

**AGREEMENT FOR
JANITORIAL MAINTENANCE SERVICES - CITYWIDE**

THIS AGREEMENT, made this 16th day of DECEMBER 2011, by and between the City of Fort Lauderdale, a Florida municipality, ("City"), whose address is 100 North Andrews Avenue, Fort Lauderdale, FL 33301-1016, and Sunshine Cleaning Systems, Inc., a Florida corporation, ("Contractor" or "Company"), whose address and phone number are 3445 Northeast 12 Terrace, Fort Lauderdale, FL 33334, 954-772-0884, Fax 954-566-7329, for the term specified herein,

NOW THEREFORE, for and in consideration of the mutual promises and covenants set forth herein and other good and valuable consideration, the City and the Contractor covenant and agree as follows:

WITNESSETH:

I. DOCUMENTS

The following documents (collectively "Contract Documents") are hereby incorporated into and made part of this agreement.

- (1) Request For Proposals Number 415-10766, Janitorial Maintenance Services – Citywide, including any and all addenda, prepared by the City of Fort Lauderdale, ("RFP" or "Exhibit A").
- (2) The Contractor's response to the RFP, dated May 24, 2011, ("Exhibit B").

All Contract Documents may also be collectively referred to as the "Documents." In the event of any conflict between or among the Documents or any ambiguity or missing specifications or instruction, the following priority is established:

- A. First, specific direction from the City Manager (or designee)
- B. Second, this Agreement dated Dec. 16, 2011, and any attachments.
- C. Third, Exhibit A
- D. Fourth, Exhibit B

II. SCOPE

The Contractor shall perform the Work under the general direction of the City as set forth in Contract Documents.

Unless otherwise specified herein, the Contractor shall perform all Work identified in this Agreement. The parties agree that the scope of services is a description of Contractor's obligations and responsibilities, and is deemed to include preliminary considerations and prerequisites, and all labor, materials, equipment, and tasks which are such an inseparable part of the work described that exclusion would render performance by Contractor impractical, illogical, or unconscionable.

Contractor acknowledges and agrees that the City's Contract Administrator has no authority to make changes that would increase, decrease, or otherwise modify the Scope of Services to be provided under this Agreement.

By signing this Agreement, the Contractor represents that it thoroughly reviewed the documents incorporated into this Agreement by reference and that it accepts the description of the Work and the conditions under which the Work is to be performed.

III. TERM OF AGREEMENT

The initial contract period shall commence on August 23, 2011 and shall end on September 30, 2012. In the event the term of this Agreement extends beyond the end of any fiscal year of City, to wit, September 30, the continuation of this Agreement beyond the end of such fiscal year shall be subject to both the appropriation and the availability of funds.

IV. COMPENSATION

The Contractor agrees to provide the services and/or materials as specified in Contractor's proposal to the City at the cost specified in said proposal and addenda, if any, the proposal and any addenda thereto being attached as Exhibit B. It is acknowledged and agreed by Contractor that this amount is the maximum payable and constitutes a limitation upon City's obligation to compensate Contractor for Contractor's services related to this Agreement. This maximum amount, however, does not constitute a limitation of any sort upon Contractor's obligation to perform all items of work required by or which can be reasonably inferred from the Scope of Services. Except as otherwise provided in the solicitation, no amount shall be paid to Contractor to reimburse Contractor's expenses.

V. METHOD OF BILLING AND PAYMENT

Contractor may submit invoices for compensation no more often than monthly, but only after the services for which the invoices are submitted have been completed. An original invoice plus one copy are due within fifteen (15) days of the end of the month except the final invoice which must be received no later than sixty (60) days after this Agreement expires. Invoices shall designate the nature of the services performed and/or the goods provided.

City shall pay Contractor within forty-five (45) days of receipt of Contractor's proper invoice, as provided in the Florida Local Government Prompt Payment Act.

To be deemed proper, all invoices must comply with the requirements set forth in this Agreement and must be submitted on the form and pursuant to instructions prescribed by the City's Contract Administrator. Payment may be withheld for failure of Contractor to comply with a term, condition, or requirement of this Agreement.

Notwithstanding any provision of this Agreement to the contrary, City may withhold, in whole or in part, payment to the extent necessary to protect itself from loss on account of inadequate or defective work that has not been remedied or resolved in a manner satisfactory to the City's Contract Administrator or failure to comply with this Agreement. The amount withheld shall not be subject to payment of interest by City.

VI. GENERAL CONDITIONS

A. Indemnification

Contractor shall protect and defend at Contractor's expense, counsel being subject to the City's approval, and indemnify and hold harmless the City and the City's officers, employees, volunteers, and agents from and against any and all losses, penalties, fines, damages, settlements, judgments, claims, costs, charges, expenses, or liabilities, including any award of attorney fees and any award of costs, in connection with or arising directly or indirectly out of any act or omission by the Contractor or by any officer, employee, agent, invitee, subcontractor, or sublicensee of the Contractor. The provisions and obligations of this section shall survive the expiration or earlier termination of this Agreement. To the extent considered necessary by the City Manager, any sums due Contractor under this Agreement may be retained by City until all of City's claims for indemnification pursuant to this Agreement have been settled or otherwise resolved, and any amount withheld shall not be subject to payment of interest by City.

B. Intellectual Property

Contractor shall protect and defend at Contractor's expense, counsel being subject to the City's approval, and indemnify and hold harmless the City from and against any and all losses, penalties, fines, damages, settlements, judgments, claims, costs, charges, royalties, expenses, or liabilities, including any award of attorney fees and any award of costs, in connection with or arising directly or indirectly out of any infringement or allegation of infringement of any patent, copyright, or other intellectual property right in connection with the Contractor's or the City's use of any copyrighted, patented or un-patented invention, process, article, material, or device that is manufactured, provided, or used pursuant to this Agreement. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

C. Termination for Cause

The aggrieved party may terminate this Agreement for cause if the party in breach has not corrected the breach within ten (10) days after written notice from the aggrieved party identifying the breach. The City Manager may also terminate this Agreement upon such notice as the City Manager deems appropriate under the circumstances in the event the City Manager determines that termination is necessary to protect the public health or safety. The parties agree that if the City erroneously, improperly or unjustifiably terminates for cause, such termination shall be deemed a termination for convenience, which shall be effective thirty (30) days after such notice of termination for cause is provided.

This Agreement may be terminated for cause for reasons including, but not limited to, Contractor's repeated (whether negligent or intentional) submission for payment of false or incorrect bills or invoices, failure to perform the Work to the City's satisfaction; or failure to continuously perform the work in a manner calculated to meet or accomplish the objectives as set forth in this Agreement.

D. Termination for Convenience

The City reserves the right, in its best interest as determined by the City, to cancel this contract for convenience by giving written notice to the Contractor at least thirty (30) days prior to the effective date of such cancellation. In the event this Agreement is terminated for convenience, Contractor shall be paid for any services performed to the City's satisfaction pursuant to the Agreement through the termination date specified in the written notice of termination. Contractor acknowledges and agrees that he/she/it has received good, valuable and sufficient consideration from City, the receipt and adequacy of which are hereby acknowledged by Contractor, for City's right to terminate this Agreement for convenience.

E. Cancellation for Unappropriated Funds

The City reserves the right, in its best interest as determined by the City, to cancel this contract for unappropriated funds or unavailability of funds by giving written notice to the Contractor at least thirty (30) days prior to the effective date of such cancellation. The obligation of the City for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise provided by law.

F. Insurance

The Contractor shall furnish proof of insurance requirements as indicated below. The coverage is to remain in force at all times during the contract period. The following minimum insurance coverage is required. The commercial general liability insurance policy shall name the City of Fort Lauderdale, a Florida municipality, as an "additional insured." This MUST be written in the description section of the insurance certificate, even if there is a check-off box on the insurance certificate. Any costs for adding the City as "additional insured" shall be at the Contractor's expense.

The City of Fort Lauderdale shall be given notice 10 days prior to cancellation or modification of any required insurance. The insurance provided shall be endorsed or amended to comply with this notice requirement. In the event that the insurer is unable to accommodate, it shall be the responsibility of the Contractor to provide the proper notice. Such notification will be in writing by registered mail, return receipt requested and addressed to the Procurement Services Division.

The Contractor's insurance must be provided by an A.M. Best's "A-" rated or better insurance company authorized to issue insurance policies in the State of Florida, subject to approval by the City's Risk Manager. Any exclusions or provisions in the insurance maintained by the contractor that excludes coverage for work contemplated in this RFP shall be deemed unacceptable, and shall be considered breach of contract.

Workers' Compensation and Employers' Liability Insurance

Limits: Workers' Compensation – Per Chapter 440, Florida Statutes
Employers' Liability - \$500,000

Any firm performing work for or on behalf of the City of Fort Lauderdale must provide Workers' Compensation insurance. Exceptions and exemptions can only be made, by the City's Risk Manager, if they are in accordance with Florida Statutes.

Commercial General Liability Insurance

Covering premises-operations, products-completed operations, independent contractors and contractual liability.

Limits: Combined single limit bodily injury/property damage \$1,000,000.

This coverage must include, but not limited to:

- a. Coverage for the liability assumed by the contractor under the indemnity provision of the contract.
- b. Coverage for Premises/Operations
- c. Products/Completed Operations
- d. Broad Form Contractual Liability
- e. Independent Contractors

Automobile Liability Insurance

Covering all owned, hired and non-owned automobile equipment.

Limits: Bodily injury	\$250,000 each person, \$500,000 each occurrence
Property damage	\$100,000 each occurrence

Certificate holder should be addressed as follows:

City of Fort Lauderdale
Procurement Services Division
100 N. Andrews Avenue, Room 619
Ft. Lauderdale, FL 33301

G. Environmental, Health and Safety

Contractor shall place the highest priority on health and safety and shall maintain a safe working environment during performance of the Work. Contractor shall comply, and shall secure compliance by its employees, agents, and subcontractors, with all applicable environmental, health, safety and security laws and regulations, and performance conditions in this Agreement. Compliance with such requirements shall represent the minimum standard required of Contractor. Contractor shall be responsible for examining all requirements and determine whether additional or more stringent environmental, health, safety and security provisions are required for the Work. Contractor agrees to utilize protective devices as required by applicable laws, regulations, and any industry or Contractor's health and safety plans and regulations, and to pay the costs and expenses thereof, and warrants that all such persons shall be fit and qualified to carry out the Work.

H. Standard of Care

Contractor represents that he/she/it is qualified to perform the Work, that Contractor and his/her/its subcontractors possess current, valid state and/or local licenses to perform the Work, and that their services shall be performed in a manner consistent with that level of care and skill ordinarily exercised by other qualified contractors under similar circumstances.

I. Rights in Documents and Work

Any and all reports, photographs, surveys, and other data and documents provided or created in connection with this Agreement are and shall remain the property of City; and Contractor disclaims any copyright in such materials. In the event of and upon termination of this Agreement, any reports, photographs, surveys, and other data and documents prepared by Contractor, whether finished or unfinished, shall become the property of City and shall be delivered by Contractor to the City's Contract Administrator within seven (7) days of termination of this Agreement by either party. Any compensation due to Contractor shall be withheld until Contractor delivers all documents to the City as provided herein.

J. Audit Right and Retention of Records

City shall have the right to audit the books, records, and accounts of Contractor and Contractor's subcontractors that are related to this Agreement. Contractor shall keep, and Contractor shall cause Contractor's subcontractors to keep, such books, records, and accounts as may be necessary in order to record complete and correct entries related to this Agreement. All books, records, and accounts of Contractor and Contractor's subcontractors shall be kept in written form, or in a form capable of conversion into written form within a reasonable time, and upon request to do so, Contractor or Contractor's subcontractor, as applicable, shall make same available at no cost to City in written form.

Contractor and Contractor's subcontractors shall preserve and make available, at reasonable times for examination and audit by City in Broward County, Florida, all financial records, supporting documents, statistical records, and any other documents pertinent to this Agreement for the required retention period of the Florida public records law, Chapter 119, Florida Statutes, as may be amended from time to time, if applicable, or, if the Florida Public Records Act is not applicable, for a minimum period of three (3) years after termination of this Agreement. If any audit has been initiated and audit findings have not been resolved at the end of the retention period or three (3) years, whichever is longer, the books, records, and accounts shall be retained until resolution of the audit findings. If the Florida public records law is determined by City to be applicable to Contractor and Contractor's subcontractors' records, Contractor and Contractor's subcontractors shall comply with all requirements thereof; however, Contractor and Contractor's subcontractors shall violate no confidentiality or non-disclosure requirement of either federal or state law. Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for City's disallowance and recovery of any payment upon such entry.

Contractor shall, by written contract, require Contractor's subcontractors to agree to the requirements and obligations of this Section.

The Contractor shall maintain during the term of the contract all books of account, reports and records in accordance with generally accepted accounting practices and standards for records directly related to this contract.

K. Public Entity Crime Act

Contractor represents that the execution of this Agreement will not violate the Public Entity Crime Act, Section 287.133, Florida Statutes, as may be amended from time to time, which essentially provides that a person or affiliate who is a contractor, consultant, or other provider and who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a bid on a contract to provide any goods or services to City, may not submit a bid on a contract with City for the construction or repair of a public building or public work, may not submit bids on leases of real property to City, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with City, and may not transact any business with City in excess of the threshold amount provided in Section 287.017, Florida Statutes, as may be amended from time to time, for category two purchases for a period of 36 months from the date of being placed on the convicted vendor list. Violation of this section shall result in termination of this Agreement and recovery of all monies paid by City pursuant to this Agreement, and may result in debarment from City's competitive procurement activities.

L. Independent Contractor

Contractor is an independent contractor under this Agreement. Services provided by Contractor pursuant to this Agreement shall be subject to the supervision of the Contractor. In providing such services, neither Contractor nor Contractor's agents shall act as officers, employees, or agents of City. No partnership, joint venture, or other joint relationship is created hereby. City does not extend to Contractor or Contractor's agents any authority of any kind to bind City in any respect whatsoever.

M. Inspection and Non-Waiver

Contractor shall permit the representatives of CITY to inspect and observe the Work at all times.

The failure of the City to insist upon strict performance of any other terms of this Agreement or to exercise any rights conferred by this Agreement shall not be construed by Contractor as a waiver of the City's right to assert or rely on any such terms or rights on any future occasion or as a waiver of any other terms or rights.

N. Assignment and Performance

Neither this Agreement nor any right or interest herein shall be assigned, transferred, or encumbered without the written consent of the other party. In addition, Contractor shall not subcontract any portion of the work required by this Agreement, except as provided in the Schedule of Subcontractor Participation. City may terminate this Agreement, effective immediately, if there is any assignment, or attempted assignment, transfer, or encumbrance, by Contractor of this Agreement or any right or interest herein without City's written consent.

Contractor represents that each person who will render services pursuant to this Agreement is duly qualified to perform such services by all appropriate governmental authorities, where required, and that each such person is reasonably experienced and skilled in the area(s) for which he or she will render his or her services.

Contractor shall perform Contractor's duties, obligations, and services under this Agreement in a skillful and respectable manner. The quality of Contractor's performance and all interim and final product(s) provided to or on behalf of City shall be comparable to the best local and national standards.

In the event Contractor engages any subcontractor in the performance of this Agreement, Contractor shall ensure that all of Contractor's subcontractors perform in accordance with the terms and conditions of this Agreement. Contractor shall be fully responsible for all of Contractor's subcontractors' performance, and liable for any of Contractor's subcontractors' non-performance and all of Contractor's subcontractors' acts and omissions. Contractor shall defend at Contractor's expense, counsel being subject to City's approval or disapproval, and indemnify and hold City and City's officers, employees, and agents harmless from and against any claim, lawsuit, third party action, fine, penalty, settlement, or judgment, including any award of attorney fees and any award of costs, by or in favor of any of Contractor's subcontractors for payment for work performed for City by any of such subcontractors, and from and against any claim, lawsuit, third party action, fine, penalty, settlement, or judgment, including any award of attorney fees and any award of costs, occasioned by or arising out of any act or omission by any of Contractor's subcontractors or by any of Contractor's subcontractors' officers, agents, or employees. Contractor's use of subcontractors in connection with this Agreement shall be subject to City's prior written approval, which approval City may revoke at any time.

O. Conflicts

Neither Contractor nor any of Contractor's employees shall have or hold any continuing or frequently recurring employment or contractual relationship that is substantially antagonistic or incompatible with Contractor's loyal and conscientious exercise of judgment and care related to Contractor's performance under this Agreement.

Contractor further agrees that none of Contractor's officers or employees shall, during the term of this Agreement, serve as an expert witness against City in any legal or administrative proceeding in which he, she, or Contractor is not a party, unless compelled by court process. Further, Contractor agrees that such persons shall not give sworn testimony or issue a report or writing, as an expression of his or her expert opinion, which is adverse or prejudicial to the interests of City in connection with any such pending or threatened legal or administrative proceeding unless compelled by court process. The limitations of this section shall not preclude Contractor or any persons in any way from representing themselves, including giving expert testimony in support thereof, in any action or in any administrative or legal proceeding.

In the event Contractor is permitted pursuant to this Agreement to utilize subcontractors to perform any services required by this Agreement, Contractor agrees to require such subcontractors, by written contract, to comply with the provisions of this section to the same extent as Contractor.

P. Schedule and Delays

Time is of the essence in this Agreement. By signing, Contractor affirms that it believes the schedule to be reasonable; provided, however, the parties acknowledge that the schedule might be modified as the City directs.

Q. Materiality and Waiver of Breach

City and Contractor agree that each requirement, duty, and obligation set forth herein was bargained for at arm's-length and is agreed to by the parties in exchange for *quid pro quo*, that each is substantial and important to the formation of this Agreement and that each is, therefore, a material term hereof.

City's failure to enforce any provision of this Agreement shall not be deemed a waiver of such provision or modification of this Agreement. A waiver of any breach of a provision of this Agreement shall not be deemed a waiver of any subsequent breach and shall not be construed to be a modification of the terms of this Agreement.

R. Compliance With Laws

Contractor shall comply with all applicable federal, state, and local laws, codes, ordinances, rules, and regulations in performing Contractor's duties, responsibilities, and obligations pursuant to this Agreement.

S. Severance

In the event a portion of this Agreement is found by a court of competent jurisdiction to be invalid or unenforceable, the provisions not having been found by a court of competent jurisdiction to be invalid or unenforceable shall continue to be effective.

T. Limitation of Liability

The City desires to enter into this Agreement only if in so doing the City can place a limit on the City's liability for any cause of action for money damages due to an alleged breach by the City of this Agreement, so that its liability for any such breach never exceeds the sum of \$1,000. Contractor hereby expresses its willingness to enter into this Agreement with Contractor's recovery from the City for any damage action for breach of contract or for any action or claim arising from this Agreement to be limited to a maximum amount of \$1,000 less the amount of all funds actually paid by the City to Contractor pursuant to this Agreement.

Accordingly, and notwithstanding any other term or condition of this Agreement, Contractor hereby agrees that the City shall not be liable to Contractor for damages in an amount in excess of \$1,000 which amount shall be reduced by the amount actually paid by the City to Contractor pursuant to this Agreement, for any action for breach of contract or for any action or claim arising out of this Agreement. Nothing contained in this paragraph or elsewhere in this Agreement is in any way intended to be a waiver of the limitation placed upon City's liability as set forth in Article 768.28, Florida Statutes.

U. Jurisdiction, Venue, Waiver, Waiver of Jury Trial

This Agreement shall be interpreted and construed in accordance with and governed by the laws of the State of Florida. Venue for any lawsuit by either party against the other party or otherwise arising out of this Agreement, and for any other legal proceeding, shall be in the Seventeenth Judicial Circuit in and for Broward County, Florida, or in the event of federal jurisdiction, in the Southern District of Florida, Fort Lauderdale Division.

In the event Contractor is a corporation organized under the laws of any province of Canada or is a Canadian federal corporation, the City may enforce in the United States of America or in Canada or in both countries a judgment entered against the Contractor. The Contractor waives any and all defenses to the City's enforcement in Canada of a judgment entered by a court in the United States of America.

V. Amendments

No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as this Agreement and executed by the Mayor-Commissioner and/or City Manager, as determined by City Charter and Ordinances, and Contractor or others delegated authority to or otherwise authorized to execute same on their behalf.

W. Prior Agreements

This document represents the final and complete understanding of the parties and incorporates or supersedes all prior negotiations, correspondence, conversations, agreements, and understandings applicable to the matters contained herein. The parties agree that there is no commitment, agreement, or understanding concerning the subject matter of this Agreement that is not contained in this written document. Accordingly, the parties agree that no deviation from the terms hereof shall be predicated upon any prior representation or agreement, whether oral or written.

X. Payable Interest

Except as required and provided for by the Florida Local Government Prompt Payment Act, City shall not be liable for interest for any reason, whether as prejudgment interest or for any other purpose, and in furtherance thereof Contractor waives, rejects, disclaims and surrenders any and all entitlement it has or may have to receive interest in connection with a dispute or claim based on or related to this Agreement.

Y. Representation of Authority

Each individual executing this Agreement on behalf of a party hereto hereby represents and warrants that he or she is, on the date he or she signs this Agreement, duly authorized by all necessary and appropriate action to execute this Agreement on behalf of such party and does so with full legal authority.

AA. Uncontrollable Circumstances ("Force Majeure")

The City and Contractor will be excused from the performance of their respective obligations under this agreement when and to the extent that their performance is delayed or prevented by any circumstances beyond their control including, fire, flood, explosion, strikes or other labor disputes, act of God or public emergency, war, riot, civil commotion, malicious damage, act or omission of any governmental authority, delay or failure or shortage of any type of transportation, equipment, or service from a public utility needed for their performance, provided that:

A. The non performing party gives the other party prompt written notice describing the particulars of the Force Majeure including, but not limited to, the nature of the occurrence and its expected duration, and continues to furnish timely reports with respect thereto during the period of the Force Majeure;

B. The excuse of performance is of no greater scope and of no longer duration than is required by the Force Majeure;

C. No obligations of either party that arose before the Force Majeure causing the excuse of performance are excused as a result of the Force Majeure; and

D. The non-performing party uses its best efforts to remedy its inability to perform. Notwithstanding the above, performance shall not be excused under this Section for a period in excess of two (2) months, provided that in extenuating circumstances, the City may excuse performance for a longer term. Economic hardship of the Contractor will not constitute Force Majeure. The term of the agreement shall be extended by a period equal to that during which either party's performance is suspended under this Section.

BB. Scrutinized Companies

This Section applies to any contract for goods or services of \$1 million or more:

The Contractor certifies that it is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List as provided in section 287.135, Florida Statutes (2011), as may be amended or revised. The City may terminate this Contract at the City's option if the Contractor is found to have submitted a false certification as provided under subsection (5) of section 287.135, Florida Statutes (2011), as may be amended or revised, or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

CC. Purported Confidentiality

Any and all references in the Contractor's response to the RFP suggesting that the Contractor's response to the RFP contains confidential or proprietary information, including, but not limited to, the following sentence on most pages of Exhibit B, shown as stricken, to wit: ~~Confidential and Proprietary Information of Sunshine Cleaning Systems, Inc.~~, are deleted.

IN WITNESS WHEREOF, the City and the Contractor execute this Contract as follows:

CITY OF FORT LAUDERDALE

By: [Signature]
City Manager

Approved as to form:

[Signature]
Senior Assistant City Attorney

ATTEST

By: [Signature]
Print Name: ROSE DIEL
Secretary

CONTRACTOR

By: [Signature]
Print Name: LARRY A. CALUFETTI
President [Signature]

(CORPORATE SEAL)

STATE OF FLORIDA :
COUNTY OF BROWARD :

The foregoing instrument was acknowledged before me this 14th day of DECEMBER, 2011, by LARRY A. CALUFETTI as president for Sunshine Cleaning Systems, Inc., a Florida corporation.

(SEAL)

[Signature]
Notary Public, State of FLORIDA
(Signature of Notary Public)

[Signature]
(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known OR Produced Identification _____
Type of Identification Produced _____



CONTRACT
COPY

Solicitation 415-10766

**Janitorial Maintenance Services (Annual
Contract)**



CITY OF FORT LAUDERDALE

City of Fort Lauderdale

Bid 415-10766
Janitorial Maintenance Services (Annual Contract)

Bid Number **415-10766**
Bid Title **Janitorial Maintenance Services (Annual Contract)**

Bid Start Date **May 2, 2011 10:15:09 AM EDT**
Bid End Date **May 27, 2011 2:00:00 PM EDT**
Question &
Answer End **May 23, 2011 2:00:00 PM EDT**
Date

Bid Contact **Bob McKenney**
Procurement Specialist II
Procurement
954-828-5139
RMcKenney@fortlauderdale.gov

Changes made on May 2, 2011 3:08:44 PM EDT

New Documents **462-9264.pdf**

Changes were made to the following items:
Janitorial Maintenance Services (Annual Contract)

Changes made on May 6, 2011 1:30:50 PM EDT

Changes were made to the following items:
Janitorial Maintenance Services (Annual Contract)

Changes made on May 9, 2011 1:31:30 PM EDT

Changes were made to the following items:
Janitorial Maintenance Services (Annual Contract)

Changes made on May 16, 2011 7:09:10 AM EDT

Changes were made to the following items:
Janitorial Maintenance Services (Annual Contract)

Changes made on May 19, 2011 3:27:01 PM EDT

Changes were made to the following items:
Janitorial Maintenance Services (Annual Contract)

Description

The City of Fort Lauderdale is actively seeking proposals from qualified vendors, hereinafter referred to as the

Contractor, to provide an annual contract for Janitorial Maintenance Services for the Public Works Department in full accordance with the specifications, terms, and conditions contained in this Request For Proposal (RFP). For information concerning procedures for responding to this RFP, contact Procurement Specialist II Bob McKenney at 954.828.5139 or rmckenney@fortlauderdale.gov. Any questions that proposers wish to have addressed and which might require an addendum must be submitted through the Question and Answer format through the BidSync website. If required, written addendum will be issued by the City.

The City of Fort Lauderdale uses BidSync (www.BidSync.com) to distribute proposals. There is no charge to vendors/contractors to register and participate in this solicitation process, nor will any fees be charged to the awarded vendor. Refer to www.BidSync.com for further information.

Added on May 2, 2011:
Addendum #1

It was requested that the current contract be made available for viewing. It has been uploaded into the bid package as 462-9264.
Added on May 6, 2011:
Addendum #2

Contact John McDowell at 954.828.5770 to arrange a time and date if your firm needs to inspect the buildings.
Added on May 9, 2011:
Addendum #3

The HOPWA offices are located in the Mizell Building. These offices must be cleaned once a week. This will require the cleaning crew to stay once a week until 7:45 when the offices can be unlocked. The square footage is already included in the specifications.
Added on May 16, 2011:
Addendum #3

To make an appointment for access to the Parking Administration Building contact Jeff Davis (Parking Administration) at 954 828-3797.
Added on May 19, 2011:
Addendum #4
Part VIII, Tab 7: Performance Capacity Measurements, has been removed from the RFP.

Changes made on May 2, 2011 3:08:44 PM EDT

Changes made on May 6, 2011 1:30:50 PM EDT

Changes made on May 9, 2011 1:31:30 PM EDT

Changes made on May 16, 2011 7:09:10 AM EDT

Changes made on May 19, 2011 3:27:01 PM EDT

RFP# 415-10766**TITLE: Janitorial Maintenance Services (Annual Contract)****PART I – INTRODUCTION/INFORMATION****1.01. PURPOSE**

The City of Fort Lauderdale, Florida (City) is seeking proposals from qualified proposers, hereinafter referred to as the Contractor, to provide an annual contract for janitorial maintenance services for the City's Public Works Department, in accordance with the terms, conditions, and specifications contained in this Request for Proposals (RFP).

1.02. INFORMATION OR CLARIFICATION

For information concerning procedures for responding to this solicitation, contact Procurement Specialist Bob McKenney at 954.828.5139 or email at rmckenney@fortlauderdale.gov. Such contact shall be for clarification purposes only.

For information concerning technical specifications, please utilize the question / answer feature provided by BidSync at www.bidsync.com. Questions of a material nature must be received prior to the cut-off date specified in the RFP Schedule. Material changes, if any, to the scope of services or bidding procedures will only be transmitted by written addendum. (See addendum section of BidSync Site). Contractor's please note: Proposals shall be submitted as stated in PART VI – Requirements of the Proposal. No part of your proposal can be submitted via FAX. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the Contractor has familiarized themselves with the nature and extent of the work, and the equipment, materials, and labor required. The entire proposal must be submitted in accordance with all specifications contained in this solicitation.

1.03. TRANSACTION FEES

The City of Fort Lauderdale uses BidSync (www.bidsync.com) to distribute and receive bids and proposals. There is no charge to vendors/contractors to register and participate in the solicitation process, nor will any fees be charged to the awarded vendor.

1.04. PRE-PROPOSAL CONFERENCE AND SITE VISIT

There is no pre-bid conference or site visit planned. However, It is recommended that bidders inspect the locations to be serviced prior to submission of a bid. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the proposer has familiarized themselves with the nature and extent of the work, the location of the facility and the equipment, materials, and labor required to do the work.

Vendors are free to visit the sites where services are to be performed and any questions should be referred to John McDowell at 954-828-5770.

1.05. ELIGIBILITY

Bids shall be considered only from firms that have been engaged in providing services similar to those specified herein for a period of not less than three (3) years continuously and that are presently engaged in the provision of these services. It may be necessary to produce evidence that they have sufficient financial support, delivery fleet and organizations to insure that they can satisfactory perform the services if awarded a contract under the terms and conditions stated herein. The City reserves the right to conduct an on-site inspection of the

vendor's facilities during normal working hours prior to award of bid or at any time throughout the term of the contract or any renewal.

1.06. PERFORMANCE

It is the intention of the City to obtain the services as specified herein from a source of supply that will give prompt and convenient service. The awarded Contractor must be able to perform as required under the Scope of Services below. Any failure of a successful bidder to comply with these conditions may be cause for terminating any resulting contract immediately upon notice by the City. The City reserves the right to obtain these services from other sources, when necessary, should a successful bidder be unable to perform on a timely basis and such delay may cause harm to the using department or city residents.

1.07. PRICING

All pricing should be identified in PART VII - PROPOSAL PAGES – COST PROPOSAL. No additional costs may be accepted, other than the costs stated on the Proposal pages.

Contractor will quote a firm, fixed cost per week for each location listed in the Scope of Services.

1.08. RFP DOCUMENTS

The Contractor shall examine this RFP carefully. Ignorance of the requirements will not relieve the Contractor from liability and obligation under the Contract.

1.09. AWARD

Award will be made to the highest ranked responsive and responsible proposer, for that service that will best serve the needs of the City of Fort Lauderdale.

The City reserves the right to award to that proposer who will best serve the interests of the City. The City also reserves the right to waive minor variations in the specifications and in the bidding process. The City further reserves the right to accept or reject any and/or all proposals and to award or not award a contract based on this bid solicitation.

1.10. PRICE VALIDITY

Prices provided in this Request for Proposal (RFP) are valid for 120 days from time of RFP opening. The City shall award contract within this time period or shall request to the recommended awarded vendor an extension to hold pricing, until products/services have been awarded.

PART II - RFP SCHEDULE

Release RFP	05/02/11
Last Date for Receipt of Questions of a Material Nature	05/23/11
Addendum Release (If required)	05/23/11
PROPOSAL DUE (Prior to 2:00 PM EST)	05/27/11

PART III - SPECIAL CONDITIONS

3.01. GENERAL CONDITIONS

RFP General Conditions Form G-107 Rev. 11/10 (GC) are included and made a part of this RFP.

3.02. NEWS RELEASES/PUBLICITY

News releases, publicity releases, or advertisements relating to this contract or the tasks or projects associated with the project shall not be made without prior City approval.

3.03. RFP DOCUMENTS

The Contractor shall examine this RFP carefully. Ignorance of the requirements will not relieve the Contractor from liability and obligations under the Contract.

3.04. CONTRACTORS' COSTS

The City shall not be liable for any costs incurred by Contractor in responding to this RFP.

3.05. RULES AND PROPOSALS

The signer of the proposal must declare that the only person(s), company or parties interested in the proposal as principals are named therein; that the proposal is made without collusion with any other person(s), company or parties submitting a proposal; that it is in all respects fair and in good faith, without collusion or fraud; and that the signer of the proposal has full authority to bind the principal Contractor.

3.06. CONTRACT PERIOD

The initial contract term shall commence upon date of award by the City or 10/01/11, whichever is later, and shall expire one year from that date. The City reserves the right to extend the contract for three, additional one year terms, providing all terms conditions and specifications remain the same, both parties agree to the extension, and such extension is approved by the City.

In the event services are scheduled to end because of the expiration of this contract, the Contractor shall continue the service upon the request of the City as authorized by the awarding authority. The extension period shall not extend for more than ninety (90) days beyond the expiration date of the existing contract. The Contractor shall be compensated for the service at the rate in effect when this extension clause is invoked by the City.

3.07. COST ADJUSTMENTS

Prices quoted shall be firm for the initial contract term of one year. No cost increases shall be accepted in this initial contract term. Please consider this when providing your pricing for this request for proposal.

Thereafter, any extensions which may be approved by the City shall be subject to the following: Costs for any extension terms shall be subject to an adjustment only if increases or decreases occur in the industry. Such adjustment shall be based on the latest yearly percentage increase in the All Urban Consumers Price Index (CPI-U) as published by the Bureau of Labor Statistics, U.S. Dep't. of Labor, and shall not exceed five percent (5%).

The yearly increase or decrease in the CPI shall be that latest Index published and available for the calendar year ending 12/31, prior to the end of the contract year then in effect, as compared to the index for the comparable month, one-year prior.

Any requested adjustment shall be fully documented and submitted to the City at least ninety (90) days prior to the contract anniversary date. Any approved cost adjustments shall become effective on the beginning date of the approved contract extension.

The City may, after examination, refuse to accept the adjusted costs if they are not properly documented, or considered to be excessive, or if decreases are considered to be insufficient. In the event the City does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the City, the Contract will be considered cancelled on the scheduled expiration date.

3.08. SERVICE TEST PERIOD

If the Contractor has not previously performed the services to the city, the City reserves the right to require a test period to determine if the Contractor can perform in accordance with the requirements of the contract, and to the City's satisfaction. Such test period can be from thirty to ninety days, and will be conducted under all specifications, terms and conditions contained in the contract.

A performance evaluation will be conducted prior to the end of the test period and that evaluation will be the basis for the City's decision to continue with the Contractor or to select another Contractor (if applicable).

3.09. CONTRACT COORDINATOR

The City may designate a Contract Coordinator whose principal duties shall be:

- Liaison with Contractor.
- Coordinate and approve all work under the contract.
- Resolve any disputes.
- Assure consistency and quality of Contractor's performance.
- Schedule and conduct Contractor performance evaluations and document findings.
- Review and approve for payment all invoices for work performed or items delivered.

3.10. CONTRACTOR PERFORMANCE REVIEWS AND RATINGS

The City Contract Coordinator may develop a Contractor performance evaluation report. This report shall be used to periodically review and rate the Contractor's performance under the contract with performance rating as follows:

Excellent	Far exceeds requirements.
Good	Exceeds requirements
Fair	Just meets requirements.
Poor	Does not meet all requirements and contractor is subject to penalty provisions under the contract.
Non compliance	Either continued poor performance after notice or a performance level that does not meet a significant portion of the requirements. This rating makes the Contractor subject to the default or cancellation for cause provisions of the contract.

The report shall also list all discrepancies found during the review period. The Contractor shall be provided with a copy of the report, and may respond in writing if he takes exception to

the report or wishes to comment on the report. Contractor performance reviews and subsequent reports will be used in determining the suitability of contract extension.

3.11. INVOICES/PAYMENT

The City will accept invoices no more frequently than once per month. Each invoice shall fully detail the related costs. Payment will be made within thirty (30) days after receipt of an invoice acceptable to the City, in accordance with the Florida Local Government Prompt Payment Act. If, at any time during the contract, the City shall not approve or accept the Contractor's work product, and agreement cannot be reached between the City and the Contractor to resolve the problem to the City's satisfaction, the City shall negotiate with the Contractor on a payment for the work completed and usable to the City.

3.12. NO EXCLUSIVE CONTRACT/ADDITIONAL SERVICES

While this contract is for services provided to the department referenced in this Request for Proposals, the City may require similar work for other City departments. Contractor agrees to take on such work unless such work would not be considered reasonable or become an undue burden to the Contractor.

Contractor agrees and understands that the contract shall not be construed as an exclusive arrangement and further agrees that the City may, at any time, secure similar or identical services from another vendor at the City's sole option.

The City may require additional items or services of a similar nature, but not specifically listed in the contract. The Contractor agrees to provide such items or services, and shall provide the City prices on such additional items or services based upon a formula or method, which is the same or similar to that used in establishing the prices in his proposal. If the price(s) offered are not acceptable to the City, and the situation cannot be resolved to the satisfaction of the City, the City reserves the right to procure those items or services from other vendors, or to cancel the contract upon giving the Contractor thirty (30) days written notice.

3.13. DELETION OR MODIFICATION OF SERVICES

The City reserves the right to delete any portion of this Contract at any time without cause, and if such right is exercised by the City, the total fee shall be reduced in the same ratio as the estimated cost of the work deleted bears to the estimated cost of the work originally planned. If work has already been accomplished on the portion of the Contract to be deleted, the Contractor shall be paid for the deleted portion on the basis of the estimated percentage of completion of such portion.

If the Contractor and the City agree on modifications or revisions to the task elements, after the City has approved work to begin on a particular task or project, and a budget has been established for that task or project, the Contractor will submit a revised budget to the City for approval prior to proceeding with the work.

3.14. SUBSTITUTION OF PERSONNEL

It is the intention of the City that the Contractor's personnel proposed for the contract will be available for the initial contract term. In the event the Contractor wishes to substitute personnel, he shall propose personnel of equal or higher qualifications and all replacement personnel are subject to City approval. In the event substitute personnel are not satisfactory to the City and the matter cannot be resolved to the satisfaction of the City, the City reserves the right to cancel the Contract for cause. See Section 5.09 General Conditions.

3.15. INSURANCE

The Contractor shall furnish proof of Workers' Compensation Insurance, General Liability Insurance and Comprehensive Automobile Liability Insurance. The coverage is to remain in force at all times during the contract period. The following minimum insurance coverage is required. The City is to be added as an "additional insured" with relation to General Liability Insurance. This MUST be written in the description section of the insurance certificate, even if you have a check-off box on your insurance certificate. Any costs for adding the City as "additional insured" will be at the contractor's expense.

The City of Fort Lauderdale shall be given notice 10 days prior to cancellation or modification of any stipulated insurance. The insurance provided shall be endorsed or amended to comply with this notice requirement. In the event that the insurer is unable to accommodate, it shall be the responsibility of the Contractor to provide the proper notice. Such notification will be in writing by registered mail, return receipt requested and addressed to the Procurement Services Department.

The Contractor's insurance must be provided by an A.M. Best's "A-" rated or better insurance company authorized to issue insurance policies in the State of Florida, subject to approval by the City's Risk Manager. Any exclusions or provisions in the insurance maintained by the contractor that precludes coverage for work contemplated in this RFP shall be deemed unacceptable, and shall be considered breach of contract.

Workers' Compensation and Employers' Liability Insurance

Limits: Workers' Compensation – Per Florida Statute 440
Employers' Liability - \$500,000

Any firm performing work on behalf of the City of Fort Lauderdale must provide Workers' Compensation insurance. Exceptions and exemptions can only be made if they are in accordance with Florida Statute. For additional information contact the Department of Financial Services, Workers' Compensation Division at (850) 413-1601 or on the web at www.fldfs.com.

Commercial General Liability Insurance

Covering premises-operations, products-completed operations, independent contractors and contractual liability.

Limits: Combined single limit bodily injury/property damage \$1,000,000.

This coverage must include, but not limited to:

- a. Coverage for the liability assumed by the contractor under the indemnity provision of the contract.
- b. Coverage for Premises/Operations
- c. Products/Completed Operations
- d. Broad Form Contractual Liability
- e. Independent Contractors

Automobile Liability Insurance

Covering all owned, hired and non-owned automobile equipment.

Limits: Bodily injury	\$250,000 each person, \$500,000 each occurrence
Property damage	\$100,000 each occurrence

The successful bidder will need to complete background checks on all of their employees that will be working on City property and they will also need to ensure that they are fully bonded.

A copy of **ANY** current Certificate of Insurance should be included with your proposal.

In the event that you are the successful bidder, you will be required to provide a certificate naming the City as an "additional insured" for General Liability.

Certificate holder should be addressed as follows:

City of Fort Lauderdale
Procurement Services Department
100 N. Andrews Avenue, Room 619
Ft. Lauderdale, FL 33301

3.16. SUBCONTRACTORS

If the Contractor proposes to use subcontractors in the course of providing these services to the City, this information shall be a part of the bid response. Such information shall be subject to review, acceptance and approval of the City, prior to any contract award. The City reserves the right to approve or disapprove of any subcontractor candidate in its best interest and to require Contractor to replace subcontractor with one that meets City approval.

Contractor shall ensure that all Contractor's subcontractors perform in accordance with the terms and conditions of this Contract. Contractor shall be fully responsible for all of Contractor's subcontractors' performance, and liable for any of Contractor's subcontractors' non-performance and all of Contractor's subcontractors' acts and omissions. Contractor shall defend, counsel being subject to the City's approval or disapproval, and indemnify and hold harmless the City and the City's officers, employees, and agents from and against any claim, lawsuit, third-party action, or judgment, including any award of attorney fees and any award of costs, by or in favor of any Contractor's subcontractors for payment for work performed for the City.

3.17. INSURANCE – SUBCONTRACTORS

Contractor shall require all of its subcontractors to provide the aforementioned coverage as well as any other coverage that the contractor may consider necessary, and any deficiency in the coverage or policy limits of said subcontractors will be the sole responsibility of the contractor.

3.18. UNCONTROLLABLE CIRCUMSTANCES ("Force Majeure")

The City and Contractor will be excused from the performance of their respective obligations under this agreement when and to the extent that their performance is delayed or prevented by any circumstances beyond their control including, fire, flood, explosion, strikes or other labor disputes, act of God or public emergency, war, riot, civil commotion, malicious damage, act or omission of any governmental authority, delay or failure or shortage of any type of transportation, equipment, or service from a public utility needed for their performance,

provided that:

A. The non performing party gives the other party prompt written notice describing the particulars of the Force Majeure including, but not limited to, the nature of the occurrence and its expected duration, and continues to furnish timely reports with respect thereto during the period of the Force Majeure;

B. The excuse of performance is of no greater scope and of no longer duration than is required by the Force Majeure;

C. No obligations of either party that arose before the Force Majeure causing the excuse of performance are excused as a result of the Force Majeure; and

D. The non performing party uses its best efforts to remedy its inability to perform. Notwithstanding the above, performance shall not be excused under this Section for a period in excess of two (2) months, provided that in extenuating circumstances, the City may excuse performance for a longer term. Economic hardship of the Contractor will not constitute Force Majeure. The term of the agreement shall be extended by a period equal to that during which either party's performance is suspended under this Section.

3.19. PUBLIC ENTITY CRIMES

NOTE: Contractor, by submitting a proposal attests they have not been placed on the convicted vendor list.

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a proposal on a contract to provide any goods or services to a public entity; may not submit a proposal on a contract with a public entity for the construction or repair of a public building or public work, may not submit proposals on leases of real property to a public entity, may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for Category Two for a period of 36 months from the date of being placed on the convicted vendor list.

3.20. DAMAGE TO PUBLIC OR PRIVATE PROPERTY

Extreme care shall be taken to safeguard all existing facilities, site amenities, irrigation systems, vehicles, etc. on or around the job site. Damage to public and/or private property shall be the responsibility of the Contractor and shall be repaired and/or replaced at no additional cost to the City.

3.21. CANADIAN COMPANIES

The City may enforce in the United States of America or in Canada or in both countries a judgment entered against the Contractor. The Contractor waives any and all defenses to the City's enforcement in Canada, of a judgment entered by a court in the United States of America. All monetary amounts set forth in this Contract are in United States dollars.

3.22. LOBBYING ACTIVITIES

ALL CONTRACTORS PLEASE NOTE: Any contractor submitting a response to this solicitation must comply, if applicable, with City of Fort Lauderdale Ordinance No. C-00-27 & Resolution No. 07-101, Lobbying Activities. Copies of Ordinance No. C-00-27 and Resolution No. 07-101 may be obtained from the City Clerk's Office on the 7th Floor of City Hall, 100 N.

415-10766 Janitorial

Andrews Avenue, Fort Lauderdale, Florida. The ordinance may also be viewed on the City's website at:

<http://www.fortlauderdale.gov/clerk/LobbyistDocs/lobbyistord1009.pdf> .

3.23. BID TABULATIONS/INTENT TO AWARD

(Notice of Intent to Award Contract/Bid, resulting from the City's Formal solicitation process, requiring City Commission action, may be found at

http://www.fortlauderdale.gov/purchasing/notices_of_intent.htm. Tabulations of receipt of

those parties responding to a formal solicitation may be found at

<http://www.fortlauderdale.gov/purchasing/bidresults.htm>, or any interested party may call the Procurement Office at 954-828-5933.

PART IV - TECHNICAL SPECIFICATIONS/SCOPE OF SERVICES

4.01. OBJECTIVE

The stated janitorial services are generally required at the designated facilities on the basis of five (5) times weekly, and are to be provided Monday through Friday, after regular working hours. **Exceptions are noted by location.**

Service at specified locations shall include cleaning of all offices, conference rooms, and common areas, including: lobbies; hallways, waiting areas, janitorial closets, elevators (passenger and freight, if applicable), stairwells and landings (if applicable), restrooms and restroom lobby areas.

The Contractor shall perform services on each of the specified days, except for City observed holidays. When a City observed holiday falls on a regularly scheduled service day, and the City facility is not accessible to the Contractor, the Contractor shall perform the regularly scheduled services on the next workday following the holiday closure. Exceptions will require arrangements with the City's Maintenance Manager, or his designee.

Adequate personnel shall be provided to insure that the tasks are completed within a reasonable amount of time.

4.02. INITIAL CLEANING REQUIREMENTS

The Contractor, in addition to the initial month's services, shall bring all facilities to contract standards during the first month of the contract. The initial cleaning will be in addition to routine cleaning tasks, but will not be billable as additional work performed. The Contractor, his supervisor(s) and the City of Fort Lauderdale Maintenance Manager, or his designee, will meet prior to the first week of the contract to insure that the facilities will meet the contract standards. Failure to successfully complete this initial phase may be a determining factor in discontinuing the services under the contract.

4.03 PERIODIC CLEANING SCHEDULE

Cleaning specified to be performed weekly, bi-weekly, monthly and quarterly must be pre-scheduled by the Contractor.

- A. By the first of each month, to the Maintenance Manager, or his designee, the Contractor must forward in writing a list of services (cleaning) they will perform for that month in accordance with the specifications, listing the starting and completion date for each cleaning task.
- B. The frequency of cleaning listed in the specifications must be performed as specified unless modified in writing by the Maintenance Manager, or his designee.
- C. All cleaning methods used to perform the cleaning outlined in the specifications must be those that are universally accepted in the cleaning maintenance field. Also, each cleaning function shall be completed in workmanlike manner. All cleaning requirements must be performed in its entirety in accordance with the specifications.

4.04 PERSONNEL

- A. Contractor's employees are to present a professional appearance. 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.
- B. Employees shall wear an appropriate uniform as well as a nametag specifying the name of the employee and the Contractor's company name.
- C. The contractor shall provide the City with a listing of all personnel assigned to the contract. In addition, the Contractor shall provide a listing of names, emergency telephone numbers and cell numbers of supervisory personnel assigned to the contract. It will be the Contractor's responsibility to keep this list up to date.
- D. The City's Maintenance Manager, or his designee may request the Contractor to remove any employee if it is determined that services are not being performed in accordance with the terms and conditions of the contract.

4.05. SUPERVISION

Contractor shall provide an adequate number of trained and qualified supervisors capable of providing the necessary supervision to satisfy the contract during all service hours. Supervision must be by an on-site supervisor. The supervisor shall be responsible for monitoring and administration of personnel activities, and resolution of any service problems with designated City staff. Each supervisor, the night crew foreman and the day porter, to the satisfaction of the City's Maintenance Manager, or his designee, shall be capable of verbal and written communication in the English language and shall be able to effectively communicate with the service workers.

The City's Maintenance Manager, or his designee may request the Contractor to remove any supervisor if it is determined that services are not being performed in accordance with the terms and conditions of the contract.

4.06. UNAUTHORIZED PERSONNEL

The Contractor's employees are not to be accompanied in their work areas on the premises by acquaintances, family members, or any other persons unless said person is an authorized Contractor employee. The City of Fort Lauderdale prohibits teenagers, minors, or children to work in City owned buildings under this Agreement.

4.07. MATERIALS AND EQUIPMENT

- A. The Contractor shall provide all materials, supplies, and equipment as required to properly maintain the facilities and areas in an acceptable condition. This shall include all required maintenance and cleaning products, including, but not limited to: cleaners, disinfectants, bleach, floor care cleaners and protective coatings, etc. It shall also include 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.

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.

- B. All floor finishes, floor sealer, floor stripper, germicidal cleaner, disinfecting cleaner, carpet cleaner, supplies, detergents, defoamer, spotter metal and wood polishes, etc. must be registered with the United States Department of Agriculture. Contractor's employees must use protective gloved clothing when using (harsh) skin-irritating chemicals.
- C. Vacuum cleaners shall be equipped with a beater bar or double row of brushes with high suction. The bar or brush setting should be approximately 1/8" below the vacuum cleaner casing. It is recommended that vacuum cleaners are equipped with special HEPA type bags that lose no more than 1/10 of one percent of dust collected to the atmosphere.
- D. All equipment used in the cleaning operation of any City of Fort Lauderdale building must be in good safe operating condition as required by OSHA, equipment with broken or exposed electric wires will not be allowed to be used.

4.08. CITY-FURNISHED SUPPLIES

The City will provide the Contractor with supplies such as toilet tissue, hand towels and hand soap to be used by City personnel in the restrooms. Can liners for all trash receptacles shall also be provided by the City, but installed by the Contractor.

4.09. RECYCLABLE MATERIALS

All City buildings have recyclable containers and storage areas. It is the Contractor's responsibility to place recyclable paper and materials in the buildings designated recyclable bin or area. Any Contractor disposing of recyclable materials by placing the material in the trash or removing it from the premises shall be charged and a deduction of the market value of the materials will be taken from the Contractor's monthly invoice.

4.10. BUILDING SECURITY

- A. Facilities may have designated staff available to provide entry to and exit from or they may be on an alarm system. Contractor's employees must be properly identified and are not to enter or leave buildings at will once reporting for duty. Entry and exit will be limited to the initial report for service and service completion time.
- B. The Contractor shall provide the City with a weekly attendance/sign-in sheet for each location awarded. Attendance and hours shall be recorded daily, or in accordance with the work schedule. A legible copy of this report shall be provided weekly to the Maintenance Manager, or his designee. The report shall verify all hours worked, and serve as a documented personnel attendance log.
- C. Contractor's employees are prohibited from using City telephones. Charges billed from use of telephones by Contractor's employees will be deducted from monies due the Contractor and could result in the termination of the contract.
- D. Charges billed to the City of Fort Lauderdale, due to the failure of the Contractor's employees to properly arm or disarm building's alarm systems, shall be deducted from the Contractor's monthly invoice.

4.11. SAFETY

- A. The Contractor shall be responsible for instructing employees in safety measures considered appropriate. In addition, the Contractor shall not permit placing or use of mops, brooms or equipment in traffic lanes or other locations in such manner as to create safety hazards and shall provide appropriate warning signs for slippery floor areas caused

by cleaning or floor finishing operations. Contractor's employees shall be required to interrupt their work at any time to allow passage of personnel.

- B. The Contractor shall ensure that all employees have been trained and have access to Occupational Safety and Health Administration (OSHA) Exposure to Blood borne Pathogens Rule 29 CFR1910.1030. The Contractor shall ensure that personal protection equipment is provided and decontamination/disposal guidelines are in compliance.

4.12. MEASUREMENTS

The square footages noted are only estimates. Bidders will be responsible for their own measurements and must submit a firm price accordingly. There will be no adjustments, for increase or decrease of footage required for the job. Therefore, the total offer must be based on the accurate measurements by bidders during any site visit or inspection. Failure to do so will be at the bidder's risk.

4.13. SERVICE LOCATIONS

The following is a listing of facilities and current operating hours of offices within the facility. It also gives estimated square footage and suggested times for completion of the required services. Those times are not to be considered specific for each location and/or task.

<i>Item/Location</i>	Hours of Operation	Estimated Square Footage/Suggested Times for Completion
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<p>Von D. Mizell Building 1409 Sistrunk Blvd Second floor</p>	<p>Monday thru Friday 7:00 AM – 6:00 PM Some evenings and other times as needed.</p>	<p>Estimated Square Footage: Restrooms on Floor: 4 Ceramic Tile: 395 SF Carpet: 11,219 SF Suggested Completion Time: Monday thru Friday 5:00 AM - 8:30 AM</p>
<p>Other Offices: Housing & Community Development 1409 Sistrunk Blvd NAACP, Sickie Cell, I.H.W. Childcare Office</p>	<p>Monday thru Friday 8:00 AM-6:00 PM</p>	<p>Estimated Square Footage: Restrooms on Floor: 2 Ceramic Tile: 322 SF Carpet: 7,574 SF Suggested Completion Time: Monday thru Friday 5:00 AM - 8:30 AM</p>
<p>Parking Lot Covered parking space only, sweep or blow.</p>	<p>Non-specific.</p>	<p>Suggested Completion Time: Monday thru Friday 5:00 AM - 8:30 AM</p>
<p>Executive Airport 6000 NW 21 Avenue</p>	<p>Monday thru Friday 9:00 AM-5:00 PM</p>	<p>Estimated Square Footage: Restrooms on Floor: 4 Tile/Vinyl: 2631 SF Carpet: 6376 SF Suggested Completion Time: Monday thru Friday 9:30 AM-11:30 AM</p>
<p>U. S. Customs Office 5555 NW 15 Avenue</p>	<p>Monday thru Friday 9:00 AM-5:00 PM</p>	<p>Estimated Square Footage: Restrooms on Floor: 4 Ceramic Tile: 174 SF Carpet: 764 SF Suggested Completion Time: Monday thru Friday 9:30 AM-11:30 AM</p>
<p>Helistop 201 SE 2 Avenue 6th floor of parking garage</p>	<p>Tuesday and Thursday 8:00 AM - 5:00 PM</p>	<p>Restrooms: 1 Carpet: 1116 SF Tile: 56 SF Suggested Completion Time: 8:00 AM - 5:00 PM</p>

<p>Communications/Radio Shop Bldg 5 1301 SW 2 Court Requires service two (2) days per week only</p>	<p>Monday thru Friday 6:30 AM - 5:00 PM</p>	<p>Estimated Square Footage: Vinyl Tile: 496 SF Carpet: 280 SF Suggested Completion Time: Tuesday & Friday 5:00 PM - 9:00 PM</p>
<p>Facilities Maintenance Office Bldg 3 220 SW 14th Ave. Requires service two (2) days per week only</p>	<p>Monday thru Friday 7:00 AM - 5:00 PM</p>	<p>Estimated Square Footage: Vinyl Tile: 2,200 SF Concrete: 850 SF Suggested Completion Time: Tuesday and Friday 5:00 PM - 9:00 PM</p>
<p>Public Works Compound 220 SW 14th Ave. Restrooms (8) Requires service five (5) days per week only</p>	<p>24 Hours Per Day/ 7 Days Per Week</p>	<p>Estimated Square Footage: Ceramic Tile: 1,021 SF Suggested Completion Time: Monday Through Friday 4:00PM - 8:00PM</p>
<p>Community Services Office - Requires service two (2) days per week only – (Tue. & Fri.)</p>	<p>Monday thru Friday 7:00 AM-5:00 PM</p>	<p>Estimated Square Footage: Vinyl Tile: 114 SF Concrete: 260 SF Carpet: 570 SF Suggested Completion Time: Tuesday and Friday 5:00 PM - 9:00 PM</p>
<p>Fleet Services Offices 1301 SW 2nd Ct. Requires service two (2) days per week Tue. & Fri.</p>	<p>Monday thru Friday 7:30 AM - 5:00 PM.</p>	<p>Estimated Square Footage: Carpet: 860 SF Suggested Completion Time: 5:00 PM to 8:00 PM</p>
<p>Solid Waste/Sanitation Office – 220 SW 14th Ave (Bldg 4B) – (3 days per week) – Mon, Wed, Fri.</p>	<p>Monday thru Friday 7:30 AM - 5:00 PM.</p>	<p>Suggested Completion Time: Sunday thru Thursday 5:00 PM - 8:00 PM</p>
<p>Solid Waste Admin Office 1301 SW 2nd Ct. (Bldg 7) - (3 days per week) – Mon, Wed, Fri.</p>	<p>Monday thru Friday 7:30 AM - 5:00 PM.</p>	<p>Estimate Square Footage: Carpet: 315 SF Suggested Completion Time: Mon. – Wed. – Friday. 5:00 PM - 8:00 PM</p>

<p>Parks and Recreation 1350 W. Broward Blvd. 5 days per week</p>	<p>Monday thru Friday 7:30 AM-5:00 PM.</p>	<p>Estimated Square Footage: Number of Restrooms: 2 Ceramic Tile: 489 SF Carpet: 4,675 SF Suggested Completion Time: Monday thru Friday 5:00 PM - 6:00 AM</p>
<p>Building Services Offices/Restrooms 700 NW 18th Avenue Requires service five (5) days per week with restroom service two (2) times per day each day.</p>	<p>Monday thru Friday 7:00 AM-5:00 PM</p>	<p>Estimated Square Footage: Number of Restrooms: 6 Ceramic Tile: 2300 SF Vinyl Tile: 2,100 SF Carpet: 30,220 SF Suggested Completion Time: 5:00 PM - 9:00 PM for General Cleaning Including Restrooms 10:30 AM -12:30 PM for Restroom Day Porter Service</p>
<p>Harbor Patrol Public Restrooms 1784 SE 15 Street Requires service seven (7) days per week. Outside trash receptacles (6) Requires service Saturday and Sunday only.</p>	<p>24 Hours per Day/ 7 Days per Week</p>	<p>Estimated Square Footage: Number of Restrooms: 2 Ceramic Tile: 323 SF Suggested Completion Time: 4:00 PM-7:00 PM every day. Suggested Completion Time: 4:00 PM-7:00 PM Saturday and Sunday</p>
<p>Plant A Building Restrooms/Showers (3) 2100 NW 6 Street Requires service three (3) days per week only.</p>	<p>Monday thru Friday 7:00 AM-5:00 PM</p>	<p>Estimated Square Footage: Number of Restrooms: 2 Ceramic Tile: 218 SF Vinyl Tile: 1073 SF Suggested Completion Time: Monday/Wednesday/Friday 5:00 PM - 7:00 AM</p>

<p>9. City Hall Building 100 N. Andrews Avenue Requires service five (5) days per week with restroom service two (2) times per day each day.</p>	<p>Monday thru Friday 5:00 PM – 12:00 AM</p>	<p>Estimated Square Footage: 1st Floor Number of Restrooms: 4 Ceramic Tile: 368 SF Vinyl Tile: 528 SF Concrete: 5,248 SF Carpet: 2,970 SF 2nd Floor Number of Restrooms: 3 Ceramic Tile: 368 SF Vinyl Tile: 665 SF Carpet: 6,534 SF 3rd Floor Number of Restrooms: 3 Ceramic Tile: 368 SF Vinyl Tile: 767 SF Carpet: 9,204 SF 4th Floor Number of Restrooms: 3 Ceramic Tile: 368 SF Vinyl Tile: 1,382 SF Carpet: 8,937 SF 5th Floor Number of Restrooms: 3 Ceramic Tile: 368 SF Vinyl Tile: 649 SF Carpet: 5,979 SF 6th Floor Number of Restrooms: 3 Ceramic Tile: 368 SF Vinyl Tile: 433 SF Carpet: 8,302 SF 7th Floor Number of Restrooms: 3 Ceramic Tile: 368 SF Vinyl Tile: 180 SF Carpet: 11,196 SF PLEASE SEE NEXT PAGE</p>
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<p>Print Shop 401 SE 21 Street Requires service two (2) days per week only</p>	<p>Monday thru Friday 8:00 AM - 4:30 PM</p>	<p>8th Floor Number of Restrooms: 3 Ceramic Tile: 368 SF Vinyl Tile: 2,281 SF Concrete: 340 SF Carpet: 3,397 SF Suggested Completion Time: 5:00 PM - Midnight General Cleaning & Restrooms 9:00 AM -11:00 AM Restroom Day Porter Service 9:00 AM - 3:00 PM 2 full restroom cleanings (mid morning & mid afternoon)</p> <p>Estimated Square Footage: Vinyl Tile: 1,893 SF Suggested Completion Time: Monday and Thursday 8:00 AM-12:00 PM</p>
<p>Public Works Admin. 949 NW 38 Street Requires service five (5) days per week only</p>	<p>Open 24 hours per day</p>	<p>Estimated Square Footage: Number of restrooms: 7 Service includes showers & locker rooms inside restrooms. Ceramic Tile: 1242 SF Vinyl Tile: 5315 SF Carpet: 7892 SF Suggested Completion Time: Monday and Thursday 6:00 PM-11:00 PM</p>
<p>Public Works Admin, Trailer 949 NW 38th Street Requires Service two (2) days per week only</p>	<p>Monday thru Friday 7:00 AM – 5:30 PM</p>	<p>Estimated Sq. Ft. 1200 Number of Restrooms 3 Suggested Completion Time: Wednesday and Friday 6:00 PM – 10:00 PM</p>
<p>Central Maint. Shops 4250 NW 10 Ave. Requires service five (5) days per week only</p>	<p>Monday thru Friday 6:00 AM - 5:00 PM</p>	<p>Estimated Square Footage: Number of restrooms: 3 Vinyl Tile: 925 SF Carpet: 850 SF Concrete: 1800 SF Suggested Completion Time: Monday and Thursday 6:00 PM -11:00 PM</p>

Parking Administration 290 NE 3 rd Ave. Requires service five (5) days per week	Open 24 hours per day	Estimated Square Footage: Number of restrooms: 6 Ceramic Tile: 425 SF Vinyl Tile: 877 SF Carpet: 8,517 SF Suggested Completion Time: Monday and Thursday 6:00 PM-11:00 PM
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4.14. SCHEDULE OF SERVICES – OFFICES/CORRIDORS/LOUNGES/FOYERS/LOBBY

A. Daily

1. Empty wastebaskets, replace bag liner if ripped, soiled or wet
2. Dispose of refuse to an outside dumpster
3. Empty recycle containers and deposit material into outside collection container
4. Empty and clean all ashtrays and cigarette receptacles (including those on stairwell landings and outside of building entrances)
5. Clean all table and counter surfaces not having paper or materials stored on them
6. Dispose of any cardboard packing or discarded materials or items left for removal to outside dumpster.
7. Clean any area or item that obviously needs immediate attention due to incidental spills, leaks or debris.
8. Clean all glass main entry doors.
9. Sweep and damp mop all hard flooring (including elevators and stone surfaced flooring; spot clean any dirt or stains with appropriate cleaners and solvents as needed to maintain an acceptable appearance.
10. Vacuum all carpeting with approved vacuum cleaner (See Section 4.7).
11. Refill hand towel dispensers.
12. Clean and sanitize drinking fountains.
13. Sweep clean all landings and stairwells.
14. Spot clean any obvious stains or spills in carpeted areas with appropriate/approved cleaner(s).

B. Weekly

1. Polish furniture.
2. Clean and polish all table and counter surfaces which are free of material.
3. Wipe down all interior window frames, and sills with damp cloth.
4. Clean all non-glass doors and door frames
5. Wipe down all shelving with damp cloth.
6. Vacuum all fabric covered furniture and partitions
7. Wipe down elevator walls, polish interior cab with all purpose cleaning spray or furniture polish.
8. Clean all elevator hand railings and metallic wall panels with stainless steel cleaner/polish.

C. Bi-Weekly

1. Damp mop, wax and buff hard flooring (including elevators). Does not include stone surfaced flooring.
2. Clean all blinds, wall plates, door hardware and stairwell railings

D. Monthly

1. Dust and clean all air conditioning registers and air return vents.
2. Clean all vinyl furniture with vinyl cleaner.
3. Scrub, rinse, spray buff and wax hard floors (excluding stone surfaced flooring, utilizing proper floor care machinery.
4. Wipe down all walls and clean any spider webs from corners or ceilings.
5. Clean interior window glass.
6. Clean baseboards.

E. Quarterly

Strip, scrub, rinse and wax hard floors (excluding stone surfaced flooring, utilizing proper floor care machinery. (This service is to be provided within fifteen days of start-up of contract or trial period and performed quarterly thereafter).

4.15. SCHEDULE OF SERVICES - LAVATORIES

A. Daily

1. Clean all mirrors.
2. Replenish soap, toilet tissue and hand towels.
3. Sweep, mop with disinfectant cleaner and rinse bathroom floors.
4. Clean urinals and commodes (inside and out).
5. Check deodorizer block and replace if necessary.
6. Wipe down all partitions.
7. Clean and disinfect basins and counter tops.
8. Empty and clean all waste receptacles, replace liners if necessary.
9. Polish all chrome and stainless steel.

B. Weekly

1. Clean all doors, including entry doors, metal kick plates, door handles or push plates.
2. Clean all interior window glass, frames and sills.
3. Clean showers (if applicable).
4. Clean locker tops (if applicable).
5. Wipe clean (with tile cleaner) all tiled wall areas.
6. **City Hall – Pour at least one gallon of water down the floor drains.**

C. Monthly

Dust and clean all air conditioning registers and air return vents.

D. Quarterly

Scrub and rinse all tile surfaces with a non-toxic tile cleaner.

4.16. SCHEDULE OF SERVICES - ENTRANCE

Clean all doors (including glass doors) and frames, sweep mats, remove spider webs, remove gum.

4.17. SCHEDULE OF SERVICES – FOOD PREPARATION AREAS (SMALL KITCHENS)

A. Daily

1. Clean all counter space.

2. Flooring to be as outlined in Paragraph 4.14.
3. Wipe clean all appliances.
4. Clean and disinfect sink.
5. Refill hand towel dispensers

4.18 SCHEDULE OF SERVICES - EXTERIOR (MIZELL CENTER ONLY)

Daily - Clean and pickup parking area under building. Work to consist of sweeping and the collection and disposal of litter.

4.19 SCHEDULE OF SERVICES - EXTERIOR (15th STREET BOAT RAMP ONLY)

Saturday and Sunday ONLY -Bag trash from the five (5) outside receptacles and dispose of in the onsite dumpster.

4.20 ADDITIONAL OPTIONAL SERVICES

In addition to the regular services mentioned above, respondents are requested to provide costs for the following optional services. Estimated annual expenditure is \$20,000.

- A. Steam cleaning of carpeted areas, cost per square yard.
- B. Steam cleaning of chairs, cost per unit cleaned.
- C. Steam cleaning of sofas, cost per unit cleaned.

PART V – PROPOSAL EVALUATION CRITERIA

The award of the contract will be based on certain objective and subjective considerations listed below:

Understanding of the overall needs of the City for such services as presented in the narrative technical proposal: Technical Approach, Management reports, Communication, Mobilization.	30%
Experience, qualifications and past performance of the proposing firm, including persons proposed for the contract, facilities and resources: Staff, Licenses / Certificates, Resources, Training, Screening, Evaluations, Supervising, References.	40%
Cost to the City	40%
TOTAL PERCENT AVAILABLE:	100%

An evaluation committee of qualified City Staff or other persons selected by the City will conduct evaluations of proposals. It may be a two-step process. In step one; the committee will evaluate all responsive proposals based upon the information and references contained in the proposals as submitted. The committee will score and rank all responsive proposals and determine a minimum of three (3), if more than three (3) proposals are responsive, to be finalists for further consideration. In the event there are less than three (3) responsive proposals, the committee will give further consideration to all responsive proposals received. In step two, the committee may then conduct discussions (oral presentations), for clarification purposes only, with the finalists and re-score and re-rank the finalists' proposals. The evaluation committee may then make a recommendation, resulting from this process, to the City Manager for award of a contract.

The City may require visits to customer installations or demonstrations of product by Contractor's, as part of the evaluation process.

The City of Fort Lauderdale reserves the right, before awarding the contract, to require a Proposer to submit any evidence of its qualifications as the City may deem necessary, and to consider any evidence available of financial, technical and other qualifications and capabilities, including performance experience with past and present users.

The City of Fort Lauderdale reserves the right to request additional clarifying information and request an oral presentation from any and all Proposers prior to determination of award.

The City reserves the right to award the contract to that Proposer who will best serve the interest of the City. The City reserves the right based upon its deliberations and in its opinion, to accept or

reject any or all proposals. The City also reserves the right to waive minor irregularities or variations to the specifications and in the bidding process.

The City uses a mathematical formula for determining allocation of cost points to each responsive, responsible proposer. The lowest, responsive, responsible proposer receives the maximum allowable points. When using this formula, a proposer that submits a cost or fee which is two times greater than the cost/fee of the lowest responsive, responsible proposer, will result in receiving zero points for cost.

2^{nd} lowest cost minus lowest cost = X

X divided by lowest cost = Y

Y times the total number of cost points = Z

Total number of cost points minus Z = points assigned to 2^{nd} lowest vendor and so on.

PART VI - REQUIREMENTS OF THE PROPOSAL

All proposals must be submitted as specified on the proposal pages, which follow. Any attachments must be clearly identified. To be considered, the proposal must respond to all parts of the RFP. Any other information thought to be relevant, but not applicable to the enumerated categories, should be provided as an appendix to the proposal. If publications are supplied by a proposer to respond to a requirement, the response should include reference to the document number and page number. Proposals not providing this reference will be considered to have no reference material included in the additional documents. The City prefers all responses to this RFP to be less than 50 pages and that the Contractor utilize recyclable materials as much as possible. Expensive or fancy binders are not preferred.

All proposals must be submitted in a sealed package with the RFP number, due and open date, and RFP title clearly marked on the outside. If more than one package is submitted they should be marked 1 of 2, etc.

THIS IS A PAPER RFP WITH CD. All proposals must be received by the City of Fort Lauderdale, in the Procurement Services Department, Room 619, City Hall, 100 North Andrews Avenue, Fort Lauderdale, Florida, 33301 prior to 2:00 pm on the date specified in PART II – RFP SCHEDULE. Submittal of response by fax or e-mail will NOT be acceptable.

PROPOSERS MUST SUBMIT AN IDENTIFIED ORIGINAL COPY PLUS 7 COPIES OF THE PROPOSAL PAGES INCLUDING ANY ATTACHMENTS

THE ABOVE REQUIREMENT TOTALS 8 COPIES OF YOUR PROPOSAL. CONTRACTOR SHOULD SUBMIT YOUR PROPOSAL ALSO ON A CD. FAILURE TO PROVIDE PROPOSALS AS STATED ABOVE, MAY BE GROUNDS TO FIND CONTRACTOR NON-RESPONSIVE.

The proposer understands that the information contained in these Proposal Pages is to be relied upon by the City in awarding the proposed Agreement, and such information is warranted by the proposer to be true. The proposer agrees to furnish such additional information, prior to acceptance of any proposal, relating to the qualifications of the proposer, as may be required by the City.

A representative who is authorized to contractually bind the Contractor shall sign the Bid/Proposal Signature page. Omission of a signature on that page may result in rejection of your proposal.

PART VII - PROPOSAL PAGES – COST PROPOSAL

Proposer is to provide a firm fixed weekly rate for janitorial services as detailed within the text of this RFP. Even though some of the requirements are monthly and some are quarterly, the bidder will take this into consideration and prorate any changes within the firm weekly rate bid.

All services to be performed weekly/bi-weekly/monthly/quarterly will be performed on the last day of the service week (Friday night).

YOU MUST QUOTE ON ALL LOCATIONS IN ORDER TO BE CONSIDERED FOR AWARD.

<u>Item</u>	<u>Location</u>	<u>Weekly Cost</u>
1.	Von D. Mizell Building 1409 Sistrunk Blvd., 2 nd Floor Reference Paragraph 4-13	\$ _____
2.	Other offices, 1409 Sistrunk Blvd. Reference paragraph 4-13	\$ _____
3.	Parking Lot, 1409 Sistrunk Blvd., Reference Paragraph 4-13	\$ _____
4.	Executive Airport, 6000 NW 21 Av. Reference Paragraph 4-13	\$ _____
5.	U.S. Customs Office, 5555 NW 15 Av. Reference Paragraph 4-13	\$ _____
6.	Helistop, 201 SE 3 rd Av. Reference paragraph 4-13	\$ _____
7.	Radio Shop, 1301 SW 2 nd Ct. Reference Paragraph 4-13	\$ _____
8.	Facilities Maint. Shop, 220 SW 14 th Av. Reference Paragraph 4-13	\$ _____
9.	Public Works Compound Restrooms (8), 220 SW 14 th Av. Reference Paragraph 4-13	\$ _____
10.	Community Services Offices, 220 SW 14 th Av. Reference paragraph 4-13	\$ _____
11.	Fleet Services Office, 1301 SW 2 nd Ct. Reference Paragraph 4-13	\$ _____

415-10766 Janitorial

- 12. Sanitation Office, 1301 SW 2nd Ct.
Reference Paragraph 4-13 \$ _____
- 13. Recycling Office, 1301 SW 2nd Ct.
Reference Paragraph 4-13 \$ _____
- 14. Parks & Recreation, 1350 W. Broward Blvd.
Reference Paragraph 4-13 \$ _____
- 15. Building Services, 700 NW 18th Av.
Reference Paragraph 4-13 \$ _____
- 16. Harbor Patrol, 1784 SE 15th St.
Reference Paragraph 4-13 \$ _____
- 17. Plant A Building, 2100 NW 6 St.
Reference Paragraph 4-13 \$ _____
- 18. City Hall 1st Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 19. City Hall 2nd Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 20. City Hall 3rd Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 21. City Hall 4th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 22. City Hall 5th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 23. City Hall 6th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 24. City Hall 7th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 25. City Hall 8th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ _____
- 26. Print Shop, 401 SE 21st St.
Reference Paragraph 4-13 \$ _____
- 27. Public Works Admin., 949 NW 38th St.
Reference Paragraph 4-13 \$ _____
- 28. Public Works Admin. Trailer, 949 NW 38th Street
Reference Paragraph 4-13 \$ _____

415-10766 Janitorial

PART VIII - PROPOSAL PAGES - TECHNICAL PROPOSAL

The following issues should be fully responded to in your proposal in concise narrative form. Additional sheets should be used, but they should reference each issue and be presented in the same order.

- Tab 1: Bid/Proposal Signature page
- Tab 2: Non-Collusion Statement
- Tab 3: Letter of Interest, The letter of interest may contain any other information not in the proposal but should not exceed two (2) pages.
- Tab 4: Statement of Proposed Services. Proposals should respond to scope of work. They should be no longer than twelve (12) pages (single sided), and be comprised of three general components: (a) an assessment of capability and approach to perform the scope of service; (b) identification of Proposer's distinctive competence, staff qualifications assigned to this account with their experience and skills they bring to this assignment, along with resume of experience and qualifications; (c) estimated timetables (e.g. marketing).
- Tab 5: Business Licenses. Evidence that your firm and/or persons performing the work are licensed to do business in the State of Florida.
- Tab 6: Evidence of Insurance. Certificate of Insurance showing coverage, forms, limits. Actual insurance certificates will be required from recommended contractor, prior to award.
- Tab 7: Performance Capacity Measurements
- Tab 8: Proposer's assessment of the City of Fort Lauderdale's needs and the quality of the proposal to meet those needs, including a plan/outline.
- Tab 9: Proposer's ability to assign appropriate resources to the account in a timely manner.
- Tab 10: Additional services available in-house, not requested by the City in Part IV - technical specifications/scope of work with fee schedule for those services (For Informational Purposes Only).
- Tab 11: List of three clients/references for whom you have provided similar services in the last three years; Provide agency name, address, telephone number, contact person, and date service was provided. Be prepared to provide, upon request, evidence of work product, ability to meet schedules, cooperation, and responsiveness. Attach additional sheets if necessary.
- Tab 12: Any additional attachments to your proposal.

**City of Fort Lauderdale
GENERAL CONDITIONS**

These instructions are standard for all contracts for commodities or services issued through the City of Fort Lauderdale Procurement Services Department. The City may delete, supersede, or modify any of these standard instructions for a particular contract by indicating such change in the Invitation to Bid (ITB) Special Conditions, Technical Specifications, Instructions, Proposal Pages, Addenda, and Legal Advertisement. In this general conditions document, Invitation to Bid (ITB) and Request for Proposal (RFP) are interchangeable.

PART I BIDDER PROPOSAL PAGE(S) CONDITIONS:

- 1.01 BIDDER ADDRESS:** The City maintains automated vendor address lists that have been generated for each specific Commodity Class item through our bid issuing service, BidSync. Notices of Invitations to Bid (ITB'S) are sent by e-mail to the selection of bidders who have fully registered with BidSync or faxed (if applicable) to every vendor on those lists, who may then view the bid documents online. Bidders who have been informed of a bid's availability in any other manner are responsible for registering with BidSync in order to view the bid documents. There is no fee for doing so. If you wish bid notifications be provided to another e-mail address or fax, please contact BidSync. If you wish purchase orders sent to a different address, please so indicate in your bid response. If you wish payments sent to a different address, please so indicate on your invoice.
- 1.02 DELIVERY:** Time will be of the essence for any orders placed as a result of this ITB. The City reserves the right to cancel any orders, or part thereof, without obligation if delivery is not made in accordance with the schedule specified by the Bidder and accepted by the City.
- 1.03 PAYMENT TERMS AND CASH DISCOUNTS:** Payment terms, unless otherwise stated in this ITB, will be considered to be net 30 days after the date of satisfactory delivery at the place of acceptance and receipt of correct invoice at the office specified, whichever occurs last. Bidder may offer cash discounts for prompt payment but they will not be considered in determination of award. If a Bidder offers a discount, it is understood that the discount time will be computed from the date of satisfactory delivery, at the place of acceptance, and receipt of correct invoice, at the office specified, whichever occurs last.
- 1.04 TOTAL BID DISCOUNT:** If Bidder offers a discount for award of all items listed in the bid, such discount shall be deducted from the total of the firm net unit prices bid and shall be considered in tabulation and award of bid.
- 1.05 BIDS FIRM FOR ACCEPTANCE:** Bidder warrants, by virtue of bidding, that the bid and the prices quoted in the bid will be firm for acceptance by the City for a period of ninety (90) days from the date of bid opening unless otherwise stated in the ITB.
- 1.06 VARIANCES:** For purposes of bid evaluation, Bidder's must indicate any variances, no matter how slight, from ITB General Conditions, Special Conditions, Specifications or Addenda in the space provided in the ITB. No variations or exceptions by a Bidder will be considered or deemed a part of the bid submitted unless such variances or exceptions are listed in the bid and referenced in the space provided on the bidder proposal pages. If variances are not stated, or referenced as required, it will be assumed that the product or service fully complies with the City's terms, conditions, and specifications.

By receiving a bid, City does not necessarily accept any variances contained in the bid. All variances submitted are subject to review and approval by the City. If any bid contains material variances that, in the City's sole opinion, make that bid conditional in nature, the City reserves the right to reject the bid or part of the bid that is declared, by the City as conditional.

- 1.07 NO BIDS:** If you do not intend to bid please indicate the reason, such as insufficient time to respond, do not offer product or service, unable to meet specifications, schedule would not permit, or any other reason, in the space provided in this ITB. Failure to bid or return no bid comments prior to the bid due and opening date and time, indicated in this ITB, may result in your firm being deleted from our Bidder's registration list for the Commodity Class Item requested in this ITB.
- 1.08 MINORITY AND WOMEN BUSINESS ENTERPRISE PARTICIPATION AND BUSINESS DEFINITIONS:** The City of Fort Lauderdale wants to increase the participation of Minority Business Enterprises (MBE), Women Business Enterprises (WBE), and Small Business Enterprises (SBE) in its procurement activities. If your firm qualifies in accordance with the below definitions please indicate in the space provided in this ITB.

Minority Business Enterprise (MBE) "A Minority Business" is a business enterprise that is owned or controlled by one or more socially or economically disadvantaged persons. Such disadvantage may arise from cultural, racial, chronic economic circumstances or background or other similar cause. Such persons include, but are not limited to: Blacks, Hispanics, Asian Americans, and Native Americans.

The term "Minority Business Enterprise" means a business at least 51 percent of which is owned by minority group members or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by minority group members. For the purpose of the preceding sentence, minority group members are citizens of the United States who include, but are not limited to: Blacks, Hispanics, Asian Americans, and Native Americans.

Women Business Enterprise (WBE) a "Women Owned or Controlled Business" is a business enterprise at least 51 percent of which is owned by females or, in the case of a publicly owned business, at least 51 percent of the stock of which is owned by females.

Small Business Enterprise (SBE) "Small Business" means a corporation, partnership, sole proprietorship, or other legal entity formed for the purpose of making a profit, which is independently owned and operated, has either fewer than 100 employees or less than \$1,000,000 in annual gross receipts.

BLACK, which includes persons having origins in any of the Black racial groups of Africa.

WHITE, which includes persons whose origins are Anglo-Saxon and Europeans and persons of Indo-European decent including Pakistani and East Indian.

HISPANIC, which includes persons of Mexican, Puerto Rican, Cuban, Central and South American, or other Spanish culture or origin, regardless of race.

NATIVE AMERICAN, which includes persons whose origins are American Indians, Eskimos, Aleuts, or Native Hawaiians.

ASIAN AMERICAN, which includes persons having origin in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands.

1.09 MINORITY-WOMEN BUSINESS ENTERPRISE PARTICIPATION

It is the desire of the City of Fort Lauderdale to increase the participation of minority (MBE) and women-owned (WBE) businesses in its contracting and procurement programs. While the City does not have any preference or set aside programs in place, it is committed to a policy of equitable participation for these firms. Proposers are requested to include in their proposals a narrative describing their past accomplishments and intended actions in this area. If proposers are considering minority or women owned enterprise participation in their proposal, those firms, and their specific duties have to be identified in the proposal. If a proposer is considered for award, he or she will be asked to meet with City staff so that the intended MBE/WBE participation can be formalized and included in the subsequent contract.

Part II DEFINITIONS/ORDER OF PRECEDENCE:

- 2.01 BIDDING DEFINITIONS** The City will use the following definitions in its general conditions, special conditions, technical specifications, instructions to bidders, addenda and any other document used in the bidding process:
- INVITATION TO BID (ITB) when the City is requesting bids from qualified Bidders.
 REQUEST FOR PROPOSALS (RFP) when the City is requesting proposals from qualified Proposers.
 BID – a price and terms quote received in response to an ITB.
 PROPOSAL – a proposal received in response to an RFP.
 BIDDER – Person or firm submitting a Bid.
 PROPOSER – Person or firm submitting a Proposal.
 RESPONSIVE BIDDER – A person whose bid conforms in all material respects to the terms and conditions included in the ITB.
 RESPONSIBLE BIDDER – A person who has the capability in all respects to perform in full the contract requirements, as stated in the ITB, and the integrity and reliability that will assure good faith performance.
 FIRST RANKED PROPOSER – That Proposer, responding to a City RFP, whose Proposal is deemed by the City, the most advantageous to the City after applying the evaluation criteria contained in the RFP.
 SELLER – Successful Bidder or Proposer who is awarded a Purchase Order or Contract to provide goods or services to the City.
 CONTRACTOR – Successful Bidder or Proposer who is awarded a Purchase Order, award Contract, Blanket Purchase Order agreement, or Term Contract to provide goods or services to the City.
 CONTRACT – A deliberate verbal or written agreement between two or more competent parties to perform or not to perform a certain act or acts, including all types of agreements, regardless of what they may be called, for the procurement or disposal of equipment, materials, supplies, services or construction.
 CONSULTANT – Successful Bidder or Proposer who is awarded a contract to provide professional services to the City.
- The following terms may be used interchangeably by the City: ITB and/or RFP; Bid or Proposal; Bidder, Proposer, or Seller; Contractor or Consultant; Contract, Award, Agreement or Purchase Order.
- 2.02 SPECIAL CONDITIONS:** Any and all Special Conditions contained in this ITB that may be in variance or conflict with these General Conditions shall have precedence over these General Conditions. If no changes or deletions to General Conditions are made in the Special Conditions, then the General Conditions shall prevail in their entirety,

PART III BIDDING AND AWARD PROCEDURES:

- 3.01 SUBMISSION AND RECEIPT OF BIDS:** To receive consideration, bids must be received prior to the bid opening date and time. Unless otherwise specified, Bidder's should use the proposal forms provided by the City. These forms may be duplicated, but failure to use the forms may cause the bid to be rejected. Any erasures or corrections on the bid must be made in ink and initialed by Bidder in ink. All information submitted by the Bidder shall be printed, typewritten or filled in with pen and ink. Bids shall be signed in ink. Separate bids must be submitted for each ITB issued by the City in separate sealed envelopes properly marked. When a particular ITB or RFP requires multiple copies of bids or proposals they may be included in a single envelope or package properly sealed and identified. Only send bids via facsimile transmission (FAX) if the ITB specifically states that bids sent via FAX will be considered. If such a statement is not included in the ITB, bids sent via FAX will be rejected. Bids will be publicly opened in the Procurement Office, or other designated area, in the presence of Bidders, the public, and City staff. Bidders and the public are invited and encouraged to attend bid openings. Bids will be tabulated and made available for review by Bidder's and the public in accordance with applicable regulations.
- 3.02 MODEL NUMBER CORRECTIONS:** If the model number for the make specified in this ITB is incorrect, or no longer available and replaced with an updated model with new specifications, the Bidder shall enter the correct model number on the bidder proposal page. In the case of an updated model with new specifications, Bidder shall provide adequate information to allow the City to determine if the model bid meets the City's requirements.
- 3.03 PRICES QUOTED:** Deduct trade discounts, and quote firm net prices. Give both unit price and extended total. In the case of a discrepancy in computing the amount of the bid, the unit price quoted will govern. All prices quoted shall be F.O.B. destination, freight prepaid (Bidder pays and bears freight charges, Bidder owns goods in transit and files any claims), unless otherwise stated in Special Conditions. Each item must be bid separately. No attempt shall be made to tie any item or items contained in the ITB with any other business with the City.
- 3.04 TAXES:** The City of Fort Lauderdale is exempt from Federal Excise and Florida Sales taxes on direct purchase of tangible property. Exemption number for EIN is 59-6000319, and State Sales tax exemption number is 85-8013875578C-1.
- 3.05 WARRANTIES OF USAGE:** Any quantities listed in this ITB as estimated or projected are provided for tabulation and information purposes only. No warranty or guarantee of quantities is given or implied. It is understood that the Contractor will furnish the City's needs as they arise.
- 3.06 APPROVED EQUAL:** When the technical specifications call for a brand name, manufacturer, make, model, or vendor catalog number with acceptance of APPROVED EQUAL, it shall be for the purpose of establishing a level of quality and features desired and acceptable to the City. In such cases, the City will be receptive to any unit that would be considered by qualified City personnel as an approved equal. In that the specified make and model represent a level of quality and features desired by the City, the Bidder must state clearly in the bid any variance from those specifications. It is the Bidder's responsibility to provide adequate information, in the bid, to enable the City to ensure that

the bid meets the required criteria. If adequate information is not submitted with the bid, it may be rejected. The City will be the sole judge in determining if the item bid qualifies as an approved equal.

- 3.07 MINIMUM AND MANDATORY TECHNICAL SPECIFICATIONS:** The technical specifications may include items that are considered minimum, mandatory, or required. If any Bidder is unable to meet or exceed these items, and feels that the technical specifications are overly restrictive, the bidder must notify the Procurement Services Department immediately. Such notification must be received by the Procurement Services Department prior to the deadline contained in the ITB, for questions of a material nature, or prior to five (5) days before bid due and open date, whichever occurs first. If no such notification is received prior to that deadline, the City will consider the technical specifications to be acceptable to all bidders.
- 3.08 MISTAKES:** Bidders are cautioned to examine all terms, conditions, specifications, drawings, exhibits, addenda, delivery instructions and special conditions pertaining to the ITB. Failure of the Bidder to examine all pertinent documents shall not entitle the bidder to any relief from the conditions imposed in the contract.
- 3.09 SAMPLES AND DEMONSTRATIONS:** Samples or inspection of product may be requested to determine suitability. Unless otherwise specified in Special Conditions, samples shall be requested after the date of bid opening, and if requested should be received by the City within seven (7) working days of request. Samples, when requested, must be furnished free of expense to the City and if not used in testing or destroyed, will upon request of the Bidder, be returned within thirty (30) days of bid award at Bidder's expense. When required, the City may request full demonstrations of units prior to award. When such demonstrations are requested, the Bidder shall respond promptly and arrange a demonstration at a convenient location. Failure to provide samples or demonstrations as specified by the City may result in rejection of a bid.
- 3.10 LIFE CYCLE COSTING:** If so specified in the ITB, the City may elect to evaluate equipment proposed on the basis of total cost of ownership. In using Life Cycle Costing, factors such as the following may be considered: estimated useful life, maintenance costs, cost of supplies, labor intensity, energy usage, environmental impact, and residual value. The City reserves the right to use those or other applicable criteria, in its sole opinion that will most accurately estimate total cost of use and ownership.
- 3.11 BIDDING ITEMS WITH RECYCLED CONTENT:** In addressing environmental concerns, the City of Fort Lauderdale encourages Bidders to submit bids or alternate bids containing items with recycled content. When submitting bids containing items with recycled content, Bidder shall provide documentation adequate for the City to verify the recycled content. The City prefers packaging consisting of materials that are degradable or able to be recycled. When specifically stated in the ITB, the City may give preference to bids containing items manufactured with recycled material or packaging that is able to be recycled.
- 3.12 USE OF OTHER GOVERNMENTAL CONTRACTS:** The City reserves the right to reject any part or all of any bids received and utilize other available governmental contracts, if such action is in its best interest.
- 3.13 QUALIFICATIONS/INSPECTION:** Bids will only be considered from firms normally engaged in providing the types of commodities/services specified herein. The City reserves the right to inspect the Bidder's facilities, equipment, personnel, and organization at any time, or to take any other action necessary to determine Bidder's ability to perform. The Procurement Director reserves the right to reject bids where evidence or evaluation is determined to indicate inability to perform.
- 3.14 BID SURETY:** If Special Conditions require a bid security, it shall be submitted in the amount stated. A bid security can be in the form of a bid bond, postal money order or cashiers check. Bid security will be returned to the unsuccessful bidders as soon as practicable after opening of bids. Bid security will be returned to the successful bidder after acceptance of the performance bond, if required; acceptance of insurance coverage, if required; and full execution of contract documents, if required; or conditions as stated in Special Conditions.
- 3.15 PUBLIC RECORDS:** Florida law provides that municipal records shall at all times be open for personal inspection by any person. Section 119.01, F.S., the Public Records Law. Information and materials received by City in connection with an ITB response shall be deemed to be public records subject to public inspection upon award, recommendation for award, or 10 days after bid opening, whichever occurs first. However, certain exemptions to the public records law are statutorily provided for in Section 119.07, F.S. If the Proposer believes any of the information contained in his or her response is exempt from the Public Records Law, then the Proposer, must in his or her response, specifically identify the material which is deemed to be exempt and cite the legal authority for the exemption. The City's determination of whether an exemption applies shall be final, and the Proposer agrees to defend, indemnify, and hold harmless the City and the City's officers, employees, and agents, against any loss or damages incurred by any person or entity as a result of the City's treatment of records as public records.
- 3.16 PROHIBITION OF INTEREST:** No contract will be awarded to a bidding firm who has City elected officials, officers or employees affiliated with it, unless the bidding firm has fully complied with current Florida State Statutes and City Ordinances relating to this issue. Bidders must disclose any such affiliation. Failure to disclose any such affiliation will result in disqualification of the Bidder and removal of the Bidder from the City's bidder lists and prohibition from engaging in any business with the City.
- 3.17 RESERVATIONS FOR AWARD AND REJECTION OF BIDS:** The City reserves the right to accept or reject any or all bids, part of bids, and to waive minor irregularities or variations to specifications contained in bids, and minor irregularities in the bidding process. The City also reserves the right to award the contract on a split order basis, lump sum basis, individual item basis, or such combination as shall best serve the interest of the City. The City reserves the right to make an award to the responsive and responsible bidder whose product or service meets the terms, conditions, and specifications of the ITB and whose bid is considered to best serve the City's interest. In determining the responsiveness of the offer and the responsibility of the Bidder, the following shall be considered when applicable: the ability, capacity and skill of the Bidder to perform as required; whether the Bidder can perform promptly, or within the time specified, without delay or interference; the character, integrity, reputation, judgment, experience and efficiency of the Bidder; the quality of past performance by the Bidder; the previous and existing compliance by the Bidder with related laws and ordinances; the sufficiency of the Bidder's financial resources; the availability, quality and adaptability of the Bidder's supplies or services to the required use; the ability of the Bidder to provide future maintenance, service or parts; the number and scope of conditions attached to the bid.

If the ITB provides for a contract trial period, the City reserves the right, in the event the selected bidder does not perform satisfactorily, to award a trial period to the next ranked bidder or to award a contract to the next ranked bidder, if that bidder has successfully provided services to the City in the past. This procedure to continue until a bidder is selected or the contract is re-bid, at the sole option of the City.

- 3.18 LEGAL REQUIREMENTS:** Applicable provisions of all federal, state, county laws, and local ordinances, rules and regulations, shall govern development, submittal and evaluation of all bids received in response hereto and shall govern any and all claims and disputes which may arise between person(s) submitting a bid response hereto and the City by and through its officers, employees and authorized representatives, or any other person, natural or otherwise; and lack of knowledge by any bidder shall not constitute a cognizable defense against the legal effect thereof.
- 3.19 BID PROTEST PROCEDURE: ANY PROPOSER OR BIDDER WHO IS NOT RECOMMENDED FOR AWARD OF A CONTRACT AND WHO ALLEGES A FAILURE BY THE CITY TO FOLLOW THE CITY'S PROCUREMENT ORDINANCE OR ANY APPLICABLE LAW MAY PROTEST TO THE DIRECTOR OF PROCUREMENT SERVICES DEPARTMENT (DIRECTOR), BY DELIVERING A LETTER OF PROTEST TO THE DIRECTOR WITHIN FIVE (5) DAYS AFTER A NOTICE OF INTENT TO AWARD IS POSTED ON THE CITY'S WEB SITE AT THE FOLLOWING LINK: http://www.fortlauderdale.gov/purchasing/notices_of_intent.htm**
- THE COMPLETE PROTEST ORDINANCE MAY BE FOUND ON THE CITY'S WEB SITE AT THE FOLLOWING LINK: <http://www.fortlauderdale.gov/purchasing/protestordinance.pdf>**

PART IV BONDS AND INSURANCE

- 4.01 PERFORMANCE BOND:** If a performance bond is required in Special Conditions, the Contractor shall within fifteen (15) working days after notification of award, furnish to the City a Performance Bond, payable to the City of Fort Lauderdale, Florida, in the face amount specified in Special Conditions as surety for faithful performance under the terms and conditions of the contract. If the bond is on an annual coverage basis, renewal for each succeeding year shall be submitted to the City thirty (30) days prior to the termination date of the existing Performance Bond. The Performance Bond must be executed by a surety company of recognized standing, authorized to do business in the State of Florida and having a resident agent.

Acknowledgement and agreement is given by both parties that the amount herein set for the Performance Bond is not intended to be nor shall be deemed to be in the nature of liquidated damages nor is it intended to limit the liability of the Contractor to the City in the event of a material breach of this Agreement by the Contractor.

- 4.02 INSURANCE:** If the Contractor is required to go on to City property to perform work or services as a result of ITB award, the Contractor shall assume full responsibility and expense to obtain all necessary insurance as required by City or specified in Special Conditions.

The Contractor shall provide to the Procurement Services Department original certificates of coverage and receive notification of approval of those certificates by the City's Risk Manager prior to engaging in any activities under this contract. The Contractor's insurance is subject to the approval of the City's Risk Manager. The certificates must list the City as an **ADDITIONAL INSURED for General Liability Insurance**, and shall have no less than thirty (30) days written notice of cancellation or material change. Further modification of the insurance requirements may be made at the sole discretion of the City's Risk Manager if circumstances change or adequate protection of the City is not presented. Bidder, by submitting the bid, agrees to abide by such modifications.

PART V PURCHASE ORDER AND CONTRACT TERMS:

- 5.01 COMPLIANCE TO SPECIFICATIONS, LATE DELIVERIES/PENALTIES:** Items offered may be tested for compliance to bid specifications. Items delivered which do not conform to bid specifications may be rejected and returned at Contractor's expense. Any violation resulting in contract termination for cause or delivery of items not conforming to specifications, or late delivery may also result in:
- Bidders name being removed from the City's bidder's mailing list for a specified period and Bidder will not be recommended for any award during that period.
 - All City Departments being advised to refrain from doing business with the Bidder.
 - All other remedies in law or equity.
- 5.02 ACCEPTANCE, CONDITION, AND PACKAGING:** The material delivered in response to ITB award shall remain the property of the Seller until a physical inspection is made and the material accepted to the satisfaction of the City. The material must comply fully with the terms of the ITB, be of the required quality, new, and the latest model. All containers shall be suitable for storage and shipment by common carrier, and all prices shall include standard commercial packaging. The City will not accept substitutes of any kind. Any substitutes or material not meeting specifications will be returned at the Bidder's expense. Payment will be made only after City receipt and acceptance of materials or services.
- 5.03 SAFETY STANDARDS:** All manufactured items and fabricated assemblies shall comply with applicable requirements of the Occupation Safety and Health Act of 1970 as amended, and be in compliance with Chapter 442, Florida Statutes. Any toxic substance listed in Section 38F-41.03 of the Florida Administrative Code delivered as a result of this order must be accompanied by a completed Material Safety Data Sheet (MSDS).
- 5.04 ASBESTOS STATEMENT:** All material supplied must be 100% asbestos free. Bidder, by virtue of bidding, certifies that if awarded any portion of the ITB the bidder will supply only material or equipment that is 100% asbestos free.
- 5.05 OTHER GOVERNMENTAL ENTITIES:** If the Bidder is awarded a contract as a result of this ITB, the bidder may, if the bidder has sufficient capacity or quantities available, provide to other governmental agencies, so requesting, the products or services awarded in accordance with the terms and conditions of the ITB and resulting contract. Prices shall be F.O.B. delivered to the requesting agency.
- 5.06 VERBAL INSTRUCTIONS PROCEDURE:** No negotiations, decisions, or actions shall be initiated or executed by the Contractor as a result of any discussions with any City employee. Only those communications which are in writing from an authorized City representative may be considered. Only written communications from Contractors, which are assigned by a person designated as authorized to bind the Contractor, will be recognized by the City as duly authorized expressions on behalf of Contractors.
- 5.07 INDEPENDENT CONTRACTOR:** The Contractor is an independent contractor under this Agreement. Personal services provided by the Proposer shall be by employees of the Contractor and subject to supervision by the Contractor, and not as officers, employees, or agents of

the City. Personnel policies, tax responsibilities, social security, health insurance, employee benefits, procurement policies unless otherwise stated in this ITB, and other similar administrative procedures applicable to services rendered under this contract shall be those of the Contractor.

- 5.08 INDEMNITY/HOLD HARMLESS AGREEMENT:** The Contractor agrees to protect, defend, indemnify, and hold harmless the City of Fort Lauderdale and its officers, employees and agents from and against any and all losses, penalties, damages, settlements, claims, costs, charges for other expenses, or liabilities of every and any kind including attorneys fees, in connection with or arising directly or indirectly out of the work agreed to or performed by Contractor under the terms of any agreement that may arise due to the bidding process. Without limiting the foregoing, any and all such claims, suits, or other actions relating to personal injury, death, damage to property, defects in materials or workmanship, actual or alleged violations of any applicable Statute, ordinance, administrative order, rule or regulation, or decree of any court shall be included in the indemnity hereunder.
- 5.09 TERMINATION FOR CAUSE:** If, through any cause, the Contractor shall fail to fulfill in a timely and proper manner its obligations under this Agreement, or if the Contractor shall violate any of the provisions of this Agreement, the City may upon written notice to the Contractor terminate the right of the Contractor to proceed under this Agreement, or with such part or parts of the Agreement as to which there has been default, and may hold the Contractor liable for any damages caused to the City by reason of such default and termination. In the event of such termination, any completed services performed by the Contractor under this Agreement shall, at the option of the City, become the City's property and the Contractor shall be entitled to receive equitable compensation for any work completed to the satisfaction of the City. The Contractor, however, shall not be relieved of liability to the City for damages sustained by the City by reason of any breach of the Agreement by the Contractor, and the City may withhold any payments to the Contractor for the purpose of setoff until such time as the amount of damages due to the City from the Contractor can be determined.
- 5.10 TERMINATION FOR CONVENIENCE:** The City reserves the right, in its best interest as determined by the City, to cancel contract by giving written notice to the Contractor thirty (30) days prior to the effective date of such cancellation.
- 5.11 CANCELLATION FOR UNAPPROPRIATED FUNDS:** The obligation of the City for payment to a Contractor is limited to the availability of funds appropriated in a current fiscal period, and continuation of the contract into a subsequent fiscal period is subject to appropriation of funds, unless otherwise authorized by law.
- 5.12 RECORDS/AUDIT:** The Contractor shall maintain during the term of the contract all books of account, reports and records in accordance with generally accepted accounting practices and standards for records directly related to this contract. The Contractor agrees to make available to the City's Internal Auditor, during normal business hours and in Broward, Miami-Dade or Palm Beach Counties, all books of account, reports and records relating to this contract should be retained for the duration of the contract and for three years after the final payment under this Agreement, or until all pending audits, investigations or litigation matters relating to the contract are closed, whichever is later.
- 5.13 PERMITS, TAXES, LICENSES:** The successful Contractor shall, at their own expense, obtain all necessary permits, pay all licenses, fees and taxes, required to comply with all local ordinances, state and federal laws, rules and regulations applicable to business to be carried out under this contract.
- 5.14 LAWS/ORDINANCES:** The Contractor shall observe and comply with all Federal, state, local and municipal laws, ordinances rules and regulations that would apply to this contract.
- 5.15 NON-DISCRIMINATION:** There shall be no discrimination as to race, sex, color, creed, age or national origin in the operations conducted under this contract.
- 5.16 UNUSUAL CIRCUMSTANCES:** If during a contract term where costs to the City are to remain firm or adjustments are restricted by a percentage or CPI cap, unusual circumstances that could not have been foreseen by either party of the contract occur, and those circumstances significantly affect the Contractor's cost in providing the required prior items or services, then the Contractor may request adjustments to the costs to the City to reflect the changed circumstances. The circumstances must be beyond the control of the Contractor, and the requested adjustments must be fully documented. The City may, after examination, refuse to accept the adjusted costs if they are not properly documented, increases are considered to be excessive, or decreases are considered to be insufficient. In the event the City does not wish to accept the adjusted costs and the matter cannot be resolved to the satisfaction of the City, the City will reserve the following options:
1. The contract can be canceled by the City upon giving thirty (30) days written notice to the Contractor with no penalty to the City or Contractor. The Contractor shall fill all City requirements submitted to the Contractor until the termination date contained in the notice.
 2. The City requires the Contractor to continue to provide the items and services at the firm fixed (non-adjusted) cost until the termination of the contract term then in effect.
 3. If the City, in its interest and in its sole opinion, determines that the Contractor in a capricious manner attempted to use this section of the contract to relieve themselves of a legitimate obligation under the contract, and no unusual circumstances had occurred, the City reserves the right to take any and all action under law or equity. Such action shall include, but not be limited to, declaring the Contractor in default and disqualifying him for receiving any business from the City for a stated period of time.
- If the City does agree to adjusted costs, these adjusted costs shall not be invoiced to the City until the Contractor receives notice in writing signed by a person authorized to bind the City in such matters.
- 5.17 ELIGIBILITY:** If applicable, the Contractor must first register with the Department of State of the State of Florida, in accordance with Florida State Statutes, prior to entering into a contract with the City.
- 5.18 PATENTS AND ROYALTIES:** The Contractor, without exception, shall indemnify and save harmless the City and its employees from liability of any nature and kind, including cost and expenses for or on account of any copyrighted, patented or un-patented invention, process, or article manufactured or used in the performance of the contract, including its use by the City. If the Contractor uses any design, device, or materials covered by letters, patent or copyright, it is mutually agreed and understood without exception that the bid prices shall include all royalties or costs arising from the use of such design, device, or materials in any way involved in the work.

- 5.19 ASSIGNMENT:** Contractor shall not transfer or assign the performance required by this ITB without the prior written consent of the City. Any award issued pursuant to this ITB, and the monies, which may become due hereunder, are not assignable except with the prior written approval of the City Commission or the City Manager or City Manager's designee, depending on original award approval.
- 5.20 LITIGATION VENUE:** The parties waive the privilege of venue and agree that all litigation between them in the state courts shall take place in Broward County, Florida and that all litigation between them in the federal courts shall take place in the Southern District in and for the State of Florida.

NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and *free* from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
_____	_____
_____	_____

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: It is preferred that bids/proposals be submitted electronically at www.bidsync.com, unless otherwise stated in the bid packet. If mailing a hard copy, it will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked **by the bidder** in some manner to indicate that it will supplant the electronic version. All fields below **must** be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: _____
(signature) (date)

Name (printed) _____ Title: _____

Company: (Legal Registration) _____

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit <http://www.dos.state.fl.us/>).

Address: _____

City _____ State: _____ Zip _____

Telephone No. _____ FAX No. _____ Email: _____

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): _____

Payment Terms (section 1.03): _____ Total Bid Discount (section 1.04): _____

Does your firm qualify for MBE or WBE status (section 1.08): MBE _____ WBE _____

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

<u>Addendum No.</u>	<u>Date Issued</u>
---------------------	--------------------

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. **HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS.** If this section does not apply to your bid, simply mark N/A in the section below.

Variances:



ORIGINAL
DO NOT REMOVE
FROM FILE

Contract No.: 462-9264

Agreement to Supply: JANITORIAL SERVICES - CITYWIDE

This agreement, made and entered into this the _____ day of _____, 2006, is by and between the CITY OF FORT LAUDERDALE, a Florida municipality, City Hall, 100 North Andrews Avenue, Fort Lauderdale, FL 33301, hereinafter called the "City" and

Name of Contractor:

OneSource Facility Services, Inc.

Address: 3260 NW 23 Avenue, Suite E-100 City: Pompano Beach State: FL Zip: 33069

A Corporation A Partnership An Individual Other: _____

hereinafter called the "Company" or "Contractor." Witnesseth that: Whereas, the City did advertise and issue an Invitation to Bid (ITB) for supplying the requirements of the City for the items and/or service listed above, for a period of one (1) year, with four (4), one (1) year extension options and the Contractor submitted a bid that was accepted and approved by the City.

Formal authorization of this contract was adopted by the City Commission on: September 6, 2006 Pur-14

Now, therefore, for and in consideration of the premises and the mutual covenants herein contained, the parties covenant and agree as follows:

1. The Company agrees to sell to the City and the City agrees to buy from the Company, during the period beginning 10/01/06 and ending 09/30/07 for the requirements listed above and according to the following specifications, terms, covenants and conditions:

a. The Invitation to Bid containing General Conditions, Special Conditions, Specifications, addenda, if any, and other attachments forming a part of ITB Number 462-9264 and the Contractor's proposal in response, form a part of this contract and by reference are made a part hereof.

b. In construing the rights and obligations between the parties, the order of priority in cases of conflict between the documents shall be as follows:

- 1) This contract Form G-110, Rev. 12/00
- 2) The City's ITB and all addenda thereto
- 3) Contractor's proposal in response to the City's ITB

c. **Warranty:** The Company by executing this contract embodying the terms herein warrants that the product and/or service that is supplied to the City shall remain fully in accord with the specifications and be of the highest quality. In the event any product and/or service as supplied to the City is found to be defective or does not conform to specifications the City reserves the right to cancel that order upon written notice to the Contractor and to adjust billing accordingly.

d. **Cancellation:** The City may cancel this contract upon notice in writing should the Contractor fail to reasonably perform the service of furnishing the products and/or services as specified herein upon 30 days written notice. This applies to all items of goods or services.

e. **Taxes Exempt:** State Sales (#16-03-196479-54C) and Federal Excise (#59-600319) Taxes are normally exempt, however, certain transactions are taxable. Consult your tax practitioner for guidance where necessary.

f. **Invoicing:** Contractor will forward all invoices in duplicate for payment to the following: Finance Department, 100 N. Andrews Avenue, 6th Floor, Fort Lauderdale, FL 33301. If discount, other than prompt payment terms applies, such discount MUST appear on the invoice.

2. **Contract Special Conditions:** The following special conditions are made a part of and modify the standard provisions contained in this contract Form G-110.

3. **Contract Summary:**

a. Attachments:

OneSource Facility Services, Inc.'s response to the ITB and a copy of the ITB document.

b. Payment Terms: Per ITB

c. Delivery: Per ITB

d. Insurance: Yes No

e. Performance Bond/Letter of Credit: Yes No

f. Procurement Specialist's Initials: DN

4. **Contractor's Phone Numbers:** Office: 954-974-3636

Mobile: 954-609-7603

5. **Contractor's Fax Number:** 954-974-5388

6. **Contractor's E-Mail Address:** nboronat@one-source.com

Website: www.one-source.com

City of Fort Lauderdale

By: [Signature]
Director of Procurement Services (City Manager's Designee)

Auth: Sec. 2-180(B) of Code and Procurement Memo No. 04-03

Date: 11/21/07
[Signature]
Assistant City Attorney (approved as to form)

Date: 10/31/16

Contractor/Vendor

Kevin E. Smith
Name of Company Officer (please type or print)

By: [Signature]
Authorized Officer's Signature

Title: Vice President

Date: 1-11-07

Attest: [Signature]
Signature of Secretary

Jill P. Jones
Secretary (please type or print)

Vendor: OneSource Facility Services, Inc.

PROPOSAL SIGNATURE PAGE

TO: The CITY of Fort Lauderdale, FL

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the RFP. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by: **Mark Krugman 10/20/2005**
(signature) (date)

Name (printed): **Mark Krugman** Title: **District Manager**

Company: (Legal Registration): **OneSource Facilities Services, Inc.**

(CONTRACTOR, IF FOREIGN CORPORATION, SHALL BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUE §607.1501 (visit <http://www.dos.state.fl.us/doc/>)

Address: **3260 NW 23rd ave. Suite E-100**

CITY: **Pompano Beach** State: **FL** Zip: **33069**

Telephone No.: **954-974-4446** FAX No.: **954-974-5388**

E-MAIL: **mkrugman@one-source.com**

Does your firm qualify for MBE or WBE status in accordance with Section 1.08 of General Conditions? MBE
 WBE



ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in his proposal:

Addendum No. Date Issued

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of RFP, attachments or proposal pages. No variations or exceptions by the Proposer will be deemed to be part of the proposal submitted unless such variation or exception is listed and contained within the proposal documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your proposal complies with the full scope of this RFP.

Variances:

OneSource's response to this RFP is being submitted without review by the OneSource Legal Department. Notwithstanding any representations included in the RFP that states falling to take exceptions to terms or submission of a response to this RFP mandates that the bidder accept all of Manager's/Owner's RFP legal terms and conditions, if OneSource is the successful bidder, OneSource reserves the right to review and request modifications to contract language proposed by Manager or Owner.

Vendor: OneSource Facility Services, Inc.**PROPOSAL PAGES PART III - QUESTIONNAIRE**

Fill in the requested information:

Item Location

1. Parks & Recreation 1409 Sistrunk Blvd., 2nd Floor
 Reference Paragraph 4-13(1)
 Indicate hours of service per location: **2.85hours per day**
 Start-Up Time:**7:30am**
 Completion Time:**8:30am**

2. Other offices, 1409 Sistrunk Blvd.
 Reference paragraph 4-13(1)
 Indicate hours of service per location: **1.8hours per day**
 Start-Up Time:**10am**
 Completion Time:**12pm**

3. Parking Lot, 1409 Sistrunk Blvd.
 Reference Paragraph 4-13(1)
 Indicate hours of service per location: **1hours per day**
 Start-Up Time:**12p**
 Completion Time:**1p**

4. Executive Airport, 6000 NW 21 Av.
 Reference Paragraph 4-13(2)
 Indicate hours of service per location: **2.2hours per day**
 Start-Up Time:**9.30a**
 Completion Time:**11:30a**

5. U.S. Customs Office, 5555 NW 15 Av.
 Reference Paragraph 4-13(2)
 Indicate hours of service per location: **.25hours per day**
 Start-Up Time:**9:30a**
 Completion Time:**11:30am**

6. Helistop, 201 SE 3rd Av.
 Reference paragraph 4-13(2)
 Indicate hours of service per location: **.29hours per day**
 Start-Up Time:**11am**
 Completion Time:**11:30am**

7. Radio Shop, 1301 SW 2nd Ct.
 Reference Paragraph 4-13(3)
 Indicate hours of service per location: **.20hours per day**
 Start-Up Time:**2pm**
 Completion Time:**4pm**

8. Facilities Maint. Shop, 220 SW 14th Av.
 Reference Paragraph 4-13(3)
 Indicate hours of service per location: **.77hours per day**

Start-Up Time:5pm
Completion Time:7pm

9. Community Services Offices, 220 SW 14th Av.
Reference paragraph 4-13(3)
Indicate hours of service per location: .24hours per day
Start-Up Time:5p
Completion Time:7p
10. Conference Room Showers (2), 220 SW 14th Av.
Reference Paragraph 4-13(3)
Indicate hours of service per location: .10hours per day
Start-Up Time:4p
Completion Time:7p
11. Restrooms (8), 220 SW 14th Av.
Reference Paragraph 4-13(3)
Indicate hours of service per location: .26hours per day
Start-Up Time:4p
Completion Time:7p
12. Fleet Services Office, 1301 SW 2nd Ct.
Reference Paragraph 4-13(3)
Indicate hours of service per location: .22hours per day
Start-Up Time:5p
Completion Time:6p
13. Sanitation Office, 1301 SW 2nd Ct.
Reference Paragraph 4-13(3)
Indicate hours of service per location: .20hours per day
Start-Up Time:5p
Completion Time:6p
14. Recycling Office, 1301 SW 2nd Ct.
Reference Paragraph 4-13(3)
Indicate hours of service per location: .15hours per day
Start-Up Time:5p
Completion Time:6p
15. Port Trailer, 1401 SE 21st St.
Reference Paragraph 4-13(4)
Indicate hours of service per location: .15hours per day
Start-Up Time:3p
Completion Time:5p
16. Parks & Recreation, 1350 W. Broward Blvd.
Reference Paragraph 4-13(5)
Indicate hours of service per location: 1.29hours per day
Start-Up Time:5p
Completion Time:6p

17. Building Services, 700 NW 18th Av.
Reference Paragraph 4-13(6)
Indicate hours of service per location: 8.6hours per day
Start-Up Time:9a
Completion Time:9p

18. Harbor Patrol, 1784 SE 15th St.
Reference Paragraph 4-13(7)
Indicate hours of service per location: .15hours per day
Start-Up Time:4p
Completion Time:7p

19. Plant A Building, 2100 NW 6 St.
Reference Paragraph 4-13(8)
Indicate hours of service per location: .32hours per day
Start-Up Time:5p
Completion Time:7a

20. City Hall 1st Floor, 100 N. Andrews Av.
Reference Paragraph 4-13(9)
Indicate hours of service per location: 2.27hours per day
Start-Up Time:9a
Completion Time:9p

21. City Hall 2nd Floor, 100 N. Andrews Av.
Reference Paragraph 4-13(9)
Indicate hours of service per location: 1.89hours per day
Start-Up Time:9a
Completion Time:9p

22. City Hall 3rd Floor, 100 N. Andrews Av.
Reference Paragraph 4-13(9)
Indicate hours of service per location: 2.4hours per day
Start-Up Time:9a
Completion Time:9p

23. City Hall 4th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13(9)
Indicate hours of service per location: 2.6hours per day
Start-Up Time:9a
Completion Time:9p

24. City Hall 5th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13(9)
Indicate hours of service per location: 1.74hours per day
Start-Up Time:9a
Completion Time:9p

25. City Hall 6th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13(9)
Indicate hours of service per location: 2.25hours per day

Start-Up Time:9a
Completion Time:9p

26. **City Hall 7th Floor, 100 N. Andrews Av.**
Reference Paragraph 4-13(9)
Indicate hours of service per location: 2.9hours per day
Start-Up Time:9a
Completion Time:9p

27. **City Hall 8th Floor, 100 N. Andrews Av.**
Reference Paragraph 4-13(9)
Indicate hours of service per location: 1.59hours per day
Start-Up Time:9a
Completion Time:9p

28. **Print Shop, 401 SE 21st St.**
Reference Paragraph 4-13(10)
Indicate hours of service per location: .45hours per day
Start-Up Time:8a
Completion Time:12p

29. **Public Works Admin., 949 NW 38th St.**
Reference Paragraph 4-13(11)
Indicate hours of service per location: 3.61hours per day
Start-Up Time:8p
Completion Time:11p

30. **Central Maint. Shops, 4250 NW 10th Av.**
Reference Paragraph 4-13(12)
Indicate hours of service per location: .89hours per day
Start-Up Time:6p
Completion Time:11p

31. **Parking Admin., 290 NE 3rd Av.**
Reference Paragraph 4-13(13)
Indicate hours of service per location: 2.45hours per day
Start-Up Time:6p
Completion Time:11p

32. **Additional Optional Services per paragraph 4.20 of the Scope of Services:**

In addition to the regular services mentioned in the proposal document, respondents are requested to provide costs for the following optional services. Estimated expenditure annually is \$20,000.

A. Steam cleaning of carpeted areas, cost per square yard: \$.63

B. Steam cleaning of chairs, cost per each unit cleaned: \$5.00

C. Steam cleaning of sofas, cost per each unit cleaned: \$10.00


BID
OneSource Facility Services, Inc.

Bid Contact **Brenda Thomas**
bthomas@one-source.com
Ph 813-249-9652 x222
Fax 770-799-7341

Address **1600 Parkwood Circle**
Suite 400
Atlanta, GA 30339

Item #	Line Item	Notes	Unit Price	Qty/Unit	Total Price	Attch.	Docs
462-9264-1-01	Parks & Recreation, 1409 Sistrunk Blvd.	Supplier Product Code:	First Offer - \$209.85	52 / week	\$10,912.20		Y
462-9264-1-02	Other offices, 1409 Sistrunk Blvd.	Supplier Product Code:	First Offer - \$309.29	52 / week	\$16,083.08		Y
462-9264-1-03	Parking lot, 1409 Sistrunk Blvd.	Supplier Product Code: This is included in the Parks & Recreation Price	First Offer - \$0.00	52 / week	\$0.00		Y
462-9264-1-04	Executive Airport, 6000 NW 21 Av.	Supplier Product Code:	First Offer - \$221.71	52 / week	\$11,528.92		Y
462-9264-1-05	U.S. Customs Office, 1601 NW 56th Street	Supplier Product Code:	First Offer - \$48.58	52 / week	\$2,526.16		Y
462-9264-1-06	Helistop, 201 SE 3rd Av.	Supplier Product Code:	First Offer - \$26.61	52 / week	\$1,383.72		Y
462-9264-1-07	Radio Shop, 1301 SW 2nd Ct.	Supplier Product Code:	First Offer - \$18.28	52 / week	\$950.56		Y
462-9264-1-08	Facilities Maint. Shop, 220 SW 14th Av.	Supplier Product Code:	First Offer - \$36.37	52 / week	\$1,891.24		Y
462-9264-1-09	Community Services Offices, 220 SW 14th Av.	Supplier Product Code:	First Offer - \$12.22	52 / week	\$635.44		Y
462-9264-1-10	Conference Room/Showers (2), 220 SW 14th Av.	Supplier Product Code:	First Offer - \$24.50	52 / week	\$1,274.00		Y
462-9264-1-11	Restrooms (8), 220 SW 14th Av.	Supplier Product Code: Part of the sanitation	First Offer - \$0.00	52 / week	\$0.00		Y

		office price - Below.				
462-9264-1-12	Fleet Services Office, 1301 SW 2nd Ct.	Supplier Product Code:	First Offer - \$21.00	52 / week	\$1,092.00	Y
462-9264-1-13	Sanitation Office, 1301 SW 2nd Ct.	Supplier Product Code:	First Offer - \$57.51	52 / week	\$2,990.52	Y
462-9264-1-14	Recycling Office, 1301 SW 2nd Ct.	Supplier Product Code:	First Offer - \$56.16	52 / week	\$2,920.32	Y
462-9264-1-15	Port Trailer, 1401 SE 21st St.	Supplier Product Code:	First Offer - \$47.96	52 / week	\$2,493.92	Y
462-9264-1-16	Parks & Recreation, 1350 W. Broward Blvd.	Supplier Product Code:	First Offer - \$60.91	52 / week	\$3,167.32	Y
462-9264-1-17	Building Services, 700 NW 18th Av.	Supplier Product Code:	First Offer - \$421.05	52 / week	\$21,894.60	Y
462-9264-1-18	Harbor Patrol, 1784 SE 15th St.	Supplier Product Code:	First Offer - \$54.76	52 / week	\$2,847.52	Y
462-9264-1-19	Plant A Building, 2100 NW 6 St.	Supplier Product Code:	First Offer - \$59.35	52 / week	\$3,086.20	Y
462-9264-1-20	City Hall 1st Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-21	City Hall 2nd Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-22	City Hall 3rd Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-23	City Hall 4th Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-24	City Hall 5th Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-25	City Hall 6th Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-26	City Hall 7th Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-27	City Hall 8th Floor, 100 N. Andrews Av.	Supplier Product Code:	First Offer - \$154.10	52 / week	\$8,013.20	Y
462-9264-1-28	Print Shop, 401 SE 21st	Supplier Product Code:	First Offer - \$20.94	52 / week	\$1,088.88	Y

St.	Code:	Supplier	Product	Code:	First Offer -	52 / week	Total	Y	
462-9264-1-29	Public Works Admin., 949 NW 38th St.				\$219.32	\$11,404.64		Y	
462-9264-1-30	Central Maint. Shops, 4250 NW 10th Av.				\$74.18	\$3,857.36		Y	
462-9264-1-31	Parking Admin., 290 NE 3rd Av.				\$144.38	\$7,507.76		Y	
Vendor Total							\$175,641.96		

Question and Answers for Bid #415-10766 - Janitorial Maintenance Services (Annual Contract)

OVERALL BID QUESTIONS

Question 1

Would it be possible to request a copy of the current or past contract awarded for this bid? Or could it be viewed online? (Submitted: May 2, 2011 2:59:12 PM EDT)

Answer

- I will upload the contract into the bid documents as addendum #1. (Answered: May 2, 2011 3:03:14 PM EDT)

Question 2

Aside from the City Hall, do the other day cleaning areas (i.e. Executive Airport) require an additional more in-depth cleaning at night? (Submitted: May 2, 2011 7:37:16 PM EDT)

Answer

- Only Building Services. (Answered: May 3, 2011 12:41:14 PM EDT)

Question 3

Who is the current service provider? (Submitted: May 2, 2011 7:40:02 PM EDT)

Answer

- The current contract is attached as addendum #1 for your viewing pleasure. (Answered: May 3, 2011 6:43:28 AM EDT)

Question 4

Can a list of interested bidders be compiled and able to be viewed online? (Submitted: May 2, 2011 7:41:26 PM EDT)

Answer

- The City only uses BidSync as our provider, but other services also send this information out, so we would have no idea who the players will be. (Answered: May 3, 2011 6:43:28 AM EDT)

Question 5

What is the value of the current contract or prior pricing? (Submitted: May 2, 2011 7:49:14 PM EDT)

Answer

- The current contract is attached as addendum #1 (Answered: May 3, 2011 6:43:28 AM EDT)

Question 6

Under the insurance section, it requests in bold that all workers will need to ensure that they are fully bonded. What does fully bonded mean? Dishonesty bond or any other type of bond? (Submitted: May 9, 2011 1:30:49 PM EDT)

Answer

- This is for Employee Dishonesty coverage. (Answered: May 9, 2011 2:11:39 PM EDT)

Question 7

Do you have to bid on the overall group? or can you bid on a specific building. (Submitted: May 9, 2011 2:01:35 PM EDT)

Answer

- This will be awarded to one firm for the entire group. (Answered: May 9, 2011 2:12:56 PM EDT)

Question 8

The amount of the dishonesty bond is not specified. What is the minimum amount required for the dishonesty bond? **(Submitted: May 9, 2011 4:31:32 PM EDT)**

Answer

- \$500,000.00 **(Answered: May 10, 2011 7:13:37 AM EDT)**

Question 9

At the present time how many employees do the cleaning service? **(Submitted: May 11, 2011 5:25:30 AM EDT)**

Answer

- This is a contracted service. We do not know how many employees the contractor employs. **(Answered: May 11, 2011 6:52:52 AM EDT)**

Question 10

On the addendum you attached only 10 pages are visible and the total contract price is not available for review. Can you give us the total price of the current contract? **(Submitted: May 12, 2011 12:52:42 PM EDT)**

Answer

- The contract is 10 pages long. I attached the entire contract. The total amount bid is on page 10 under Vendor Total. **(Answered: May 12, 2011 1:04:43 PM EDT)**

Question 11

The current contract was for an initial period of one year with 4 additional. Were there any increases in price for the additional years. The contract is silent to this issue? **(Submitted: May 13, 2011 7:49:11 PM EDT)**

Answer

- No **(Answered: May 16, 2011 6:43:29 AM EDT)**

Question 12

In the response format that you are requiring with the 12 tabbed sections (Part VIII Technical Proposal):
1. Tab 7 – Performance Capacity Measurements. What specifically are you looking for in this section?
2. Under which tabbed section shall we insert Part VII - Cost Proposal? **(Submitted: May 16, 2011 7:02:00 PM EDT)**

Answer

- Tab 7 - Performance Capacity Measurements - You do not need to respond to this. I will create an addendum removing this item.

You may put your cost (Part VII) in any section you wish. I like to see it with the signature page. **(Answered: May 19, 2011 3:22:12 PM EDT)**

Question 13

On the Public Works Admin it states 5 days a week, yet on the suggested completion time it states Monday and Thursday. We are assuming that is a mistake. Please advise. Same goes with Central Maintenance Shops and Parking Administration. **(Submitted: May 18, 2011 12:10:47 PM EDT)**

Answer

- It should be five days, Monday thru Friday. **(Answered: May 19, 2011 10:17:39 AM EDT)**

Question 14

Is there a surety or bond requirement? It is not clearly stated in 3.14 or 4.01. **(Submitted: May 18, 2011 12:36:58 PM EDT)**

Answer

- No, we did not list any bond requirements. **(Answered: May 19, 2011 6:53:08 AM EDT)**

- See question 8 pertaining to the dishonesty bond. **(Answered: May 19, 2011 10:19:24 AM EDT)**

Question 15

Is the current scope of work at City Hall similar to the requested scope. Specifically is City Hall being cleaned twice daily currently. **(Submitted: May 19, 2011 10:01:49 AM EDT)**

Answer

- The bathrooms are. **(Answered: May 19, 2011 10:17:39 AM EDT)**

Question 16

You have requested a Day porter and twice daily full cleaning at City hall is this correct **(Submitted: May 19, 2011 10:03:22 AM EDT)**

Answer

- The twice daily is for the bathrooms, day porter. **(Answered: May 19, 2011 10:17:38 AM EDT)**

Question 17

Has the US Customs address changed? **(Submitted: May 19, 2011 2:02:47 PM EDT)**

Answer

- The US Customs Building address at Executive Airport changed from 5555 NW 15th Avenue to 1601 NW 56th Street **(Answered: May 19, 2011 2:03:28 PM EDT)**

Question 18

fleet services;how many days/wk?
Solid waste santi;how many sq ft and what type of flooring?
Parking admin. says 5days on left and mon-thurs; which is it? **(Submitted: May 19, 2011 9:09:32 PM EDT)**

Answer

- Fleet Services - Tuesday & Friday

Solid Waste - Vinyl Tile - 3,481 sq. ft.

Parking Admin. - 5 Days, Monday through Friday **(Answered: May 20, 2011 9:41:03 AM EDT)**

Question 19

In the documetation it states
"The successful bidder will need to complete background checks on all of their employees that will be working on City property and they will also need to ensure that they are fully bonded". Could you please elaborate more on this. 1.Does the contractor have to absorb the cost of the background check for each worker?
2. If the contractor already carries a bond does the above paragraph also indicate that EACH worker must have a bond (individually) or will the contractors service bond be sufficient? **(Submitted: May 20, 2011 7:48:48 AM EDT)**

Answer

- 1) The background check must be completed by the Fort Lauderdale police department and there is no charge to the contractor.

I have requested an answer to question #2. Will follow up when I get it. **(Answered: May 20, 2011 8:26:15 AM EDT)**

- As long as the contractor has a blanket fidelity bond that specifies all employees are included, they do not need to name all of the employees individually and the employees do not need their own bond. **(Answered: May 20, 2011 9:38:40 AM EDT)**

Question 20

When would the new contractor need to start janitorial services? **(Submitted: May 20, 2011 7:53:33 AM EDT)**

Answer

- See section 3.06 Contract Period. **(Answered: May 20, 2011 7:56:55 AM EDT)**

Question 21

Can arrangements still be made to view all locations or is it too late? **(Submitted: May 20, 2011 7:54:38 AM EDT)**

Answer

- yes **(Answered: May 20, 2011 7:56:55 AM EDT)**

Question 22

question on the bond issue would a \$25000.00 service bond be enough? **(Submitted: May 20, 2011 12:47:22 PM EDT)**

Answer

- The bond must be a minimum of \$500,000.00 **(Answered: May 20, 2011 12:49:13 PM EDT)**

Question 23

On Tab 4 Section C, it asks for estimated timetables (E.G. marketing). What exactly is needed here? **(Submitted: May 23, 2011 12:26:53 PM EDT)**

Answer

- The timetables do not apply to this RFP. **(Answered: May 23, 2011 1:12:42 PM EDT)**

Question 24

Does Bldg services require:

1. only one day porter from 10:30 am to 12:30 pm each day , for all six restrooms.?
2. Since restrooms are cleaned twice per day is the second restroom service done with the evening cleaning or in addition?
3. How many day porters are required between 10:30am -12:30pm? **(Submitted: May 23, 2011 12:44:19 PM EDT)**

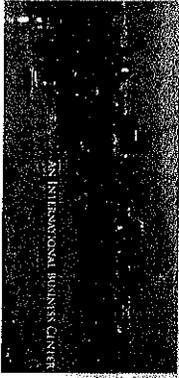
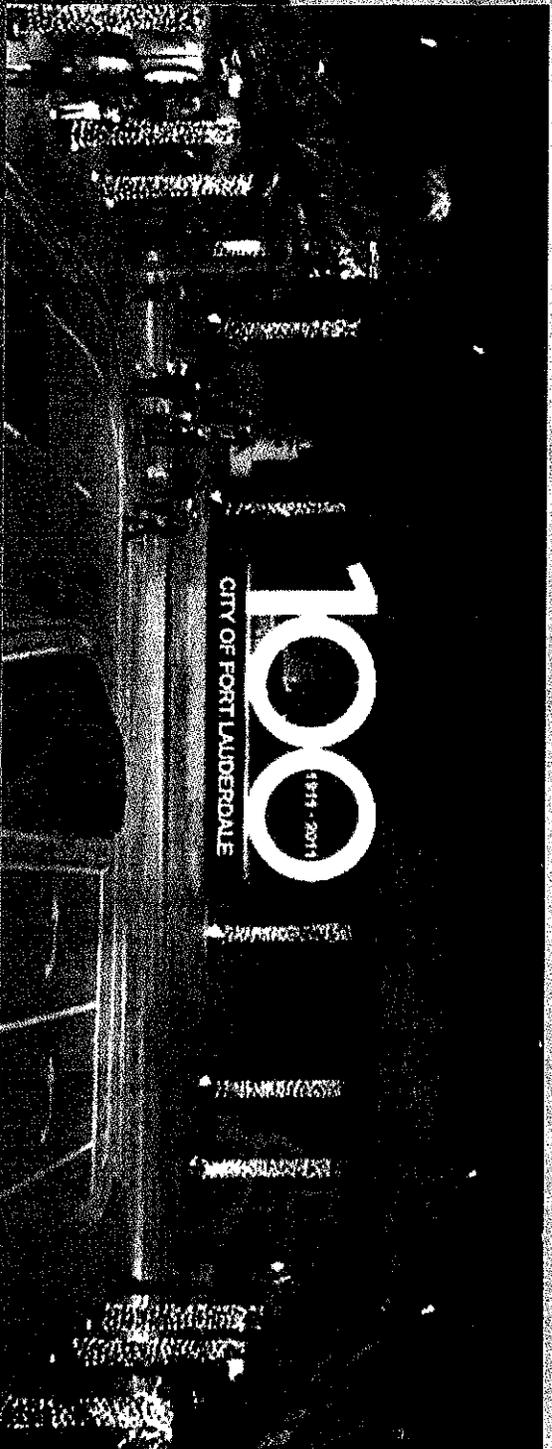
Answer

- 1. Porter Service one time per day from 10:30 am to 12:30 pm
- 2. Second cleaning is performed during the nightly cleaning
- 3. The present contractor uses 1 day porter and they completely clean all six restrooms during that 2 hour period. **(Answered: May 23, 2011 2:35:08 PM EDT)**

Contract Custodial Services

City of FORT LAUDERDALE

CONTRACT COPY



Submitted By:



Sunshine Cleaning Systems, Inc.

9 21



May 27, 2011

Purchasing Department
City of Ft. Lauderdale
100 N. Andrews Ave # 619
Ft. Lauderdale, Fl. 33301

Procurement Dept.

Thank you for giving Sunshine Cleaning Systems, Inc. the opportunity to submit this Request for Proposal for your fine facilities. I feel Sunshine, will capably meet or exceed all of your cleaning requirements at your fine facilities. I feel our 34 years of experience in the commercial and public contract cleaning business can benefit The City of Ft. Lauderdale facilities and staff. Our experience second to none in at commercial and private contract custodial services in the state of Florida.

Sunshine Cleaning is a Florida based company with offices in Ft Lauderdale, Miami, West Palm Beach, Orlando, and Tampa. Sunshine has over 1,100 well trained employees ready to serve our customers. Sunshine has been able to reduce costs to our clients and increase our production rates while maintaining quality and safety.

Sunshine Cleaning is a full Contract Cleaning Company, specializing in Window, Carpet and Pressure Cleaning. We also have daytime employees to handle any emergency situations that may occur at your facilities during the day. With one telephone call or e-mail we can handle all your cleaning needs. Sunshine makes communication easy with their e-mail hotline.

We hope this enclosed information will help your decision making process. Please do not hesitate to call me if you have any questions or additional information.

Thank You,
Sunshine Cleaning Systems, Inc.

Mark Klein
Vice President



P.O. BOX 24466
FORT LAUDERDALE, FL 33307

(954) 772-0884 BROWARD
(800) 624-5515 TOLL FREE FLORIDA







City of FORT LAUDERDALE

**Bid # 415-10766
Janitorial Services for The City of Ft. Lauderdale**

Table of Contents:	Pages
<i>Statement of Commitment</i>	2
<i>Key Management and Organizational Chart</i>	3 - 5
<i>Corporate History / Qualifications</i>	6 - 9
<i>References</i>	10 - 15
<i>Training Programs</i>	16 - 20
<i>Transition</i>	21 - 22
<i>Quality Assurance Program</i>	23 - 28
<i>Timekeeping & Communications</i>	29 - 33
<i>Employee Code / E.E.O.C</i>	34 - 36
<i>Employee Screening & Hiring Policies</i>	37 - 40
<i>Project Smile</i>	41
<i>Uniform program</i>	42
<i>Drug Free Program</i>	43
<i>E.S.A.P Program</i>	44 - 48
<i>Green Policies</i>	49 - 55
<i>Safety and Hazardous Communications</i>	56 - 60
<i>Added Values (Kaivac System, Diamond Polishing, Byo Globe)</i>	61 - 66
<i>Disaster Services (Hurricanes)</i>	67 - 70
<i>Financial Stability (Duns & Bradstreet)</i>	71 - 73
<i>Insurance Certificate</i>	74

Required Bid Submittal Documents:

- Pricing Pages*
- Bid Proposal Signature Page*
- Certification of Business Location / Licenses*
- Non Collusion Statement*
- Addendums*

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







City of **FORT LAUDERDALE**

STATEMENT OF COMMITMENT

To our customer we commit to being a customer driven organization. Our customer's needs are top priority. We strive to provide the highest quality and personal service possible at a cost-effective price. We're creative and pro-active in our efforts to conform to your specifications. We listen and we respond. We are a principle-centered company built on hard-work, honesty, loyalty, and fairness. At Sunshine, we not only maintain facilities, we maintain reputations.

To our employees we commit to the highest standards in our recruitment and selection process. Training is a top priority and we adhere to a policy of promotion from within. We ensure a positive, safe, and healthy work environment. We recognize employee contributions and provide incentives consistent with their extraordinary effort. We flip the pyramid upside down in that our entry-level employee is our greatest asset. We provide each employee with personal and career growth opportunities.

Finally, we commit to making a fair profit. We compete fairly, ethically, and aggressively. Our strategy is one of controlled growth by building out customer base and selective acquisition. We commit to repaying the community for providing Sunshine Cleaning Systems with this business opportunity. We support community efforts directed toward the betterment of children, home, and the environment.

We Guarantee a Brighter Day!

Larry

Larry A. Calufetti
President/C.E.O./Founder

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







City of FORT LAUDERDALE

Key Management Corporate Staffing

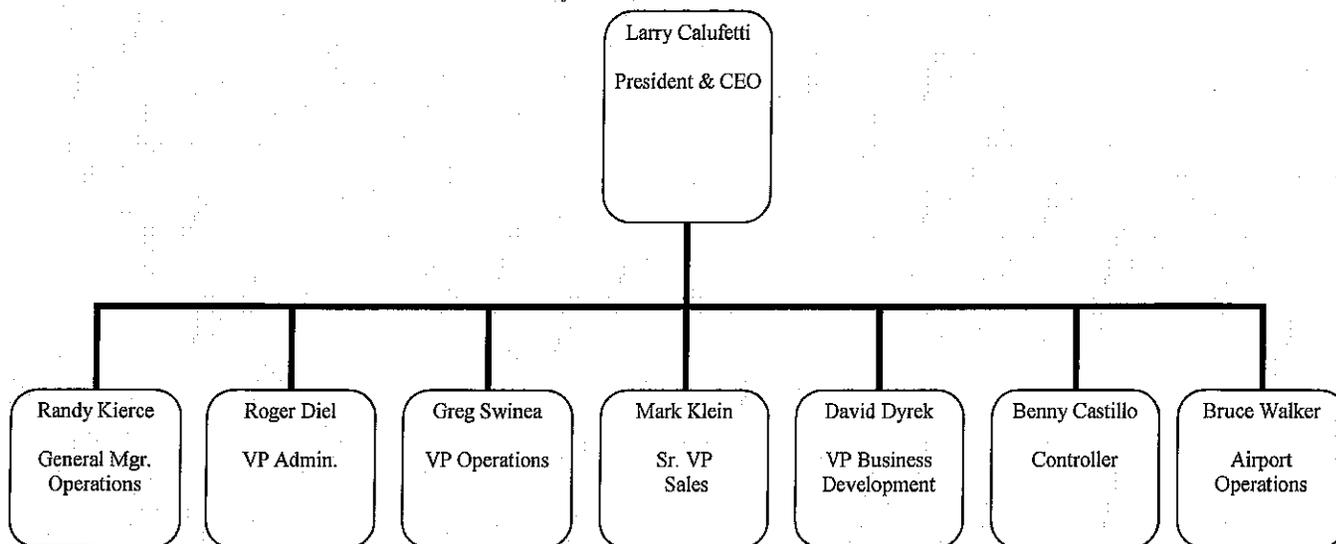
Sunshine Cleaning Systems Organization and Management Staff

The following section outlines Sunshine's organization and managerial plan. Our Executives chart reflects the fact that Sunshine Cleaning Systems is managed by line organization. The CEO, Larry Calufetti, CBSE, heads the company and delegates responsibilities to various managers.

Sunshine Cleaning Systems was founded and is headquartered in Fort Lauderdale, Florida. Our strong presence in local markets allows us to Manage by Walking Around, (MBWA). To "Walk Around" is to be in touch with your managers, your employees, and most importantly your clients. We are an all-hands-on operation within minutes of serving your customers.

It is noteworthy to point out that (3) of the 234 Certified Building Service Executives (CBSE) in the Building Service Contractors Association International are employed with Sunshine Cleaning Systems. Sunshine's staff also includes 3 Registered Building Service Managers (RBSM).

The following section presents the organization of Sunshine Cleaning Systems.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766





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Key Management Corporate Staffing

Over the years, Sunshine Cleaning Systems has developed an impressive management team. This team will personally guarantee that your goals are met in a professional and timely manner. Below is a brief biography of the company's key management personnel:

Larry Calufetti, CBSE

President and C.E.O. of Sunshine Cleaning, has more than 30 years experience in the industry, ranging from the time he founded Sunshine in 1976 (the company's first cleaner) to the present time, managing one of the largest privately owned contract companies in the state of Florida.

Larry was a member of the United States Baseball Team in the 1971 Pan American Games. He received one of the highest honors in making the All Pan American Team that year. He went on to graduate from Southern Illinois University in 1973. Prior to founding Sunshine, Larry was a player and coach in the New York Mets Baseball Organization. He also served as Head Baseball Coach at Broward Community College, Fort Lauderdale, FL from 1977-1984.

In 1987, Larry was awarded the Certified Building Service Executive (CBSE) designation by the Building Service Contractors Association International, (BSCAI). This is a distinction which is granted only to those building service contractors who have successfully passed a full day examination, demonstrated extensive experience in the industry and pledged to adhere to the BSCAI code of ethics. Larry's vast experience and knowledge of the industry was rewarded in 1991, when he was elected to the Board of Directors of the International Window Cleaning Association (IWCA), and in 1995 he was elected President Elect of the IWCA.

Larry is also a member of The Executive Association of Ft. Lauderdale, FL, the TEC group. Larry is very active in all phases of the business, the communities we service, and continues to maintain contact with each and every client.

Roger L. Diel, CBSE

Roger is the Vice President of Sunshine Cleaning Systems and has over twenty five years experience in the industry. He received his BSBA with double majors in Chemistry and Management Science from Southern Illinois University in 1976 and has completed the course work requirements for his MBA from SIU and Washington University. Over the years he has held positions ranging from District Manager to Regional Vice President for a large national janitorial service company and has developed and operated full service programs for several nationally known clients.

Dave Dyrek- RBSM, Vice President Business Development

Dave develops formal bid qualifying proposals and submittal materials for purchasing committees and delivers shortlist presentations. He is instrumental in directing program development strategies, implementing employee enrichment and training programs, and establishing policies and objectives in some of Sunshine's largest accounts. Dave also generates marketing materials and monitors and advises on customer satisfaction benchmarks.

Dave is the co-creator of the award winning Employee Security Awareness Program (ESAP) and developed several training programs for Sunshine with components in customer service, effective communication, language, as well as a video training series on cleaning and supervision. Dave spearheaded Sunshine's certification in ISO 9001-2008 and serves as the company's corporate ISO representative. He also oversees Sunshine's Charlotte, N.C. operations.

A native of Chicago, Dave's first contact in south Florida was Larry Calufetti who convinced Dave to play baseball for him at Broward Community College in 1979. Under Larry's tutelage, Dave went on to attend and play baseball at Florida Southern College then professionally as an outfielder in the Houston Astros Organization, only to be reunited with Larry as a Sunshine employee in 2001. Dave works with a variety of charitable organizations throughout the year, enjoys adventure travel and has an MBA with a marketing concentration from Western Illinois University.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Key Management Corporate Staffing

Mark Klein— Sr. Vice President

Mark Klein is the Senior Vice President for Sunshine Cleaning Systems. In 1989, Mark joined the Sunshine Team. He has lived in the South Florida area since 1960. Mark graduated from Broward Community College in 1973 and was selected first team NJCAA All American. He signed a professional baseball contract with the Philadelphia Phillies and finished his baseball career in 1979. Mark is highly involved with many community functions and at one time owned one of the finest Summer Baseball Camps in Florida.

Mark moved into the Advertising Field and worked for such clients as IBM, Coca Cola, Johnson & Johnson, Ford Motor Company, Sandals Resort, Toyota Motors, General Mills, AT&T, Rolex, Delta Airlines, General Electric, Bertram Corporation, Moet Chandon, The Bahamas Ministry of Tourism, Fisher Island and many more.

Since coming to Sunshine, Mark has developed a solid account base from Miami to Orlando, FL. He is very active in BSCAI, BOMA, ISSA, and the IWCA. Mark understands the needs and concerns of our clients and how to provide quality services at reasonable prices. Mark is a past member of the **Board of Directors for the BSCAI**.

Since the tragedy of September 11, 2001, Mark co-developed the E.S.A.P. award for Sunshine Cleaning Systems. The Employee Security Awareness Program. Mark has traveled to Washington, D.C. to speak with top National Security Figures. He has been invited to speak on issues of facilities security and awareness from the professional custodians perspective at the 2007 B.S.C.A.I. Convention in Las Vegas, Nevada. Mark, has been appointed **Chairman of Government Affairs for the Building Service Contractors Association International** in Washington, D.C. till 2011.

Randy Kierce— General Manager

Randy is the General Manager and head of operations for Sunshine Cleaning Systems, Inc. Randy has extensive experience in contract building maintenance with hands on experience in all phases of janitorial, window, and pressure cleaning services. He is responsible for operations and providing management support for all Sunshine janitorial, window, and pressure cleaning accounts.

Randy was born and raised in South Florida. He was one of the very first cleaners for Sunshine Cleaning in 1976. Randy went on to manage Playball Baseball Academy School for 17 years. During that period, he also scouted for the Montreal Expos and Florida Marlins Baseball Clubs. In 2004, Randy was part of the World Champion Florida Marlins 2004 team. Randy plays an instrumental role in the development and ongoing maintenance of our training, safety, and quality control programs along with job-start and project maintenance.

Bruce Walker— RBSM

Bruce Walker is currently The Project Director of the Ft. Lauderdale/Hollywood International Airport and is a twenty-five year veteran of the janitorial industry. Bruce's vast knowledge and experience stems from his twenty years in the Janitorial Supply business where he excelled in heading up logistics, sales, and the customer service department of a major supply company. His expertise in specialized products and equipment along with his excellent training program development and strong leadership qualities has greatly benefitted Sunshine. Bruce is recognized routinely for his contributions and achievements.

Bruce joined Sunshine in 2000 as the Operations Manager of the Fort Lauderdale-Hollywood International Airport and was promoted to the top job at the facility, which represents Sunshine's largest service contract. In 2003 Bruce earned his Registered Building Service Manager (RBSM) designation and is currently working towards his CBSE Designation.

Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766







CHARACTERISTICS OF FIRM / CORPORATE HISTORY

Sunshine Cleaning Systems, Inc. was founded in 1976 in Ft. Lauderdale, FL by Larry Calufetti, current President and C.E.O. Sunshine Cleaning Systems started providing services as a professional window cleaning contractor to commercial, industrial, and residential customers. In October of 1981, Sunshine incorporated as Sunshine Cleaning Systems, Inc., and expanded into janitorial, pressure cleaning, carpet cleaning, and ceiling cleaning.

Presently, Sunshine Cleaning Systems employs over **1,100** trained technicians and has annual sales in excess of 24 million dollars. Sunshine's headquarters is located in Ft. Lauderdale, FL, and also operates from branch offices in Orlando, West Palm Beach, St. Petersburg, FL, and Charlotte, N.C. Our many offices throughout Florida, along with our Charlotte office, make it easy for our customers to communicate with our supervisory and management staff ensuring a timely response to each of their needs. The Sunshine team is readily available via our toll-free (800) 624-5515 and website, www.sunclean.com.

Sunshine offers the best credentials for references in Florida. We provide a variety of services to some of the largest facilities in Florida and North Carolina. Our satisfied customers include:

- Fort Lauderdale-Hollywood International Airport, FL.
- Charlotte Douglas International Airport, N.C.
- Tampa International Airport, FL.
- The Broward County School Board
- Kathleen C. Wright Administration Center
- The Broward County Governmental Center
- The Broward County Main Library
- The City of West Palm Beach
- West Palm Beach Police Station

Presently, our largest customer is the Ft. Lauderdale-Hollywood International Airport (FLL), where we provide 24 hour- 7 day per week service, 365 days a year. We are responsible for all custodial maintenance including janitorial, window cleaning, carpet cleaning, terrazzo floor polishing-diamond grinding, and pressure cleaning. Our pressure cleaning responsibilities include sidewalks, stairwells, canopies, support columns, and sky bridges on a reoccurring basis. We currently have a staff of over 300 full-time technicians employed at Fort Lauderdale- Hollywood International Airport and are in our **25th** year of consecutive service at that location. FLL is one of the fastest-growing airports in the U.S. and in 2009 ranked 19th in the nation and 54th in the world for total passenger count.

Our smallest contract, which was our first, remains a storefront window cleaning account where we clean windows on a regular basis. Sunshine is large enough to handle any job but small enough to appreciate each customer.

Sunshine Cleaning Systems has grown from one storefront window cleaning account to one of the largest privately owned contract cleaning companies in the State of Florida by providing quality service at an affordable rate. Sunshine Cleaning Systems is locally owned and operated, which means you benefit from the personal interest and daily involvement of the owners. **WE CARE!!**



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







CHARACTERISTICS OF FIRM / QUALIFICATIONS

Sunshine Cleaning Systems is an active member of the following organizations, enabling us to keep abreast of the latest developments and technologies in our industry.

- BSCAI- Building Service Contractors Association International
- IWCA- International Window Cleaning Association
- BOMA- Building Owners and Managers Association
- TEAMFL- Team Florida
- FAC- Florida Airport Council
- Florida Chamber of Commerce
- IAAM- International Association of Assembly Managers



In addition, Sunshine's President, Larry Calufetti, served as President of the International Window Cleaning Association. He also served on the Board of Directors for the Ft. Lauderdale Executive Association. The Sunshine Team includes a number of managers who have been awarded the CBSE, Certified Building Services Executive, and the RBSM, Registered Building Service Manager, designations. These distinctions are granted only to select members of the building service industry after completing extensive training and testing.

Overall Capabilities

Sunshine Cleaning Systems, Inc. possesses the following capabilities which allows it to provide the services you need:

- Financial Resources
- Administrative Skills
- People Skills
- Technical Skills

“Sunshine Cleaning Systems’ management team has a combined total of over **200** years of experience in the contract cleaning business”.

Financial Resources

Sunshine Cleaning has in excess of **\$1,000,000** in equity, which will allow it to purchase any required equipment and cover all payrolls and related costs necessary to accomplish the service as specified.

Administrative Skills

Sunshine Cleaning Systems’ management team has a combined total of over **200** years of experience in the contract cleaning business. Our computer network system and software applications were designed by Team Financial Management specifically for the contract cleaning industry, and it enables us to manage each and every job from a pre-established budget, to meet payroll deadlines, produce job tickets with description of the work to be performed, to track schedules of periodic and project work, and to produce reports that aid our managers in performing the job in a timely manner within budget.

From the President, Division and Project Managers to our most important employee- our Cleaning Technician, we understand that *Safety is First and Quality is Second only to Safety*. Sunshine management and supervision are the “attitude formers” for our company. Our corporate philosophy is to confirm to the specification and to communicate with the customer to ensure that we are meeting his/her needs. **The Customer is Always RIGHT!!!**



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







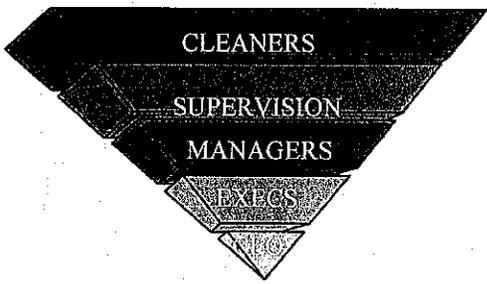
CHARACTERISTICS OF FIRM / QUALIFICATIONS

Sunshine Cleaning Systems offices can be reached anywhere in the U.S. via our 800 phone number. All of our offices are available 24 hours per day, 7 days per week. All of our managers have company email accounts and cell phones, which are available to our customers in order to meet their needs. Sunshine Cleaning Systems administrative staff is available anytime to cater to our client's needs. We understand how important it is to communicate with our customers, and we appreciate hearing from you.

People Skills

Sunshine's definition of a company is a group of people associated for a common purpose. We feel that we are different from most companies, because at Sunshine we flip the pyramid up-side-down and treat our entry level cleaning technicians as the most important members of our organization.

We realize that in the service business our greatest assets are our people. Therefore, we invest in training, safety, and recognition programs for all employees. Our Technical Training and Safety Programs include the following:

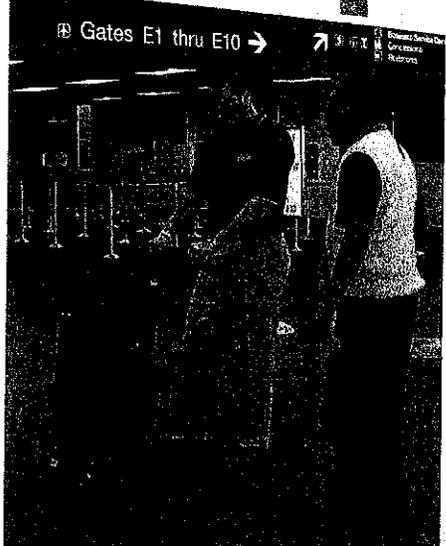


“We flip the pyramid up-side-down and treat our entry level cleaning technicians as the most important members of the organization”

- Orientation
- On Job Training
- Advanced Training/Formal Classes
- Quarterly Supervision & Management Seminars
- Participation in BSCAI Certification Programs
- On going Safety Involvement Programs for all employees
- Equipment and Supply Demonstrations

Our Recognition Programs include the following:

- Employee of the Month for each Division
- Employee of the Year for each Division
- Employee of the Year for the Company
- CBSE, Certified Building Service Executive, and RBSM, Registered Building Service Manager, certification conferred by the Building Service Contractors Association.



Technical Skills

Our technical skills cover the full spectrum of cleaning services based on Sunshine Cleaning's involvement with various trade associations, our numerous clients, and the variety of facilities we service. Our staff includes personnel who are trained and experienced in all facets of the industry including; carpet cleaning, janitorial maintenance, window cleaning, ceiling cleaning, hard surface floor maintenance, and high pressure hydro cleaning. We utilize the collective knowledge of numerous professional organizations in keeping abreast of advancements in equipment and product developments in the industry. These steps are taken to ensure that you receive the finest services available.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Cities & Municipalities Malls & Stores Schools & Universities

Airports Convention Centers Hospitals Stadiums & Arenas

CHARACTERISTICS OF FIRM / QUALIFICATIONS

Sunshine Cleaning Systems will offer:

- * **More Experience**
The Sunshine Cleaning management group includes (2) CBSEs (Certified Building Service Executives). CBSE is the highest honor of professional achievement in the building service contracting industry.
- * **More Systems**
Sunshine Cleaning System's *Team* work loading software will scientifically workload each facility to determine the appropriate staffing levels and the best blend of services to assist you in maintaining your budget.
- * **More Training**
Sunshine Cleaning has training specialists for organizational development, employee on-the-job training and in-service programs. Third shift on-the-job training programs will be implemented for three shift accounts.
- * **More Commitment**
Sunshine commits to being a customer driven organization. Our customer's needs are our top priority. We strive to provide the highest quality and personal service possible at a cost-effective price. We are creative and proactive in our efforts to meet and exceed your specifications. We listen and we respond. We are a principle-centered company built on hard work, honesty, loyalty, and fairness. When you employ Sunshine Cleaning Systems, you partner with an entire organization that's committed to you.



Sunshine Cleaning Systems, Inc. has been structured for growth. We are continually expanding our horizons both in services provided and customers serviced. Our corporate philosophy dictates a slow, controlled expansion which allows us to provide the highest quality of services to our clients. We firmly believe that the major reason for our success is our ability and willingness to respond to the needs of our clients and this is what we intend to do at your facility. Sunshine Cleaning Systems is an ISO 9001-2008 certified company at the Ft. Lauderdale-Hollywood International Airport. This certification is the most comprehensive of conformance standards that examines all processes of a product or service. We offer a quality program, a proven track record, and the personal attention which few contractors can match. It's as simple as that.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Facilities Serviced / Comparable Facilities

Ft. Lauderdale-Hollywood International Airport

Mr. Robert Pence
Director of Maintenance
Broward County Aviation Department
200 Terminal Drive
Fort Lauderdale, FL 33315



Facility Information

- Served over 20 million passengers in 2009
- Ranked 19th in United States for passenger count
- Ranked 54th Worldwide for passenger counts

Contract Highlights

- Length of Service: 25 years
- Square Footage: 1,700,000
- Total Sunshine Employees: 295
- 12.5 million annual contract

Services Provided

- 24 hour per day/365 year Janitorial Cleaning
- Carpet Cleaning
- Window Cleaning
- Restroom Cleaning
- Pressure Cleaning



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Facilities Serviced / Comparable Facilities

Charlotte Douglas International Airport

Mr. Bob Lucas
Director of Housekeeping
Charlotte Douglas Airport
5601 Wilkinson Blvd.
Charlotte, NC 28208



Facility Information

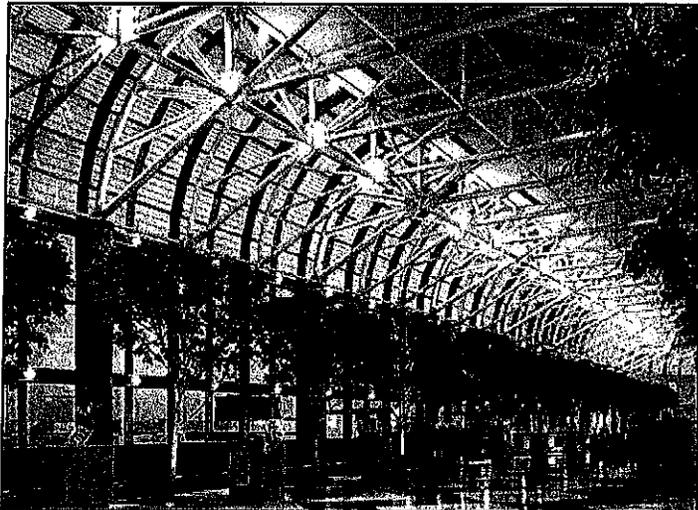
- Served over 34 million passengers in 2009
- Ranked 11th in United States for passenger count
- Ranked 54th Worldwide for passenger counts

Contract Highlights

- Length of Service: Began February 2010
- Square Footage: 1,100,000
- Total Sunshine Employees: 275

Services Provided

- 24 hour per day Janitorial Cleaning of all common areas
- Terrazzo Floor Polishing
- Carpet Cleaning
- Window Cleaning



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Facilities Serviced / Comparable Facilities

Tampa International Airport

Mr. Bob Baylis
General Manager– Maintenance
Tampa International Airport
5601 Wilkinson Blvd.
Tampa, FL 22287



Facility Information

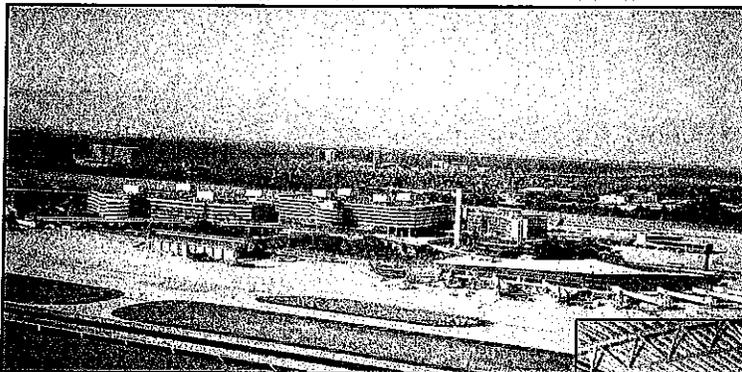
- Served 17 million passengers in 2009
- Ranked 26th in North America for passenger count

Contract Highlights

- Length of Service: Began 1995
- Square Footage: Window & Pressure Cleaning
- Total Sunshine Employees: 20

Services Provided

- Window Cleaning
- Pressure Cleaning



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Facilities Serviced / Comparable Facilities

Kathleen C. Wright Administration Building

**Ms. Israel Canales
Supervisor- Administrative Offices
Broward County Public Schools
600 SE Third Avenue
Ft. Lauderdale, FL 33301**



Facility Information

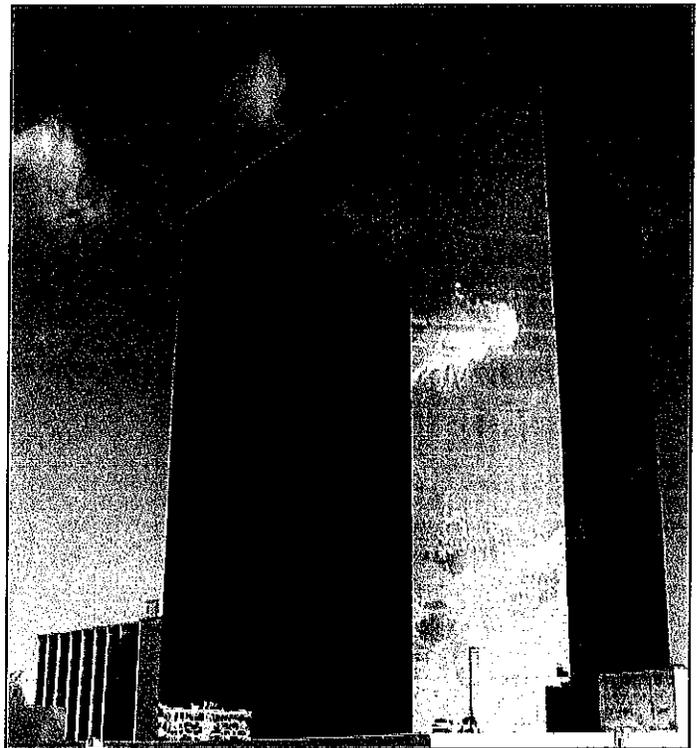
- Cleaning four (4) Administration Site locations (full service)

Contract Highlights

- Length of Service: Began 1994
- Square Footage: 385,000
- Total Sunshine Employees: 30

Services Provided

- Janitorial Cleaning
- Carpet Cleaning
- Window Cleaning
- Pressure Cleaning
- Restroom Cleaning



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







**QUALIFICATIONS Janitorial Projects Within the Last 5 Years / Comparable Facilities
References**

Fort Lauderdale-Hollywood International Airport

200 Terminal Drive

Ft. Lauderdale, FL 33315

Mr. Bob Pence

RPence@broward.org

(954) 359-1250 Phone

(954) 359-6196 Fax

-Provide 24 hour per day janitorial, window cleaning, and pressure cleaning services, 7 days/week, 52 weeks/year

-Completion Date— 2013

Charlotte-Douglas International Airport

5061 Wilkinson Blvd.

Charlotte, NC 28208

Mr. Bob Lucas

RWLucas@charlotteairport.com

(704) 359-1905 Phone

(704) 632-8428 Fax

-Provide 24 hour per day janitorial, terrazzo floor maintenance services, 7 days/week, 52 weeks/year

-Completion Date— 2015

Kathleen C. Wright Administration Center

600 SE 3rd Avenue

Ft. Lauderdale, FL 33301

Ms. Israel Canales

Israel.Canales@browardschools.org

(754) 321-1801 Phone

(754) 321-1803 Fax

-Provide janitorial, window cleaning, and pressure cleaning services to a number of locations in Broward County, Florida 5 days/week.

-Completion Date— 2011

Tampa International Airport

P.O. Box 22287

Tampa, FL 22287

Mr. Bob Balis

bbailis@tampaairport.com

(813) 870-8700 X 8757

(813) 299-2922 Fax

-Provide window cleaning 5 days/week, 52 weeks/year. Sunshine is in its second 5-year contract at Tampa Int. Airport

--Completion Date— 2013

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







QUALIFICATIONS Janitorial Projects Within the Last 5 Years / Comparable Facilities
References continued

Broward County Governmental Center and Commissioners Facility

115 SE 3rd Avenue
Ft. Lauderdale, FL 33301

Mr. Paul Curry

PCurry@broward.org

(954) 357-6486 Phone

(954) 357-5544 Fax

-Provide janitorial, window cleaning, and pressure cleaning services to a number of locations in Broward County, Florida 5 days/week

--Completion Date— 2011

Broward County Main Library

100 SE 3rd Avenue
Ft. Lauderdale, FL 33315

Ms. Denise Chance

DChance@broward.org

(954) 410-4538 Phone

(954) 359-6196 Fax

-Provide janitorial, window cleaning, and pressure cleaning services to Main Library in Broward County, Florida 6 days/week

-Completion Date— 2011

The City of West Palm Beach

1045 Charlotte Avenue
West Palm Beach, FL 33401

Ms. Donna Levensgood

DLevensgood@wpb.org

(561) 822-2100 Phone

(561) 835-0028 Fax

-Provide janitorial, window cleaning, and pressure cleaning services to 14 locations, 5 days/week

--Completion Date— 2011







TRAINING AND EDUCATION

Sunshine Cleaning Systems has always valued the positive aspects of a Professional Training and Education Program designed to provide the most up-to-date industry basic skills along with a method of enhancing leadership skills and Building Service issues and best practices. To provide this Program we utilize the BSCAI, the Building Service Contractors Association International and the ISSA, The Worldwide Cleaning Industry Association. The BSCAI and ISSA represent the front runners in our industry. They are a network of over 2,000 companies who provide cleaning, facilities maintenance, security and other related services to building owners and managers just like you. The BSCAI Professional Education Program and the ISSA Basic Custodial Procedures Program guarantees you will receive:

1. Services which utilize the most current equipment, practices and methods acquired from our vast network of Corporate Partners and Affiliates.
2. Accepted technical training programs not only for staff employees, but also for supervisory and management personnel necessary for the accomplishment of professional and industry goals.
3. An essential industry Certification Program for staff employees as well and supervisory and management personnel in the RBSM and CBSE Certification Programs.
4. A means of constant and continuous updates to rectify problems which exist and communicate changes in the industry which evolve from real-world experiences and improvements.

We are proud to be affiliated with BSCAI and ISSA for over twenty five years and several of our employees are certified both as CBSE, Certified Building Service Executives, and RBSM's, Register Building Service Managers. All Sunshine Cleaning Systems personnel utilized at Palm Beach International Airport will be thoroughly pre-trained in the use of equipment, methods and procedures which we propose employee. Along with provided supplier training we will use the BSCAI's basic training packages, which includes individual and group CD-ROM Training Programs and hands-on practical training in the following areas:

1. **GROUND RULES FOR CUSTODIANS** – Outlines DO's and DON'Ts that a custodian should follow in every work assignment.
2. **BUILDING CLEANING MODULE: BASIC OPERATIONS** – Covers the practices and procedures of cleaning lobbies, public areas, offices, lounges and other work areas, including trash removal and policing.
3. **BASIC RESTROOM CLEANING MODULE** – Covers the liquid cleaning method restroom cleaning and basic sanitation procedures.
4. **HARD SURFACE FLOOR CARE** – Reviews daily maintenance procedures for resilient tile, ceramic tile, concrete and other hard surface floors types. Discusses damp mopping, spot mopping and wet mopping as well as dust mopping and the different types of mop heads and their uses.
5. **CARPET CARE** – Reviews the basic carpet care methods of vacuuming, spotting and gum removal. Also briefly reviews the methods of periodic carpet cleaning including hot-water extraction, rotary floor shampooing, spin-pad bonnet method and dry chemical and foam methods and the requirement of each.
6. **BLOOD BORNE PATHOGENS: FIRST RESPONDERS** – Covers the standard epidemiology and symptoms of blood borne disease including modes of transmission, the exposure control plan, recognizing exposure situations and how to prevent exposures.
7. **GUIDELINES FOR PROPERTY SECURITY AND STAFF ETIQUETTE** – Reviews common causes of accidents and how to avoid them. Present a complete overview of safety guidelines.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Along with this basic training package, each full-time employee will receive additional, on-going training and education module on a monthly basis, provided by Sunshine Cleaning Systems, outside the standard working hours of the contract. In this way, we stress the importance of education while not removing valuable time from the service contract. This continuing education includes information on industry advancements and equipment along with advanced techniques and programs. It not only provides reviews and training, it also provides supervisory and management practice modules which the employee can use, if he or she chooses, to continue into the RBSM Certification Program. Some of the Continuing Education CD-Rom modules include:

1. **ADVANCED CARPET MAINTENANCE TECHNIQUES 1** – This 2-part training module covers all aspects of hot-water extraction, shampooing and spin-pad bonnet cleaning.
2. **ADVANCED CARPET MAINTENANCE TECHNIQUES 2** – Discusses the dry foam method and dry chemical method of carpet cleaning.
3. **BASIC FIRST AID** – Red Cross provides basic instruction on what to do when an accident occurs. What are the important steps to help a victim and save a life during an emergency.
4. **BLOOD BORNE PATHOGENS: RETRAINING** – This video contains information for those who have taken the OSHA Blood Borne Pathogen Training. It is required annually for Sunshine Cleaning System employees.
5. **HARD SURFACE FLOOR MAINTENANCE 1** – Discusses equipment, supplies and procedures to professionally strip and re-coat most hard surface floors.
6. **HARD SURFACE FLOOR MAINTENANCE 2** – Discusses the theory and practice of high speed burnishing to restore resilient hard floors and repair scuff and marks without build-up.
7. **HARD SURFACE FLOOR MAINTENANCE 3** – Reviews the theory and practice of maintaining resilient hard floors using high speed burnishing with an automatic floor machine. Includes explanation of floor pad types and their uses.
8. **INTRODUCTION TO INFECTIOUS CLEANING** – Focuses on importance of preventing the spread of infectious bacteria through proper housekeeping procedures.
9. **MAINTAINING JANITORIAL EQUIPMENT** – Demonstrates proper procedures for regular maintenance of janitorial equipment to ensure optimum performance.
10. **SAFETY FOR HOUSEKEEPERS** – Presents common causes of accidents and how to avoid them, including lifting and back protection.
11. **GUIDE TO GREEN CLEANING** – Discusses Green Cleaning Products and techniques and the value of each.
12. **CARTS, CLOSETS AND SUPPLIES** – Provides updates and overviews on a forgotten subject and tips on maintaining custodial closets and supply inventories at the proper levels.

Each of these training topics includes Video or Computer based training programs along with hard copy hand outs, manuals, and standardized testing formats, and hands-on training to ensure that each of our employees have full comprehension of the subject matter both in theory and practice.

These subjects, along with supply and equipment updates and training will provide a good basis for well trained personnel who can enjoy the advantages of job advancement and Certification Program if they desire. BSCAI, ISSA and their Corporate Partners are recognized as the industry leaders in the development and implementation of training, education, information gathering, analysis and dissemination programs designed to provide their members with a competitive advantage. New innovations in training include peer networking and webinars designed to keep all member companies at the front of the pack in technology, education and service implementation. Our training program will also be implemented to include any additional subjects and procedures which you feel are necessary to provide optimum services at your facilities.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT TRAINING FOR THE CITY OF FT. LAUDERDALE

Sunshine Cleaning Systems has developed a first class quality management systems (QMS) team with experience and expertise in virtually every phase on the cleaning industry. Our primary differentiation with the competition is our management team has a proven, consistent track record and does things "right the first time". We operate pro-actively. Our pool of management resources is at your service at any time, on time.

Employee Training Programs

Sunshine Cleaning Systems provides both their managerial and production personnel with training programs recognized and sponsored by the **Building Service Contractors Association International (BSCAI)**. These programs are specifically designed to meet the needs of our industry and keep our personnel educated and informed on all aspects of the contract cleaning business.

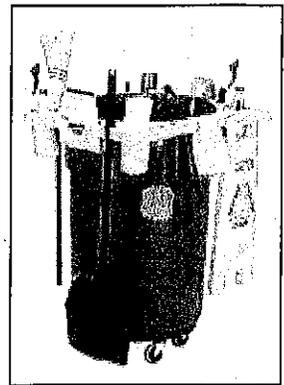
Division Managers are encouraged to participate in the **Certified Building Service Executive (CBSE)** program.

"The primary differentiation with the competition is that our management team has a proven, consistent track record and does things "right the first time".

The RBSM is an honor which represents professional achievement in our industry and is the first step to earning the CBSE certification. Both the RBSM and CBSE programs are administered by the BSCAI.

Both of these programs require a long-term commitment from Sunshine Cleaning Systems and their management personnel. Sunshine has accepted this commitment as part of our corporate policy and we employ only those who are willing to make this commitment to excellence.

The continuing education of building service contracting executives and managers is essential to enable building service companies to cope with the rapidly changing environment in our industry. Sunshine Cleaning Systems has designed a facility dedicated to training at its corporate headquarters which we call **Sunshine Academy**. These facilities include a classroom, a complete technical training library, video training facilities, and a hands-on training mock-up of a typical worksite. This facility allows the training of managerial, supervisory, and production personnel in all phases of the industry. We are very proud of our initiative in this area.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766





**PROJECT APPROACH**
**Sunshine Cleaning Systems
New Employee Training Checklist**

Name: _____ Date: _____

The following must be reviewed and understood by new hire prior to first day of work.

Orientation/Introduction to Sunshine

- a. Application/paperwork complete
- b. Drug test results OK
- c. Handbook reviewed
- d. I.D. Badges
- e. Finger Printing
- f. Uniforms

Site/Airport Information

- a. Map/layout/tour terminal (Airport)
- b. Parking/public transportation
- c. Sunshine on-site office
- d. Clock in/out room
- e. Operating procedures/security

Security/Safety/Emergency Training

- a. SIDA training (Airport)
- b. Unattended baggage reporting (Airport)
- c. Lost and found policy
- d. Key control
- e. General safety training
- f. Right-to-know MSDS
- g. First safety procedures
- h. Terminal evacuation (Airport)

Job Information

- a. Job description
- b. Assigned area map/walk through
- c. Supply area/closet
- d. Assigned task training
- e. Cleaning product review
- f. Assigned teammate: _____

Employee Signature

Supervisor Signature
Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766






PROJECT APPROACH

Team Sunshine Training Log

THE CITY OF FT. LAUDERDALE

Types of Training	Employee Name	Date	Date	Date	Date	Date
Company & Site Orientation						
Safety						
Security						
Polciing						
Trash Removal						
Dusting						
Vaccuming						
Moping						
Restrooms						
Right-to-Know						
Bloodborne Pathogens						
Asbestos Awareness						
Hard Floor Maintenance						
Carpet Maintenance						
Window Cleaning						
Pressure Cleaning						
Elevator/Escalator Maintenance						

Training Performed by _____

Title _____

Location _____

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







City of **FORT LAUDERDALE**

**PROJECT APPROACH START UP ORENTATION
AND TRANSITION CHECK LIST**

If we awarded the contract for services at your facilities, preparation for a smooth and orderly transition will begin as soon as we are notified. Experience has allowed us to develop a complete and effective transition program which includes:

- ⇒ The assignment of an on-site management team and temporary support management to implement the start-up.
- ⇒ Schedule pre-start meetings with your designated liaisons.
- ⇒ Maintain close communications with affected personnel.
- ⇒ Implement the Transition Task Check List, including the development of all employee assignments and the recruitment of the hourly staff.

This program has proved its ability to minimize the anxieties that always accompany change. We know that a good start-up is never noticed. A bad start-up is never forgotten.

We will meet periodically throughout the transition period...which will give us the opportunity to present our approach and make sure that our activities are coordinated with the on-going service program.

Before we initiate services, we will augment our on-site staff which will be assigned to your facility. To do this, we add extra operational and management personnel along with seasoned production specialists. They will be on location well before the start of service and remain with the operation until it reaches quality standards. The transition team includes specialists skilled in personnel, training, equipment set-up, security, and quality control.

We look forward to working with you to carry out a trouble-free transition. To ensure that our systems compliment your operations and are positioned for a smooth changeover, we will meet periodically throughout the transition period with the appropriate members of your staff. These discussions will give us the opportunity to present our approach and make sure that our activities are coordinated with the on-going service program. In addition; because these interactions will provide us with the chance to discuss your operation with your staff, we will be able to learn how we can best work with your staff. These meetings will afford you a forum to monitor our efforts, identify unexpected conditions, and problem-solve with us. We will have the mechanisms in place to minimize transition problems and to relieve you of the burden of the day-to-day involvement.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766





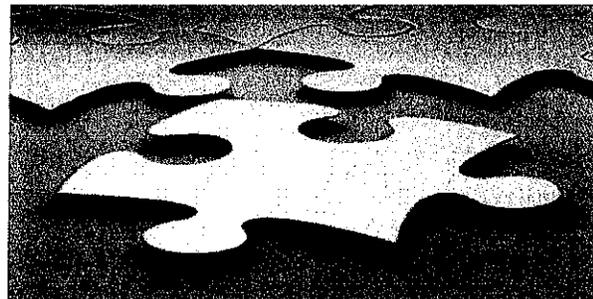


PROJECT APPROACH START UP ORENTATION AND TRANSITION CHECK LIST

Initial Upon Function Responsibility Completion

Establish date of management transfer	Division Director	✓
Assign on-site Facility Manager	Division Director VP Operations	✓
Confirm consumable supply requirements and establish delivery dates with vendors	Facility Manager Division Director	✓
Secure telephone and e-mail communication	Facility Manager	✓
Confirm type and quantity of equipment	Facility Manager Division Director	✓
Notify equipment suppliers of requirements to ready for shipment	Facility Manager Division Director	✓
Arrange for receiving and temporary storage	Facility Manager Client	✓
Establish areas for office and supply storage	Facility Manager Client	✓
Conduct interviews with present employees	Facility Manager Director of Personnel	✓
Select employees	Facility Manager Division Director	✓
Assign personnel to functional areas and train as required	Facility Manager Division Director	✓
Coordinate on-site staff with transition team for optimum performance	Division Director	✓
Conduct pre-start inventory to verify receipt of equipment and supplies	Facility Manager Division Director	✓
Conduct final employee orientation issuing uniforms and photo ID's	Facility Manager Director of Personnel	✓
Final pre-start meeting with client to resolve any question which may exist	Facility Manager Division Director V.P. Operations	✓

*A smooth transition assures
putting the "puzzle"
together properly.*



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







QUALITY CONTROL



International
Organization for
Standardization

Quality management principles at FLL

Principles will be used at Ft. Lauderdale Facilities



The following text is an integral reproduction of the content of the document "Quality Management Principles."

Introduction

This document introduces the eight quality management principles on which the quality management system standards of the revised ISO 9000:2000 series are based. These principles can be used by senior management as a framework to guide their organizations towards improved performance. The principles are derived from the collective experience and knowledge of the international experts who participate in ISO Technical Committee ISO/TC 176, *Quality management and quality assurance*, which is responsible for developing and maintaining the ISO 9000 standards.

The eight quality management principles are defined in ISO 9000:2000, *Quality management systems Fundamentals and vocabulary*, and in ISO 9004:2000, *Quality management systems Guidelines for performance improvements*.

This document gives the standardized descriptions of the principles as they appear in ISO 9000:2000 and ISO 9004:2000. In addition, it provides examples of the benefits derived from their use and of actions that managers typically take in applying the principles to improve their organizations' performance.

Principle 1: Customer focus

Principle 2: Leadership

Principle 3: Involvement of people

Principle 4: Process approach

Principle 5: System approach to management

Principle 6: Continual improvement

Principle 7: Factual approach to decision making

Principle 8: Mutually beneficial supplier relationships

The next step

" We Guarantee a Brighter Day"

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







QUALITY CONTROL

Quality management principles at FLL Principles will be used at Ft. Lauderdale Facilities

Sunshine Cleaning Systems is ISO 9001 certification at the Fort Lauderdale-Hollywood International Airport.

ISO 9001-2000 Certification

What is ISO 9001?

- ◆ a set of procedures that cover all key processes in the business
- ◆ monitors processes to ensure they are effective
- ◆ helps keep adequate records
- ◆ checks output for defects, with appropriate and corrective action where necessary
- ◆ regularly reviews its individual processes and the quality system itself for effectiveness
- ◆ facilitates continual improvement

What are the benefits of implementing ISO 9001?

- ◆ Motivates staff by defining their key roles and responsibilities
- ◆ Saves costs through improved efficiency and productivity
- ◆ Improvements through less waste (time)
- ◆ Creates a competitive edge by enhancing the Company's image

For Sunshine, ISO 9001 is a Quality Management System (QMS) standard that requires us to set and meet our own requirements and those of our customers. That means Sunshine doesn't just clean, it cleans to meet a specification or a certain standard of "clean". Sunshine has made standards, not just for how we clean but for how we do payroll, choose a supplier, hire employees, buy vehicles, handle inventory, and every other aspect of running our business. The idea is to improve our management systems, quality of work, supervision, customer service, and the overall way we do business. Sunshine Cleaning is proud of being a certified ISO 9001-2000 company and takes our quality policy seriously.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







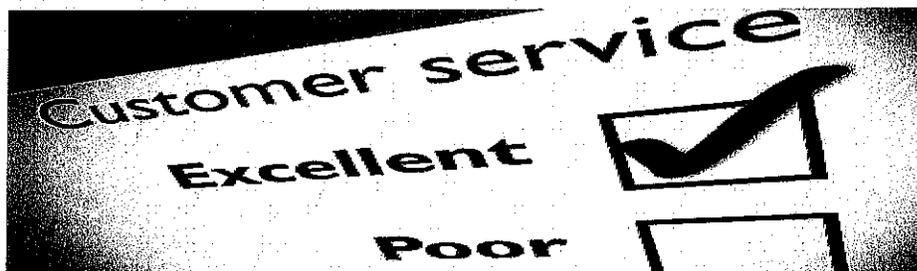
QUALITY CONTROL/INSPECTION SYSTEM

Our Commitment to Our Customers: we commit to being a customer driven organization. Our customer's needs are our top priority. We strive to provide the highest quality and personal service possible at a cost effective price. We're creative and pro-active in our efforts to conform to your specifications. We listen and we respond. We are a principle-centered company built on hard work, loyalty, and fairness. At Sunshine Cleaning Systems, we not only maintain facilities, we maintain reputations.

At Sunshine we not only maintain facilities, we maintain reputations.

Our System

Purpose	The overall goal of our quality control program is customer satisfaction .
Methods	Quality control is achieved through proper work loading, training, scheduling, supervision, and inspection . Sunshine Cleaning Systems employs a multi-level inspection program to ensure compliance with specifications as well as overall good cleaning techniques, safety practices, and results.
Systems	Set the goal Execute the plan Revise plan as needed Verify and document → S-E-R-V-I-C-E Identify gaps Close gaps Evaluate service
Quality Control Inspections	Will be conducted using Sunshine Cleaning Systems Building Inspection Report Forms which is included in this section. <ol style="list-style-type: none"> 1. An Action Alert will be created for any areas rated "unsatisfactory" during the inspection by Sunshine Cleaning and/or client. 2. Inspection deficiencies below a rating of 85% of the total inspection will cause the account to be placed on <i>Project Isolation</i> and the account will be re-inspected daily by Quality Control Managers 3. The purpose of the inspection checklist is to standardize inspections, make documentation of inspections easier, and facilitate use of the Quality Control Standardization Survey 4. Sunshine's Area Managers will visit customer's contact person at a minimum of one time per week to review satisfaction with service.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







QUALITY CONTROL

Quality-Level Inspection Program

WHO	WHAT/WHERE	WHEN	WHY
Custodian	Inspect his/her work.	Immediately after finishing area	Checks to ensure that all tasks in the areas have been completed, lights are out, and the area is secure.
Supervisor	Check log book. Inspect building using account specifications and inspection report form	Observe cleaners in action daily	Correct Technique errors and conduct on-the-job training
		Inspect facility daily	Ensure that the entire building is thoroughly inspected daily
		Inspect all executive areas daily	Ensure priority areas are checked daily
Project Manager	Check log book. Inspect accounts in his/her area using building inspection report forms to grade areas. Implement policies and procedures.	Inspect Customer facilities daily	Look for technique problems which indicated a lack of proper training. Look for trends which could cause quality control problems. Conduct Safety audit while in each account.
Branch/Regional Manager	Inspect accounts in his/her branch. Communicate with customers.	Weekly	To assure customer satisfaction, improve communications, and review project approach,
Quality Control Manager	Inspect accounts oversee implementation of policies and procedures. Act as point of contact with client rep. Identify corrective action.	Bi-Weekly	To gauge performance, assure quality, and identify corrective measures as needed.
Corporate	Visit with client rep. assess production, efficiencies, quality, and customer service	Bi-Monthly	To assure customer satisfaction and smooth operations of facilities

Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766





QUALITY CONTROL

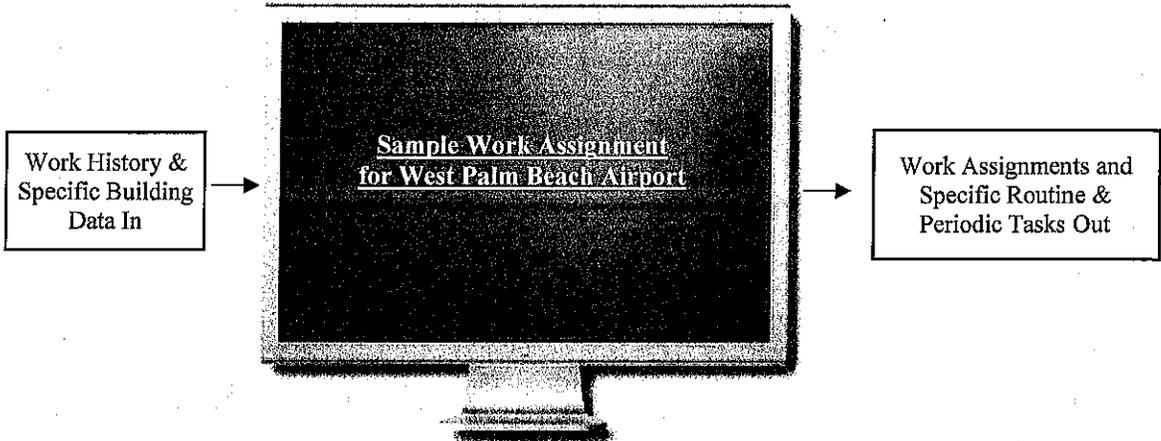
Rating Criteria for Customer Facilities

	Unsatisfactory		SATISFACTORY	
AREA	POOR	FAIR	GOOD	EXCELLENT
Elevators, entrances, lobbies	Dull, dirty floors, smudges on glass & metal surfaces. Extraction or strip and refinish will be needed. Front door unlocked (if supposed to be locked). Dirty floor mats.	No obvious dirt. Floor has been cleaned but looks dull. Metal work and glass mostly free from smudges. Carpet bonnetting or scrub and recoat may be needed. Dirt under door mats.	Free of dust and debris. Floor has acceptable shine (or carpet appearance). Metal work and glass are free of smudges. Door mats clean (underneath as well). Corners free of cobwebs and litter. Gum removed from floor. Base boards dusted. Ash trays not only emptied but wiped clean.	Excellent shine on floor or superior carpet appearance. No smudges on metal work or glass. No dust or debris. Glass spotless and trim shining.
Corridors	Heavy build-up of wax near base boards. Traffic areas very poor. Carpet dirty. Fixtures are dusty and there are smudges on walls and doors. Extraction or strip and refinish will be needed.	Some build-up of wax near base boards. Carpet bonnetting or scrub and recoat may be needed.	Free of dust and debris. Floor has acceptable shine (or carpet appearance). Metal work and glass are free of smudges.	Excellent shine on floors or superior carpet appearance. No smudges on glass or metal work. No dust or debris.
Stairwells & Escalators	Dust and debris on steps and landings.	Some dust on steps and landings.	No visible dust appearance acceptable. Treads clean.	Excellent appearance.
Restrooms	Bad odor. Supplies not stocked. Floors/mirrors dirty. Bright work dull. Waste cans not emptied.	Some unpleasant odor. Floors streaked. Some smudges on bright work and walls. Gum, tar, or floor marks missed by cleaning crew.	Pleasant odor. Toilet bowls and edges clean (not just on top). Outside of toilet bowl and tanks cleaned. Urinals properly cleaned. Bright work clean. All supplies stocked. Areas around sinks polished and left clean, including sink itself.	A showplace with a pleasant odor. Everything is orderly and properly stocked.
Office areas	Ash trays smeared. Floors not vacuumed. Trash not emptied.	Some debris on floors. Some liners not replaced (if required).	Waste baskets emptied and cleaned. Desks and furniture dusted and spot cleaned. Pictures, door frames, and sills were dusted. Telephones were dusted and spot cleaned. Wall spots cleaned.	A showplace. Absolutely no discrepancies. Floor appearance outstanding. Base boards free of cobwebs and dust.
High Dusting (on scheduled)	Not done.	Running hand on high areas produces dust.	Running hand on high areas produces little dust in one or two areas.	Absolutely no dust. Check on days when high dusting is done.
Supply Rooms & Janitors Closets	Bad odor. Sink dirty. Inadequate supplies. Equipment in poor condition.	Supplies and equipment not neat and orderly. Floor and sink reasonably clean but could be better.	All supplies adequate and neatly stored. Cleaning caddy properly set-up. Floor and sink reasonably clean. Buckets, wringers, and mops clean. Electrical equipment clean and in good condition.	Everything is in its place. Clean, neat, and orderly. A showplace.
Safety	No MSDSs. Not enough or no safety glasses. No, or almost no, product labeling.	Some but not all MSDSs on hand. Some safety equipment missing. Some bottles not labeled. Some employees not using safety equipment.	All MSDSs on hand. Most bottles properly labeled. Safety equipment on hand and in use.	All MSDSs on hand. All bottles properly labeled. Safety equipment on hand and in use.
Methods and Procedures	Trashing after vacuuming. Using dirty mop water. Improper use of products. No customer communication log or account manual.	Several examples of poor procedures. Customer log and/or account manual incomplete or out of date.	Minor procedural problems. Minor problems with customer communications log or account manual.	No procedural problems. No problems with customer communications log or account manual.
				No problems in any area.





**Sunshine Cleaning's Work Assignment /
Task List for Specific details for
THE CITY OF FT. LAUDERDALE**



- 10 Tasks**
- Empty Trash and Replace Liners
 - Dust Horizontal All Areas
 - Dust Mop and Damp Mop Hard Surface Flooring
 - Thoroughly Vacuum Carpeting, Edges, & Corners
 - Spot Clean Carpet
 - Clean Partitions and Entrance Glass
 - Spot Clean Walls and Doors
 - Clean and Sanitize Drinking Fountains
 - Vacuum and Spot Clean Upholstered Furniture
 - Crevasse vacuum corners

Employee Name _____
Employee # _____

___ Empty Trash and Replace Liners

___ Dust Horizontal All Areas

___ Thoroughly Vacuum Carpeting,

___ Spot Clean Carpet

___ Clean Partition & Entrance Glass

___ Spot Clean Walls & Doors

___ Clean and Sanitize Drinking Fountains

___ Vacuum & Spot Clean Upholstered Furniture

Report unusual or unsafe conditions to Admin. immediately

___ Equipment in Place

___ Keys Returned

___ Time-IN

___ Time-OUT

___ Emp. Ack.

___ Sup. Ack.

Improving Communication

- 21 Specific Details**
- Empty trash container
 - Damp wipe trash container
 - Replace liner if needed
 - Dust accessible areas of desks
 - Dust accessible areas of credenzas
 - Dust office chairs
 - Hi dust pictures, door frames, and window ledges
 - Sweep debris from edges and under furnishings
 - Thoroughly mop with specified detergent
 - Spot clean small carpet stains
 - Sweep debris from edger and under fur
 - Vacuum all accessible areas
 - Thoroughly clean glass partitions as needed
 - Spot clean glass partitions
 - Spot clean walls adjacent to entryways, corridors, etc.
 - Spot clean doors and door jambs
 - Wipe drinking fountain with disinfectant detergent
 - Polish drinking fountain
 - Vacuum & remove debris from upholstered furniture
 - Spot clean as needed
 - Fill in printed work assignment on front and back

Any discrepancies are noted on the back of the completed work assignment sheet and submitted to the Project Manager/Supervisor at the end of the shift. The Project Manager/Supervisor then reports these discrepancies to Sunshine Cleaning Systems Management, who in turn scans and e-mails the information to Property Management. We then follow-up with a phone call to the customer contact the next working day.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH IN CREW ORGANIZATION



Bio-Metric Hand Recognition System for THE CITY OF FT. LAUDERDALE

Sunshine's Time Clock Plus in conjunction with employee fingerprint verification virtually eliminates the age-old problem of employees clocking each other in, a costly occurrence sometimes referred to in the workplace as "buddy punching". Biometrics provide verification of the identity of each employee performing a clock transaction eliminating such time theft normally allowed by the exchange of traditional badges or pin numbers.

When an employee is originally added into Sunshine's Time Clock Plus, the system will require an enrollment by an initial fingerprint scan to which it will compare future transactions. In other words, following the enrollment of employees, each subsequent use of Time Clock Plus will require that the print taken during each transaction matches. This adds security and safety to the employee check in system.

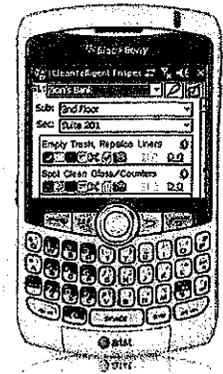


Supervisor at Ft. Lauderdale Hollywood International Airport, using Bio-Metric Hand Recognition. Biometrics

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







THE CITY OF FT. LAUDERDALE REPORTING SYSTEM

Sunshine Cleaning Systems, Inspection, Communication & Tracking Software

CleanTelligent introduces a cycle of improvement into your business process.

Every feature of the software links together to help you monitor and improve your work.

Real-Time Quality Assurance

Sunshine Cleaning Systems, uses CleanTelligent™ software for quality assurance as well as comprehensive client communications. This guarantees a closed-loop system. This ensures all program information is captured in a central repository and targeted metrics are properly benchmarked and available upon demand.

⇒ Inspections

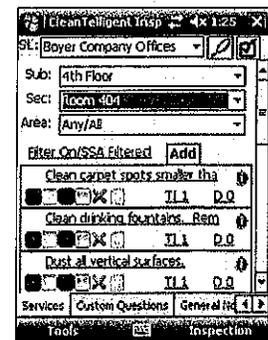
- We create inspections based on contract specifications and the specific requirements of each building
- Inspections completed with PDA and uploaded to secure client website Inspection results available online immediately after completion

⇒ Real-Time Performance Results

- Web-enabled, real-time information
- Clients have secure login access

⇒ Easily review performance and view trend analysis; and read graphs and reports Communication

- Communication with managers and with internal client(s)
- Clients submits messages/issues/surveys through CleanTelligent™ system
- All responsible personnel notified immediately
- Client messages sent to management, if not responded to promptly
- With three clicks, messages can be submitted for requests/issues



- **Inspect** - Know exactly what is happening and where.
- **Communicate** - Relay information to the right people so problems can be immediately resolved.
- **Adjust** - Track trends and completion of deficiencies to improve over time.

“We Guarantee a Brighter Day”

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Sunshine Cleaning Systems, Inspection, Communication & Tracking Software

THE CITY OF FT. LAUDERDALE
Sample Document from Ft. Lauderdale International Airport

Frequency	Description/Notes/Status/Items	Attributes	Notes
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GYRNN	(S) Unclog toilets as required.	Restrooms - Daily - Restroom Specific Cleaning	
GYRNN	(S) Wipe off all tile edging.	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	

Terminal 2 - Baggage Claim Restroom-Women West

GYRNN	(S) Check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, paper cup dispenser, nursery dispenser, etc.	Restrooms - Daily - Supplies	
GYRNN	(S) Clean floor drains with a cream cleanser and scrub pads to remove corrosion and tarnish. Pour a solution of germicidal down the floor drains to fill the drain trap and prevent the escape of sewer gas.	Restrooms - Weekly - Restroom Specific Cleaning	
GYRNN	(S) Floors are dry	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
GYRNN	(S) Floors will be thoroughly washed using disinfectant detergent.	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
GYRNN	(S) Mirrors and bright metal surfaces shall be kept free of graffiti, marks and streaks.	Restrooms - Daily - Glass / Window / Mirror Cleaning	
GYRNN	(S) Partitions/Walls clean	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	
GYRNN	(S) Trash emptied	Restrooms - Daily - Trash Removal / Recycling	
GYRNN	(S) Unclog toilets as required.	Restrooms - Daily - Restroom Specific Cleaning	
GYRNN	(S) Wipe off all tile edging.	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	

Terminal 2 - BSO Offices Lower Level

GYRNN	(S) Carpets/Baseboards	Concourse - Shift/Daily - Vacuuming / Sweeping	
GYRNN	(S) Clean lobby and reception areas	Specialty Areas - Daily - Other Cleaning	
GYRNN	(S) Clean picture frames and wash glass, if any. Wash bookcases and clock face glass.	Interior Private Offices - Monthly - Other Cleaning	
GYRNN	(S) Disinfect all telephones.	Interior Private Offices - Daily - Office Equipment Cleaning	
GYRNN	(S) Dust and clean all desks, telephones, chairs, tables, filing cabinets, other office furniture, window sills and exposed book stack areas where applicable. (Papers on desk, items on window sills and other furniture must not	Interior Private Offices - Daily - Dusting	

Terminal 2 - Concourse D

GYRNN	(S) Carpets/Baseboards	Concourse - Shift/Daily - Vacuuming / Sweeping	
GYRNN	(S) Checkpoints	Concourse - Shift/Daily - Other Cleaning	
GYRNN	(S) Closets	Concourse - Shift/Daily - Organization	
GYRNN	(S) Drinking Fountains	Concourse - Shift/Daily - Drinking Fountain / Water Cooler Cleaning	
GYRNN	(S) Glass	Concourse - Shift/Daily - Glass / Window / Mirror Cleaning	
GYRNN	(S) Information Signage	Concourse - Shift/Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	
GYRNN	(S) Vents/Diffusers/Speakers	Concourse - Shift/Daily - Vent / Diffuser Cleaning	

Terminal 2 - Concourse Restroom-Mens

GYRNN	(S) Check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, paper cup dispenser, nursery dispenser, etc.	Restrooms - Daily - Supplies	
GYRNN	(S) Clean floor drains with a cream cleanser and scrub pads to remove corrosion and tarnish. Pour a solution of germicidal down the floor drains to fill the drain trap and prevent the escape of sewer gas.	Restrooms - Weekly - Restroom Specific Cleaning	







Sunshine Cleaning Systems, Inspection, Communication & Tracking Software

THE CITY OF FT. LAUDERDALE

Sample Document from Ft. Lauderdale International Airport

Rating	Services/Inspectable Item	Location	Notes
G Y R N	(S) Floors are dry	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
G Y R N	(S) Floors will be thoroughly washed using disinfectant detergent.	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
G Y R N	(S) Mirrors and bright metal surfaces shall be kept free of graffiti, marks and streaks.	Restrooms - Daily - Glass / Window / Mirror Cleaning	
G Y R N	(S) Partitions/Walls clean	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	
G Y R N	(S) Trash emptied	Restrooms - Daily - Trash Removal / Recycling	
G Y R N	(S) Unclog toilets as required.	Restrooms - Daily - Restroom Specific Cleaning	
G Y R N	(S) Wipe off all tile edging.	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	

Terminal 2 - Concourse Restroom-Women

G Y R N	(S) Check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, paper cup dispenser, nursery dispenser, etc.	Restrooms - Daily - Supplies
G Y R N	(S) Clean floor drains with a cream cleanser and scrub pads to remove corrosion and tarnish. Pour a solution of germicidal down the floor drains to fill the drain trap and prevent the escape of sewer gas.	Restrooms - Weekly - Restroom Specific Cleaning
G Y R N	(S) Floors are dry	Restrooms - Daily - Hard Floor Cleaning / Maintenance
G Y R N	(S) Floors will be thoroughly washed using disinfectant detergent.	Restrooms - Daily - Hard Floor Cleaning / Maintenance
G Y R N	(S) Mirrors and bright metal surfaces shall be kept free of graffiti, marks and streaks.	Restrooms - Daily - Glass / Window / Mirror Cleaning
G Y R N	(S) Partitions/Walls clean	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning
G Y R N	(S) Trash emptied	Restrooms - Daily - Trash Removal / Recycling
G Y R N	(S) Unclog toilets as required.	Restrooms - Daily - Restroom Specific Cleaning
G Y R N	(S) Wipe off all tile edging.	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning

Terminal 2 - Jetway 3

G Y R N	(S) Carpets/Baseboards	Jetways - Daily - Carpet Cleaning
G Y R N	(S) Control Module	Jetways - Daily - Other Cleaning
G Y R N	(S) Entryways	Jetways - Daily - Entrance / Lobby Specific Cleaning
G Y R N	(S) Glass	Jetways - Daily - Glass / Window / Mirror Cleaning
G Y R N	(S) Mats free of litter & gum	Jetways - Daily - Hard Floor Cleaning / Maintenance
G Y R N	(S) Walls	Jetways - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning
G Y R N	(S) Wheel Wells	Jetways - Daily - Other Cleaning

Terminal 2 - Jetway 4

G Y R N	(S) Carpets/Baseboards	Jetways - Daily - Carpet Cleaning
G Y R N	(S) Control Module	Jetways - Daily - Other Cleaning
G Y R N	(S) Entryways	Jetways - Daily - Entrance / Lobby Specific Cleaning
G Y R N	(S) Glass	Jetways - Daily - Glass / Window / Mirror Cleaning
G Y R N	(S) Mats free of litter & gum	Jetways - Daily - Hard Floor Cleaning / Maintenance
G Y R N	(S) Walls	Jetways - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning
G Y R N	(S) Wheel Wells	Jetways - Daily - Other Cleaning

1/27/11 5:50 AM

Page 30 of 52

Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766







Sunshine Cleaning Systems, Inspection, Communication & Tracking Software

THE CITY OF FT. LAUDERDALE

Sample Document from Ft. Lauderdale International Airport

Activity	Frequency/Dispatching/Items	Attributes	Notes
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Terminal 2 - Main Entrance

GYRN	(S) Carpet/Tile	Main Entrance/Vestibules - Shift/Daily - Vacuuming / Sweeping	
GYRN	(S) Elevators	Main Entrance/Vestibules - Shift/Daily - Elevator / Escalator / Stair Specific Cleaning	
GYRN	(S) Glass/Door frames	Main Entrance/Vestibules - Shift/Daily - Glass / Window / Mirror Cleaning	
GYRN	(S) Pedestrian Skybridge	Main Entrance/Vestibules - Shift/Daily - Other Cleaning	
GYRN	(S) Sidewalk Area	Main Entrance/Vestibules - Shift/Daily - Exterior / Grounds Care	
GYRN	(S) Stairwells	Main Entrance/Vestibules - Shift/Daily - Elevator / Escalator / Stair Specific Cleaning	
GYRN	(S) Thresholds	Main Entrance/Vestibules - Shift/Daily - Elevator / Escalator / Stair Specific Cleaning	
GYRN	(S) Waste Receptacles/Urns	Main Entrance/Vestibules - Shift/Daily - Trash Removal / Recycling	

Terminal 2 - Rampside Restroom-Men

GYRN	(S) Check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, paper cup dispenser, nursery dispenser, etc.	Restrooms - Daily - Supplies	
GYRN	(S) Clean floor drains with a cream cleanser and scrub pads to remove corrosion and tarnish. Pour a solution of germicidal down the floor drains to fill the drain trap and prevent the escape of sewer gas.	Restrooms - Weekly - Restroom Specific Cleaning	
GYRN	(S) Floors are dry	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
GYRN	(S) Floors will be thoroughly washed using disinfectant detergent.	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
GYRN	(S) Mirrors and bright metal surfaces shall be kept free of graffiti, marks and streaks.	Restrooms - Daily - Glass / Window / Mirror Cleaning	
GYRN	(S) Partitions/Walls clean	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	
GYRN	(S) Trash emptied	Restrooms - Daily - Trash Removal / Recycling	
GYRN	(S) Unclog toilets as required.	Restrooms - Daily - Restroom Specific Cleaning	
GYRN	(S) Wipe off all life edging.	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	

Terminal 2 - Rampside Restroom-Women

GYRN	(S) Check and refill each toilet paper dispenser, hand soap dispenser, paper towel dispenser, paper cup dispenser, nursery dispenser, etc.	Restrooms - Daily - Supplies	
GYRN	(S) Clean floor drains with a cream cleanser and scrub pads to remove corrosion and tarnish. Pour a solution of germicidal down the floor drains to fill the drain trap and prevent the escape of sewer gas.	Restrooms - Weekly - Restroom Specific Cleaning	
GYRN	(S) Floors are dry	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
GYRN	(S) Floors will be thoroughly washed using disinfectant detergent.	Restrooms - Daily - Hard Floor Cleaning / Maintenance	
GYRN	(S) Mirrors and bright metal surfaces shall be kept free of graffiti, marks and streaks.	Restrooms - Daily - Glass / Window / Mirror Cleaning	
GYRN	(S) Partitions/Walls clean	Restrooms - Daily - Door (non-glass) / Wall / Other Vertical Surface Cleaning	
GYRN	(S) Trash emptied	Restrooms - Daily - Trash Removal / Recycling	
GYRN	(S) Unclog toilets as required.	Restrooms - Daily - Restroom Specific Cleaning	
GYRN	(S) Wipe off all life edging.	Restrooms - Daily - Door (non-	

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Page 31 of 52

Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766







CREW ORGANIZATION

Employee Code of Conduct

1. **Absenteeism and Tardiness**– It is difficult for us to properly serve our customers when an employee does not report to work as scheduled. It also created an unnecessary burden on fellow employees. Therefore, we cannot tolerate absenteeism or tardiness.
2. **Appearance**– We expect all employees to present a neat, clean, and well groomed appearance. Proper uniforms must be worn at all times. The best way to dress up is to put on a smile!
3. **Attitude**– Have a “can do attitude! Be enthusiastic!
4. **Damage to property**– We have made a tremendous investment in our facilities and equipment in order to better serve our customers and to make your job easier. Deliberate or careless damage to company or customer property will not be tolerated.
5. **Fighting**– Obviously we cannot allow fighting or threatening works or conduct. Nor can we allow the possession of weapons of any kind on company or customer premises.
6. **Fraud**– Falsification of any application, medical history record, invoice, paperwork, time record, or any other document is strictly prohibited. If you observe any such violations, please report them to your Operations Manager or the General Manager immediately.
7. **Harassment**– This company strictly prohibits all forms of harassment.
8. **Honesty**– Do what you know is right and do not give into temptation to do what you know is wrong.
9. **Misuse of property**– Our policy prohibits the misuse of use without authorization of the equipment, vehicles, or other property of customers, vendors, or other employees of the company.
10. **Safety**– We are committed to providing a safe place for you to work and we have established safety programs to ensure that everyone understands the importance of safety. Our safety programs require each of us to exercise good judgment and common sense in our day to day work. Horseplay and practical jokes can cause accidents and injuries therefore are not permitted.
11. **Solicitation and Distribution**– Solicitation by an employee of another employee during the working time of either employee for any reason is strictly prohibited. Distribution of advertising materials, handbills, or other literature is prohibited in all working areas at all times. Solicitation and distribution by non-employees is prohibited on company and customer premises at all times.
12. **Substance Abuse**– Substance abuse is not tolerated at this company. Our drug and alcohol policy, which is set forth in detail in our handbook, explains our position and policy regarding alcohol and drug use as well as the use other of other intoxicants and mind-altering substances.
13. **Teamwork**– Together everyone achieves more. Have a genuine consideration for teammates.
14. **Theft**– We do not tolerate theft in any form. In order to protect you, your co-workers, our customers, and the company, we reserve the right to inspect all lockers, desks, tool boxes, briefcases, packages, vehicles, and any other personal property which is brought on to the company or customer property. If you wish to remove any company or customer property, including scrap from the premises, you must obtain written permission in advance for you Area Manager.







CREW ORGANIZATION

**Non-Discrimination
Equal Opportunity Clause
(Executive Order 11246 ss.202; 41 CFR 60-1.4 (1)-(7))**

During the performance of this contract, Sunshine Cleaning Systems, Inc. agrees as follows:

1. The contractor will not discriminate against any employee or applicant for employment because of race, color, religion, sex, or national origin. The contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, or national origin. Such actions shall include, but not be limited to the following: Employment, upgrading, demotion, transfer, recruitment, advertising, layoff or termination, rate of pay or other forms of compensation, selection for training including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notice to be provided by the contracting officer setting forth the provisions of this non-discrimination clause.
2. The contractor will, in all solicitations or advertisements for employee, placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin.
3. The contractor will send to each labor union or representative or workers with which he has as a collective bargaining agreement or other contract or understanding, a notice to be provided by the agency contracting office, advising the labor union or workers' representative of the contractor's commitment under Section 202 of Executive Order 11246 of September 24, 1965, and shall post copies of the notice in a conspicuous place available to employees and applicants for employment.
4. The contractor will comply with all provisions of Executive Order of September 24, 1965, and of all rules, regulations, and relevant orders of the Secretary of Labor.
5. The contractor will furnish all information and reports required by Executive Order 11246 of September 24, 1965, and all rules, regulations, and orders of the Secretary of Labor, pursuant thereto, and will permit access to his books, records, and accounts by the contracting agency and the Secretary of Labor for purposes of investigation to ascertain compliance with such rules, regulations, and orders.
6. In the event of the contractor's non-compliance with the non-discrimination clause of this contract or with any such rules, regulations, or orders, this contract may be canceled, terminated or suspended in whole or in part and the contractor may be declared ineligible for further Government contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.
7. The contractor will include the provision of paragraphs (1) through (7) in every subcontract or purchase order unless exempted by rules, regulations, or order of the Secretary of Labor pursuant to Section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor. The contractor will take such action that respect to any subcontract or purchase order as the contracting agency may direct as a means of enforcing such provisions including sanctions for non-compliance; Provided below, that in the event the contractor becomes involved in, or is threatened with, litigation with a subcontractor or vendor as a result of such direction by the contracting agency, the contractor may request the United

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







CREW ORGANIZATION

**Non-Discrimination
Preliminary Matters, Affirmative Action Clause, Compliance
(Executive Order 12086 ss.204; 43 CFR 60-741.1)**

The purpose of the regulation in this Part is to assure compliance with Section 503 of the Rehabilitation Act of 1973, which requires government contractors and subcontractors to take affirmative action to employ and advance in employment qualified handicapped individuals. The regulation in this Part apply to government contractors and subcontractors for the furnishing of supplies or services or for the use or real or personal property (including construction for \$2,500.00 or more. Compliance of the contractor with the provisions of this Part will not necessary determine its compliance with the requirements of section 504 of the Rehabilitation Act of 1973 and compliance with section 504 will not necessarily determine compliance with section 504 and the regulations in this Part.

**Non-Discrimination
Affirmative Action Policy, Practices, and Procedures
(Executive Order 12086 ss.204; CFR 60-741.6)**

General requirements. Under this affirmative action obligation imposed by section 503 of the Rehabilitation Act of 1973, contractors are required to take affirmative action to employ and advance in employment qualified handicapped individuals at all levels of employment, including executive level. Such action shall apply to all employment practices, including but not limited to the following: hiring, upgrading, demotion or transfer, rates of pay or other forms of compensation, and selection for training including apprenticeship.

**Non-Discrimination
Segregated Facilities
(Executive Order 11246 ss.202; 41 CFR 60-1.4 (1)-(7))**

The bidder assures the prospective contractee and the Social Security Administration that it does not and will not retain or provide for its employees any segregated facilities at any of its establishments, and that it does not and it will not permit its employees to perform their services at any location, under its control, where segregated facilities are maintained. The bidder understands that the phrase "segregated facilities" includes facilities which are in fact, segregated on a basis of race, color, creed, or national origin, because of habit, local customer, or otherwise. The bidder understands and agrees that maintaining or providing segregated facilities for its employees or permitting its employees to perform their services at any maintained facility is a violation of the Equal Opportunity Clause required by Executive Order 11256 of September 14, 1965.

The provisions of Executive Order 11246 ss.202; 41 CFR 60-1.4 (1)-(7) are by reference incorporated herein and made apart hereof.

Roger L. Diel

05/21/2011

Signature _____

Date _____

Roger L Diel, CBSE
V.P. of Administration
Sunshine Cleaning Systems, Inc.
3375 NE 12th Terrace
Ft. Lauderdale, FL 33334

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







CREW ORGANIZATION Personnel

Applicant Screening

Step 1: Ask prospective applicant if they have ever been employed by Sunshine Cleaning Systems, Inc.

No: Ask prospective applicant if they have been a local resident for at least one year.

No: Advise the individual that Sunshine Cleaning Systems, Inc. requires local residency of at least one year prior to employment eligibility.

Yes: Ask the applicant to complete an application

Yes: Check employment history for eligibility reinstatement

No: Advise the applicant that he/she is not eligible for reinstatement

Yes: Ask the applicant to complete an application. Go on to Step 2.

Step 2: Read the completed application and proceed to interview the applicant.

Visually observe the applicant's physical appearance. Look for neat and conservative hair style, clothing, and jewelry as well as mannerisms, which might be extreme, offensive, or undesirable.

Question the applicant:

Why he/she wants or needs the job?

Why he/she is looking for our type of work?

Transportation needs and capabilities?

How long does he/she has lived at present address?

What pay scale he/she will feel comfortable with?

Work experience?

Ask the applicant about information which might not be complete on the application?

Ask the applicant if he/she might have omitted any information about past criminal convictions?

The interviewer must be able to answer the following questions:

Can the applicant perform the work?

Does the applicant have work experience?

Has the applicant been convicted of a felony?

Is the applicant within wage range?

Is the applicant stable with regard to employment/present address?

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







CREW ORGANIZATION

If the answer to any of the above questions is:

No: Thank the applicant for applying. Advise the applicant that he/she will be contacted if Sunshine Cleaning decides to hire him/her

Yes: Ask the applicant to complete and Authorization for Release of Background Information from federal, state, and local law enforcement agencies.

Thank the applicant for applying. Advise the applicant that he/she will be contacted if Sunshine Cleaning decides to hire him/her.

Step 3: Contact all employment history references:

Verify dates of employment
 Verify reasons for leaving
 Ask about attendance, work performance, and attitude.
 Ask if the applicant is eligible to be rehired.

Negative History: Stop! Document the reason not hired and maintain application for one year.

Positive History: Go to Step 4.

Step 4: Contact all personal references.

Verify applicants references.
 Verify applicant's address and length of time at address.
 Ask about applicant's general character

If it is apparent that the applicant has been dishonest, STOP! Document the reason not hired and maintain the application for one year.

If the references check out, Go to Step 5.

Step 5: Submit a request for a local police background check (some locations may require a state of federal background check)

If the background check returns with a history of convictions in drug or theft related crimes, crimes of violence, or any minor crimes, STOP! Document the reason not hired and maintain application for one year.

If the background check returns with no criminal history or minor convictions, Go to Step 6.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







CREW ORGANIZATION

Step 6: Request a workers' compensation history check.

If the background check indicates a history of work related injuries, you must determine if the injuries will keep the applicant from performing the job. It must also be determined if the applicant is a person who is abusing the workers' compensation system.

If the applicant cannot perform the job or has developed a pattern of injury, STOP! Document the reason not hired and maintain the application for one year. If the applicant can perform the job and has not developed a pattern of work related injuries, go to Step 7.

Step 7: Advise the applicant to report to the designated clinic for random drug screening.

Positive: Stop! Document the reason not hired and maintain the application for one year.

Negative: Applicant is approved for hire into a position for which he/she is qualified to perform.

New Employee Processing

Call applicant to advise him/her that he/she has qualified for hire by Sunshine Cleaning Systems. Invite the applicant to report to the personnel office for processing. Inform him/her to bring proof of citizenship or proof of residency and INS employment authorization (if applicable) as well as Social Security Card and any other documents, which may be needed to establish employment eligibility.

The employee file package should be assembled prior to the applicant's arrival, and completed prior to the applicant's commencement of work. Employees should include:

The employee file package should be assembled prior to the applicant's arrival, and completed prior to the applicant's commencement of work. Employees should include:

- Employee file jacket
- Company Rules
- Employment Eligibility Verification (I-9)
- Telephone Use Policy
- Post Hiring Medical Questionnaire
- Employee Withholding Allowance Certificate (W-4)
- Employee Information/Acceptance Form
- New Employee Welcome Letter
- Employee Relations Department Notification Form
- Identification Badge
- Attendance History Form
- Employee History Form

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH IN CREW ORGANIZATION

Advise the employee to feel free to ask any questions during the processing and briefing. Tell him/her that you will be happy to assist.

Processing

- Request employment eligibility and identification documents from the employee. Complete the employer's portion of the I-9
- Ask the employee to complete the information on the employee file jacket.
- Assist the employee to read and sign the Company Rules and Telephone Policy
- Instruct the employee to complete the W-4/Acceptance Form.
- Instruct the employee to complete the employee portion of the I-9.
- Ask the employee to complete the employee portion of the I-9.
- Ask the employee to sign the Employee I.D. Badge
- Ask the employee to complete and sign the Medical Questionnaire.
- Take 2 photos of the employee. One for the I.D. Badge, the other for the Employer's File Jacket.

Brief Employee on:

- Sunshine Cleaning Systems Computerized Housekeeping System
- Payroll and pay periods
- Fringe Benefits
- Uniform Requirements
- Sunshine Cleaning Systems Recognition Programs
- Job Description and Reporting Times
- Job Location
- Supervisor Description
- Drug Free/Firearm Free Work Place Policy
- Smoking Area Policy and Break Times
- Accident Reporting
- Attendance and Absence Reporting
- Safety Policies
- Other information which might be unique to their specific job

Give the employee a copy of Sunshine Cleaning Systems Handbook, Employee Welcome Letter, Human Resources Department Notification, and a copy of the Sunshine Cleaning Systems Newsletter.

Inform the employee that his/her I.D. Badge will be given to him/her when he/she reports to work and that it will be his/her responsibility to maintain the I.D. Badge in good condition, report the loss of any I.D. Badges and return the I.D. Badge to Sunshine Cleaning upon receipt of their final paycheck.







City of FORT LAUDERDALE

Project Smile

Introduction

Sunshine Cleaning Systems, Inc. employees along with all airport personnel, are considered ambassadors on the job-site. At Sunshine, it is important that all employees show professionalism while on the job at all time and treat our customers and their guests with the utmost courtesy. Part of our job is to be able to communicate well with our customers and the public in a courteous manner. Below are guidelines that should be practiced by all Sunshine personnel.

As ambassador we need to :

- :) Always be smiling
- :) Be polite
- :) Wear cleaned and pressed uniforms
- :) Look and act professionally
- :) Be able to answer questions, if asked- in English



Sunshine has begun Project Smile to help our employees improve their English language skills. We've devised several methods to assist in the language acquisition process.

- :) Language Training Cards
- :) Flash Cards
- :) Closet Posters
- :) Personal Language Trainers (PLT's)
- :) Language Tapes
- :) Testing

The goal of Project Smile is to improve skills in the usage of English phrases and vocabulary in an efficient manner without taking our staff away from the primary responsibilities at the job-site. This initiative is part of our continuous employee development plan.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Sunshine Cleaning System's Uniform Program

A full service uniform program from Sunshine will provide uniforms and accessories, and take care of all the administrative and maintenance functions.

Additionally, Sunshine will adapt to your current business climate. We will adjust your uniform if needed. Sunshine can supply the Day Personnel with a professional uniform such as a color coordinated golf shirt and slacks. We will even provide a vest and tie for special events at any of our customers facilities.

Sunshine maintains inventory control for each employee so we know how many uniforms have been issues and assigned at all times. All this is provided in this current bid package.

Uniform Color and Design

Sunshine Cleaning will supply all cleaners in a white top for general cleaners with full Sunshine Color logos. Beige or dark blue shorts or slacks. Women will wear Sunshine Cleaning Smocks. Day personnel will wear a Sunshine logo white shirt with beige or dark blue slacks.

Sunshine Cleaning's area supervisor inspects uniforms to make sure that any of the garments are not torn, missing buttons, or worn out due to repeated wear.

Sunshine Cleaning will supply all night personnel with a uniform t-shirt.

REMEMBER the 3 C'S

- Clean People
- Clean Equipment
- Clean Facilities



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766





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Drug Free Workplace Certification

Sunshine Cleaning Systems, Inc. hereby certifies that it will provide a drug-free workplace program by:

1. Publishing a statement notifying its employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in our workplace, and actions as defined in the Florida Drug Free Workplace Act will be taken towards employees for violations of such prohibitions.
2. Sunshine Cleaning Systems, Inc. has established an on-going drug free awareness program to inform its employees about:
 - A. The dangers of drug abuse in the workplace
 - B. Sunshine Cleaning Systems policy of maintaining a drug free workplace
 - C. Our policy of working with local counseling and rehabilitation programs such as BARC, Broward Addiction Rehabilitation Center
 - D. The penalties that may be imposed upon employees for drug and alcohol abuse violations occurring in the workplace
3. All Sunshine Cleaning Systems, Inc. employees have been notified of this policy and new employees are made aware of our policy upon employment via our Employee Handbook.
4. All employees have been or will be notified in writing, of the statement required in subparagraph (1), that as a condition of employment on a covered contract the employee shall:
 - A. Abide by the terms of the statement
 - B. Notify the employer in writing on the employee's conviction under a criminal drug statute for a violation occurring in the workplace no later than 5 calendar days after such conviction
5. Notify the contracting agency in writing within 10 calendar days after receiving notice under subparagraph (4) (A), above, from an employee or otherwise receiving actual notice of such conviction. The notice shall include the position title of the employee.
6. Within 30 calendar days after receiving notice under subparagraph (4) of a conviction, Sunshine Cleaning Systems will take one of the following actions with respect to an employee who is convicted of a drug abuse violation occurring in the workplace:
 - A. Taking appropriate personnel action against such employee, up to and including termination
 - B. Requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency
7. Making a good faith effort to maintain a drug free workplace program through implementation of subparagraphs (1) through (6).

Roger L. Diel

05/21/2011

 Roger L. Diel, CBSE
 V.P. of Administration, Sunshine Cleaning Systems, Inc.

 Date

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR EMERGENCY SITUATIONS &
DISASTER SERVICES



Employee Security Awareness Program

ESAP

Creating a reasonable level of security awareness within your organization is critical to gaining the maximum benefit for your company and your customers. Developing security awareness in high level facilities and learning countermeasures is here to stay. Many government and industry standards, including the international security standard *ISO 17799*, also require some organizations to have adequate security awareness training programs in place to be compliant.

A single end-user can bring the most well defended enterprise network or facility to its knees. Make your employees part of your information security solution by training and certifying them. Sunshine Cleaning Systems, Inc. Has developed **E.S.A.P. Employee Security Awareness Program**. This program is a fully customized Security Awareness Program, that will **train your employees to detect and counteract security threats** as they happen. By training every employee in your enterprise and utilizing our ongoing awareness training, you will transform your workforce culture. Sunshines, Security Awareness Program, **meets the Federal Aviation Administrations standards** for security awareness. **(SIDA)**

(SIDA) Security Identification Display Area, is the current standard for all airport security programs. This program requires each person to continuously display on their outermost garment, an airport-approved ID medium unless under airport-approved escort." The ID medium is referred to as being used for both access control and controlling the presence and movement of people in secure facilities.

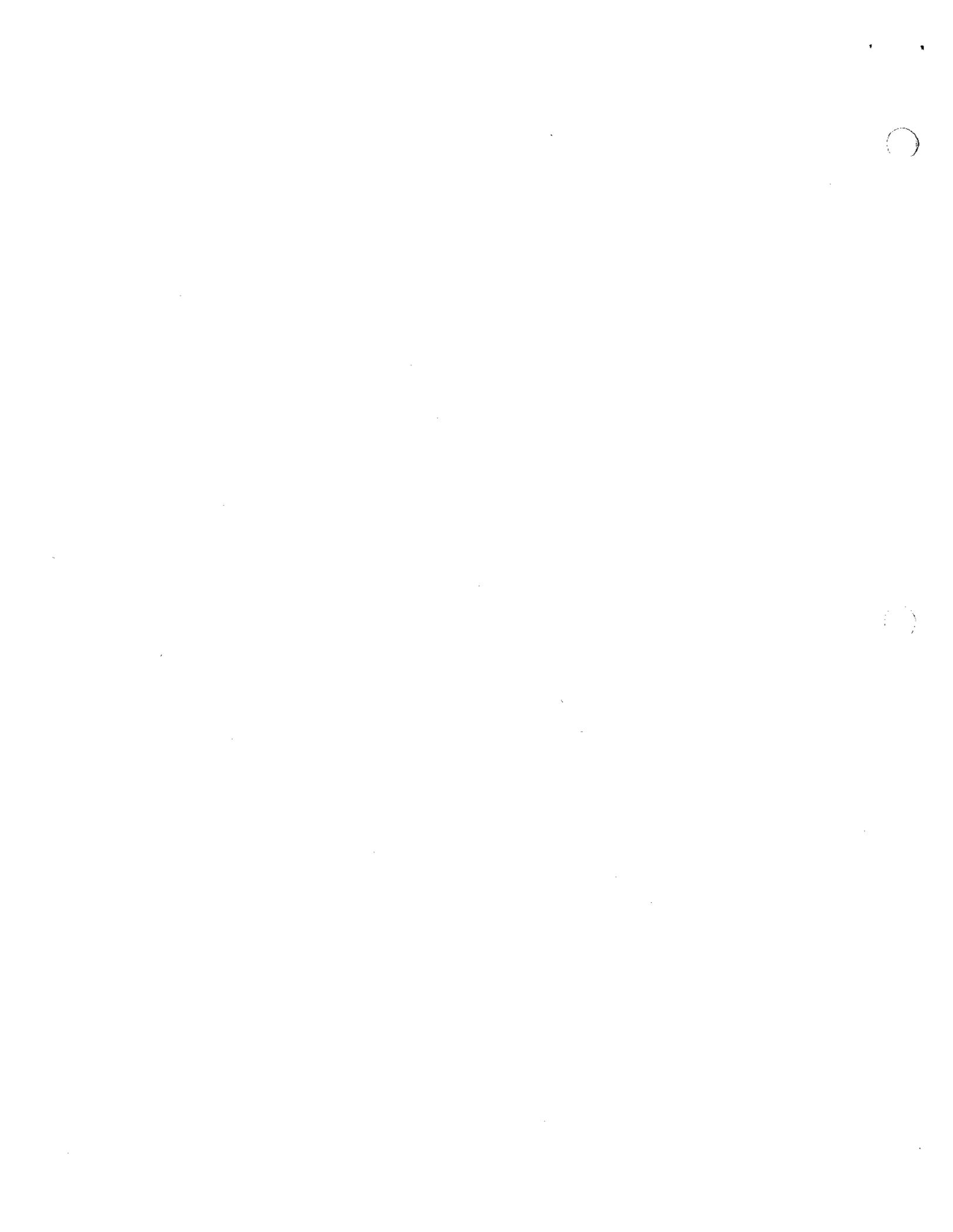
Sunshine Cleaning Systems, is working closely with government and industry to identify and address the challenges typically associated with delivering traditional security awareness training to small, medium and large facilities. Our unique approach with **E.S.A.P** in the **Contract Cleaning Industry** was awarded most innovative idea award at the **BSCAI National Convention**. Sunshines **E.S.A.P.** training program delivers a vibrant, interactive and fun training experience that can be delivered to individual staff members at their facilities and workstations whatever is most convenient for them.

E.S.A.P. empowers employees on being additional eyes and ears for facility security to help identify suspicious people and initiating critical countermeasures to mitigate the impact of any security threat. By delivering specific, comprehensive, and actionable information to supervisors or facilities security personal.

Companies across America, now face unique challenges since 911. **E.S.A.P.** is a win, win approach for everyone. This program is **fast, affordable and effective**. The Contract Cleaning Industry is changing forever. It is time that industry leaders such as **BSCAI, BOMA** and other service organizations become empowered. **E.S.A.P.** will help build a well informed and trained workforce that is more attentive with the ability to respond to meet the new security challenges that face all of us.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR EMERGENCY SITUATIONS &
DISASTER SERVICES



ESAP

Sunshine Cleaning Systems, Inc. Employee Security Awareness Program

Program Plan

1. Train each employee to be additional "eyes and ears" for the security workforce on the jobsite.
2. Recognize and reward employees for extraordinary performance in security awareness.

Rewards

From an extra day's pay up to \$10,000 - (Each incident will be reviewed and reward amounts will be considered on a case by case basis).

Program Goal

Safety and Security Orientation
Weekly Meetings
Payday Reminders

High Priority Customers:

Airports, Convention Centers, Stadiums, Universities, Water Plants, Indoor Arenas, Utilities, Government Facilities, Schools, Private Infrastructures, Financial & Banking Institutions and Shopping Facilities.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR EMERGENCY SITUATIONS & DISASTER SERVICES



ESAP

Employee Security Awareness Program

- 1. Always display your Sunshine Cleaning I.D. badge on your outermost garment

007ST



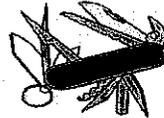
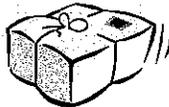
- 2. Question anyone not displaying a proper I.D. Badge.



- 3. Report suspicious people & suspicious behavior.



- 4. Report all unattended packages, baggage and suspicious objects. Do not attempt to remove these items yourself.



- 5. Know where all emergency exits are located.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR EMERGENCY SITUATIONS & DISASTER SERVICES

ESAP

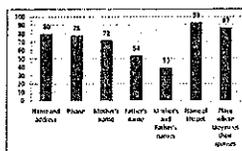


6. Know your site's emergency evacuation plan.

7. Know where the nearest emergency telephones are located and know your site's emergency contact numbers.



8. Do not disclose sensitive facility information.



9. In life threatening situations call 911.



10. When in doubt contact your supervisor.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766





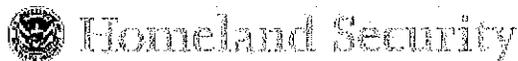


May 10, 2008

Mark,

It was great to meet you at the BSCAI Convention in Tampa. John and you are a lot of fun and we do have a ton of work we can do together. Could you please send me your paper/procedures on your E.S.A.P program. John has done some work with (DHS) already. As we spoke at dinner I think your ESAP Policy that you have in place at Sunshine Cleaning Systems, is leading edge for corporate America. You have a really good start on something World-Class. Congratulations to you Sunshine Cleaning Systems and the BSCAI organization. The Department of Homeland Security (DHS) is most proud.

My Best,
Jim



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







WORK EXPERIENCE / PROJECT APPROACH

“Green Clean Program”

Introduction:

Sunshine Cleaning Systems, primary concern is the safety of all our employees and our customer's employees. Sunshine delivers custodial services that provide exceptionally clean and sanitary environments for all of our customers. Green Cleaning is cleaning to protect health without harming the environment. We strive to conduct business in a manner that is earth and human friendly. We affirm our commitment to environmental stewardship and sustainability in our Green Cleaning Policy, but Green Cleaning comprises an entire program affecting our choice of cleaning solutions, practices, and equipment, our goals for personnel training, and custodial personnel commitment to practice environmentally conscious cleaning and sanitation procedures.

Why Green Clean?

Proper sanitation and cleaning are important for a healthy building environment. Some cleaning products, however, can contain harmful chemicals that contaminate the environment and endanger human health. Implementing "Green Cleaning" practices can reduce these health, safety, and environmental risks. Green Cleaning involves selecting alternative products, using those products properly, and taking other steps to reduce risks while maintaining a satisfactory level of cleanliness and disinfection.

Purpose

Sunshine established this policy to reduce exposure of building occupants and custodial personnel to potentially hazardous chemical contaminants that adversely impact air quality or impede the well-being of the occupants. In short, we want to control the health-negative components within the indoor as well as the outdoor environment.

The concept of green, especially in regards to cleaning is an overall philosophy, mindset, or objective to move away from toxic and "hazardous" petrochemical products and towards natural bio-based ones, which provide health and safety benefits to indoor environments while enhancing air quality, distillate. Bio-Based means a product which is derived from a renewable source such as the extracts or oils from fruits, vegetables, plant matter, seeds, or nuts. Green is not just purchasing a handful of cleaning products which are "environmentally-responsible". This green concept can also apply to purchasing and use of adhesives, carpeting, copying machine fluids, flooring, furniture, office supplies, paint, stationary supplies, just to name a few, in the workplace and at home.

How Sunshine Cleaning Systems Can Help ?

Sunshine Cleaning Systems can provide a variety of services and resources that can help make your Green Clean processes successful. These services and resources include:

Goals and Strategies

- ◆ Educating, training, and motivating custodial staff to work in an environmentally responsible manner.
- ◆ Ensuring that all custodial staff is aware of their responsibilities in implementing this environmental policy.
- ◆ Conserving energy, water, and other resources while still providing a cleaned and sanitary environment.
- ◆ Complying with all relevant current legislation and industry standards.
- ◆ Using cleaning products that meet Green Seal standard GS-37 or products with low-volatile organic compounds (VOC) whenever applicable.

Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766







WORK EXPERIENCE / PROJECT APPROACH

Green Cleaning Experience

Product Specifications

Sunshine Cleaning System's Green Program is based on data from a workgroup at the Center for a New American Dream. The workgroup consisted of governmental organizations who were the pioneers of the green cleaning movement. The workgroup created criteria that expanded on the Green Seal standard for Industrial and Institutional Cleaners (GS-37). Sunshine works to adhere to these requirements and to specific requests of its customers. A summary of the criteria is followed by the specific requirements below:

Summary

Mandatory Environmental Requirements

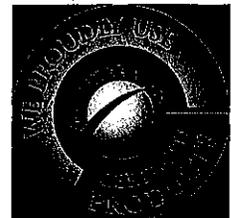
- ⇒ Toxicity
- ⇒ Carcinogens and Reproductive Toxins
- ⇒ Skin and Eye Irritation
- ⇒ Skin Sensitization
- ⇒ Combustibility
- ⇒ Smog, Ozone, and Indoor Air Quality
- ⇒ Aquatic Toxicity
- ⇒ Eutrophication
- ⇒ Aquatic Biodegradability
- ⇒ Concentrates
- ⇒ Fragrances
- ⇒ Prohibited Substances

Additional Requirements

- ⇒ Training
- ⇒ Packaging
- ⇒ Labeling

Desirable Criteria

- ⇒ Additional Training attributes
- ⇒ Additional Packaging attributes
- ⇒ Additional Labeling Information
- ⇒ Dispensing Equipment
- ⇒ Non-animal Testing
- ⇒ Asthmagen Data
- ⇒ Company-wide Environmental Commitment



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







WORK EXPERIENCE / PROJECT APPROACH

Green Cleaning Experience

I. Products

Sunshine Cleaning Systems is currently purchasing environmentally preferable products in the following categories:

1. General Purpose Cleaners
2. Bathroom Cleaners
3. Glass Cleaners
4. Carpet Cleaners
5. Disinfectants
6. Floor Cleaners
7. Hand Soaps
8. Janitorial Paper/Textile Supplies



The first three categories of products must meet the twelve criteria listed below. Criteria for the last five categories are listed individually.

II. Product Formulation: Mandatory Health and Environmental Specifications

1. Toxicity

The *undiluted* product must not be toxic to humans. Dispensing system concentrates must be tested as used. A product is considered toxic if any of the following criteria apply: Oral lethal dose 50 (LD50) \leq 2000 mg/kg Inhalation lethal concentration (LC50) \leq 20 mg/L If the vapor phase concentration of the product at room temperature is less than 20 mg/L, it should be tested at its saturation concentration. If it is not toxic at this concentration, it passes the inhalation criteria. Toxicity shall be measured on the product as a whole. Alternatively, a mixture need not be tested if existing toxicity information demonstrates that each of the ingredients complies. Ingredients that are nonvolatile do not require inhalation toxicity testing, and ingredients that are not readily absorbed through the skin do not require dermal toxicity testing. It is assumed that the toxicity of the individual component compounds are weighted and summed and that there are not synergistic effects. The toxicity testing procedures should meet the requirements put forth by the Organization for Economic Cooperation and Development (OECD) Guidelines for Testing of Chemicals. These protocols include Acute Oral Toxicity Test (TG 401), Acute Inhalation Toxicity Test (TG 403), and Acute Dermal Toxicity Test (TG 402).

2. Carcinogens and Reproductive Toxins

The undiluted products must not contain any ingredients that are carcinogens or that are known to cause reproductive toxicity, as defined by the following agencies:

Carcinogens: International Agency for Research on Cancer (IARC), National Toxicology Program (NTP), US Environmental Protection Agency, or the Occupational Health and Safety Administration (OSHA)

Reproductive Toxicity: Those chemicals listed by the State of California under the Safe Drinking Water and Toxic Enforcement Act of 1986 (CA Code of Regulations, Title 22, Division 2, Subdiv. 1, Chapter 3, Sect. 1200, *et seq.*)

Naturally occurring elements and chlorinated organics, which may be present as a result of chlorination of the water supply, are not considered ingredients if the concentrations are below the applicable

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







WORK EXPERIENCE / PROJECT APPROACH

Green Cleaning Experience

3. Skin and Eye Irritation

Naturally occurring elements and chlorinated organics, which may be present as a result of chlorination of the water supply, are not considered ingredients if the concentrations are below the applicable maximum contaminant levels in the National Primary Drinking Water Standards found in 40 Code of Federal Regulations (CFR) Part 141.

4. Skin Sensitization

The undiluted product must not be a skin sensitizer as tested by the OECD Guidelines for testing chemicals, Section 406. Dispensing system concentrates must be tested as used. The PMT shall also accept the results of other standard test methods, such as those described in Buehler (1994) or Magnusson and Kligman (1969), as proof that the product or its ingredients are not skin sensitizers.

5. Combustibility

The undiluted product must not be combustible. The product or 99% of by volume of the product ingredients must have a flashpoint above 150 F, as tested using either the Cleveland Open Cup Tester (ASTM D92-97) or a closed cup method International Standards Organization (ISO) 13736 or ISO 2719. Alternatively the product must not sustain a flame when tested using ASTM D 4206.

6. Photochemical Smog, Tropospheric Ozone Production, and Indoor Air Quality

The product as used must not contain substances that contribute significantly to the production of photochemical smog, tropospheric ozone and poor indoor air quality. The volatile organic compound (VOC) and of the product as used shall be determined by the CA Air Resources Board Method 310 and must not exceed the following: 1% by weight for general purpose and bathroom cleaners, 3% by weight for glass cleaners.

7. Aquatic Toxicity

Each of the organic ingredients must exhibit ready biodegradability in accordance with the OECD definition except for a FIFRA-registered ingredient in bathroom cleaner. However, all other ingredients in a FIFRA-registered bathroom cleaner must comply. Biodegradability will be measured by one of the following methods: ISO 9439 carbon dioxide evolution test, ISO 10708 (two-phase close bottle test), ISO 10707 (close bottle test), ISO 7827 (dissolved organic carbon removal). Specifically within a 28-day test, the ingredient shall meet one of the following criteria within 10 days of the time when the biodegradation first reaches 10%: Removal of dissolved organic carbon (DOC) = >70%

Biological oxygen demand (BOD) = >60% % of BOD theoretical oxygen demand (ThOD) = >60% % CO₂ evolution of theoretical = >60%. For organic ingredients that do not exhibit ready biodegradability in these tests, the manufacturer may demonstrate biodegradability in sewage treatment plants using the Coupled Units Test found in OECD 303A by demonstrating dissolved organic carbon (DOC) removal >90%. Testing is not required for any ingredient for which suffi-







WORK EXPERIENCE / PROJECT APPROACH

8. Eutrophication
The product as used must not contain more than 0.5% by weight of total phosphorus.

9. Aquatic Biodegradability

Each of the organic ingredients must exhibit ready biodegradability in accordance with the OECD definition except for a FIFRA-registered ingredient in bathroom cleaner. However, all other ingredients in a FIFRA-registered bathroom cleaner must comply. Biodegradability will be measured by one of the following methods: ISO 9439 carbon dioxide evolution test, ISO 10708 (two-phase close bottle test), ISO 10707 (close bottle test), ISO 7827 (dissolved organic carbon removal). Specifically within a 28-day test, the ingredient shall meet one of the following criteria within 10 days of the time when the biodegradation first reaches 10%: Removal of dissolved organic carbon (DOC) = >70%

Biological oxygen demand (BOD) = >60% % of BOD theoretical oxygen demand (ThOD) = >60% % CO₂ evolution of theoretical = >60%. For organic ingredients that do not exhibit ready biodegradability in these tests, the manufacturer may demonstrate biodegradability in sewage treatment plants using the Coupled Units Test found in OECD 303A by demonstrating dissolved organic carbon (DOC) removal >90%. Testing is not required for any ingredient for which sufficient information exists concerning its biodegradability, either in peer-reviewed literature or databases or proving that the ingredient was tested in accordance with standard test procedures.

10. Concentrates

The product must be a concentrate, except for FIFRA-registered bathroom cleaners.

11. Fragrances

Manufacturers must identify any fragrances on their MSDS. Any ingredient added to a product as a fragrance must follow the Code of Practice of the International Fragrance Association.

12. Prohibited Ingredients

The product must not contain the following ingredients:

- Alkylphenol ethoxylates
- Dibutyl phthalate
- Heavy metals including arsenic, lead, cadmium, cobalt, chromium, mercury, nickel or selenium
- Ozone depleting compounds

III. Carpet Cleaners

Products **must** meet the Mandatory Health and Environmental Specifications established in Section II. Products **must** exhibit a VOC limit of not greater than 1%.

IV. Disinfectants/Sanitizers

- Products **must** meet the Mandatory Health and Environmental Specifications established in Section II EXCEPT for the active ingredients with respect to biodegradability.
- Products **must** exhibit a VOC limit of not greater than 1%.
- Products **must** be registered by the US Environmental Protection Agency.







WORK EXPERIENCE / PROJECT APPROACH "Sunshine Safety"

We are firm believers in the theorem that for every dollar spent in training, it is returned thirty times over in productivity. We know of no other company in this industry which spends so much time and money to insure that our employees are prepared to service your

Sunshine's Commitment to Safety & Green Cleaning

5 Golden Rules to Safety

1. Accidents and Injuries are preventable.
2. Each of us has a personal responsibility for our safety and the safety of others both on and off the job.
3. No business objective is so important that it will be pursued at the sacrifice of safety.
4. Safe conduct of operations is a condition of employment at Sunshine Cleaning Systems.
5. A job is well done only if it is done safely.

Greening the Cleaning® Product Standards

						
Product Standards						
1. Full disclosure of ALL ingredients.		✓			✓	
2. Water should be purified, free of chlorine and residual chlorine.		✓	✓	✓	✓	
3. Must not contain petroleum-derived or petro-chemical fragrance.		✓			✓	
4. Must stipulate use of Essential Oils.		✓			✓	
5. PH level must be between 4 and 9.		✓	✓	✓	✓	
6. Must not contain compounds which cause or contribute to creation of greenhouse gases or ozone depletion.		✓	✓	✓	✓	✓
7. Must be free of any known human carcinogens, mutagens, teratogens and endocrine disruptors.		✓	✓	✓	✓	✓

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







WORK EXPERIENCE / PROJECT APPROACH

Floor Care Products

Green Cleaning Experience

1. Floor Finishes

Mandatory— the products must be free of zinc and other heavy metals. It is desirable that the products:

- Not contain phthalates
- Not contain glycol ethers or ammonia

2. Floor Strippers

Mandatory— the products must be free of zinc and other heavy metals. It is desirable that the products be in concentrate form and:

- Have a pH between 2.5 and 12
- Exhibit a VOC limit of not greater than 1%
- Not contain glycol ethers or ammonia

3. Maintenance Products

Mandatory— the products must be free of zinc and other heavy metals. It is desirable that the products:

- Not contain phthalates
- Exhibit a VOC limit of not greater than 1%
- Not contain glycol ethers and/or ammonia

VI. Hand Soaps

Mandatory— the products must not be anti-microbial (a low-level preservative is permissible, however, in order to prevent bacterial growth, it is desirable that products have a pH between 6 and 8.5).

VII. Janitorial Paper/Textile Supplies

Paper products must meet or exceed the minimum federal standards of post-consumer recycled content and must be unbleached or bleached without the use of chlorine (Processed Chlorine Free). It is desirable that paper products have dispensing options and packaging that reduce the use of natural resources. Textile products (e.g. rags) must be made of reclaimed/recycled textiles. Green Seal certified products are preferred.

VIII. Additional and Desirable Requirements

1. Training

Mandatory— the product manufacturer, their distributor, or a third party must offer training or training materials in the proper use of the product. These must include step-by-step instructions for the proper dilution, use, disposal, and the use of equipment.

Desirable— it is desirable that such training and support include, but not be limited to:

- On-site initial training for use of products
- Ongoing training either on-site or at designated sites
- A phone number, preferably toll-free, which departments can call to receive instructions and assistance on product use.



2. Packaging

Mandatory— the primary package must be recyclable. Alternatively, manufacturers may

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







WORK EXPERIENCE / PROJECT APPROACH

Safety and Hazardous Communications Programs

At Sunshine Cleaning Systems, we make great efforts to insure safe working conditions at all of our accounts. Safety is first. We utilize a professionally prepared safety manual in conjunction with periodic safety meetings to prevent unsafe working conditions, whenever and wherever possible. Our safety program is administered by our in-house safety committee, which works very closely with our risk management representatives. Sunshine Cleaning Systems has assigned a risk control specialist, whenever necessary, to inspect conditions at existing work sites, review work techniques, and setup safety training programs, which relate specifically to our industry. This proac-

Our continual training program gives us a constant forum for discussing safe work practices and accidents which may have occurred with preventative measure to avoid the same situations in the future. The following are some of the safety rules and regulations which we make part of our new employee orientation program.

“Safety is first.... Sunshine Cleaning Systems has assigned a risk control specialist whenever necessary to inspect conditions at existing work sites”, this translates to savings which are passed along to our clients.”

Janitorial Safety

1. Each employee should report all unsafe conditions in the work place to the supervisor.
2. Immediately report all injuries to the supervisor.
3. Do not use damaged or unsafe equipment.
4. No employee will use any equipment or supplies for which he/she has not been trained by the supervisor.
5. Employees should not attempt to repair equipment, tamper with equipment, or remove parts from equipment.
6. All equipment must be kept clean.
7. All janitorial closets must be kept neat and clean.
8. Mix cleaning chemicals and preparations only as directed by the manufacturer.
9. Report frayed cords and worn plugs to the supervisor.
10. Only extension cords approved or supplied by the supervisor will be used.
11. All floor machines will be turned off and unplugged when not in use. A floor machine should never be left unattended with the plug still in the wall.
12. Wet or slippery floor conditions must always be posted by signs. Spills should be cleaned up immediately.
13. “Caution” signs must always be posted when working in public or customer traffic areas.
14. Employees should make sure all exterior doors are locked and secured when working in sites that do not have security officers on post.
15. Employees should not allow anyone access to any job site unless the person has been issued a key, and if need be, a badge, by proper authorities.
16. Check exterior areas for suspicious subjects before exiting and double checking locked exterior doors.

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







6 Chair Work

1. Inspect ropes for deformation, excessive wear, twists, stretch, etc.; replace or repair defective gear.
2. Store ropes from all chemicals.
3. Ropes, belts, chairs should be washed frequently to remove foreign matter which may lead to weakening and deterioration.
4. Inspect chair and belt for defects prior to rigging.
5. Carefully inspect anchor points to insure they are capable of withstanding the pull of 5,400 lbs.
6. Pad parapet wall to protect ropes.
7. Do not attempt to tie your work line and life line to the same anchor. They must be tied to separate anchors.
8. Before rigging the chair you must be attached to a separate life line via a rope grab, lanyard, and full body harness.
9. Check life line and work line before climbing over the wall into the chair
10. When anchored from the Fitch Roof roller use the following guidelines:
 - a. With 8 ft. beam, maximum roof extension is 18' and 100 lbs., plus counter balance weight is required
 - b. With 16 ft. beam maximum roof extension is 60' and 150 lbs., plus counter balance weight is required
 - c. Roof roller must be tied back at all times.

Material Safety Data and Hazardous Communication Program

Sunshine Cleaning Systems, Inc. conforms to the Hazard Communication Standard or Right to Know regulation and the guidelines as issued by OSHA.

A yellow Material Safety Data book is accessible in our building office or main janitor closet. Each chemical we use on site has an MSDS issued by the manufacturer. The sections of this sheet are:

1. Product Identification— the product name, number, company name and address, and emergency phone number.
2. Hazardous Ingredients— identify the chemicals components, chemical names, and worker exposure limits.
3. Physical/Chemical Characteristics— information on boiling and melting points; vapor pressure, vapor density, and evaporation rate; solubility in water and specific gravity; and normal appearance and odor.
4. Fire and Explosion Hazard Data— tells the flash point and flammability limits. Tells how to put out fires or special hazards.
5. Reactivity Data— explains what could happen if this chemical is combined with other chemicals, or with water or air.
6. Health Hazard Data— tells how a chemical could enter your body through inhaling, swallowing, or through your skin. Lists specific possible health hazards if you are exposed to the chemical. Tells you signs and symptoms of exposure to watch out for. Emergency and first-aid procedures to follow until medical help arrives.
7. Precautions for Safe Handling and Use— explains what to do if there is a spill, leak, or any accidental chemical release. Tells how to handle and store the substance safely. It also covers the correct way to dispose of a hazardous substance.
8. Control Measures— covers the protective equipment, hygiene practices, and the ventilation required to keep your chances of exposure low. Labels giving the proper information are placed on all containers, jugs, and spray bottles. MSDS meetings will be held with all employees quarterly.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







WORK EXPERIENCE / PROJECT APPROACH

Fleet Safety Rules

The following are safe driving rules that will be monitored by management as an essential part of our Safety Program. Failure to obey will lead to suspension of your driving privileges.

1. Do not take chances. To arrive safely is more important than to arrive on time.
2. Drivers physical condition must be such as to enable them to efficiently perform their duties.
3. Drinking of alcoholic beverages while driving, or driving under the influence of alcohol or drugs is prohibited.
4. Drivers must have a valid driver's license for the type of vehicle to be operated, and keep the license with them at all times while driving.
5. Traffic laws must be obeyed.
 - a. Speed shall never be faster than a rate consistent with existing speed laws and road. Posted laws must be obeyed.
 - b. Keep to the right except when overtaking slow-moving vehicles, or when getting into a position to make a left turn
 - c. Never follow another vehicle so closely that you will not be able to make a safe stop under any conditions. Observe Timed Interval and following distance guidelines.
 - d. Turn signals must be used to show where you are heading; while going into traffic and before every turn lane or lane changes. Remember, signaling intentions neither gives the driver the right-of-way, nor guarantees a safe lane change.
 - e. Slow down and watch for children in school zones
6. Vehicles are to be driven by authorized drivers only.
7. Do not give rides to hitchhikers or strangers.
8. Seat belts should be worn by drivers and passengers.
9. Check your vehicle daily before each trip, and check the vehicle visually each time before driving. Check lights, tires, brakes, and steering particularly. An unsafe vehicle should not be operated until repairs are made.
10. Drivers must report all accidents immediately, as required by law and Sunshine Cleaning Systems, Inc. company rules.
11. Drivers must report all arrests and traffic convictions to Sunshine Cleaning Systems, Inc.'s Main Office (954) 772-0884. Repeated traffic convictions or failure to report traffic accidents or convictions may result in disciplinary

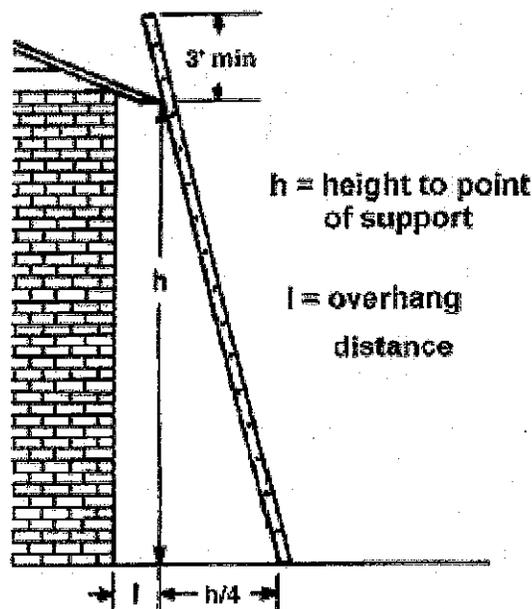
Window Cleaning Safety Rules

⇒ Ground Floor Rules

1. Bucket, poles, and other equipment should be placed out of traffic areas to prevent falls.
2. Spills should be wiped up immediately to prevent slips and falls.
3. Inspect glass for cracks before cleaning.
4. All scrappers and razor blades should have protective covers when not in use.
5. Wear protective gloves when using acid or heavy degreaser.
6. Immediately flush eyes with water if chemical splashes in your eyes.

⇒ Ladders

1. Inspect ladders before climbing
2. Defective ladders must be tagged out of service, repaired, or destroyed.
3. Apply "One to Four" rule when placing ladder (for every four feet the ladder reaches in height, the ladder should be set one foot from surface it is against.







City of FORT LAUDERDALE

At Sunshine Cleaning Systems, we also try to enforce our commitment to Safety through a motivational program which we call Safety Bingo. All employees have the opportunity to Safety Bingo and win cash prizes which can become fairly large under Safe Working Conditions. The idea is to get a Bingo on your playing card and turn it in for cash, the drawback is that the game is canceled company-wide whenever there is a lost time injury. This program, and its underlying systems of educating and enforcing safe practices has helped us substantially reduce our worker's compensation claims and lost time injuries resulting in more efficient, safer employees quarterly.

Sunshine's Commitment to Safety

Sunshine management considers creating a safe working environment and accident control essential both for humanitarian and economic reasons. The health and safety of Sunshine's employees, customers, and the general public are of the utmost importance to our company.

Our safety program applies to all departments and all operations. The cooperation of all employees is expected and required. Sunshine's management staff is held accountable for the successful implementation and follow-through of the safety program. Supervisors shoulder the burden of making policy company practices on the work site.

S A F E T Y				
B	I	N	G	O
12	22	37	56	70
7	17	34	58	61
1	26	FREE	49	71
6	16	44	52	75
5	21	42	54	74

Our commitment to safety will provide a wide range of benefits: healthy employees, less absenteeism, less lost production time, less repair costs, and better insurance ratings.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766



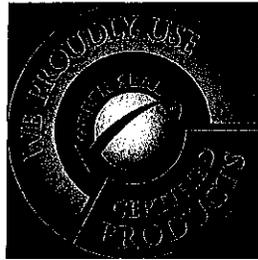




Green Cleaning Experience

MIXED CONTAINER RECYCLING EXAMPLES	Paper cups, plates
Carbonless forms, blueprints	Plastic covers and bindings
Junk Mail	Phone directories
Paperback books	Empty tissue and food
Boxes	Shredded paper
Plastic bags	Hanging file folders
Wire hanger	Carbon paper
Plastic covers and bindings	Hardcover books
Frozen food boxes	
Wax coated cardboard	

MIXED CONTAINER RECYCLING	
<u>ACCEPTABLE</u>	<u>NON-ACCEPTABLE</u>
Glass bottles and jars	Food waste, liquids, plastic caps, or lids
Aluminum cans and foil	Straws
Empty Aerosol cans	Electrical appliances or light bulbs
Paper milk, juice cartons, and juice boxes	Film
	Batteries
	Ceramics and non-food glass
	Metal lids
	#1 and #2 Plastic Bottles
	Wide mouth plastic tubs
	Foam and plastic tableware
	Plastic bags
	Lab glass



The following items should be bagged in separate clear plastic bags:

- Packaging or Foam Peanuts
- Foam Block Packaging

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR PERIODIC AND PROJECT WORK



City of **FORT LAUDERDALE**



kaivac cleaning systems™

Complete Cleaning For Healthy Results™

Offered

By Sunshine Cleaning Systems, Inc.

Cleaning For health:

Kaivac offers a variety of No-Touch Cleaning Systems, each combining automatic chemical metering and injection, an indoor pressure washer, and a powerful wet vacuum into an integrated system. Empowering workers to deep clean and sanitize without ever having to touch soiled, contaminated surfaces, Kaivac No-Touch Cleaning Systems not only clean better, but also cut labor, chemical and equipment costs while raising worker morale and image. In fact, scientific research shows them to be 60 times more effective at reducing bacterial contamination than mops, which are more likely to spread contaminants than remove them.

Traditional tools, such as mops and wipes, do a poor job of removing soils, bacteria and other indoor pollutants. No-Touch Cleaning is designed to thoroughly remove these contaminants in order to eliminate odors and reduce the risk of disease. Plus, workers are no longer forced to crawl around restroom floors, wiping contaminated fixtures and surfaces by hand.

Cleaner Buildings

No-Touch Cleaning equipment removes soils, urine and germs that traditional and microfiber mops leave behind.

Speeds Productivity

No-Touch Cleaning dramatically increases productivity compared to conventional cleaning methods. According to ISSA, it takes an average of three minutes to clean a restroom fixture. In many restrooms No-Touch Cleaning cuts that time to one minute, leaving surfaces sparkling clean in one-third the time.

Saves on Equipment and Chemicals

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766



11

12

13

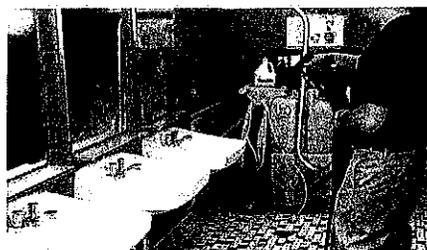


PROJECT APPROACH FOR PERIODIC AND PROJECT WORK

City of FORT LAUDERDALE

KAIIVAC NO-TOUCH CLEANING SYSTEMS

USED BY SUNSHINE CLEANING SYSTEMS, INC.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR PERIODIC AND PROJECT WORK

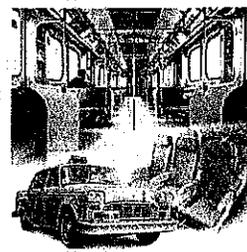
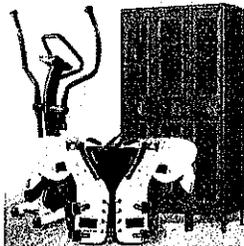
ByoGlobe
VITAL-OXIDE®

BROAD SPECTRUM DISINFECTANT CLEANER & MOLD CONTROL



Treating Closed Environments

The **ByoGlobe** process can be applied to any area (for example: offices, ticket & holding areas, lounges, baggage areas, storage rooms, equipment areas, and all restrooms) to prevent consumer exposure to harmful pathogens. **ByoGlobe** has a solution for your unique needs.



STAGE 1

Harmful organisms form cell layers as they attach to any surface. The cells grow, divide, and the layers intertwine to form a dense protective layer called **BIOFILM**

STAGE 2

A glyocalyx **BIOFILM** forms, which shields and prevents most sanitizers from infiltrating and killing the organism.

STAGE 3

ByoGlobe is applied **ELECTROSTATICALLY** to insure complete coverage. Creating "surface friction", the **ByoGlobe** particles weaken and then rupture the **BIOFILM** barrier. The **ByoGlobe** process infiltrates the **CELL ENVIRONMENT** and kills the organisms.

EDUCATION: Studies show that poor air quality can cause the absent rates of students to increase and can decrease their performance. The **ByoGlobe** process improves air quality and assists in achieving your sanitary needs at an affordable cost in Airports, schools, colleges/universities and all commercial facilities. Treated areas can include: security areas, baggage claim areas, offices, lounges and ticketing areas



Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766







PROJECT APPROACH FOR PERIODIC AND PROJECT WORK



SunShine Cleaning Systems Electrostatic Spraying System

With constant news reports about molds, food-related illnesses and other harmful bacterial infections in our environment, there has been a public outcry to intensify the level of attention and ways to reduce these "casual-contacted" diseases.

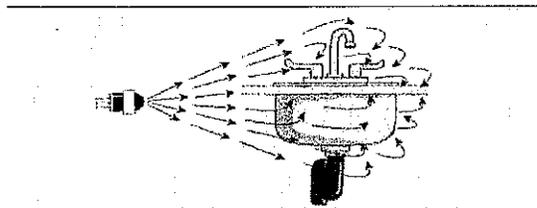
A new cutting-edge technology, *Sunshine's Cleaning Electrostatic Spraying System* Has been developed to thoroughly reduce the spread of health-threatening pathogens

H1N1 and **MRSA** outbreaks are everywhere! Worldwide people are turning to the very best sprayer for coating everything, front and back, with a light mist, which dries quickly, and kills bacteria and viruses where they are hiding.

Sanitizing, Disinfecting, Odor Eliminating and Allergen-Reducing Product that helps eliminate the spread of health threatening pathogens in all types of environments.

Treating Closed Environments

The *Sunshine Electrostatic Spraying* process can be applied to any area (for example: offices, school rooms, locker rooms, kitchens, auditoriums, gymnasiums, storage, equipment, and bathrooms) to prevent consumer exposure to harmful pathogens. *Sunshine* has a solution for your unique needs.



Electrostatic Spraying System

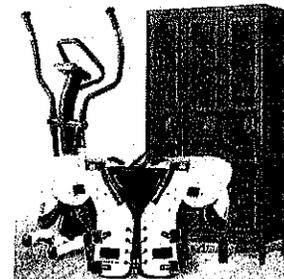
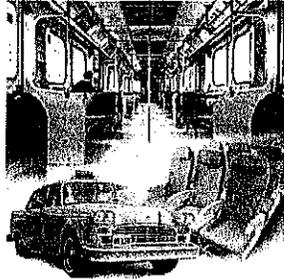
Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR PERIODIC AND PROJECT WORK



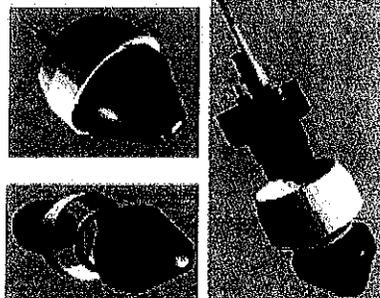
Education: Studies show that poor air quality can cause the absent rates of students to increase and can decrease their performance. The *Sunshine Electrostatic Spraying* improves air quality and assists in achieving your sanitary needs at an affordable cost in *Airports, Schools, Colleges & Universities*. Treated areas can include: Holding areas, ticket lines, baggage areas, offices, classrooms, gymnasiums, dorm rooms, fraternities/sororities

Technology - Overview

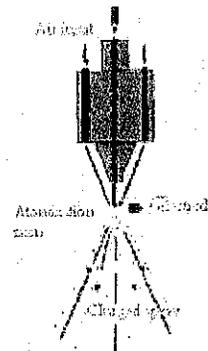
Electrostatic sprayers apply solutions more effectively than conventional sprayers by applying electrical charge to liquid droplets as they are sprayed through a nozzle. The charge causes droplets to wrap around objects, and even overcome gravity, resulting in thorough, even coverage of the target. *Sunshine's Electrostatic Sprayers* can achieve 4 to 10 times better coverage than conventional sprayers.

Charging Pro-

cess



Sunshine Electrostatic
cess



The process by which *Sunshine's Electrostatic Sprayers* apply the charge is called induction charging. Induction charging can produce a very high charge without using high voltages. Other types of charging methods, such as contact charging, use voltages that are much too high to be safe for many applications. As the spray is atomized the droplets pass an electrode inside of the nozzle. Electrons

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR PERIODIC AND PROJECT WORK

are induced onto the droplets and they leave the nozzle with a high negative charge. The droplets are carried in an air stream towards the target. The closer the charged droplets get to the target, the stronger the electrostatic forces of attraction. Charged droplets can travel long distances without losing their charge. The droplets follow electrical field lines of force and wrap around the target. Once droplets hit the target they immediately lose the electrical charge.

The force of electrostatic attraction is strong if the droplets are small and the droplet charge is sufficiently high. *Sunshine's Electrostatic Sprayer*, produces highly charged spray droplets using a unique embedded induction electrode design. The result is the droplets have a force of attraction of 75 times that of gravity. This means droplets will reverse direction and move upwards, against gravity, to coat hidden surfaces.



Technical Specifications

External air supply required	No	Flow rate	2 gal./hr. (7.57 ltr./hr.) (0.84 – 1.05 kg./cm ²)
Electricity required	110v	Drop size	40 microns
Electrical option	220v	Available options	Two 50-ft. hoses
Spray range	8 to 12 ft. (2.4 to 3.7 m.)	Maximum hose length	100 ft. (30.48 m.)
Standard hose length	50 ft. (15.24 m.)	Weight empty	105 lbs. (47.6 kg.)
Weight empty	105 lbs. (47.6 kg.)	Weight full	130 lbs. (59 kg.)
Shipping weight	112 lbs. (50.8 kg.)	Main tank capacity	3 gal. (11.4 ltr.)
Dimensions	42" H x 18" W x 24" L (1.07 m. x 0.46 m. x 0.61 m.)	Air Line Pressure	30 PSI (2.11 kg./cm ²)
Air Line Pressure	30 PSI (2.11 kg./cm ²)	Tank Pressure	12 – 15 PSI

Main tank holds enough mix for 1.5 hours of spraying

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







City of FORT LAUDERDALE

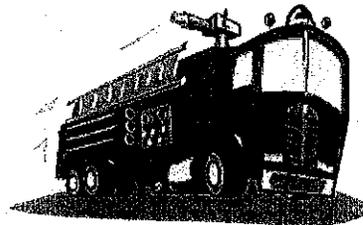
PROJECT APPROACH FOR EMERGENCY SITUATIONS / DISASTER SERVICES

Sunshine Cleaning Systems, Corporate Headquarters is within a few minutes of The West Palm Beach International Airport. Sunshine staffs a full equipment and supply warehouse in Ft. Lauderdale, Florida. Sunshine is a strong supporter of several charities in The West Palm Beach and Broward County Community since 1976. Sunshine has several accounts just a short distance from PBI, including The City of West Palm Beach Police Department, The Kravis Center, and over 14 Municipal buildings in The City of West Palm Beach to name a few.

Having the ability to quickly assemble a significant number of trained personnel creates for us, *and our customer*, a skilled team prepared to respond to a variety of urgent situations. Sunshine's emergency response team has acted in response to hurricane damage, flooding, emergency cleanups and several other crises experience by our customers over the years. Sunshine's capability to assemble it's entire Corporate Management staff within just a few miles. Also Sunshine's ability to coordinate a full complement of equipment, supervision, an **emergency workforce available 24/7**, and in our customer's "backyard" provides a certain peace of mind for those we serve. That's a local advantage we're proud of.

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Sunshine Cleaning Systems, Inc. is the "ONLY" full service Contract Cleaning Company in South Florida capable of doing all High Rise Window cleaning tasks in the specifications set fourth by Broward County. Sunshine is the largest pressure cleaning company in the State of Florida. In addition to our Company Headquarters in Ft. Lauderdale, Sunshine has fully staffed offices in West Palm Beach, St. Petersburg/Tampa and Orlando.



We "Guarantee" A Brighter Day !

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







PROJECT APPROACH FOR EMERGENCY SITUATIONS / DISASTER SERVICES

Being residents of Florida, we at Sunshine Cleaning Systems, are all aware of the problems and possible damages associated with our weather. Severe thunderstorms, tornadoes, hail, tropical storm induced flooding and hurricanes all provide the spice that keeps our lives interesting.

Sunshine Cleaning Systems proposes to play an integral role in the preparation, damage control, and clean-up phases of these damage causing weather systems. Our staff will coordinate with you or your designee to provide services that prepare your facility for the storm, to control damage once the storm has passed, and to provide emergency cleaning service to return your facilities back to a normal operational state as quickly as possible.

Hurricane Andrew, which made landfall in Dade County, Florida as a category 5 storm in 1992, was a true test that allowed Sunshine Cleaning Systems to prove the value of our program. The Hurricane caused extensive damage at the Ft. Lauderdale International Airport, flooding the entire concourse, which housed customs and international flights, and collapsing a major portion of the suspended ceiling in this area. With the damages sustained at Miami International Airport a great deal of importance was placed on bringing Ft. Lauderdale to an operational status as quickly as possible. Within three hours of the storms passing, Sunshine Cleaning Systems had a full staff of emergency cleaning personnel on site and working to meet this goal. With our corporate offices and warehouses in Broward County, we had access to over 400 employees and numerous pieces of equipment that were quickly brought on site to aid in the clean-up. Within 24 hours of Hurricane Andrew's appearance, the Ft. Lauderdale International Airport was open for service linking South Florida with the world by air.

A more recent test of our preparedness has been the repercussions of the 911 terrorist attacks. Realizing and accepting that our society must now live under a more vigilant state, we understand that this is a concern of our customers and employees. Our response was to establish a company wide Employee Security Awareness Program (E.S.A.P). The program and award was created to:

1. Train employees to be the additional "eyes and ears" for security at their jobsite
2. To recognize and reward employees for extraordinary performance in security awareness

The goal of E.S.A.P is not to replicate a security force but simply to expand our attentiveness while on the job. It's a program that has been appreciated by both our customers and employees.

Rewards

From an extra day's pay up to \$10,000.00— Each incident will be reviewed and reward amounts will be considered on a case by case basis.

Program Plan

- ⇒ Safety and Security Orientation
- ⇒ Weekly Meetings
- ⇒ Payday Reminders

High Priority Customers include airports, convention centers, stadiums, universities, water plants, indoor arenas, utilities, government facilities, schools, and banking institutions.

Our staff and assets are located all over the Southeast portion of the United States. We have over 900 trained, dedicated employees, supervisors, and management personnel able and willing to provide services when and where required. Additional vehicles, equipment, and supplies are immediately available when emergencies occur, and as Hurricane Andrew proved, they do occur. Our presence has proved that our program works, let it work for you.

Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766







PROJECT APPROACH FOR EMERGENCY SITUATIONS / DISASTER SERVICES Facility Preparation

While there is little that we can do to prevent the occurrence of weather related damage, there are numerous things which we can assist in preventing to reduce the damage which could occur:

1. The immediate area surrounding the facility can be cleaned by all debris and objects which could cause damage or glass breakage when propelled by high winds.
2. Tree limbs, palm fronds, all loose landscaping material can be collected and disposed of prior to the storm.
3. Exterior glass can be protected with storm shutters, plywood, or other structural materials.
4. Electronic equipment and computers can be moved from the floor or low lying areas and placed on desks, credenzas, or other higher office furniture and covered with plastic bags/tarps.
5. Low lying areas and entrances can be protected from water intrusion with sand bags and other types of water blocking materials.
6. Emergency procedures should be checked and all required equipment and supplies acquired.

Damage Control

Once the damage has occurred and the storm system has passed, the primary function of the damage crew is to secure the facility from further storm or water damage. Even before emergency clean-up procedures begin steps should be taken to control or limit any additional damage which may occur from the next storm which passes and as you know, it is not unusual to have several storm fronts move through the area in succession.

1. Our personnel can assist in the damage control function by providing labor to spread and secure plastic sheeting to weather proof damaged roof, walls, and windows.
2. We can remove debris and materials blocking walkways, driveways, and entrances facilitating the ingress and egress of emergency maintenance crews.
3. Control the spread of flood waters throughout the facility

Emergency Clean-Up

Once the facility has been secured and structural integrity and power systems has been restored, the primary function of the emergency clean-up crew will be to restore the facility to an operational mode as quickly as possible. To accomplish this we utilize Sunshine Cleaning personnel at the direction of Senior Management. With our local offices, warehouses, equipment, personnel, and supervision this team is quickly assembled, staged, and placed on-site to begin the clean-up operations. This reduces down time and damage cause by standing water and will bring your facility back to a normal operational mode as quickly as possible.

While the management of damages caused by a normal disaster is impossible to plan for, we at Sunshine Cleaning Systems try to take a proactive approach and prepare for your emergency requirements before they exist. With a cooperative planning program between Sunshine Clean and your designated personnel, we can reduce the level of damage and hasten the recovery period resulting in a mutually beneficial arrangement.



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766



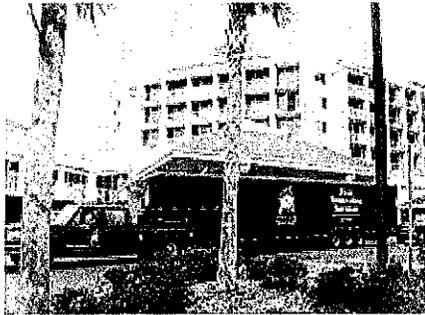




PROJECT APPROACH FOR EMERGENCY SITUATIONS / DISASTER SERVICES

Sunshine Cleaning Systems is linked with the largest restoration contractor in the country, First Restoration Services.
<http://www.firstrestoration.com/>

First Restoration supplies the equipment and Sunshine Cleaning Systems provides all the labor, a one-two punch to get back to business.



Drying and Dehumidification

The drying process has to be completed and documented correctly before further restoration can begin. Failure to do so can often lead to expensive and timely mitigation problems with mold and mildew, or require extra time in the reconstruction process.

Sunshine Cleaning and First Restoration will guarantee the property is properly dried assuring your peace of mind.

Below are our Emergency contact numbers nationwide:

Ft. Lauderdale (Corporate)	(954) 772-0884
West Palm Beach	(561) 832-2826
Tampa/St. Petersburg	(727) 321-5124
Orlando	(407) 294-7222
Charlotte, North Carolina	
Florida Toll-Free	(800) 624-5515

Janitorial Services for The City of Ft. Lauderdale Bid# 415-10766







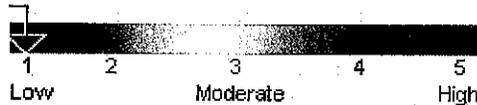
At-A-Glance Summary -- Corporate Financial Stability

SUNSHINE CLEANING SYSTEMS, INC.

JANUARY 5, 2011

Likelihood your company will experience financial distress in the next 12 months

Financial Stress Class: 1



Likelihood your company will not pay on time over the next 12 months

LOW

Credit Score Class: 2



Business Name: SUNSHINE CLEANING SYSTEMS, INC.

Address: 3445 Ne 12th Ter

City, State: Fort Lauderdale, FL

Phone: 954 772-0884

DUNS: 032722852

Date: 01/05/11 9:54 AM

SUNSHINE CLEANING SYSTEMS, INC.
3445 Ne 12th Ter
Fort Lauderdale, FL 33334

D-U-N-S Number: 03-272-2852

This is a headquarters location.
Branch(es) or division(s) exist.

D&B Rating: 1R2

Number of employees: 1R is 10 or more employees.

Mailing address: PO Box Fort Lauderdale, FL 33307 24466

Telephone: 954 772-0884

Chief executive: LARRY CALUFETTI, PRES-TREAS

Composite credit appraisal: 2 is good.

D&B PAYDEX: 80 When weighted by dollar amount,

payments to suppliers average generally within terms.
Based on up to 24 months of trade

Year started: 1976
Employs: 1,070 (828 Co. Wide)
History: CLEAR
Financing: SECURED
SIC: 7349

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766







Line of business: **Building Maintenance Services**

HISTORY

The following information was reported 01/27/2010:

Officer(s):

**LARRY CALUFETTI, PRES-TREAS
MARK KLEIN, V PRES OF SLS**

DIRECTOR(S): **THE OFFICER(S) and Corporate details under investigation.**

Incorporated in the state of FL on 10/2/1981.

Business started 1976 by Larry Calufetti. 100% of capital stock is owned by Larry Calufetti. CEO Sunshine Cleaning Systems, Inc.

LARRY BUSINESS REGISTRATION

MARK KLEIN Sr. VP. 1989 to present active here. 1974-1980 baseball player with Philadelphia Phillies & St. Louis Cardinals. Sr. Vice President of Sunshine Cleaning Systems, Inc.

Click below to buy a Business Information Report on that family member.
For an expanded, more current corporate family view, use D&B's Global Family Linkage product.

Subsidiaries (US):

Sunshine Window Cleaning Inc	Fort Lauderdale, FL	DUNS # 92-668-6817
Branches (US):		
Sunshine Cleaning Systems Inc	Fort Lauderdale, FL	DUNS # 93-103-5299
Sunshine Cleaning Systems Inc	Miami, FL	DUNS # 93-103-5349
Sunshine Cleaning Systems Inc	Orlando, FL	DUNS # 93-103-5844
Sunshine Cleaning Systems Inc	Saint Petersburg, FL	DUNS # 93-103-5760
Sunshine Cleaning Systems Inc	West Palm Beach, FL	DUNS # 93-103-5935

CORPORATE AND BUSINESS REGISTRATIONS REPORTED BY THE SECRETARY OF STATE OR OTHER OFFICIAL SOURCE AS OF MAR 19 2010:

Registered Name: SUNSHINE CLEANING SYSTEMS, INC.
 Business type: DOMESTIC CORPORATION
 Corporation type: PROFIT
 Date incorporated: OCT 02 1981
 State of incorporation: FLORIDA
 Filing date: OCT 02 1981
 Registration ID: F47062
 Federal ID: 592142301
 Status: ACTIVE



Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766





**Where filed:**

STATE DEPARTMENT/CORPORATION DIVISION, TALLAHASSEE,
FL

Registered agent: CALUFETTI, LARRY, 3449-3445 N.E. 12TH TERR., OAKLAND PARK,
FL, 333340000

Principals: CALUFETTI, LARRY, DP, 3445 NE 12TH TERR, OAKLAND PARK, FL,
333340000
LAURA COENEN, T, 3445 NE 12 TERR, OAKLAND PARK, FL, 333340000
ROGER DIEI, S, 3445 N.E. 12 TERR, OAKLAND PARK, FL, 333340000
ROSE, DORAN C, VICE PRESIDENT, 3445 NE 12TH TERR, OAKLAND
PARK, FL, 333340000

PAYDEX

Your PAYDEX **improved** from 78 to 80
Your PAYDEX of 80 indicates payment of 0 days beyond terms

COMMERCIAL CREDIT SCORE

Your Commercial Credit Score Class **improved** from 1.8 to 2
Your Commercial Credit Score percentile **improved** from 80 to 82
Your Commercial Credit Score is **better than 89% of businesses in the D&B database**

FINANCIAL STRESS SCORE

Your Financial Stress Score Class remained stable from 1 to 1
Your Financial Stress Score percentile remained stable from 98 to 98
Your Financial Stress Score is **better than 97% of businesses in the D&B database**

Quarterly Score Summary - Change in scores over a 90 day period from 03/29/10 to 12/01/10

<u>PAYDEX</u>	<u>SER Rating</u>	<u>D&B Rating</u>
Paydex: 80	Class: 1	1R2
	<u>Financial Stress Score</u>	<u>Commercial Credit Score</u>
	Class: 1	Class: 2

Janitorial Services for The City of Ft. Lauderdale Bid# 415 -10766









City of **FORT LAUDERDALE**

Bid # 415-10766

Janitorial Services for tThe City of Ft. Lauderdale



Required Bid Submittal Documents:

Pricing Pages

Bid Proposal Signature Page

Certification of Business Location / Licenses

Non Collusion Statement

Addendums



PART VII - PROPOSAL PAGES - COST PROPOSAL

Proposer is to provide a firm fixed weekly rate for janitorial services as detailed within the text of this RFP. Even though some of the requirements are monthly and some are quarterly, the bidder will take this into consideration and prorate any changes within the firm weekly rate bid.

All services to be performed weekly/bi-weekly/monthly/quarterly will be performed on the last day of the service week (Friday night).

**YOU MUST QUOTE ON ALL LOCATIONS IN
ORDER TO BE CONSIDERED FOR AWARD.**

<u>Item</u>	<u>Location</u>	<u>Weekly Cost</u>
1.	Von D. Mizell Building 1409 Sistrunk Blvd., 2 nd Floor Reference Paragraph 4-13	\$ <u>198.78</u>
2.	Other offices, 1409 Sistrunk Blvd. Reference paragraph 4-13	\$ <u>135.09</u>
3.	Parking Lot, 1409 Sistrunk Blvd., Reference Paragraph 4-13	\$ <u>N.A.</u>
4.	Executive Airport, 6000 NW 21 Av. Reference Paragraph 4-13	\$ <u>154.16</u>
5.	U.S. Customs Office, 5555 NW 15 Av. Reference Paragraph 4-13	\$ <u>26.05</u>
6.	Helistop, 201 SE 3 rd Av. Reference paragraph 4-13	\$ <u>20.06</u>
7.	Radio Shop, 1301 SW 2 nd Ct. Reference Paragraph 4-13	\$ <u>13.28</u>
8.	Facilities Maint. Shop, 220 SW 14 th Av. Reference Paragraph 4-13	\$ <u>52.50</u>
9.	Public Works Compound Restrooms (8), 220 SW 14 th Av. Reference Paragraph 4-13	\$ <u>75.00</u>
10.	Community Services Offices, 220 SW 14 th Av. Reference paragraph 4-13	\$ <u>16.15</u>
11.	Fleet Services Office, 1301 SW 2 nd Ct. Reference Paragraph 4-13	\$ <u>14.72</u>



12. Sanitation Office, 1301 SW 2nd Ct.
Reference Paragraph 4-13 \$ 15.39
13. Recycling Office, 1301 SW 2nd Ct.
Reference Paragraph 4-13 \$ 15.39
14. Parks & Recreation, 1350 W. Broward Blvd.
Reference Paragraph 4-13 \$ 60.38
15. Building Services, 700 NW 18th Av.
Reference Paragraph 4-13 \$ 492.56
16. Harbor Patrol, 1784 SE 15th St.
Reference Paragraph 4-13 \$ 35.70
17. Plant A Building, 2100 NW 6 St.
Reference Paragraph 4-13 \$ 22.09
18. City Hall 1st Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 155.98
19. City Hall 2nd Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 136.36
20. City Hall 3rd Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 176.96
21. City Hall 4th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 182.92
22. City Hall 5th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 119.74
23. City Hall 6th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 155.80
24. City Hall 7th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 201.01
25. City Hall 8th Floor, 100 N. Andrews Av.
Reference Paragraph 4-13 \$ 117.50
26. Print Shop, 401 SE 21st St.
Reference Paragraph 4-13 \$ 36.10
27. Public Works Admin., 949 NW 38th St.
Reference Paragraph 4-13 \$ 265.86
28. Public Works Admin. Trailer, 949 NW 38th Street
Reference Paragraph 4-13 \$ 22.08



44

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BID/PROPOSAL SIGNATURE PAGE

How to submit bids/proposals: It is preferred that bids/proposals be submitted electronically at www.bidsync.com, unless otherwise stated in the bid packet. If mailing a hard copy, it will be the sole responsibility of the Bidder to ensure that the bid reaches the City of Fort Lauderdale, City Hall, Procurement Department, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the bid opening date and time listed. Bids/proposals submitted by fax or email will NOT be accepted.

The below signed hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the CITY and such acceptance covers all terms, conditions, and specifications of this bid/proposal.

Please Note: If responding to this solicitation through BidSync, the electronic version of the bid response will prevail, unless a paper version is clearly marked by the bidder in some manner to indicate that it will supplant the electronic version. All fields below must be completed. If the field does not apply to you, please note N/A in that field.

Submitted by: [Signature] (signature) 5/24/11 (date)

Name (printed) MARK Klein Title: VICE PRESIDENT
Company: (Legal Registration) SUNSHINE CLEANING SYSTEMS, INC

CONTRACTOR, IF FOREIGN CORPORATION, MAY BE REQUIRED TO OBTAIN A CERTIFICATE OF AUTHORITY FROM THE DEPARTMENT OF STATE, IN ACCORDANCE WITH FLORIDA STATUTE §607.1501 (visit http://www.dos.state.fl.us/)

Address: 3445 N.E. 12th TERRACE
City Ft. LAUDERDALE State: FL Zip 33334

Telephone No. 954 772 0881 FAX No. 954 566 7329 Email: MARK@SUNCLEAN.COM

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): Y

Payment Terms (section 1.03): Y Total Bid Discount (section 1.04): NO

Does your firm qualify for MBE or WBE status (section 1.08): MBE ___ WBE ___

ADDENDUM ACKNOWLEDGEMENT - Proposer acknowledges that the following addenda have been received and are included in the proposal:

Addendum No. Date Issued
ALL ADDENDUMS ACKNOWLEDGED [Signature]

VARIANCES: State any variations to specifications, terms and conditions in the space provided below or reference in the space provided below all variances contained on other pages of bid, attachments or bid pages. No variations or exceptions by the Proposer will be deemed to be part of the bid submitted unless such variation or exception is listed and contained within the bid documents and referenced in the space provided below. If no statement is contained in the below space, it is hereby implied that your bid/proposal complies with the full scope of this solicitation. HAVE YOU STATED ANY VARIANCES OR EXCEPTIONS BELOW? BIDDER MUST CLICK THE EXCEPTION LINK IF ANY VARIATION OR EXCEPTION IS TAKEN TO THE SPECIFICATIONS, TERMS AND CONDITIONS. If this section does not apply to your bid, simply mark N/A in the section below.

Variations: N/A

100

100

100

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2010 THROUGH SEPTEMBER 30, 2011

DBA:
Business Name: SUNSHINE CLEANING SYSTEMS INC

Receipt #: 325-161
Business Type: CLEANING/JANITORIAL (COMMERCIAL)
JANITORIAL SVC)

Owner Name: LARRY CALUFETTI
Business Location: 3445 NE 12 TER
FT LAUDERDALE
Business Phone: 954-772-0884

Business Opened: 04/25/1995
State/County/Cert/Reg:
Exemption Code: NONEXEMPT

Rooms Seats Employees Machines Professionals
20

For Vending Business Only						
Number of Machines:				Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
150.00	0.00	0.00	0.00	0.00	0.00	150.00

THIS RECEIPT MUST BE POSTED CONSPICUOUSLY IN YOUR PLACE OF BUSINESS

THIS BECOMES A TAX RECEIPT

WHEN VALIDATED

This tax is levied for the privilege of doing business within Broward County and is non-regulatory in nature. You must meet all County and/or Municipality planning and zoning requirements. This Business Tax Receipt must be transferred when the business is sold, business name has changed or you have moved the business location. This receipt does not indicate that the business is legal or that it is in compliance with State or local laws and regulations.

Mailing Address:

LARRY CALUFETTI
3445 NE 12 TER
FORT LAUDERDALE, FL 33334

Receipt #05C-09-00029734
Paid 09/09/2010 150.00

2010 - 2011



NON-COLLUSION STATEMENT:

By signing this offer, the vendor/contractor certifies that this offer is made independently and free from collusion. Vendor shall disclose below any City of Fort Lauderdale, FL officer or employee, or any relative of any such officer or employee who is an officer or director of, or has a material interest in, the vendor's business, who is in a position to influence this procurement.

Any City of Fort Lauderdale, FL officer or employee who has any input into the writing of specifications or requirements, solicitation of offers, decision to award, evaluation of offers, or any other activity pertinent to this procurement is presumed, for purposes hereof, to be in a position to influence this procurement.

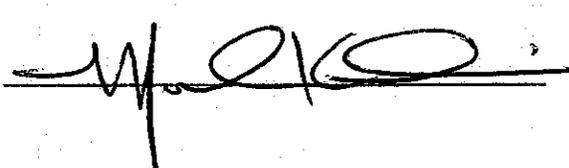
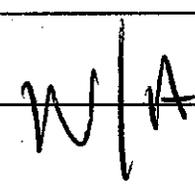
For purposes hereof, a person has a material interest if they directly or indirectly own more than 5 percent of the total assets or capital stock of any business entity, or if they otherwise stand to personally gain if the contract is awarded to this vendor.

In accordance with City of Fort Lauderdale, FL Policy and Standards Manual, 6.10.8.3,

3.3. City employees may not contract with the City through any corporation or business entity in which they or their immediate family members hold a controlling financial interest (e.g. ownership of five (5) percent or more).

3.4. Immediate family members (spouse, parents and children) are also prohibited from contracting with the City subject to the same general rules.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City Procurement Code.

<u>NAME</u>	<u>RELATIONSHIPS</u>
Mark Klein	
	

In the event the vendor does not indicate any names, the City shall interpret this to mean that the vendor has indicated that no such relationships exist.

10/10/10

