 501 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. Our program consists of extensive classroom and hands on training procedures.

The following methodology is employed by Luis Sanchez for his trainings:

1. Classroom teaching is 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.



SFM In-House OSHA certified trainer.

TRAINING CERTIFICATIONS

THE UNIVERSITY OF
ALABAMA

OSHA TRAINING INSTITUTE EDUCATION CENTER

Certifies that

Luis G. Sanchez

Has attended and successfully completed the

OSHA 501 Trainer Course in General Industry

Held ***11/28/2022 - 12/1/2022*** in ***Mobile, AL***

UNDER THE SPONSORSHIP OF THE OSHA TRAINING INSTITUTE, TO OBTAIN THIS
CERTIFICATE OF COMPLETION # 2211-SH0501-09-11

28 Contact Hours

2.8 Continuing Education Units (CEUs) earned

Your Trainer Status Expires: 12/1/2026



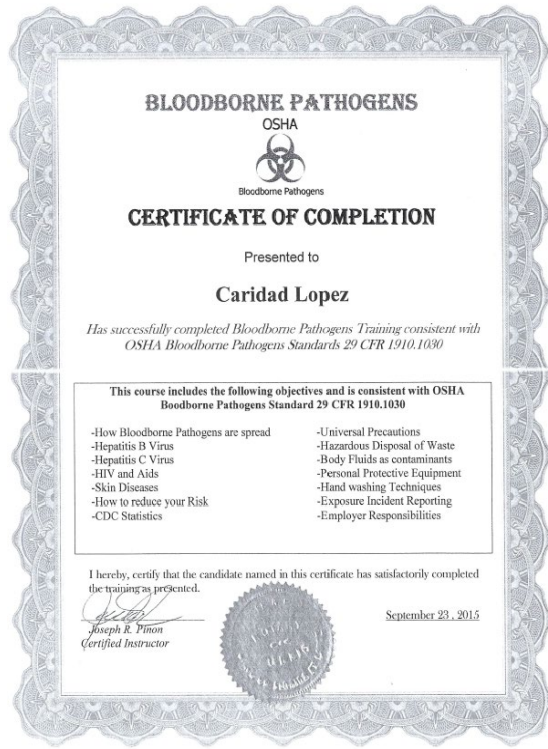
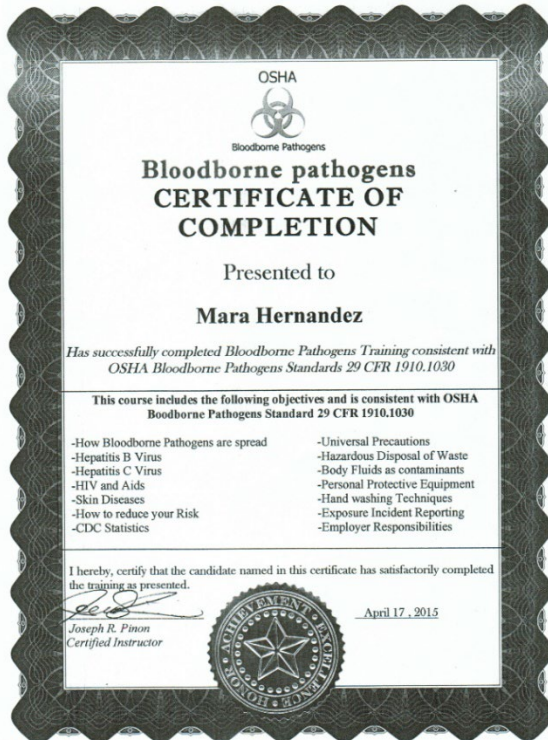
*Robert Murphy, Director
Office of Training & Education
OSHA*



*Sberyl Fouches, Director
OSHA Training Institute Education Center
The University of Alabama*

UA OSHA Training Institute Education Center - UA SafeState - College of Continuing Studies - Training and Conference Activities
Box 870310, Tuscaloosa, AL 35487-0310
<http://uaosha.ccs.ua.edu>





CERTIFICATE

Of Completion For

Pascale Lopez

This graduate has passed the Master Green Technician Course, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.



Bobby Zagers
BOBBY ZAGERS - I.C.E.
GEM Supply Company



David Thompson
DAVID THOMPSON
Director -
Academy of Cleaning Excellence

NOVEMBER 2023

Certificate of Achievement

Presented to:
Pascale Lopez

has received 0.2 CEU for successfully completing: Best Practices for Electrostatic and Other Sprayer Technology Roundtable

Test name:

1.27.20 Best Practices for Electrostatic and Other Sprayer Technology Roundtable

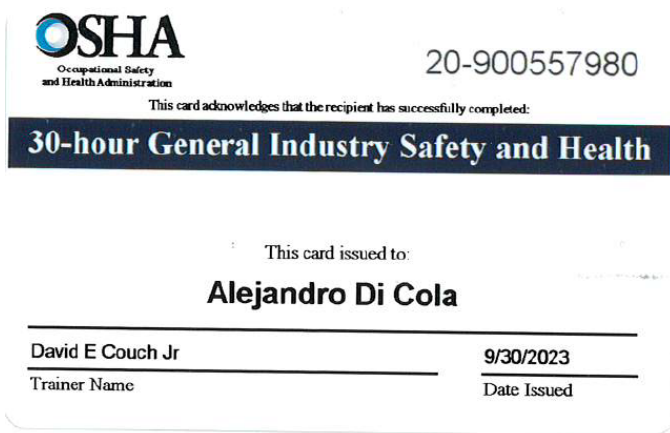
Score: 100% 5 / 5



Trade Press Media Group, Inc.

Thu 28th Jan 2021





SAFETY PROGRAM

SFM is committed to providing high-quality cleaning solutions while prioritizing the safety and well-being of both our employees and clients. Our Risk Management and Safety Program serves as a comprehensive framework to proactively identify, assess, and mitigate potential risks in our operations. By implementing robust safety protocols and adhering to industry standards, SFM ensures a secure working environment for our employees and delivers exceptional services to our valued customers.

Risk Identification:

At SFM, we recognize the importance of identifying potential risks that could impact the safety of our employees, clients, and the public. Our risk identification process involves a thorough analysis of the unique hazards associated with janitorial services, such as slip and fall accidents, exposure to harmful chemicals, and ergonomic issues. By conducting regular site assessments, we gather valuable information to identify potential risks and develop appropriate control measures.

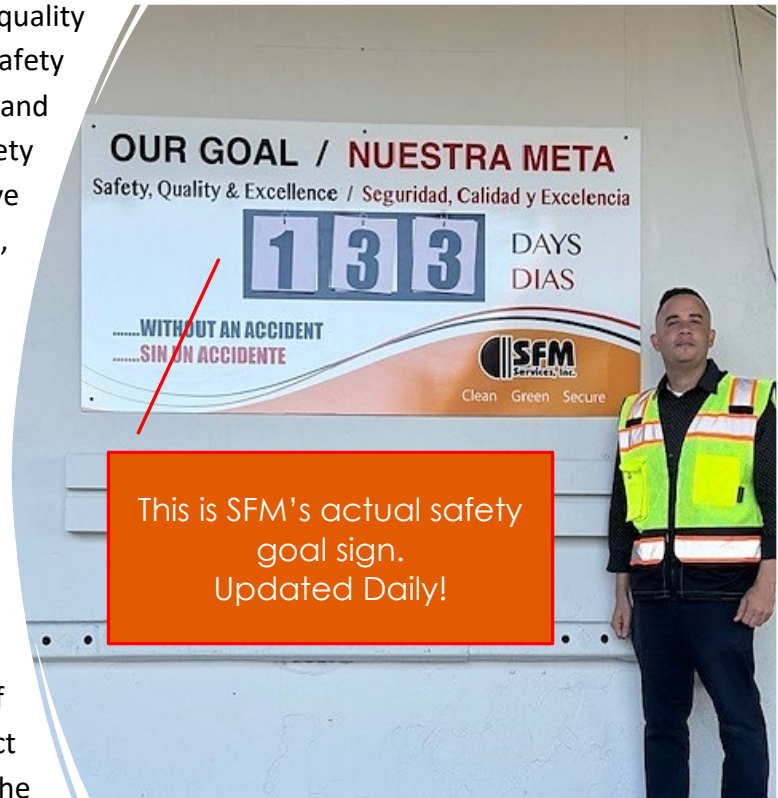
Risk Assessment:

After identifying potential risks, SFM conducts a comprehensive risk assessment to evaluate the likelihood and severity of each risk. This assessment helps us prioritize risks and allocate resources effectively. Our team of experts uses industry-standard methodologies to assess risks objectively, ensuring that all identified hazards are thoroughly evaluated.

Risk Mitigation:

SFM is committed to implementing effective risk mitigation strategies to minimize the occurrence and impact of potential hazards. Our risk mitigation efforts include:

1. Training and Education:



We provide extensive training to all our janitorial staff on safety procedures, including proper handling of equipment, safe chemical usage, and ergonomics. Regular refresher courses keep our employees up to date with the latest safety practices.

2. Personal Protective Equipment (PPE):

SFM ensures that all employees are equipped with appropriate PPE, including gloves, masks, and safety footwear, to minimize the risk of injuries and exposure to hazardous materials.

3. Standard Operating Procedures (SOPs):

We have established detailed SOPs for all cleaning tasks, ensuring that employees follow consistent and safe practices. These SOPs cover various aspects, including equipment operation, chemical handling, and waste disposal.

4. Equipment Maintenance:

Regular maintenance and inspection of cleaning equipment are essential to prevent malfunctions and accidents. SFM follows a strict maintenance schedule to ensure that all equipment is in optimal condition.

5. Emergency Preparedness:

SFM has a robust emergency preparedness plan in place to respond effectively to unforeseen incidents, such as fire outbreaks or natural disasters. Regular drills and training sessions ensure that our employees are well-prepared to handle emergencies.

Monitoring and Continuous Improvement:

SFM understands that risk management is an ongoing process. We continuously monitor and evaluate the effectiveness of our risk mitigation strategies to identify areas for improvement. Our incident reporting system allows employees to report any safety concerns or near-miss incidents promptly. This information helps us identify potential gaps and implement corrective measures to enhance our safety program.

SFM's Risk Management and Safety Program is a testament to our commitment to providing safe and reliable cleaning services. By proactively identifying and mitigating risks, we ensure the well-being of our employees, clients, and the community. Our dedication to continuous improvement guarantees that our safety program remains up-to-date and aligned with industry best practices. With SFM, you can trust that your janitorial needs are met with the highest standards of safety and professionalism.

EMPLOYEE SAFETY BBQ



Committed
to
Safety
Excellence



Winners of Employee Safety BBQ



Safety Training



She won a car!!!
Vehicle Giveaway

**PROFESSIONAL SERVICES AGREEMENT (“AGREEMENT”) BETWEEN
THE CITY OF HIALEAH, FLORIDA AND SFM JANITORIAL SERVICES, LLC.**

This Agreement entered into this ____ day of _____, 2024, by and between the City of Hialeah, Florida, a municipal corporation organized and existing under and by virtue of the laws of the State of Florida ("City"), 501 Palm Avenue, Hialeah, Florida 33010 and SFM Janitorial Services, LLC. ("Provider"), principal business address 7500 NW 74 Avenue Medley, FL 33166.

WHEREAS, the City solicited Proposals from all qualified companies that wished to provide the City, pursuant to City of Hialeah Request for Proposals no. 2022-23-8500-36-039 “City -Wide Janitorial Maintenance Services”, (hereafter “RFP”); and

WHEREAS, the City awarded the proposal to Provider pursuant to Resolution Number 2024-065; and

WHEREAS, the Provider in conformity with the terms of the RFP, which are incorporated herein by reference, will provide the City with all labor, materials, tools, and equipment necessary to provide regular and systematic City-Wide Janitorial Maintenance Services; and

WHEREAS, the City agrees to enter into this Agreement with the Provider pursuant to the terms and conditions set forth herein.

NOW, THEREFORE, in consideration of the mutual covenants and obligations herein contained, and subject to the terms and conditions hereinafter stated, the parties hereto understood and agree as follows:

I. TERM

This Agreement is a continuing contract between the Provider and the City. The Agreement shall commence on the date provided above and shall continue in force until either party terminates the Agreement as provided for in Section XII or the City terminates the Agreement pursuant to Section XIII below or one year from the Commencement Date, whichever is earlier.

II. SCOPE OF SERVICES

A In consideration of the fee to be paid to the Provider by the City, Provider shall provide the work and services described in Section 3.0 of the RFP, incorporated herein by reference and attached as Exhibit A.

III. COMPENSATION AND PAYMENT TERMS

A. Provider’s fees are identified in Appendix C of the RFP, attached hereto as Exhibit “B”. The Provider shall provide the City with its billing monthly, along with the

appropriate supporting documents, but cost not to exceed the annual fee for 2024, 2025, and 2026 in the amount of \$2,614,952.00, for the City-Wide Janitorial Maintenance Services and in substantial conformity with the attached RFP 2022-23-8500-36-039, attached hereto and made a part hereof as Exhibit "A".

B. The City shall not withhold federal income or employment taxes from the compensation or amounts paid to the Provider under this Agreement. The City will report the amount of compensation paid to Provider during each year under this Agreement to the Internal Revenue Service ("IRS") on Form 1099. Provider herein expressly acknowledges that the City has not made any representations about the tax consequences associated with any payments made to Provider pursuant to this Agreement. Provider understands and agrees that should the IRS, or any other taxing authority or other federal, state or local agency assert, argue or determine that any money received or paid pursuant to this Agreement is taxable wages, income or benefits of any kind, the Provider will be solely and individually responsible for all tax consequences of the payments received pursuant to this Agreement, including but not limited to the payment of any and all taxes, contributions (either from the Provider or the City or both) or withholdings, and any related attorney's fees, interest, costs, penalties or other charges, regardless of whether the City should have withheld or paid such taxes or made such contributions (including Social Security or Medicare). The Provider hereby expressly waives any claim to and shall indemnify, reimburse and hold the City harmless for any and all taxes, contributions, withholdings, fees, attorney's fees, interest and/or penalties owed or claimed to be owed by the IRS on these amounts and assume any and all liability for all such taxes, interest or penalties against the City. The Provider will also indemnify the City for any and all costs, interest and attorney's fees paid or owed by the City as a result of any claim made by any federal, state or local agency for taxes, penalties, costs, interest, fees or contributions that allegedly are owing as a result of the amounts paid to the Provider under this Agreement.

IV. COMPLIANCE WITH FEDERAL, STATE AND LOCAL LAWS

The Provider understands that agreements between private entities and local governments are subject to certain laws and regulations, including but not limited to, laws pertaining to open public meetings, public records, conflicts of interest, procurement procedures, and record keeping, and the Provider agrees to comply with and to observe all applicable laws, codes and ordinances and amendments to them. Provider warrants that the material supplied and services performed under this Agreement or any Statement of Work shall comply with all applicable laws, ordinances, codes, rules and regulations of federal, state and local governments.

V. GENERAL CONDITIONS

All notices or other communications which shall or may be given pursuant to this Agreement shall be in writing and shall be delivered by personal service, or by certified

mail addressed to the other party at the address indicated below or as the same may be changed from time to time. Such notice shall be deemed given on the day on which personally served; or if by certified mail, on the postmark date.

CITY	PROVIDER
Jorge Martinez Construction & Maintenance Dir. City of Hialeah, Florida 900 E 56 Street, Bldg. 1 Hialeah, FL 33013 Telephone: 305-687-2660	SFM Janitorial Services, LLC Christian Infante 7500 NW 74 Avenue Medley, FL 33166 Telephone: (305) 818-2424 Email: cinfante@sfmservices.com

V. OWNERSHIP OF DOCUMENTS; RIGHTS IN WORK PRODUCT

A. All documents developed by the Provider under this Agreement shall be delivered to City by the Provider upon completion of the services required pursuant to Section II hereof and shall become the property of City, without restriction or limitation of its use.

B. All materials, documents, information, hardware and software supplied by Provider to City are and shall remain the exclusive property of the City. Provider hereby assigns all rights, title and interest in and to all work made for hire. Provider shall provide all necessary and reasonable assistance required to perfect the rights in such work. It is further understood by and between the parties that any information, writings, tapes, maps, contract documents, reports or any other matter whatsoever which is given by City by the Provider pursuant to this Agreement shall at all times remain the property of the City and shall not be used by the Provider for any other purposes whatsoever without the written consent of the City.

C. At the City's request or upon the termination of this Agreement, Provider agrees to stop using and to immediately return to the City all equipment, tools or facilities furnished to Provider.

D. Provider warrants that Provider shall perform all services in a professional manner, in accordance with the standards of the profession, and that all services shall comply with the descriptions and representations contained in this Agreement.

E. During the Term of this Agreement, Provider may be exposed to information which is confidential or proprietary to the City. This information includes, but is not limited to, trade secrets, exposure to entities with which the City has a contractual relationship, information classified as personal or confidential by contract, by law, and any other information that a reasonable person would understand to be of a confidential or proprietary nature ("Confidential Information"). During the Term of this Agreement, or at any time thereafter, Provider shall not use for Provider's own benefit, or

for the benefit of any other person or entity, Confidential Information which Provider has acquired in the course of performing this Agreement, except as may be necessary in the performance of this Agreement. Provider agrees to be bound by all obligations of nondisclosure the City has assumed by contract, or law and may require Provider sign a non-disclosure agreement similar in scope should the City's contractual obligations require Provider to do so. Provider shall abide by and use all reasonable security measures, controls or protocols, adopted by the City to prevent unauthorized access, use, misuse, disposal or disclosure of and ensure the security, integrity, confidentiality and privacy of the Confidential Information Provider obtains from the City in the provision of Services.

VI. NONDELEGABLE

The Provider acknowledges that in entering upon this Agreement, the City has relied upon the Provider's professional background and experience, including any prior experience in providing these or other similar services to the City. As such, the duties and obligations undertaken by the Provider pursuant to this Agreement shall not be delegated or assigned to any person or entity, in whole or in part, unless the City shall first consent in writing to the performance or assignment of such service or any part thereof by another person or entity. In any instance where Provider desires to effect an assignment, or delegate any right or responsibility of, or subcontract for performance under this Agreement, Provider shall provide to the City all documents and information that the City may reasonably request to allow the City to evaluate whether the proposed assignee, delegate, or subcontractor has the integrity, reliability, experience and capability in all respect to fully perform in good faith. Consent shall not be unreasonably withheld, and all subcontractors or assignees shall be governed by the terms and conditions of this Agreement. Provider shall not be relieved of any performance obligations under this Agreement by virtue of an assignment, delegation or subcontract.

VII. AWARD OF AGREEMENT

The Provider warrants that Provider has not employed or retained any person employed by the City to solicit or secure this agreement and that it has not offered to pay, paid, or agreed to pay any person employed by the City any fee, commission, percentage, brokerage fee, or gift of any kind contingent upon or resulting from the award of this agreement.

VIII. CONSTRUCTION OF AGREEMENT

This agreement shall be construed and enforced according to the laws of the State of Florida. Venue for any litigation, which may arise in connection with this Agreement, shall be in Miami-Dade County, Florida. The Provider agrees to be subject to the jurisdiction (subject matter and in personam) of the courts in Miami-Dade County, Florida and amenable to process.

IX. CONFLICT OF INTEREST

A. Provider covenants that no person employed by Provider who presently exercises any functions or responsibilities on behalf of the City in connection with this Agreement has any personal financial interests, direct or indirect, with Provider. Provider further covenants that, in the performance of the Agreement, no person having such conflicting interest shall be employed. Any such interest on the part of the Provider or its employees must be disclosed in writing to the City.

B. Provider is aware of the conflict of interest laws of the City, Hialeah Code, ch. 26, Art I and II; Miami-Dade County, Florida, Code of Miami-Dade County, Florida § 2-11.1 et seq.; and the State of Florida, Chapter 112, Part III, Florida Statutes and agrees that it shall fully comply in all respects with the terms of said laws.

X. INDEPENDENT CONTRACTOR

It is the intent of the Parties that Provider, its employees, agents or representatives, shall be deemed to be independent contractors and not agents or employees of the City. The City shall have no obligation to pay or provide for Provider other than for compensation for Services rendered pursuant to this Agreement. Provider shall not attain any rights or benefits under the civil service or pension ordinances of the City, or any rights generally afforded classified or unclassified employees of the City, such as pension benefits, worker's compensation, health insurance, unemployment benefits or any other right, benefit, or privilege granted to the City's officers and employees. Provider agrees that it is a separate and independent enterprise from the City, that it has full opportunity to find other businesses, that it makes its own investment in its business, and that it will utilize a high level of skills necessary to perform the Scope of Services. This Agreement shall not be construed as creating a joint employment relationship between Provider and the City. Therefore, the City shall not be liable for any obligation incurred by Provider, including but not limited to, unpaid minimum wages and/or overtime premiums.

XI. PUBLIC RECORDS

Provider shall comply with all applicable requirements contained in the Florida Public Records Law (Chapter 119, Florida Statutes), including any applicable provisions in Section 119.0701, Florida Statutes. To the extent that Provider and this Agreement are subject to the requirements in Section 119.0701, Florida Statutes, and to the extent Provider retains records not otherwise transferred to the City pursuant to this Agreement, the Contractor shall:

A. Keep and maintain public records required by the City to perform the services provided hereunder.

B. Upon request from the City's custodian of public records, provide the City with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law.

C. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed, except as authorized by law for the duration of the term of this Agreement and following completion of this Agreement if the Contractor does not transfer the records to the City.

D. Upon completion of the Agreement, transfer, at no cost, to the City all public records in the possession of the Contractor or keep and maintain public records required by the City to perform the service. If the Contractor transfers all public records to the City upon completion of the Agreement, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Agreement, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the City.

If Provider fails to comply with the requirements in this Section, the City may enforce these provisions in accordance with the terms of this Agreement. If Provider fails to provide the public records to the City within a reasonable time, it may be subject to penalties under Section 119.10, Florida Statutes.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, THE CONTRACTOR SHOULD CONTACT THE CITY'S CUSTODIAN OF PUBLIC RECORDS: THE CITY CLERK, BY TELEPHONE (305/883-5820), E-MAIL (CityClerk@hialeahfl.gov), OR MAIL (CITY OF HIALEAH, OFFICE OF THE CITY CLERK, 501 PALM AVENUE, 3RD FLOOR, HIALEAH, FLORIDA 33010).

XII. INDEMNIFICATION

Provider shall be fully liable for the actions of its agents, employees, partners or subcontractors and shall fully, for itself, its successors, assigns, executors, administrators, and anyone else who might attempt to sue on Provider's behalf, waive, release, hold harmless, indemnify, covenant not to sue, agree to defend, and forever discharge the City of Hialeah, its officers, elected or appointed, directors, employees, agents, attorneys, contractors and all other persons, entities, organizations and corporations affiliated therewith (all of whom constitute the "Released Parties") from any and all kinds of claims, suits, causes of action, damages, losses, liabilities, costs or expenses, including court costs and attorney's fees at all level of proceedings (including appellate level), and any

judgments, orders or decrees entered thereon or resulting therefrom, for any personal injury, loss of life, damage to property, or any other liability, loss, cost or expense of any kind (collectively "Claims"), arising out of, resulting from, or relating to services to be provided pursuant to this Agreement or Provider's exercise of any right or discharge of any obligation pursuant to the terms of this Agreement, except for Claims caused or resulting from the sole negligent acts or omissions of the Released Parties. This Section shall survive the termination of this Agreement.

XIII. LIMITATION OF LIABILITY

The City's total liability to the Provider for any and all liabilities, claims, or damages arising out of or relating to this Agreement, howsoever caused and regardless of the legal theory asserted, including but not limited to breach of contract, tort, strict liability, statutory liability or otherwise, shall not in the aggregate, exceed the amount owed to the Provider by the City under this Agreement

In no event shall the City be liable to the Provider for any punitive, exemplary, special, indirect, incidental, or consequential damages (including, but not limited to, lost profits, lost business opportunities, loss of use or equipment downtime, and loss of or corruption of data) arising out of or relating to this Agreement, regardless of the legal theory under which such damages are sought, and even if the parties have been advised of the possibility of such damages or loss. The City may, in addition to other remedies available to the City at law or equity and upon notice to Provider, retain such monies from amounts due Provider or set off any liability or other obligation to Provider as may be necessary to satisfy any Claim asserted against the City.

XIV. TERMINATION FOR CONVENIENCE

The City retains the right to terminate this Agreement, for any reason or no cause at all, upon 10 days written notice prior to the completion of the Services required pursuant to Section II without penalty to the City. In that event, notice of termination of this Agreement shall be in writing to Provider who shall be paid for those Services performed prior to the date of its receipt of the notice of termination. In no case, however, will City pay the Provider an amount in excess of the total sum provided by this Agreement.

It is hereby understood that any payment made to the Provider in accordance with this section shall be made only if the Provider is not in default under the terms of this agreement. If Provider is in default, then the City shall in no way be obligated to pay and shall not pay the Provider any sum.

Notwithstanding any other provision in this Agreement, the City shall not be obligated for Provider's performance hereunder or by any provision of this Agreement during any of the City's future fiscal years unless and until the City Council appropriates funds for this Agreement in the City's budget for each such future fiscal year. In the

event that funds are not appropriated for this Agreement, then this Agreement shall terminate as of September 30 of the last fiscal year in which funds were appropriated. The City shall notify Provider in writing of any such non-allocation of funds at the earliest possible date.

XV. TERMINATION UPON DEFAULT

A. Termination for Cause: The City may terminate this Agreement for cause, which shall include but not be limited to the following:

1. Provider fails to comply and/or perform in accordance with this Agreement;
or
2. Provider's performance of this Agreement, for any reason, is rendered impossible or not feasible; or
3. Provider files a voluntary petition in bankruptcy or reorganization, or makes any assignment for the benefit of creditors, or seeks any similar relief under any present or future statute, law or regulations relating to relief of debtors;
or
4. Provider is adjudicated bankrupt or has any involuntary petition in

bankruptcy filed against Provider; or
5. If Provider causes or commits one or more of the foregoing acts or events that would give rise to termination for cause, then, after seven (7) days written notice provided to Provider by the City within which to cease and/or correct such deficiencies, and upon failure to do so after such written notice, this Agreement is hereby revoked and canceled without the need for other or further action by City.

B. Default and Notice to Cure: Before the City terminates this Agreement pursuant to this subsection B, it shall give written notice to the Provider that a default exists which will, unless corrected, constitute an event of default. The notice shall inform the Provider that this Agreement shall be terminated unless the default is cured within seven (7) calendar days following the Provider's receipt of the notice. If a cure cannot reasonably be effected within seven (7) days despite the exercise of due diligence, the Provider may request an extension of the cure period in writing providing a detailed explanation why the cure cannot be completed within seven (7) days. The request shall be delivered prior to the expiration of the cure period. If the Provider's request is

reasonable, as determined by the City's representative or his/her designee, the time to cure the default shall be extended for such additional time as in the City's discretion is reasonably necessary to effect a cure, provided that the Provider exercises continuous diligent efforts to cure the default during the extended cure period. If the Provider fails to cure the default within the cure period, or fails to exercise continuous diligent efforts to cure the default, the City may terminate this Agreement without penalty to the City. The termination shall take effect as of the date specified in the notice of default provided by the City. Upon termination, the City may cure the default at the expense of the Provider, and have recourse to every other right and remedy to which the City is entitled under this Agreement, at law, or in equity.

- C. **Effect of Termination:** It is hereby understood that any payment made to the Provider pursuant to this Agreement shall be made only if the Provider is not in default under the terms of this Agreement. If the Provider is in default, then the City shall in no way be obligated to pay and shall not pay the Provider any sum. Payments made to the Provider while the Provider is in default of the provisions contained herein shall be returned forthwith to the City. The City shall have all recourse and remedy available to it at law or in equity to recover any damages if suffers caused by Provider's breach. Upon termination for cause, the City shall have no further obligation to Provider under this Agreement. The Provider shall not have recourse to any City of Hialeah Grievance or Disciplinary Procedures nor any rights or benefits under the Civil Service or Pension Ordinances of the City, nor any rights generally afforded to classified or unclassified employees.

XVI. NONDISCRIMINATION

Provider represents and warrants to City that Provider does not and will not engage in unlawful discriminatory practices and that there shall be no unlawful discrimination in connection with Provider's performance under this Agreement on account of race, color, sex, gender identity/ sexual orientation, religion, age, handicap/disability, marital status, national origin, ancestry, or familial status. Provider further covenants that no otherwise qualified individual shall, solely by reason of his/her race, color, sex, gender identity/sexual orientation, religion, age, handicap/disability, marital status, national origin, ancestry, or familial status unlawfully be excluded from participation in, be denied services, or be subject to discrimination under any provision of this Agreement.

XVII. ENTIRE AGREEMENT

This agreement and its attachments and exhibits constitute the sole and only Agreement of the parties and accurately set forth the rights, duties, and obligations of

each to the other. Any prior agreements, promises, negotiations, or representations not expressly set forth in this agreement are of no force and effect.

XVIII. AMENDMENT

No amendments to this agreement shall be binding on either party unless in writing and signed by both parties.

XIX. MISCELLANEOUS

A. Captions, title and paragraph headings are for convenient reference and are not a part of this agreement. Such captions, title or paragraph headings shall not be deemed in any manner to modify, explain, enlarge or restrict any of the provisions contained in this agreement.

B. In the event of any conflict between the terms of this agreement and any terms or conditions in any attached document(s), the terms in this agreement shall prevail.

C. No waiver or breach of any provision of this agreement shall constitute a waiver of any subsequent breach of the same or any other provision hereof, and no waiver shall be effective unless made in writing.

D. Should any provisions, paragraph, sentence, word or phrase contained in this agreement be determined by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable under the laws of the State of Florida, or any other governmental agency having subject matter jurisdiction such provisions, paragraphs, sentences, words or phrases shall be deemed modified to the extent necessary in order to conform with such laws, or if not modifiable to conform with such laws, then same shall be deemed severable, and in either event, the remaining terms and provisions of this agreement shall remain unmodified and in full force and effect.

E. All rights, obligations and provisions that by their nature are to be performed after any termination of this Agreement, shall survive any such termination. This Agreement shall be construed and enforced according to the laws of the State of Florida. The parties agree that venue for all federal, state and local matters, if any, arising under this Agreement shall be in the applicable respective federal, state, or local courts located in Miami-Dade County, Florida. Each party waives any defense, whether asserted by motion or pleading, that the aforementioned courts are an improper or inconvenient venue. Moreover, the Parties consent to the personal jurisdiction of the aforementioned courts and irrevocably waive any objections to said jurisdiction. The parties irrevocably waive any rights to a jury trial.

G. Further Assurances. All parties hereto upon the request of any other party shall execute such further instruments or documents as may be reasonably required by the requesting party to implement the terms, conditions and provisions of this agreement.

XX. EMPLOYEE ELIGIBILITY VERIFICATION

Provider shall not employ, contract, hire or retain any person who is not legally authorized under federal law to be employed in the United States, as set forth in 8 U.S.C. section 132a(h)(3), as interpreted by any applicable federal rule or regulation and pursuant to Chapter 448.95 of the Florida Statutes. Furthermore, Provider represents that it is registered to use, uses, and shall continue to use the E-Verify system, an internet-based system operated by the United States Department of Homeland Security that allows participating employers to electronically verify the employment eligibility of newly hired employees, throughout the Term of this Agreement. Provider also represents that it will require from all subcontractors providing labor, goods or services in connection with this Agreement a sworn statement attesting to subcontractor's registration and use of the E-Verify system, and disclaiming the contracting, employment or hiring of unauthorized aliens consistent with the requirements of section 448.095(2)(b)1. and (b)2. for the duration of this Agreement. Provider acknowledges that breach of this provision, by either Provider or any subcontractor of Provider, shall result in immediate termination of this Agreement.

Provider shall execute and submit the affidavit as prescribed by the City, affirming that the provider does not knowingly employ any person in connection with the contracted services who does not have the legal right or authorization under federal law to work in the United States as defined in 8 U.S.C. §1324a(h)(3). Provider shall provide and executed E-Verify affidavit to establish compliance with F.S. 448.095 requirements. A sample affidavit to be submitted to the City is attached.

XXI. CONTRACTING WITH ENTITIES OF FOREIGN COUNTRIES OF CONCERN PROHIBITED

The provider, pursuant to Section 287.138, Florida Statutes, as amended certifies that (1) Provider is not owned by a government of a foreign country of concern; (2) a government of a foreign country of concern does not have a "controlling interest" in the Provider, as defined by Section 287.138(1)(a), Florida Statutes; as amended and (3) the Provider is not organized under the law of nor has its principal place of business in a foreign country of concern. Foreign country of concern means the People's Republic of China, the Russian Federation, the Islamic Republic of Iran, the Democratic People's Republic of Korea, the Republic of Cuba, the Venezuelan regime of Nicolás Maduro, or the Syrian Arab Republic, including

any agency of or any other entity of significant control of such foreign country of concern, as defined in Section 287.138(1)(c), Florida Statutes, as amended.

XXII. SIGNATORY AUTHORITY

The person(s) signing below on behalf of the Provider respectively, represents and warrants that they each have full right and authority to execute this agreement and bind the Provider to the terms stated herein, that they are authorized to do so, and that no consents of any person(s) are required other than those which have already been obtained.

[REMAINDER OF PAGE LEFT INTENTIONALLY BLANK SIGNATURE PAGE TO FOLLOW]

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by the respective officials thereunto duly authorized, this the day and year first above written.

City of Hialeah, Florida
501 Palm Avenue
Hialeah, Florida 33010-0040

Attest:

Authorized signature on behalf of
City of Hialeah

Esteban Bovo, Jr.

Mayor Esteban Bovo, Jr. Date

Marbelys Fatjo
City Clerk

Approved as to form and legal sufficiency:

Rafael Suarez-Rivas

Rafael Suarez-Rivas, City Attorney

Insurance approved:

Benjamin, Timothy M

Risk Manager, City of Hialeah

Signed, sealed and delivered
in the presence of:

Vanezza Rivera

Witness

PROVIDER

[Signature]

SFM Janitorial Services, LLC Date

Typed/printed name: Vanezza Rivera

Israel Rosado

Witness

Typed/printed name: Israel Rosado

[NOTARY PAGE TO FOLLOW]

STATE OF FLORIDA)
)
COUNTY OF MIAMI-DADE)

The foregoing instrument was acknowledged before me by means of ____ physical presence or ____ online notarization, this ____ day of _____, 2024 by _____ of SFM Janitorial Services, LLC., on behalf of the company, who is personally known to me or who has produced _____ as identification.

(SEAL)

Notary Public

Print Name

My Commission Expires: _____



Services Agreement-Janitorial Services

EXHIBIT A

SCOPE OF SERVICES

EXHIBIT

A



REQUEST FOR PROPOSALS

City-Wide Janitorial Maintenance Services RFP No. 2022-23-8500-36-039

ADDITIONAL INFORMATION & CLARIFICATION DEADLINE

Thursday, August 24, 2023

RESPONSE SUBMISSION DATE AND TIME

Thursday, September 7, 2023

AT

CITY OF HIALEAH
OFFICE OF THE CITY CLERK
CITY HALL, 3RD FLOOR
501 PALM AVENUE
HIALEAH, FL 33010 – 4719

Each Bidder is solely responsible for ensuring that it submits its response to this Request for Proposal at the Office of the City Clerk on or before the applicable deadline. The City of Hialeah will not be responsible for delays caused by the United States Postal Service or any other occurrence.

Contract documents, including drawings, technical specifications, addendums, and proposal forms may be obtained by registering for free at <https://www.bidnetdirect.com/florida/cityofhialeah> or by visiting www.hialeahfl.gov.

CITY OF HIALEAH
ADVERTISEMENT & REQUEST FOR PROPOSALS

The City Clerk of the City of Hialeah, Florida, will receive sealed proposals for the project entitled: **CITY-WIDE JANITORIAL MAINTENANCE SERVICES**, until **Thursday, September 7, 2023**, at the Hialeah City Hall, 501 Palm Avenue, Third Floor, Council Chambers, Hialeah, Florida, at which time all proposals will be publicly opened and read aloud.

The term of engagement will be for an initial term of three (3) years. Prior to the expiration of the term, the term may be extended for an additional two (2) one (1) year period of time as agreed between the parties to continue services. The City is under no obligation to enter into a contract as a result of the issuance of this RFP and this RFP may be canceled at any time if it is determined to be in the best interest of the City.

Each proposal shall be submitted in a sealed package containing the proposal. The outside of the sealed package must clearly indicate the name and number of this RFP ("City-Wide Janitorial Maintenance Services" - RFP No. 2022-23-8500-36-039); the Proposer's name and address; and the name and telephone number of the Proposer's contact person.

Each proposal must be delivered to the City Clerk no later than the date and time specified below as the "Deadline for Submittal of Proposals" addressed to the City of Hialeah, Office of the City Clerk, Hialeah City Hall, 3rd floor, 501 Palm Avenue, Hialeah, FL 33010. Proposals received after said date and time will not be considered. No time extensions will be granted. Copies of this Solicitation may be obtained from the Purchasing Department.

The City's schedule for this RFP is as follows:

Event	Date	Time
Advertisement Date:	Thursday, August 10, 2023	
Last Date for Receipt of Written Questions:	Thursday, August 24, 2023	2:00 PM
Deadline for Submittal of Proposals:	Thursday, September 7, 2023	11:00 AM
Selection of Proposer:	TBD	TBD

(The City reserves the right to delay or modify the scheduled dates. The City will publish notice on the City's website if there are any changes in the scheduled dates.)

A bid bond will be required if the bid amount exceeds \$100,000.00 the bid surety will be in the amount of 5% of the proposal or you may submit a certified check or bank draft payable to the City of Hialeah. Should the contractor fail to submit the bid bond, the proposal will automatically be forfeited. **If the contract amount exceeds \$ 200,000.00, Performance and Payment Bonds will be required** and should be in the amount of the contract, and must be submitted prior to the Notice to Proceed.

The City of Hialeah reserves the right to reject any and all proposals or to waive any informality in the proposal. Proposals may be held by the City of Hialeah for a period not to exceed one hundred eighty (180) days from the date of opening for the purpose of reviewing the proposals and investigating the qualifications of the Proposers, prior to awarding of the contract.

Please be advised that this Solicitation is issued subject to the City of Hialeah's Code of Ordinances. Communications with the Mayor, City Council, and City Staff are restricted.

We look forward to your active participation in this Solicitation.

Sincerely,

Luis A. Suarez

Luis A. Suarez

Purchasing Division Director

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**Section 1.0
Definitions**

The following definitions shall be used in this RFP:

- 1.1** “Agreement” means the City-Wide Janitorial Maintenance Services Contract awarded to the Successful Proposer, including all of the exhibits and amendments thereto, in substantial form, as identified in Appendix D.
- 1.2** “Award” means the City Council’s decision to accept a proposal and enter into a Janitorial Maintenance Services Agreement or other agreement with the Proposer selected.
- 1.3** “City” means, depending on the context, either (a) the geographic area contained within the municipal boundaries of the City of Hialeah, Florida, or (b) the government of the City, acting through the City Council or its designees.
- 1.4** “Proposer” means the Person, company, entity, or organization submitting a Proposal in response to this Request for Proposals.
- 1.5** “Solicitation” means this request for proposals.
- 1.6** “Successful Proposer” means the Proposer, whether one or more than one, selected by the City to serve as the City’s vendor under the Agreement.
- 1.7** “Project Manager” means the individual in charge of executing the project and contract administration.

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Section 2.0 Special Conditions

2.1 INTRODUCTION AND BACKGROUND

The City of Hialeah (“City”) has issued this Request for Proposals (“RFP” or “Solicitation”) for the purpose enter into an agreement with a company to furnish all labor, materials, tools, and equipment necessary to provide regular and systematic janitorial maintenance services for each of the facilities as specified herein. Said services shall be provided at the lowest price, as specified herein, from a company that will give prompt, efficient, and quality service while fully complying with the terms, conditions, and specifications of this Solicitation. The Proponent must have the capacity to service efficiently and expeditiously each of the facilities indicated herein.

This RFP provides interested Persons with general information concerning the procedures that will be used to select the successful Proponent. Each Proponent shall review this Solicitation carefully. The terms and conditions contained in this RFP shall govern the City’s competitive purchasing process under this Solicitation. The City will reject any Proposal that is conditional, or subject to exceptions or qualifications, or based on alternate provisions.

2.2 SOLICITATION TIMETABLE

The following timetable should be used as a working guide for planning purposes. The City reserves the right to adjust this timetable, as the City deems necessary, during the course of this Solicitation process.

Event	Date	Time
Advertisement Date:	Thursday, August 10, 2023	
Last Date for Receipt of Written Questions:	Thursday, August 24, 2023	2:00 PM
Deadline for Submittal of Proposals:	Thursday, September 7, 2023	11:00 AM
Selection of Proposer:	TBD	TBD

(The City reserves the right to delay or modify the scheduled dates. The City will publish the notice on the City’s website if there are any changes in the scheduled dates.)

2.3 PROPOSAL CLARIFICATION AND INQUIRIES

Suggestions, discrepancies, errors, or ambiguities in the RFP or addenda (if any) concerning this Solicitation must be submitted in writing by mail, facsimile, or e-mail to Mr. Luis Suarez, the City’s Purchasing Division Director no later than the time and date specified in the Solicitation Timetable (Section 2.2). Mail should be addressed to Mr. Suarez at the City of Hialeah, Purchasing Department, City Hall, 501 Palm Avenue (4th Floor), Hialeah, Florida 33010. Facsimile transmissions shall be directed to Mr. Suarez at (305) 883-5871; E-mails shall be directed to bids@hialeahfl.gov. Each Proposer shall be deemed to have waived all questions and suggestions that are not submitted to the Purchasing Division Director in compliance with the requirements and deadline in this RFP.

NO ORAL QUESTIONS OR SUGGESTIONS WILL BE ADDRESSED BY THE CITY. NO QUESTIONS OR SUGGESTIONS WILL BE ACCEPTED AFTER THE DEADLINE FOR SUBMITTING WRITTEN QUESTIONS.

The City's official responses to questions and suggestions will be issued in an addendum to this Solicitation. Proposers may not rely on oral or written statements provided by the City, unless such statements are contained in a written addendum to this Solicitation. It is the Proposer's sole responsibility to ensure the Proposer receives all addenda.

2.4 PROPOSAL OPENING

The names of the Proposers will be read aloud in the Council Chambers, which is located on the 3rd floor of City Hall, 501 Palm Avenue, Hialeah, FL 33010, promptly after the deadline for submitting proposals. A list of Proposers shall be available from the City Clerk's Office within 24 hours after the deadline for submitting proposals.

2.5 CONTRACT TERM

The term of the agreement will be for an initial term of three (3) years. Prior to the expiration of the term, the term may be extended for an additional two (2) one (1) year periods of time as agreed between the parties to continue any services. The professional services of any Proposer selected may be terminated at any time, at the sole discretion of the City, upon delivery of written notice of such termination to the selected Proposer. The City is under no obligation to enter into a contract as a result of the issuance of this RFP and this RFP may be canceled at any time, if it is determined to be in the best interest of the City.

2.6 METHOD OF AWARD

Award of this project will be made highest ranked responsive and responsible proposer(s), based on the criteria outlined in this solicitation. The City in its sole discretion will determine if it is in the best interest of the City to move forward with the award.

2.7 AWARD OF AN AGREEMENT

The City may award a contract to a Proposer only through action taken by the City Council, to the most responsible, responsive Proposer, meeting all specifications, and not necessarily to the highest ranked Proposer. Should the award be made to the highest ranked Proposer, the City will strictly enforce all the provisions of the resulting Contract, including penalty clauses for any service or quality problems. The Successful Proposer shall not be permitted rate increases as a result of an artificial low-price Proposal submitted in anticipation of the contract. Non-performance shall result in the cancellation of the contract with the Proposer. The City reserves the right to execute or not execute an Agreement with the Successful Proposer if it is determined to be in the best interest of the City.

2.8 AGREEMENT EXECUTION

By submitting a Response, the Proposer agrees to be bound to and execute the Agreement for this solicitation. Without diminishing the foregoing, the Proposer may request clarification and submit comments concerning the Agreement for City's consideration. Only comments and proposed revisions included within the Response will be considered by the City. Any comments identified after the Response has been received may not be considered by the City. Furthermore, any requests to negotiate provisions of the Agreement not identified in the Response after the Response has been received, may be grounds for removal from further consideration for award. None of the foregoing shall preclude the City from seeking to negotiate changes to the Agreement during the negotiations process.

Failure of the Successful Proposer to execute a contract within thirty (30) days after the notification of award may, at the City's sole discretion, constitute a default. However, the Agreement must be executed no later than one hundred eighty (180) days, based upon the requirements set forth in the RFP through action taken by the City Council at a duly authorized meeting. If the Proposer first awarded the Agreement fails to enter into the contract as herein provided, the award may be declared null and void, and the Agreement awarded to the next most responsible, responsive Proposer, or re-advertised, as determined by the City.

2.9 UNAUTHORIZED WORK

Any unauthorized work performed by the Successful Proposer(s) shall be deemed non-compensable by the City.

2.10 WITHDRAW OF PROPOSAL

A Proposer may withdraw their submitted Submission by notifying the City in writing through an authorized representative at any time prior to the opening/submittal deadline. Individuals making the withdrawal shall provide evidence of their authority to bind or represent the Proposer. Submittals, once received, become the property of the City, and will not be returned to Proposer even when they are withdrawn from consideration.

Submission, once opened, shall not be withdrawn or modified except to the extent agreed to by the City during subsequent agreement negotiation.

2.11 SUSPENSION OF CONTRACTORS FOR MATERIAL BREACH OF CITY CONTRACTS

The City may temporarily or permanently suspend contractors from doing business with the City whenever a contractor materially breaches its contract with the City. Any Proposal submitted by a Proposer, its proposed subcontractors, or sub-consultants who are included on the City's Suspension List shall not be considered for review.

In addition, the principles of any Proposer or its proposed subcontractors or sub-consultants shall not attempt to do business with the City under a different name or form a new legal entity if the material ownership remains the same in order to do business with the City while the principals of the Proposer or its proposed subcontractors or sub-consultants remain on the Suspension List. In the event there is any intentional misrepresentation, the Proposer further understands and accepts that any contract issued as a result of this Request for Proposal shall be subject to immediate termination for default and suspension procedures by the City. The City, in the event of such termination, shall not incur any liability to the Proposer for any goods, services, or materials furnished.

2.12 PROPOSER EXPENDITURES

Neither the City nor its representatives shall be liable for any expenses incurred by any person in connection with the preparation, submission, or presentation of a Response in response to this Request for Proposal. The Response and the information in the submission shall be provided at no cost to the City.

2.13 Discrepancies, Errors, and Omissions

Any discrepancies, errors, or ambiguities in the RFP or addenda (if any) should be reported in writing to the City's Purchasing Division in the manner prescribed in RFP section 2.3 above. Should it be necessary, the City will issue a written addendum to the RFP clarifying such conflicts or ambiguities.

2.14 FINANCIAL STABILITY AND STRENGTH

The Proposer must be able to demonstrate a good record of performance and have sufficient financial resources to ensure that they can satisfactorily provide the goods and/or services required herein.

In determining a Proposer's responsibility and ability to perform the Contract, the City has the right to investigate and request information concerning the financial condition, experience record, personnel, equipment, facilities, principal business location, and organization of the Proposer, the Proposer's record with environmental regulations, and the claims/litigation history of the Proposer.

Proposers **shall** be required to submit financial statements for each of their last two (2) complete fiscal years within five (5) calendar days, upon written request. Such statements should include, at a minimum, Balance Sheets (Statements of Financial Position) and Statements of Profit and Loss (Statements of Net Income). When the proposal submittal is from a joint venture, each Proposer involved in the joint venture must submit financial statements as indicated above. Statements shall be certified by an independent Certified Public Accountant.

Any Proposer shall be declared non-responsive who, at the time of proposal submission, is involved in an ongoing bankruptcy as a debtor; or in a reorganization, liquidation, or dissolution proceeding, or if a trustee or receiver has been appointed over all or a substantial portion of the property of the Proposer under federal bankruptcy law, or any state insolvency.

2.15 CONTRACT TERMINATION

The City, by written notice, may terminate in whole or part any Contract resulting from this competitive solicitation, when such action is in the best interest of the City. If the Agreement is so terminated, the City shall be liable only for payment for services rendered prior to the effective date of termination. The City may, by written notice to the Successful Proposer, terminate the Agreement if the Successful Proposer has been found to have failed to perform his/her services in a manner satisfactory to the City.

The City may terminate the Agreement for convenience at any time by providing ninety (90) days written notice to the Successful Proposer. In the event the Successful Proposer is found to be in default, the Successful Proposer will be paid for all labor and materials provided as of the termination date only after City has completed the work called for by this Agreement with other forces, and has deducted the cost of such work, and any other damages payable to City, from any contract balance otherwise due and owing to the Professional under this Agreement. No consideration will be given for anticipated loss of revenue on the canceled portion of the Contract.

The successful Proposer must provide the City a minimum of one hundred eighty (180) days written notice in the event the Successful Proposer wishes to terminate the agreement.

2.16 CONTINUATION OF WORK

Any work that commences prior to and will extend beyond the expiration date of the current contract period shall, unless terminated by written agreement by the City, will continue until completion at the same prices, terms, and conditions.

2.17 BID BOND AND PERFORMANCE BONDS

Bid Bonds, when required, shall be submitted with the proposal in the amount specified herein.

A bid bond will be required if the bid amount exceeds \$100,000.00. The Proposer must provide with the proposal, a Bid Guaranty of five percent (5%) of the actual total proposal in the form of a certified check, cashier's check, treasurer's check, bank draft of any national or state bank, or a surety Bid Bond made payable to the City of Hialeah. A Bid Guaranty in an amount less than five percent (5%) of the actual proposal will invalidate the proposal. Bid Bonds shall conform to the Request for Proposal/Proposal Bond Form furnished with the qualifications package.

Performance and Payment Bonds will be required if the contract amount exceeds \$ 200,000.00. This bond is only required if the contractor is awarded the proposal. It does not need to be submitted with the proposal. It must be submitted within 10 days of the proposal award, for the full amount of the contract.

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Section 3.0 Scope of Service

3.1 SCOPE OF SERVICE

The City of Hialeah is soliciting proposals for **City-Wide Janitorial Maintenance Services** from a qualified and experienced Proposer to provide the services outlined in this RFP. The Proposer shall provide janitorial services at City facilities including nightly cleaning of offices, restrooms, and common areas. There is also a porter service during the day to clean the Mayor's suite of offices, keep restrooms and common areas clean while in use by City staff and visitors. The Proposer will also be required to provide Additional Services such as: carpet cleaning, stripping & refinishing floors, high-pressure cleaning, degreasing of concrete floors, water extraction, graffiti removal, cleaning of canopies/awnings, and other special cleaning services.

3.2 SUCCESSFUL PROPOSER

The Proposer selected to provide the services requested herein (the "Successful Proposer") shall provide all supplies, materials, equipment, machinery, tools, personnel, supervision, labor, transportation, inspection, and any other items or services, except where specified as City furnished, for cleaning of all facilities listed in this solicitation. The City expects the Successful Proposer to properly manage all of its personnel and resources in order to provide the very best possible service to the City. Therefore, proper planning, assigning, coordination, inspections, quality control, and reporting is required.

The Successful Proposer is responsible for determining the amount of personnel necessary to perform the routine assignments of all tasks. To provide continuity of service, workers shall be relieved by another employee during lunch breaks. The City does not pay for lunch breaks.

3.3 SUPERVISION

The Successful Proposer shall provide an adequate number of trained and qualified supervisory personnel to oversee the work of all personnel assigned under this contract. All supervisory personnel shall have an intimate knowledge of the various cleaning tasks, equipment, and materials so as to be able to maintain and control an effective inspection and follow-up program.

Supervisory personnel shall be neat, clean, well groomed, and courteous; properly uniformed and conduct themselves in a respectable manner while performing duties and while on City property. Supervisory personnel shall wear a distinctive, neat, and freshly laundered uniform, which the Successful Proposer shall supply at no cost to the employee. Supervisors shall wear a picture identification badge, specifying the name of the employee and the Successful Proposer. The Project manager or designee may request the removal of any employee not properly uniformed.

The supervisory personnel shall be accessible to Proposer's employees and be responsible for monitoring personnel activities and resolving any service problems with the City's Project manager or designee. Supervisors shall be literate and fluent in the English language, able to read chemical labels, job instructions, and signs, and communicate with City staff as necessary. Supervisors shall carry cell phones so that they can be contacted immediately by the City's Project manager or designee. The selected Proposer's supervisory personnel shall also be literate and fluent in the primary language of the janitorial staff. The supervisory personnel shall be authorized to represent and act on behalf of the Successful Proposer.

The Successful Proposer must have supervision at the facilities where work is being performed. If the supervisor is absent, the City's Project manager or designee must be notified at the start of the day and the Successful Proposer shall provide a competent replacement that has been given the authority to carry out the duties.

Within ten (10) calendar days of agreement execution, the Successful Proposer shall provide the City's Project manager with a contact list of all supervisory personnel assigned to the contract. The list shall include at a minimum: employee name (first and last), emergency telephone number and cell phone number, and name of City facility assigned to. The employees under this list must have undergone a Level 2 (fingerprint) background check (paid by the Successful Proposer) and the results of said screening submitted to the City's Human Resources Department.

Changes in any of the supervisory personnel assigned to the City shall be reported to the City's Project manager or designee no less than twenty-four (24) hours before the changes become effective. It shall be the Successful Proposer's responsibility to keep this list up to date and notify the City of any change, addition, and deletion. At the City's discretion, janitorial staffing may be recommended for removal.

3.4 PERSONNEL

The Successful Proposer shall have adequate staffing to ensure all facilities are accommodated for their specific needs. Some facilities may require daily consistent on-site personnel to accommodate inside and outside janitorial services. In addition, staffing should be at a level to accommodate for sick-outs and variable shifts since some of the janitorial services will need to be conducted after normal business hours (i.e. 5 pm to 11 pm). The Successful Proposer shall provide appropriate training to employees prior to the beginning of service under this Contract to ensure competent performance of the work.

The Successful Proposer's employees shall be neat, clean, well groomed, and courteous; properly uniformed and conduct themselves in a respectable manner while performing duties and while on City property. Employees shall wear a distinctive, neat, and freshly laundered uniform, which the Successful Proposer shall supply at no cost to the employee. Employees shall wear a picture identification badge, specifying the name of the employee and the Successful Proposer. At the City's discretion, janitorial staffing may be recommended for removal for not being properly uniformed.

Within ten (10) calendar days of agreement execution, the Successful Proposer shall provide the City's Project manager with a contact list of all personnel assigned to the contract. The list shall include at a minimum: employee's name (first and last), cell phone number, and name of the City facility assigned to. The employees under this list must have undergone a Level 2 (fingerprint) background check (paid by the Successful Proposer) and the results of said screening submitted to the City's Human Resources Department.

Changes in any of the personnel assigned to the City shall be reported to the City's Project manager or designee no less than twenty-four (24) hours before the changes become effective. It shall be the Successful Proposer's responsibility to keep this list up to date, and notify the City of any change, addition, and deletion. At the City's discretion, janitorial staffing may be recommended for removal.

3.4.1 UNAUTHORIZED PERSONNEL

Only Successful Proposer's authorized employees will be allowed on the premise of the City or within any of the City's facilities. Successful Proposer's employees are not to be accompanied to their work area on City premises by any acquaintances, family member, children, or any other person unless the person is an authorized employee of the Successful Proposer.

3.4.2 BACKGROUND CHECK

Successful Proposer shall comply with the Background Screenings requirement. No employee of the Successful Proposer will be allowed to provide services inside City facilities until level 2 screening is performed (at the expense of the Successful Proposer) and the results are submitted to the Human Resources department.

3.4.3 CONDUCT "GOOD CAUSE FOR REMOVAL"

The City reserves the right to request the removal of any Successful Proposer employees from City facilities for reasonable cause. Such causes shall include, but are not limited to the following:

- a. Wearing of inappropriate clothing and/or uniform.
- b. Engaging in loud boisterous or unworkmanlike conduct.
- c. Unauthorized use, disposition and/or misrepresentation of City and/or personal properties.
- d. Engaging in unlawful or unauthorized acts.
- e. Misrepresentation of facts.
- f. Failure to meet acceptable standards of personal cleanliness.
- g. Violation of any rules as stated in this Agreement.

3.5 STORAGE OF SUPPLIES, EQUIPMENT AND MATERIALS

The City shall provide the Successful Proposer adequate storage areas for equipment and a small supply of products to be used at the specific facilities where the storage is provided. All bulk storage of products and equipment shall be at the Successful Proposer's facility.

The Successful Proposer is responsible for the stocking and storage of all materials at the City's facility. The temporary storage of materials including cleaning supplies and consumable products at a City facility is limited. Therefore, the storage volume at a City facility shall not to exceed the required amounts for one-week of services. The Successful Proposer is responsible to deliver all supplies and materials to each facility as needed and shall assure that all facilities are always supplied. City facilities shall not lack any supplies or consumable products.

The Successful Proposer is also responsible for the maintenance of the provided storage area, which shall always be kept clean and orderly. All equipment and materials stored within the area shall be segregated by type. No toxic chemicals and/or combustible substances shall be stored within the area. All soiled and/or oily cleaning cloths shall be stored in metal containers with closed lids. Mops shall be rinsed and hanged to dry after each period of use. All cleaners and paper products shall be neatly stacked on shelves or within the original issued containers.

The City shall not be liable for the loss or damage of any stored equipment or materials the Successful Proposer stores within the City's facilities.

3.6 EQUIPMENT, TOOLS, MATERIALS AND SUPPLIES

The Successful Proposer is responsible for providing all equipment and tools (including their maintenance), supplies and materials necessary for the performance of services at the City facilities, except where specified. The requirements outlined below are intended to furnish the minimum essential standards for equipment, tools, supplies, and materials provided by the Successful Proposer. The City reserves the right to approve or reject any brand or type of equipment, tool, material, supplies proposed by the Successful Proposer.

3.6.1 Material

- a. Successful Proposer furnished materials shall include but not be limited to cleaners, disinfectants, bleach, floor care cleaners and protective coatings, waxes, polishes, stripping material, and any other custodial products required to fulfill the intent of the contract.
- b. All products furnished and/or used in the performance of any included task must meet Environmental Protection Agency (E.P.A.), Occupational Safety Health Administration (O.S.H.A.), and manufacturer safety environmental protective requirements. The use of any product which causes damage to property or injury to persons or as otherwise restricted by law is prohibited.
- c. The materials furnished by Successful Proposer shall be of the most suitable grade of the respected kind for the purpose and be low odor and environmentally friendly. The Project manager or designee shall decide all questions concerning acceptability and approval of materials for use in the fulfillment of this contract, as well as the method of application of products or materials.
- d. Throughout the term of the resulting agreement from this RFP, the Successful Proposer shall maintain a list with the manufacturer name, brand name, the Material Safety Data Sheet (MSDS) Information of all materials and products approved by the City for use under the contract. The Successful Proposer shall monitor all product safety data information and store them at each location in accordance with OSHA regulations. The City reserves the right to require the Successful Proposer to substitute, modify or alter such materials, provided; however, such requirements shall be reasonably exercised.

NOTE: All supplies must be used in accordance with the manufacturer's recommendations and instructions. All containers must be labeled with the manufacturer's brand name, name of product, and its recommended use.

3.6.2 Equipment and Tools

The Successful Proposer shall furnish all equipment and tools necessary to properly perform the work defined in this RFP. Equipment and tools shall include but not be limited to: brooms, mops (wet and dry/dry dust mops), mop handles, dust mop handles, dust pans, bowl mops, bowl brushes, putty knives, dusters, sponges, rags, window squeegees, floor pads, rubber gloves, for trash removal, spray bottles, floor machines, vacuum cleaners, etc., needed to perform the cleaning. It is recommended that vacuum cleaners be equipped with special HEPA (high-efficiency particulate air) or ULPA (Ultra Low Particulate Air) type filters that collect at least 99.97%, or that lose no more than 1/10 of one percent of dust collected to the atmosphere

Throughout the term of the resulting agreement from this RFP, the Successful Proposer shall maintain and provide the City with a list showing the manufacturer name, brand name, item / model number, and specifications of all equipment approved by the City for use under the contract. The City reserves the right to require the Successful Proposer to substitute, modify or alter such equipment, provided; however, such requirements shall be reasonably exercised.

- a. All equipment shall have bumpers and guards to prevent markings or scratching City property.
- b. All electrical equipment used by the Successful Proposer shall meet all safety requirements. This equipment must operate using existing building circuit voltages. It shall be the responsibility of the Successful Proposer to prevent the operation or attempted operation of electrical equipment, or combinations of equipment, which require power exceeding the building circuits.
- c. The equipment furnished by the Successful Proposer shall be of the most suitable grade of their respective kinds for the purpose. The Project manager or designee shall decide all questions concerning acceptability and approval of custodial equipment for use within the City's facilities, as well as the method and application of intended use of said equipment.

3.6.3 Supplies

The Successful Proposer will furnish all expendable supplies for use throughout City facilities, including public toilets and washrooms. These supplies shall include but not be limited to: paper towels, c-folder paper towels, toilet paper, toilet seat liners, plastic trash can liners of appropriate sizes, power or liquid hand soap, hand sanitizer. The Successful Proposer will provide and restock hand sanitizer stations and disinfectant wipe stations throughout City facilities. The Successful Proposer shall place said supplies in the dispensers and holders, as necessary.

Throughout the term of the resulting agreement from this RFP, the Successful Proposer shall maintain and provide the City with a list showing the manufacturer name, brand name, item number, and specifications of all supplies approved by the City for use under the contract. The City reserves the right to require the Successful Proposer to substitute, modify or alter such equipment, provided; however, such requirements shall be reasonably exercised.

NOTE: From time to time the City may provide specialized supplies for the Successful Proposer to use. The Successful Proposer shall be required to use these products as directed.

3.6.4 Estimated Consumption

The following is an **estimate** of the consumption volume of paper towels and toilet paper during 2021-2022. This information is provided for reference purposes only and not the amount the Successful Proposer will be required to furnish.

Paper towels – 450 cases

Toilet paper – 320 cases

3.7 TIME CLOCKS

The Successful Proposer shall provide time clocks for employee use, the location of the time clocks may be mutually agreed upon between the Successful Proposer and the City. It will be determined once a contract has been agreed upon.

3.8 PERSONAL PROPERTY

The Successful Proposer's employees may not touch the personal property of any of the City's employees. Any other items such as coffee cups, photographs, or any personal item of any of the City's employees will not be cleaned by the Successful Proposer's employees.

3.9 CLEANING TASK AND PERFORMANCE STANDARDS

This section outlines the minimum acceptable cleaning standards for the types of cleaning tasks shown below. The Successful Proposer shall be responsible for the determination of the proper cleaning method for each facility serviced so that the City facilities shall remain in good and proper condition. Services under this contract are subject to final inspection and approval by the City's Project manager or designee.

3.9.1 Trash Removal

All wastebaskets and other trash containers within the area shall be emptied and returned to their initial location. Receptacles themselves shall be cleaned. Items placed near a trash receptacle and marked "TRASH", shall be removed. All waste from such trash receptacles shall be removed from the area and emptied into designated trash dumpsters or receptacles in such a manner as to prevent the adjacent area from becoming littered by such trash. Any obviously soiled or torn plastic receptacle liners in such receptacles shall be replaced. Exterior wastebaskets shall be damp wiped with neutral detergent and a clean sponge or cloth to remove evident soil. Lotion-type detergent and an abrasive pad shall be used on hard-to-remove soil. In restrooms, locker rooms and, food service areas germicidal detergent will be used in lieu of neutral detergent for cleaning of waste receptacles.

3.9.2 Disposal of Trash

Refuse containers (dumpsters) are located adjacent to the buildings for disposal of trash. Building trash shall be placed in the containers nearest the building being cleaned. Trash shall be carefully placed in the dumpster container to avoid spillage. In the event of spillage by the Successful Proposer's employees, the Successful Proposer will be responsible for the cleaning of the area. All trashcans shall be replaced with new trashcan liners after each disposal of trash from the containers.

3.9.3 Vacuum Carpet

Prior to carpeted floors being completely vacuumed, carpet area shall be checked to remove all surface litter, such as paper, gum, rubber bands, paper clips, etc. An up-right carpet vacuum shall be used to vacuum surface and embedded grit from all areas, accessible to the carpet vacuum. Meter bar shall be adjusted to correspond to the pile height of the carpet. Chairs and trash receptacles shall be tilted or moved where necessary to vacuum underneath. Additionally, as necessary, to prevent any visible accumulation of soil or litter in carpeted areas inaccessible to the upright carpet vacuum, a tank vacuum with crevice tool and brush attachment shall be used. After the carpeted floor has been vacuumed, it shall be free of all visible litter, soil, and embedded grit.

3.9.4 Spray Buff

Prior to being sprayed buffed, the floor surface shall be broom swept, and/or dry mopped. A single disk high-speed floor machine, buffing pad of the appropriate color and texture, preferably white or red, in a clean spray bottle with spray buffing solution, pre-mixed, shall be used to restore uniform gloss and protective finish to resilient tile or terrazzo floors. The spray buff solution shall be prepared according to product specifications. The floor finish shall be of the type already on the floor. All areas accessible to the floor machine shall be spray buffed.

Chairs, trash receptacles, etc. shall be tilted or moved as necessary to spray buff underneath. The floor shall be swept after being spray buffed. After spray buffing, the entire floor shall have a uniform glossy appearance, free of scuff marks, heel marks, and other stains, and shall have a uniform coating of floor finish. All spray buff solutions shall be removed from baseboards, furniture, trash receptacles, etc. The maintenance spray buffing shall be done, but not limited to a minimum of one (1) time per week, per floor.

3.9.5 Dry Buff

Prior to dry buffing, the floor surface shall be broom swept or dry-mopped. A single-disk high-speed floor machine with a buffing pad or brush shall be used to restore uniform gloss and protective finish to waxed floors. All areas accessible to the floor machine shall be dry buffed. Chairs, trash receptacles, etc. shall be tilted or moved to dry buff underneath.

3.9.6 Wet Mop Floors

Prior to being wet-mopped, the floor surface shall be broom swept or dry-mopped. A wet mop, mop bucket, wringer, and neutral detergent shall be used to remove all soil and non-permanent stains from the entire area. The neutral detergent solution shall be changed periodically and remain clear, and the area damp mopped shall be rinsed with clear water. All accessible areas shall be damp mopped. Chairs, trash receptacles, etc. shall be tilted or moved to mop underneath. After being wet mopped, the floor shall have a uniform appearance with no streaks, swirl marks, detergent residue, or any evidence of soil. There shall be no splash marks or mop streaks on furniture, walls, baseboards, etc., or mop strands remaining in the area. Proper signage should be displayed to warn of any slippery or hazardous conditions, and must strictly be in use at all times, while wet mopping, until the mopped area is thoroughly dry.

3.9.7 Sweeping Floors

Prior to sweeping the floor surface, a putty knife shall be used to remove gum, tar, or other sticky substances from the floor. On resilient tile or terrazzo smooth sealed concrete or other smooth sealed finished floor surfaces, use a treated dust mop to remove accumulated soil and litter. On rough unsealed concrete or other floors where dust mopping is not effective, use a broom. The entire area to be swept shall be thoroughly cleaned to remove dust, dry soil, and other litter.

Rubber or polyester entrance mats shall be swept, vacuumed, or hosed down to remove soil and grit. All entrance mats shall be lifted to remove soil and moisture underneath and shall be returned to their normal location.

3.9.8 Washrooms. Bathrooms Toilets Sinks & Wash Bowls

- (a) Washrooms, bathrooms, toilets, sinks, and wash bowls shall be cleaned with a germicidal cleaning solution.
- (b) Water Closets: Both the inside and outside service of water closets and seats shall be cleaned to remove all rust, discoloration, odors, and water stains. Tanks of a low tank water closet shall be cleaned on exterior surfaces only.
- (c) Urinals shall be cleaned to remove rust, discoloration, odors and stains. The cleaning solution shall be flushed through the trap to reduce accumulation of scale. Urinal blocks shall be placed in the urinals as needed.
- (d) Wash bowls shall be cleaned to remove all rust, discoloration, stains, odors, and scale. Abrasive cleaners should not be applied to fittings. Fittings shall be dry polished. Water from cleaning shall not be allowed to get between the fixtures and the wall.
- (e) Slop or service sinks shall be cleaned to remove rust and scale.
- (f) Mirrors shall be cleaned to remove all trace of film or smudge.
- (g) Toilet room floors shall be scrubbed, mopped and rinsed until free of soap solution. In no instance shall a hose or stream of water be used to wash the floors.
- (h) Toilet room walls, partitions, grills, and woodwork with washable surfaces shall be washed in their entirety. Non washable surfaces shall be spot cleaned. Surface washing shall remove accumulation of dirt, streaks and defacing marks.
- (i) Servicing devices in rest rooms shall be inspected, re-supplied, and maintained for use. Paper towel waste receptacle shall be emptied. Dispenser for paper towels, toilet paper and hand soap shall be filled, cleaned and kept a minimum of one-quarter full.
- (j) Showers shall be cleaned with tile cleaner, and shower handles and all fixtures shall be cleaned daily. Soap bars left in showers shall be disposed of.
- (k) De-scale toilet bowls and urinals using acid-type bowl cleaner and nylon bowl mop to remove scale, scum, mineral deposits, rust stains, etc. from toilet bowls and urinals. After de-scaling urinals, the entire surface shall be free from streaks, stains, scale, scum, mineral deposits, rust stains, etc. Caution must be used to prevent damage to adjacent surfaces caused by spills of the acid-type bowl cleaner.

3.9.9 Dusting

- (a) Low Dusting (dusting below 7 feet from the floor): Use a lightly treated dust cloth, lightly treated hand-held dusting tool, lamp tools, dusting tools, tank vacuum with dusting adjustments, or combination of these dusting tools to remove dust, lint, litter, dry soil, etc. from all surfaces below seven foot (7') from the floor surface. Items on furniture tops shall be dusted and replaced, however, paper shall not be disturbed. After dusting is completed, all such surfaces including cracks, corners, vents, shall have a uniform appearance free from streaks, smudges, dust, lint, litter, etc. Dusting shall be accomplished by removal of the soil from the area, not by rearranging from one surface to another.
- (b) High Dusting (dusting above 7 feet from the floor): High dusting shall be defined as removal of dust, cobwebs, oily film, etc. from wall fixtures and surfaces above seven foot (7') from the floor. This includes lights, grills, air conditioning grilles, light fixtures, pipes, sprinkler systems, cables, ledges, walls, ceilings, vents, etc. High dusting shall be accomplished by using treated dust cloths, treated dusting tools, a damp sponge, and a tank vacuum with a crevice tool, bush attachment and wall attachment. After high dusting all areas and service above seven foot that have been cleaned by dusting or damp wiping shall blend in with the area below seven feet.

3.9.10 Drinking Fountains

Use a spray bottle of germicidal detergent, sponge or cloth, small percolator brush, abrasive pad and a lotion cleaning to remove all obvious soils, streaks, smudges, etc. from the drinking fountain and cabinet. Then disinfect all porcelain and polished metal surfaces including the orifices and drain. After cleaning, the entire drinking fountain shall be free from streaks, stains, spots, smudges, scale and other obvious removable soil. Use appropriate polish or cleaner to clean drinking fountains that have a bronze finish. Bronze drinking fountains are to be cleaned daily.

3.9.11 Stripping or Refinishing Resilient Tile, Terrazzo & Terracotta Floors

Stripping shall be done on an "as-needed basis", to be determined by the City. Stripping shall be defined as the complete removal without damage to the floor surfaces, of all finishes and/or sealer from all visible floor surfaces, and from those floor surfaces, which can be exposed, by the removal of non-fixed furnishings. Stripping shall also include the complete removal of marks, scuff stains, etc., except in cases in which there is damage to the floor surface itself. Stripping chemical shall be used in accordance with the direction of the manufacturer. The floor shall be scrubbed with a single disk, high speed floor machine, equipped with a stripping pad, except in those areas which the use of manual scrubbing devices are necessary to completely remove the finish and/or sealer, such as along walls and in corners, etc. The stripping solution and rinse water shall be picked up either manually or with a wet/dry vacuum. All floor surfaces to which stripper has been applied, shall be thoroughly rinsed with clean water. When a wet/dry vacuum is used, the area should be rinsed at least once after stripping solution has been removed. If a mop is used to pick up the stripping solution, the area should be rinsed at least twice with clean water.

Refinishing shall be defined as the proper application (as per the manufacturer's recommendations and instruction) of at least two coats of finish to all high traffic areas, and one coat of finish to areas receiving low traffic. After the finish has dried, the reflection shall be uniform with no visible streaks, rolls, etc. No stripping solution or finish shall remain on the base boards, doors, or other non-floor surfaces. Any wax, sealer or refinishing agent used, must be of a non-skid nature. The Project manager or designee shall approve products used for all floor finishes. Proper signage must be displayed to warn any slippery or hazardous conditions, during the work and until the finish is thoroughly dry.

3.9.12 CLEANING OFFICE FURNITURE

- (a) Vinyl Upholstery: Cleaning shall be accomplished with a spray bottle of neutral detergent and damp cloth or sponge.
- (b) Fabric Upholstery: Cleaning shall be accomplished by use of vacuum cleaner. Entire fabric areas, including cracks, crevices, and seam lines shall be free of any dirt.
- (c) Deep Cleaning: Deep cleaning of fabric upholstery shall be accomplished through the use of an improved combination of foam and extraction methods. The finished product shall be uniform in appearance and free from dirt.

3.9.13 WASHING OF INTERIOR GLASS

Washing interior glass shall include all surfaces of all interior glass windows and shall be the complete removal of all smudges, tape, oily film and other types of soil from all glass interior partition walls, doors, displays, and other glass areas. A glass cleaning chemical, window squeegee tool, rubber blade, and clean cloth shall be used. After washing the glass, areas shall be free of dust, smudges, oily film, etc. Cleaner splash and drip marks shall be removed from all adjacent surfaces.

3.9.14 SPOT CLEANING

- (a) General: Use of sponge, clean cloth, spray bottle, neutral detergent, germicidal detergent, or glass cleaner to remove smudges, fingerprints, marks, streaks, etc., from washable surfaces of walls, partitions, doors, furniture, fixtures, appliances, etc. Germicidal detergent shall be used in rest rooms, locker rooms, food surface areas, and drinking fountains. Glass cleaner shall be used on mirror and glass surfaces. Lotion cleaner shall be used on hard to remove spots. After spot cleaning, this surface shall have a clean uniform appearance free of streaks, spots, and other evidence of removable soil. It shall be on an "as needed" basis.
- (b) Carpeted Floors: Spots and spills or stains on carpeted floors and all stained areas shall be treated with a spot cleaning solution, following the directions of the manufacturer. Spot cleaning shall be continued until as much of the stain as possible has been removed. After spot cleaning is performed and allowing enough time to dry, the carpet shall be vacuumed using a pattern which will give the carpet pile uniform appearance. The Project manager or designee shall be notified immediately if any spots or stains cannot be removed from carpet after following this method of application.

3.9.15 WALK OFF MAT CLEANING

Rubber, polyester or carpet entrance mats shall be swept, vacuumed, or hosed down outside to remove soil and dirt. Soil and moisture underneath entrance mats should be removed, and mats returned to their normal location.

3.9.16 VENETIAN BLINDS

Complete cleaning of venetian blinds shall be accomplished by washing with a neutral detergent. Blinds shall be rinsed free of detergent, residue and wiped dry.

3.9.17 LOUVERS AND GRILLS

Cleaning of the louvers and grills including air conditioning vents shall be accomplished by washing with a neutral detergent, rinsing free of detergent residue and wiping dry.

3.9.18 GRAFFITI REMOVAL

All graffiti on walls, floors, ceilings, or elevators should be removed at once, or at the earliest available opportunity after they appear. Every attempt should be made to use cleaning agents that will not remove or destroy the base paint or the surface on which the graffiti has been applied. In case the base paint is removed from the surface, the appropriate persons shall be notified immediately. Should the graffiti not be able to be removed, the Project manager or designee shall be notified immediately.

3.9.19 CANOPIES/AWNINGS

Located throughout various facilities, there are canvas awning-type canopies over doorways. These are to be included in the routine cleaning of the facility. The Successful Proposer shall clean these canopies based on the manufacturer's suggested methods for cleaning canvas-type awnings. Generally, these types of canopies are cleaned with a mild solution of chlorine and water, and then rinsed afterwards. On the larger canopies, should the Successful Proposer feel it necessary to use a low pressure-cleaning machine, they may do so; however, it should be first brought to the attention of the Public Works Department that this is the intended method. The Successful Proposer should first see to it that this method has prior approval from the Project manager or designee, and that this method of cleaning will be the accepted method in these cases.

3.9.20 CONFERENCE ROOMS

Throughout the various facilities, there are conference rooms, which are used for conducting meetings. The routine scheduled cleaning of these rooms may have to be rescheduled from time to time to accommodate these meetings, so that the room will be clean for use. The Successful Proposer's Supervisor should check on a weekly basis with the various persons who are responsible for the scheduling of these rooms to find out the times and dates of scheduled meetings. The routine cleaning can then be rescheduled to accommodate these times and dates. Upon the award of contract, a list of names will be provided of the persons responsible for scheduling the various conference rooms throughout the facilities.

3.9.21 LIGHT FIXTURES

Light fixtures are considered contents of a room, whether they are fixed fixtures in the ceiling, such as fluorescent or hanging light fixtures. The cleaning of light fixtures is the responsibility of the Successful Proposer. For safety reasons, light fixtures should be turned off when cleaning. The lenses of the light fixtures are to be damp wiped on a weekly basis and the fixture itself, dusted on a weekly basis. This schedule shall supersede any schedule for low and high dusting.

3.9.22 ELEVATORS

The Successful Proposer shall clean the interior cabs of all elevators. It should be noted that should the employee be using a wet or damp cloth, that this may not be used on the control panels. The ceiling grates in the elevators should be cleaned as needed or a minimum of once per month. The City shall provide the Successful Proposer with any special instructions for cleaning elevators.

3.9.23 DISPLAY CABINETS

Located in some of the facilities are permanent display cabinets. Usually, these cabinets are glass. The employee shall clean these cabinets on a daily basis to remove dirt, smudges, and fingerprints, utilizing the same method of glass cleaning as previously stated in this document.

3.9.24 WALL MOUNTED ITEMS

Items that are mounted on the wall such as photographs, or clocks, shall be considered room fixtures and should be appropriately cleaned, as needed.

3.9.25 FACILITY REQUIREMENTS

The following outline indicates the minimal requirements that are to be performed by the Successful Proposer employees. Indicated are the types of tasks to be performed and the frequency that the tasks are to be performed. This is intended to indicate the minimal requirements. The actual work involved may not be limited to this list. In addition to this list, the Successful Proposer shall provide whatever services are required to properly maintain the facilities. This list may be amended from time to time as necessary, based on the requirements of the individual facilities. These are general requirements and are subject to change as needed:

- D**-Daily **W**-Weekly **TW**-Twice Weekly
- M**-Monthly **TM**-Twice Monthly **Q**-Quarterly
- A**-Annually **R** - As Requested **N** – As Needed

a. Offices	
Sweep and/or dust mop	D
Damp or wet mop	D
Trash removal	D
Filling all dispensers	N
Low dusting, all surfaces, and fixtures below 7 ft.	TW+N

b. Affordable Housing Buildings	
Common areas sweep and/or dust mop	D
Common areas damp or wet mop	D
Trash removal	D
Water closets	D
High-Pressure Cleaning	Q

c. Elevators	
Sweep and/or dust mop	D
Damp or wet mop	D
Stainless Steel Cleaning	TW
Ceiling Light Covers	M

d. Floor Cleaning	
Sweep and/or dust mop	D
Vacuum carpets	D
Damp or wet mop	D
Stripping and refinishing	R
Shampooing carpets	R
Cleaning walk-off mats	D
Stairwell cleaning	TM

e. Restroom/Locker Room Cleaning	
Water closets	D
Urinals, lavatories	D
Mirrors	D
Damp mop floors	D
Partitions and wood work spot cleaning	TW
Partitions and woodwork general cleaning	W+N
Empty waste containers	D
Filling all dispensers	D
Cleaning shower stalls	D

f. Dusting	
High dusting, all surfaces and fixtures above 7 ft.	M+N
Low dusting, all surfaces and fixtures below 7 ft.	TW+N
Trash removal	D
Cleaning drinking fountains	D
Elevators (complete cleaning walls, floors, & lights)	D

g. Furniture Cleaning	
Vinyl Damp Wipe	D
Fabric vacuum	N
Glass cleaning	TW
Spot cleaning - (walls, doors, furniture, carpet)	D
Venetian blind cleaning and windowsills	M
Louvers & A/C grills cleaning	M-R
Modular partitions fabric cleaning	M+N

h. Outside Areas/Entrances	
Parking areas, pick up loose debris	D
High water pressure cleaning	R
Chewing gum removal-sidewalks	M
Graffiti removal	N
Empty and clean trash and cigarette receptacles	D
Exterior Window Cleaning	R

i. Lunchroom Areas	
Sweep and/or dust mop	D
Damp or wet mop	D
Dust all surfaces	D
Trash removal	D
Microwave	W
Refrigerator	R

j. Citywide	
Turn off lights	D
Lock doors	D

k. Gyms	
Disinfect all surfaces	D
Damp or wet mop	D
Provide disinfectant wipe station	D
Trash removal	D

l. Jail Cells - located in Police	
Disinfect all surfaces	D
Damp or wet mop	D
Dust all surfaces	D
Trash removal	D

Additional task requirements for:

m. Seasonal Schedule	
Sweep and/or dust mop	D
Damp or wet mop	D
Dust all surfaces	D
Empty waste containers	D
Trash removal	D
Cleaning drinking fountains	D
Water closets	D
Urinals, lavatories	D
Filling all dispensers	D
Cleaning shower stalls	D

3.10 Personnel Staffing Schedule

The following schedules indicate the required hours of work. It should be noted that some facilities may be cared for during working hours and others require after-hours care. The Successful Proposer may cover facility responsibilities with the same employees, provided the service requirements for each facility are met.

1. Routing Schedule

FACILITIES	ADDRESS	SQ.FT	DAYS	HOURS
LIBRARIES				
CURTISS E-LIBRARY	501 E 4th. AVE	4,904 SQ.FT	Mon-Thu	5:00pm – 8:00pm
J.F.K. LIBRARY	190 W 49 ST	27,936 SQ.FT	Mon-Sat	5:00pm – 11:00pm
FIRE				
FIRE STATION ADMINISTRATION/911 (a shift)	83 E 5 ST	58,062 SQ.FT	Mon-Fri	8am – 4:00pm
FIRE STATION ADMINISTRATION/911 (b shift)	83 E 5 ST	58,062 SQ.FT	Mon-Fri	5:00pm – 11:00pm
NORTH COMPLEX				
CONSTRUCTION & MAINTENANCE MAIN OFFICE	900 E 56 ST BLDG. # 1	5,407 SQ.FT	Mon-Fri	4:00pm – 10:00pm
PARK RECREATION/ STREETS MAIN OFFICE	900 E 56 ST BLDG. # 4	10, 691 SQ.FT	Mon-Fri	4:00pm – 10:00pm
FLEET MAINTENANCE	900 E 56 ST BLDG. # 13	72, 819 SQ. FT	Mon-Fri	4:00pm – 10:00pm
POLICE				
Police Administration (a shift)	5555 E 8 th Ave	47,716 SQ. FT	Mon-Fri	8:00am – 4:00pm
Police Administration (b shift)	5555 E 8 th AVE	47,716 SQ. FT	Mon-Fri	5:00pm – 11:00pm
Police Training	808 E 56 th ST	14,029 SQ. FT	Mon-Fri	5:00pm – 11:00pm
Police K-9	WITHIN TRAINING		Mon-Fri	5:00pm – 11:00pm
Police Sector 1	501 E 4 th AVE	4,908 SQ. FT	Mon-Fri	5:00pm – 11:00pm
Police Sector 3	2700 W 8 th AVE	5,010 SQ. FT	Mon-Fri	5:00pm – 11:00pm
Police Sector 5	7400 W 24 th AVE	5,776 SQ. FT	Mon-Fri	5:00pm – 11:00pm
Police Sector 4	7400 W 10 th AVE	7,300 SQ. FT	Mon-Fri	5:00pm – 11:00pm
EOC Building	802 E 56 th ST	5,425 SQ. FT	Wed	5:00pm – 8:00pm
PUBLIC WORKS				
WATER & SEWERS DEPART.	3700 W 4 AVE TWO BUILDINGS.	18,026 SQ. FT	Mon-Fri	5:00pm – 11:00pm

EDUCATION COMMUNITY SERVICE (E.C.S)				
ECS Department	7400 W 24 Ave	10,865 SQ. FT	Mon-Fri	5:00pm – 11:00pm
GENERAL GOVERNMENT				
CITY HALL (a shift)	501 PALM AVE	60,814 SQ.FT	Mon - Fri	8:00am – 4:00pm
CITY HALL (b shift)	501 PALM AVE	60,814 SQ.FT	Mon - Fri	5:00pm – 11:00pm
N.S.C - BLANCHE MORTON	300 E 1 AVE	15,431 SQ.FT	Mon - Fri	5:00pm – 11:00pm
ELDERLY HOUSING UNITS				
VILLA ESPERANZA (32 UNITS W)	1470 - 1480 W 38th. PL	19,380 SQ.FT	Mon-Fri	8:00am – 4:00pm
18 UNITS	695 W 2nd. AVE	6,324 SQ. FT	Mon-Fri	8:00am – 4:00pm
29 UNITS -TWO BUILDING.	55 E 9th. ST / 70 E 10th. ST - BLDG.	23,862 SQ. FT	Mon-Fri	8:00am – 4:00pm
VILLA AIDA 57 UNITS	20 W 6th. ST BLDG.	56,244 SQ.FT	Mon-Fri	8:00am – 4:00pm
32 UNITS(ANNEX)	80 W 6th. ST BLDG.	32,000 SQ.FT	Mon-Fri	8:00am – 4:00pm
MARTIN LUTHER KING / 8 UNITS.	470 W 23 rd. ST (SEMINOLA).	5,000 SQ.FT	Mon-Fri	8:00am – 4:00pm
VILLA ROSA & DAISY / 300 UNITS - FOUR BLDG.				
300-A UNITS	1340 W 26th. PL - 75 UNITS	79,750 SQ.FT	Mon-Fri	8:00am – 4:00pm
300-B UNITS	1350 W 26th. PL 75 UNITS	79,750 SQ.FT	Mon-Fri	8:00am – 4:00pm
300-C UNITS	1360 W 26th. PL 75 UNITS	79,750 SQ.FT	Mon-Fri	8:00am – 4:00pm
300-D UNITS	1370 W 26th. PL 75 UNITS	79,750 SQ.FT	Mon-Fri	8:00am – 4:00pm
VILLA ALEGRIA / 72 UNITS	275 PALM AVE	79, 415 SQ.FT	Mon-Fri	8:00am – 4:00pm
VILLA SOL / 9 UNITS	45 W 6 ST - 9 UNITS	15, 370 SQ.FT	Mon-Fri	8:00am – 4:00pm
VILLA TERESITA / 33 UNITS	525 W 1 AVE - 33 UNITS	38, 568 SQ.FT	Mon-Fri	8:00am – 4:00pm
VILLA LUNA / 35 UNITS	355 E 32nd. ST - 35 UNITS	39,103 SQ.FT	Mon-Fri	8:00am – 4:00pm
PARKS				
BABCOCK PARK RECREATION CENTER	651 E 4th. AVE	5,218 SQ.FT	Mon-Sun	Mon-Fri 7:00am – 9:00pm
BABCOCK PARK POOL BLDG.	651 E 4th. AVE	808 SQ.FT	Mon-Sun	Mon-Fri 7:00am – 9:00pm

BRIGHT PARK RECREATION CENTER	750 E 35th. ST	3,991 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
BUCKY DENT RECREATION CENTER	2250 W 60th. ST	12, 210 SQ. FT	Mon-Sun	Mon-Sun 7:00am – 9:00pm
BUCKY DENT AQUATIC CENTER (shift a)	2250 W 60th. ST	13,210 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
BUCKY DENT AQUATIC CENTER (shift b)	2250 W 60th. ST	13,210 SQ.FT	Mon-Fri	Mon-Fri 9:00pm – 12:00am
CASAS PARK RECREATION CENTER	7900 W 32nd. AVE	3,725 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
COTSON PARK RECREATION CENTER	520 W 23rd. ST	3,714 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
GOODLET PARK RECREATION CENTER	4200 W 8th. AVE	5,131 SQ.FT	Mon-Sun	Mon-Sun 7:00am – 9:00pm
GOODLET TENNIS CENTER	4150 W 8 AVE	2,107 SQ.FT	Mon-Sun	Mon-Sun 7:00am – 9:00pm
MCDONALD PARK AQUATIC CENTER	7505 W 12th. AVE	6,662 SQ.FT	Mon-Sun	Mon-Sun 7:00am – 9:00pm
MCDONALD PARK RECREATION CENTER	7505 W 12 AVE	4,614 SQ.FT	Sat-Sun	Sat-Sun 7:00am – 9:00pm
MILANDER AQUATIC CENTER (shift a)	4700 PALM AVE	6,716 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
MILANDER AQUATIC CENTER (shift b)	4700 PALM AVE	6,716 SQ.FT	Mon-Fri	Mon-Fri 9:00pm – 12:00am
MILANDER RECREATION CENTER	4700 PALM AVE	6,716 SQ.FT	Mon-Sun	Mon-Sun 7:00am – 9:00pm
O'QUINN RECREATION CENTER	6051 W 2nd. AVE	3,914 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
PALM LAKE PARK	7460 W 16 AVE	1,206 SQ.FT	Mon-Fri	Mon-Fri 7:00am – 9:00pm
SLADE PARK RECREATION CENTER (shift a)	2501 W 74th. ST	7,770 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
SLADE PARK RECREATION CENTER (shift b)	2501 W 74th. ST	7,770 SQ.FT	Mon-Fri	Mon-Fri 9:00pm – 12:00am
SOUTHEAST RECREATION CENTER	1015 SE 9th. AVE	3,934 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm

SPARKS PARK RECREATION CENTER	1301 W 60th. ST	4,998 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
WALKER PARK RECREATION CENTER (shift a)	800 W 29th. ST	22,129 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
WALKER PARK RECREATION CENTER (shift b)	800 W 29th. ST	22,129 SQ.FT	Mon-Fri	Mon-Fri 9:00pm – 12:00am
WILDE PARK RECREATION CENTER (shift a)	1701 W 53 TERR.	19,267 SQ.FT	Mon-Sat	Mon-Sat 7:00am – 9:00pm
WILDE PARK RECREATION CENTER (shift b)	1701 W 53 TERR.	19,267 SQ.FT	Mon-Fri	Mon-Fri 9:00pm – 12:00am

II. Seasonal Schedule:

FACILITY	SQ. FT.	DAYS	HOURS	
BABCOCK PARK RECREATION CENTER (2 nd Week of June to 3 rd week of August)	5,218	Mon-Fri	7:30 am –9 pm	
BRIGHT PARK POOL (2 nd Week of June to 3 rd week of August)	1,380	Mon-Sun	12:30 pm – 5:30 pm	
BUCKY DENT PARK RECREATION CENTER (2 nd Week of June to 3 rd week of August)	13,210	Mon-Fri	7:30 am –9 pm	
GOODLET PARK RECREATION CENTER (2 nd Week of June to 3 rd week of August)	5,131	Mon-Fri	7:30 am –9 pm	
McDONALD PARK AQUATIC CENTER (2 nd week of March to last week of October)	6,662	Mon-Sun	Mon-Fri 2:00 pm – 9:00 pm Sat & Sun 10:00 am – 6:00 pm	
MILANDER RECREATION CENTER (2 nd Week of June to 3 rd week of August)	6,716	Mon-Fri	7:30 am –9 pm	
SLADE PARK (2 nd Week of June to 3 rd week of August)	7,770	Mon-Fri	7:30 am –9 pm	

WALKER PARK POOL (1 ST WEEK OF June to 3 rd week of August)	1,305	Mon-Sun	12:30 pm – 5:40 pm	
WALKER COMMUNITY CENTER (2 nd Week of June to 3 rd week of August)		Mon-Fri	7:30 am –9 pm	
WILDE COMMUNITY CENTER (2 nd Week of June to 3 rd week of August)		Mon-Fri	7:30 am –9 pm	
GRAHAM PARK (As needed bases for rentals)	2,025			
MILANDER TED HENDRICKS STADIUM (As needed bases for rentals)	35,516			
MILANDER CENTER FOR ARTS AND ENTERTAINMENT (As needed bases for rentals)				
NOTE: the above schedules may vary per facility, as deemed necessary by the City.				

3.11 Transition Period

The Successful Proposer shall work with the current vendor to facilitate a smooth and orderly transition of Janitorial Maintenance Services. The Successful Proposer shall immediately notify the Project manager or designee of any problems during start-up.

The Successful Proposer shall in good faith offer employees of the current vendor, whose employment will be terminated as a result of award of this contract, a right of first refusal of employment under this new contract in positions for which the employees are qualified.

3.12 Emergency Work

In the event of a hurricane or other emergency or disaster situation, the Successful Proposer shall guarantee the City the services defined within the scope of this request for proposal at the price contained within the proposer's response. Further, the successful proposer shall deliver/perform for the city on a priority basis during such times of emergency. An emergency shall be responded to as indicated in the following paragraph and may typically include, but not be limited to: tropical storm, hurricane, water extraction, spills, bad odor or disinfection,

Provide 24-hour, 7 days a week Emergency Service to the City. **During regular working hours**, Monday through Friday, 8:00 A.M. to 5:00 P.M., or hours specified by the City's Project manager or designee, emergency service response time shall be within one (1) hour after verbal notification later confirmed in writing by the City's Project manager or designee. **During other than regular working hours** (8:00 AM to 5:00 PM), the emergency response time shall be within two (2) hours after notification by the City.