



**Proposal Title: Janitorial
Services for City of
FT. Lauderdale**

Bid No: RFP-#145-11308

3H Service System, Inc.

Nationwide Facility Services

COPY

ATTN:

**City of FT. Lauderdale
Procurement Services Division
Room 619, City Hall
100 North Andrews Avenue
FT. Lauderdale, FL 33301**

Bid Due Date: @ 2pm, Nov. 21, 2013

Bidder:

3H Service System

**6495 TAFT ST, STE # 3
Hollywood, FL**

Home Office:

**P.O. Box 2613
Acworth, GA 30102**

NOVEMBER 19, 2013

TABLE OF CONTENTS

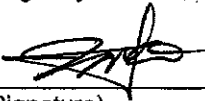
- Tab 1: Bid/Proposal and Signature pages
- Tab 2: Non-Collusion Statement
- Tab 3: Local Business Preference, if applicable
- Tab 4: Letter of Interest, The letter of interest may contain any other information not in the proposal but should not exceed two (2) pages.
- Tab 5: Business Licenses. Evidence 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: PART VII - PROPOSAL PAGES – COST PROPOSAL, including inspection check list.
- Tab 8: PART VIII - PROPOSAL PAGES - TECHNICAL PROPOSAL QUESTIONS
- Tab 9: PART VIII - QUESTIONNAIRE
- Tab 10: Any additional attachments to your proposal.



PROPOSAL SIGNATURE PAGE

How to submit proposals: Proposals must be submitted by hard copy only. It will be the sole responsibility of the Proposer to ensure that the proposal reaches the City of Fort Lauderdale, City Hall, Procurement Services Division, Suite 619, 100 N. Andrews Avenue, Fort Lauderdale, FL 33301, prior to the proposal due date and time listed. Proposals submitted by fax or email will not be accepted.

The below signed individual hereby agrees to furnish services subject to all instructions, terms, conditions, specifications, and addenda contained in the Request For Qualifications (RFQ). I have read the RFQ and all attachments including the specifications and fully understand what is required. By submitting this signed Proposal I understand any resulting City contract will be subject to RFQ instructions, terms, conditions, specifications, and addenda.

Submitted by:  Nov. 19, 2013
 (Signature) (Date)

Name (Printed) John Hes Title: CEO

Company: (Legal Registration) B H Service System, Inc.

FOREIGN CORPORATIONS 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: P.O. Box 2613
 City Acworth, GA ~~GA 30202~~ State: GA Zip 30102
 Telephone No. (770) 975-9343 FAX No. _____ Email: CS@e-3h.com

Does your firm qualify for MBE or WBE status (General Conditions Section 1.09)? MBE WBE

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

<u>Addendum No.</u>	<u>Date Issued</u>
01	Oct. 30, 2013
02	Nov. 01, 2013
03	Nov. 01, 2013
04	Nov. 6, 2013
05	Nov. 14, 2013

Payment by P-CARD: Will your firm accept the City's Credit Card as payment for services performed under a resulting contract?

YES _____ NO

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>
'NONE'	

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.

RFP NO.

TITLE:

LOCAL BUSINESS PREFERENCE CERTIFICATION STATEMENT

The Business identified below certifies that it qualifies for the local BUSINESS preference classification as indicated herein, and further certifies and agrees that it will re-affirm it's local preference classification annually no later than thirty (30) calendar days prior to the anniversary of the date of a contract awarded pursuant to this RFP. Violation of the foregoing provision may result in contract termination.

is a **Class A** Business as defined in City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the City of Fort Lauderdale current year Business Tax Receipt and a complete list of full-time employees and their addresses shall be provided within 10 calendar days of a formal request by the City.

(1) _____
Business Name

is a **Class B** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Business Tax Receipt or a complete list of full-time employees and their addresses shall be provided within 10 calendar days of a formal request by the City.

(2) _____
Business Name

3 H Service System, Inc.

is a **Class C** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. A copy of the Broward County Business Tax Receipt shall be provided within 10 calendar days of a formal request by the City.

(3) _____
Business Name

requests a **Conditional Class A** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(4) _____
Business Name

requests a **Conditional Class B** classification as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. Written certification of intent shall be provided within 10 calendar days of a formal request by the City.

(5) _____
Business Name

is considered a **Class D** Business as defined in the City of Fort Lauderdale Ordinance No. C-12-04, Sec.2-199.2. and does not qualify for Local Preference consideration.

(6) _____
Business Name

PROPOSER'S COMPANY: 3 H Service System

AUTHORIZED COMPANY PERSON: John Heo [Signature] Nov. 19, 2013
NAME SIGNATURE DATE



LETTER OF INTEREST

Dear Committee:

3H Service System, Inc. ("3H"), would like to thank you for giving us the opportunity to submit our custodial service proposal for the City of FT. Lauderdale ("COFL"), RFP 105-10431

3H Service System(Formerly: OJS Systems) has delivered a full range of quality facility services in packages specially designed and customized for each of our customers throughout the Southeast and South west region over the last 20 years. We have been able to develop time-and-money-saving systems such as specialized management; modern, labor-saving equipment, a large information data base, and extensive technical support with qualified our team members.

It is understood by the parties that 3H will provide Custodial services to Customer facilities in accordance with the terms and conditions of this RFP. Our performance of these facilities should be complied with the contract requirement of the Project Description and Scope of Work. All services are to be completed the hours of designating by Contract requirement. All special circumstances requiring additional/revised hours must be pre-approved by the contracting Officer of contracting agency. All actions relating to the validity, interpretation, and enforcement of this contract requirement shall be instituted and insured. 3H should comply with the contract terms and attachments of this bid Specifications.

3H has been contracting for government facilities for more than 20 years. We hope you will talk to the client representative to discuss the following benefits 3H can bring to City of FT. Lauderdale ("COFL"):

- A systemized approach to custodial services with Jan
- OPS, our proprietary ISSA CIMS cleaning process to implement technology and systems into cleaning, meaning...
 - you ensure consistent quality of cleaning across location and cleaner
- Online scheduling of your facilities' routine and periodic tasks, leading to...
 - Easy management and accountability for the work that the COFL requires
- Regular communication with COFL staff on scheduled periodic work, which means...
 - COFL can rest assured the work is being done as promised
- Comprehensive training for employees and managers, meaning...
 - COFL is confident in safety, quality and communication practices of the custodial contractor
- Stability of both employees and work processes, consistent with Green practices so...
 - COFL staff can focus on their own work, while aligning 3H's award-winning Green cleaning practices with any mandates for sustainability

(Continue, page 2)

As an additional offering, 3H proposes our CUSTOM OPERATIONS PLAN for COFL. This includes areas of specific interest to the COFL, addressing things like:

IICRC Approved Carpet Cleaning Process, including equipment and trained/certified technicians

ISSA CIMS Green Building Certified Green Cleaning

Customization of JanOPS (Janitorial Operating Performance Systems) specific to each facility

Quality Assurance Plan, including customized electronic reporting, audits, inspections specific to each facility. In the following pages, you will find our detailed proposal for COFL Facilities plus our proposed contract pricing. We look forward to furthering our relationship with the COFL and would be glad to answer any additional questions you have about our service offering.

I, John Heo, do hereby declare that I am the person of the 3H Service System, Inc. interested in this bid, in the contract proposed to be taken; that it is made without any connection with any person, firm, or corporation making a Response for the same work, and that it is in all respects fair as to each item proposed, and as to the Response as a whole, and without collusion or fraud. Respondent understands and asserts that no Authority employee or member of the Board of Commissioners shall receive or has received any financial benefit arising out of this proposal or its Contract, if awarded, either directly or indirectly.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Heo', with a stylized flourish extending to the right.

John Heo, AE
3H Service System, Inc.

Tab 5: Business Licenses.

Evidence that your firm and/or persons performing the work are licensed to do business in the State of Florida.

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-831-4000

VALID OCTOBER 1, 2013 THROUGH SEPTEMBER 30, 2014

DBA:
Business Name: 3 H SERVICE SYSTEMS INC

Receipt #: 325-250496
Business Type: CLEANING/JANITORIAL (CUSTODIAL SERVICES)

Owner Name: JOHN HEO
Business Location: 6495 TAFT ST STE #3
HOLLYWOOD
Business Phone: 817-805-5219

Business Opened: 08/16/2012
State/County/Cert/Reg:
Exemption Code:

Rooms Seats Employees Machines Professionals

1

For Vending Business Only						
Number of Machines:				Vending Type:		
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
33.00	3.30	0.00	0.00	0.00	0.00	36.30

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:

JOHN HEO
P O BOX 2613
ACWORTH, GA 30102

Receipt # 05A-12-00011333
Paid 07/17/2013 36.30

2013 - 2014

State of Florida

Department of State

I certify from the records of this office that 3H SERVICE SYSTEM, INC. is a Georgia corporation authorized to transact business in the State of Florida, qualified on July 12, 2013.

The document number of this corporation is F13000003074.

I further certify that said corporation has paid all fees due this office through December 31, 2013, and its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the First day of August, 2013*



Ken Peterson
Secretary of State

Authentication ID: CU7202055449

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

<https://efile.smbiz.org/certaauthver.html>



Tab 6: Evidence of Insurance.

Certificate of Insurance showing coverage, forms, limits.
Actual insurance certificates will be required from recommended contractor, prior to award.

PRODUCER JAI SUNG BYUN, CLU, CHFC
 AJU INSURANCE AGENCY
 10122 LONG POINT, SUITE 100
 HOUSTON, TX 77043 PH. 713-932-9600

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT MEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED

3 H Service System, Inc.
 P.O. Box 2613
 Acworth, GA 30102

INSURERS AFFORDING COVERAGE	
COMPANY A	Progressive
COMPANY B	Western Surety
COMPANY C	
COMPANY D	

COVERAGES
 THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YY)	POLICY EXPIRATION DATE (MM/DD/YY)	LIMITS	
	GENERAL LIABILITY				EACH OCCURRENCE	\$
	COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE(Any one fire)	\$
	CLAIMS MADE OCCUR				MED EXP(Any one person)	\$
					PERSONAL & ADV INJURY	\$
					GENERAL AGGREGATE	\$
	GEN'L AGGREGATE LIMIT APPLIES PER:				PRODUCT S-COMP/OP AGG	\$
	Policy Project loc				UMBRELLA	\$
A	AUTOMOBILE LIABILITY				COMBINED SINGLE LIMIT(Ea accident)	\$ 1,000,000.
	X ANY AUTO	08282113-0	10/13/2013	10/13/2014	BODILY INJURY (Per person)	\$
	ALL OWNED AUTOS				BODILY INJURY (Per accident)	\$
	SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident)	\$
	HIRED AUTOS					
	NON-OWNED AUTOS					
	GARAGE LIABILITY				AUTO ONLY-EA ACC	\$
	ANY AUTO				OTHER THAN QUTO ONLY: EA ACC	\$
					AGG	\$
	EXCESS LIABILITY				EACH OCCURRENCE	\$
	OCCUR CLAIMS MADE				AGGREGATE	\$
	DEDUCTIBLE					\$
	RETENTION \$					\$
	WORKERS COMPENSATION AND EMPLOYER'S LIABILITY				EACH ACCIDENT	\$
					DISEASE-POLICY LIMIT	\$
					DISEASE-EA EMPLOYEE	\$
B	FIDELITY BOND	71252356	March 28, 2013	March 28, 2014		\$50,000.00

DESCRIPTION OPERATION/LOCATIONS/VIHICLES/SPECIAL

CERTIFICATE HOLDER

"Information Only"

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING COMPANY WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT.

AUTHORIZED REPRESENTATIVE

Jai S. Byun

ACORD**CERTIFICATE OF LIABILITY INSURANCE**DATE (MM/DD/YY)
09/01/2013**PRODUCER**Providence Financial Group
2655 Dallas Hwy Suite 130
Marietta GA 30064

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT MEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

INSURED3H Service System, Inc.
PO Box 2613
Acworth, GA 30102**INSURERS AFFORDING COVERAGE**INSURER A : Seneca Specialty Insurance Company
INSURER B : Scottsdale Insurance Company
INSURER C : Travelers Indemnity Company of America
INSURER D :**COVERAGES**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED, NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFF (MM/DD/YY)	POLICY EFF (MM/DD/YY)	LIMITS		
A	GENERAL LIABILITY	BAG-1013476	07/01/2013	07/01/2014	EACH OCCURRANCE	\$1,000,000	
	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY				FIRE DAMAGE(Any one fire)	\$ 250,000	
	<input checked="" type="checkbox"/> CLAIMS MADE				<input checked="" type="checkbox"/> OCCUR	MED EXP(Any one person)	\$ 10,000
						PERSONAL & ADV INJURY	\$1,000,000
						GENERAL AGGREGATE	\$2,000,000
						PRODUCT S-COMP/OP AGG	\$2,000,000
						UMBRELLA	\$
	GEN'L AGGREGATE LIMIT APPLIES PER:						
	<input type="checkbox"/> Policy <input type="checkbox"/> Project <input type="checkbox"/> loc						
	AUTOMOBILE LIABILITY				COMBINED SINGLE LIMIT(Ea accident)	\$	
	<input type="checkbox"/> ANY AUTO				BODILY INJURY (Per person)	\$	
	<input type="checkbox"/> ALL OWNED AUTOS				BODILY INJURY (Per accident)	\$	
	<input type="checkbox"/> SCHEDULED AUTOS				PROPERTY DAMAGE (Per accident)	\$	
	<input type="checkbox"/> HIRED AUTOS						
	<input type="checkbox"/> NON-OWNED AUTOS						
	GARAGE LIABILITY				AUTO ONLY-EA ACC	\$	
	<input type="checkbox"/> ANY AUTO				OTHER THAN QUTO ONLY: EA ACC	\$	
					AGG	\$	
B	EXCESS LIABILITY	XBS0022575	07/01/2013	07/01/2014	EACH OCCURRANCE	\$2,000,000	
	<input checked="" type="checkbox"/> OCCUR				<input type="checkbox"/> CLAIMS MADE	AGGREGATE	\$2,000,000
							\$
							\$
C	WORKERS COMPENSATION AND EMPLOYER'S LIABILITY	UB-3A00986-7-11	07/01/2013	07/01/2014	EACH ACCIDENT	\$ 1,000,000	
					DISEASE-POLICY LIMIT	\$ 1,000,000	
					DISEASE-EA EMPLOYEE	\$1,000,000	
					<input checked="" type="checkbox"/> WC Status Limits Other	\$1,000,000	

DESCRIPTION OPERATION/LOCATIONS/VEHICLES/SPECIAL

CERTIFICATE HOLDER is named as an additional insured with a waiver of subrogation on the General Liability and waiver of subrogation applies to workers compensation policy in favor 3H Service System.

CERTIFICATE HOLDER & ADDITIONAL INSURED

"Proof of insurance"

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT.

AUTHORIZED REPRESENTATIVE

Chris Bohus

ACORD 25 (2010/05)

PART VII - PROPOSAL PAGES – COST PROPOSAL

Cost to the City: Contractor must quote firm, fixed, weekly rate for all services identified in this request for proposal. This firm fixed weekly rate includes any costs for travel to the City. No other costs will be accepted. This firm fixed weekly rate will be the same for the initial contract period.

See Section 5.3 Service Locations: for details for each location on service requirements/times/dates etc.

Failure to use the City's COST PROPOSAL Page and provide costs as requested in this RFP, may deem your proposal non-responsive. (PLEASE FILL IN ALL BLANKS BELOW)

ITEM NUMBER/LOCATION	COST PER WEEK
1a. Main Police Building 1st Floor Starting time: <u>7 pm</u> Completion time: <u>8 pm</u> Hours of service per day: <u>5</u>	\$ <u>483.⁰⁰</u> /Week
1b. Main Police Building 2nd Floor Starting time: <u>9 pm</u> Completion time: <u>10:30 pm</u> Hours of service per day: <u>6</u>	\$ <u>614.⁰⁰</u> /Week
1c. Main Police Building 3rd Floor Starting time: <u>10:30 pm</u> Completion time: <u>11 pm</u> Hours of service per day: <u>3.5</u>	\$ <u>189.⁰⁰</u> /Week
2. Mounted Unit Starting time: <u>1:00 pm</u> Completion time: <u>3:00 pm</u> Hours of service per visit: <u>2</u>	\$ <u>39.⁰⁰</u> /Week
3. Marine Unit Starting time: <u>3:00 pm</u> Completion time: <u>5:00 pm</u> Hours of service per visit: <u>2</u>	\$ <u>39.⁰⁰</u> /Week

3 H 

ITEM NUMBER/LOCATION	COST PER WEEK
4a. Police Administrative Offices 1st Floor Starting time: <u>2:30 pm</u> Completion time: <u>3:45 pm</u> Hours of service per visit: <u>1.25</u>	\$ <u>54.⁰⁰</u> /Week
4b. Police Administrative Offices 2nd Floor Starting time: <u>3:45 pm</u> Completion time: <u>5:00 pm</u> Hours of service per visit: <u>1.25</u>	\$ <u>59.⁰⁰</u> /Week
5a. Internal Affairs Office 1 st Floor Starting time: <u>8 am</u> Completion time: <u>10:00 am</u> Hours of service per visit: <u>2</u>	\$ <u>49.⁰⁰</u> /Week
5b. Internal Affairs Office 2 nd Floor Starting time: <u>10 am</u> Completion time: <u>10:45</u> Hours of service per visit: <u>45 min</u>	\$ <u>13.45</u> /Week
6a. Community Policing Initiative 1st Floor Starting time: <u>8 am</u> Completion time: <u>9 am</u> Hours of service per visit: <u>1</u>	\$ <u>8.25 29.50</u> /Week
6b. Community Policing Initiative 2nd Floor Starting time: <u>9 am</u> Completion time: <u>10:30</u> Hours of service per visit: <u>1.5 hrs</u>	\$ <u>94.50</u> /Week

3H

ITEM NUMBER/LOCATION	COST PER WEEK
7a. City Jail: 1300 W. Broward Blvd. Starting time: <u>9 am</u> Completion time: <u>9:10 am</u> Hours of service per visit: <u>10 min</u>	\$ <u>7.25</u> /Week
7b. City Jail: 1300 W. Broward Blvd. Starting time: <u>9:10 am</u> Completion time: <u>9:45 am</u> Hours of service per visit: <u>35 min.</u>	\$ <u>28.³⁰</u> /Week
8. K9/Barn Starting time: <u>2:30 pm</u> Completion time: <u>5:00 pm</u> Hours of service per visit: <u>2.5</u>	\$ <u>107.⁰⁰</u> ^{9/17} 47.⁰⁰ /Week
9. Sistrunk Blvd. Substation 129 NW 8 th Street Starting time: <u>9:00 pm</u> Completion time: <u>11:00 pm</u> Hours of service per visit: <u>2</u>	\$ <u>30.⁰⁰</u> /Week
TOTAL WEEKLY COST FOR ALL LOCATIONS STATED ABOVE.	\$ <u>1,831.⁰⁰</u> /Week

34

9/17

INSPECTIONS CHECK LIST: A proposer may bid on any or all locations and still be considered for award. All spaces should be filled in for each location being bid.

The City reserves the right to award by group based on the geographic location of the facilities involved. Award may also be by Group or item, whichever is determined to be in the best interest of the City. Award will be to the responsive and responsible bidder, for that service that will best serve the needs of the City of Fort Lauderdale.

Inspections were made of the following locations:
(Please Check One)

	<u>Yes</u>	<u>No</u>
1. Main Police Bldg. 1300 W. Broward Blvd.	✓ —	—
2. Mounted Unit 700 NE 9 th St.	✓ —	—
3. Marine Unit 1784 SE 15 th St.	✓ —	—
4. Police Administrative Offices 101 N. Andrews Av.	✓ —	—
5. Internal Affairs Office 316 NE 4 St, Suite 3	✓ —	—
6. Community Policing Initiative 533 NE 13 St.	✓ —	—
7. City Jail 1300 W. Broward Blvd.	—	—
8. K9/Bar City Well Field	✓ —	—
9. Sistrunk Blvd. Substation 129 NW 6 th Street.	✓ —	—

PART VIII - PROPOSAL PAGES - TECHNICAL PROPOSAL QUESTIONS

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.

1. Understanding of the City's needs for cleaning services and your overall approach to satisfying those needs.
2. Details on the number, types and experiences of personnel who will be directly involved in providing this service. Include names and brief resumes with the proposal.
3. A narrative addressing all items listed in Part IV and Part V of the RFP. Address any issues uncovered during your inspection of the locations to be serviced.
4. Discuss the following in detail:
 - a. The size of your organization.
 - b. The range of activities or services your firm has previously provided or in which it is currently engaged.
 - c. The resources and equipment the firm has at its disposal to successfully provide janitorial services for the locations listed in the RFP.
5. Any additional information you feel may be pertinent in the evaluation of your proposal.

TAB 8. PART VIII. TECHNICAL PROPOSAL QUESTIONS

	Page
1. Understanding of the City's needs for cleaning services and your overall approach to satisfying those needs.	03
2. Details on the number, types and experiences of personnel who will be directly involved in providing this service.	21
3. A narrative addressing all items listed in Part IV and Part V of the RFP.	31
4. Discuss the following in detail	65
5. Any additional information you feel may be pertinent in the evaluation of your proposal.	70



TECHNICAL PROPOSAL QUESTIONS

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.

1. Understanding of the City's needs for cleaning services and your overall approach to satisfying those needs.

3H Response

It is understood by the parties that 3H will provide Custodial services to Customer facilities in accordance with the terms and conditions of the Requirement / Technical Specifications, Part IV & V. of this RFP. Our performance of these facilities should be complied with the contract requirement of the Project Description and Scope of Work. All services are to be completed the hours of designating by Contract requirement. All special circumstances requiring additional/revised hours must be pre-approved by the CO of contracting agency. All actions relating to the validity, interpretation, and enforcement of this contract requirement shall be instituted and insured. 3H system should comply with the contract terms and attachments of this bid Spec.

General Approach to accomplish the tasks outlined in the scope of work sector of this RFP.

Approach and Methodology

3H system ("3H") shall be responsible for compliance with all applicable federal, state, and local safety regulations, including training employees in the proper use of chemicals and equipment needed to perform their work. 3H shall keep safe and clean any work and/or storage area assigned for use. 3H will establish in accordance with the operational needs of each respective site. 3H will provide for customer to the highest level of cleaning in facilities as deemed appropriate and necessary. 3H will insure that all methods used in performing the work herein specified shall be in accordance with the best current practices of the facility cleaning industry. 3H will insure all services are completed in a manner and at a time so as not to disturb administrative functions as determined by customer.

Performance Standard

Quality of Work and Standards of Cleanliness

3H will use first quality workmanship and quality equipment, materials, and supplies in carrying out its duties. Best management practices of the building cleaning industry are required with regard to sanitation, housekeeping, safety, and public relations.

Supplies and Equipment

3H will have new and updated equipment and said equipment will be available for inspection when request by Customer Rep. ("CR"). All sanitary chemicals have UL approved label.



3H will supply a detailed listing of all chemical to be used during the custodial services contract; moreover, the list of chemical will be approved by CR prior to use in a customer facility or school. In the event that indoor air quality(IAQ) concerns develop, 3H will be prepared to assist in the resolution of the concern by providing wet wiping, carpet extraction and removing flood waters from VCT or carpet as directed by Client facilities rep.

Maintaining Performance Schedules

The supervisors are responsible for insuring that all daily work is performed by the employees under their direction. Schedules shall be maintained by the on-site Project Manager (PM) to insure that all periodic work required under the contract is completed on or before the date required by the contract. The supervisors and the on-site PM will conduct periodic inspections to determine when services which are required "as needed" under the terms of the contract shall be performed. "As-required "services shall also be performed when requested by the customer.

Measuring Performance

The work completed by 3H's team members is subject to random and scheduled inspection by the above specified supervisors, the PM, the AE, or senior 3H representatives, or special quality control personnel not accountable to onsite supervisors.

Striving for Excellence

3H's goal is to provide a quality product that meets or exceeds that which is required by its customers. We shall try at all times to improve the quality of our services to meet this goal. 3H looks forward to working with you in a spirit of cooperation and professionalism which will insure that both parties will derive the maximum benefit from their contracts.

3H has a unique process for managing all of these locations to ensure not only the satisfactory completion of daily and nightly tasks but also tracking the completion of scheduled project work.

- a). 3H begins by utilizing a skilled and dedicated management team and cleaning staff. Our management support is on-call (24) hours a day in order to meet immediate janitorial needs. 3H is able to provide this dependable and strong management team because of our formal training programs for all levels of personnel.
- b). 3H will take a systematic approach to quality control, assuring that the work we perform meets your requirements for contract compliance and build our relationship with client. Quality awareness is what 3H carries through from interviewing to orientation and training of all prospective employees. This program has been designed to continuously monitor and report our job performance to our management team and to you, our customer. 3H program includes a two-pronged approach: (1). our comprehensive walk-through inspections ("CWI") and (2) a computer-based inspection program ("CIP") to track quality assurance data over the life of the contract.

(1). Comprehensive Walk-through Inspections ("CWI") are documented and available to the Client' representative.



- ❖ Daily/Nightly – A through nightly inspection after the completion of work will be conducted by 3H on site supervisor.
- ❖ Weekly - A minimum of one weekly walk-through inspection will be conducted by the 3H quality control manager.
- ❖ Monthly - A monthly walk-through inspection will be conducted by the 3H regional manager, supervisor and a representative of the client is always welcome to participate.
- ❖ Quarterly - 3H regional manager and project manager will meet with the Client's rep. to evaluate performance.

(2). Computer-based Inspection Program ("CIP"):

- ❖ Inspections are randomly assigned to both the onsite supervisors and the Contract managers ("CM") by computer according to the assigned schedule. It is mandatory that both the onsite supervisor and CM submit this inspection on a weekly basis.

C). The last part is our computer based work order program that not only tracks customers request but also allow us to input all of the scheduled service requirements of the contract to be completed.

Quality Assurance Program

This program is accomplished by our Quality assurance, control and inspection systems, scheduled, unscheduled, tracked, documented and reporting program that we have in place for all of our customers. This system has been performed to continuously monitor and report on our job performance, and contract compliance and customized reporting with our customers. This program is consisting of our scheduled comprehensive walk through inspections, a computer-generated random inspection program to track quality and contract requirement over the life of the contract.

Work Order Program

Our computer based work order program that not only tracks customers request but also allow us to input all of the scheduled service requirements of the contract to be completed. As work orders are approaching their due-by date reports are sent to the management staff and will continue to escalate until the work order has been completed and closed. Completed work reports are available for AE of 3H to verify satisfactory completion on his visit to the Customer. Also, various reports are made available to the Customer's rep. to stay up to date on contract compliance. The work order program is a tool to help our team complete and document that the work was completed on-time and on schedule, every time.

Corrective Action

When deficiencies or omissions are discovered by the supervisors during the course of cleaning operations, they will direct the appropriate team members to correct the deficiency immediately.



In such case, no written report is required. When deficiencies or omissions are discovered after TMs working hours, steps will be taken to insure that the deficiencies are corrected as soon as possible on the next working day.

When the supervisors discover deficiencies while performing inspections of TM work, they will complete a Deficiency Correction Report and turn it over to the on-site PM, who will provide a copy to the supervisor responsible for that area. The supervisor will brief the employee responsible for the deficiency to determine the cause of the deficiency and the best method of correcting the problem. The deficiency will be corrected, and the supervisor and on-site PM will take appropriate action, including additional training and/or supervision to insure that the deficiency is not repeated.

If the customer's inspection representatives discover unsatisfactory conditions during the course of their inspection they are asked to note the deficiency in writing and provide a copy to the on-site PM as soon after the deficiency is observed as possible—normally at start of business the next working day following discovery of the deficiency. The on-site PM will fill out a Deficiency Correction Report and give it to the supervisor responsible for that work, who will take steps to correct the deficiency. When the deficiency is corrected the on-site PM or a supervisor will notify the customer's representative in writing. The on site-manger will be replaced if our performance rate below 80 % for duration of 3 weeks within a month time period.

In the event the supervisor does not believe the condition noted on the customer's inspection report is a deficiency under the contract, the supervisor will notify the on-site PM. If the on-site PM determines that the condition is a deficiency, the supervisor will be directed to correct the work. If the on-site PM determines that the condition is not a deficiency under the contract, the customer's representatives will be promptly notified so that the question may be expeditiously resolved. In all instances where deficiencies or emissions are discovered, 3H will attempt to determine the cause of the problem. If the problem is caused by neglect, improper cleaning techniques, omissions, oversight or other matters which are the fault of 3H, action will be taken to insure that the problem is not repeated.

If the problem is caused by matters beyond the control of 3H, that fact shall be brought to the attention of the customer by the on-site PM. Examples of such matters include stains or marks which cannot be removed from a surface without causing damage to that surface (i.e., by the use of abrasives to remove a stain); "deficiencies" which can only be corrected by methods which are clearly beyond the scope of the work contemplated by the contract (i.e., the use of certain chemicals, machines, or cleaning techniques not referenced in the contract documents). In such cases, the customer's representative shall be notified of the problem in writing.

Visit to confirm after remedial action taken

At times, we get complaints from facility employees concerning some dissatisfaction with our service. It is not enough to simply correct the problem, which created the complaint. Whether the complaint came from a client or passenger, we require our QCI and supervisors to make a follow-up visit to the party, who complained to insure their satisfaction with remedial action taken. The PM of 3H meets with customer's Rep. on a daily basis to check the quality assurance and meeting with customer's Rep. on a weekly basis.



Issue Escalation response Process

Emergency Response Plan

Emergency are also trained to understand that prescribed cleaning specifications cannot always address all legitimate problems that may arise on an account and that reasonable efforts must be made to resolve unforeseen problems that would come within the scope of our general responsibility under the contract. Our Service Call is intended to address emergencies and miscellaneous minor cleaning tasks and complaints of satisfactory or non-performed work. The system is designed so that a hierarchy of telephone and pager numbers ensures the ability always to establish contact and get a response within an hour.

All managers and supervisors in the line of authority are aware that ours is a 24-hour responsibility to the customer and that immediate problem resolution is our company goal and our employees' responsibility. The project manager (PM) or his designee is also required, where the customer reasonably expect him or her to do so, to come to the job site to resolve problems during off.

The 3H PM will be on pager with a 24-hour, seven-day per week monitoring responsibility. The PM's home number will also be on file with the Contracting Officer's Representative for service and emergency calls. The assistant PM will be on a pager with his home telephone on file. Supervisors will be on 24-hour pagers, with their home numbers also on file home numbers also on file. Day workers will be on pagers throughout their work shifts, about half their productive time reserved to address miscellaneous and unanticipated cleaning problems and emergencies.

At 3H's central office, the VP for operations, the operations director, the AE and the Quality Control Inspector (QCI) are available during the regular work day. These central office team members will also remain during off hours through an off-hours central office answering service.

Problems with Work Quality Completion or with Team Members

In addition to the emergency reporting procedures set out above, the on-site PM will interface regularly with customer's contract administrator and will report problems directly to 2H's AE or Director of Operations. These 3H representatives will remain available to the customer's contract administrator and will arrange periodic meetings to resolve problems not satisfactorily handled at the PM's level. In addition, on a weekly basis, the PM will review in advance with the Director of Operations, or her designee in the line of authority, all plans to meet requirements for screening and training employees, work completion, quality objectives, record-keeping and documentation, labor-relations, and reserve call ups to the PM's daily review of all Daily Work Completion Reports. Any issues or request for our services will be resolved within 24 hours upon notice.

■ Supervisor Plan

3H realize the importance of non-working supervision, knowledgeable in cleaning techniques, cleaning specifications, skilled in human relations, and trained in follow-up techniques. Careful supervision insures that quality will be maintained. 3H supervisors are experienced in the performance of the work required by the contract, which they supervise.



3H supervisors do not perform cleaning tasks and the ratio of supervision to cleaning workers is kept to day and night shift. An experienced, well trained, non-working supervisor will be appointed to this project. The supervisors are responsible for insuring that the team members under their direction perform all daily work.

The supervisor will manage this project on -site and will report directly to 3H's Account Executive ("AE") or operation manager ("OM"). The supervisor, along with the AE or OM will remain available to the customer's representative ("CR") for the resolution of any problems.

■ Security Clearance Procedure

3H shall comply with all activity security requirements. Upon request, the 3H shall submit the info. of each worker hired for worker on this contract and shall cause be filled out questionnaires and other forms as may be required for security. Neither the contractor nor any of its employees shall disclose or cause to be disseminated any info concerning the operations the operations of the activity's security or interrupt the continuity of its operations. All inquires, comments or complains arising from any matter observe , experienced or learned as a result of or in connection with the performances of this contract the resolution information will be directed to the activity manager.

Each of our staffs shall display a 3H's ID card or uniform, furnished by 3H, while performing services on building property. 3H's SM or PM shall have a complete set of keys assigned to them for areas they have a need to access. All our personal that have keys assigned to them are to sign them out and sign them back daily when signing in and out of the building. No keys shall be duplicated. All our personal who have keys assigned them must retain possession of the keys at all times and not loaning or open areas for other people. Report the occurrences of a lost key to the building management, no later than the start of the next duty day.

Applicants for employment as well as employees will be informed that they may be subjected to any periodic tests that may be legally permissible for determining whether theft or dishonesty has been perpetrated in connection with their work on the customer's premises, and business. As an additional security precaution, building entrance and exit procedures, and key control or access control systems, the work time and work space of each employee will be made a part of the orientation process, as well as a topic for discussion in regular crew meetings.

Any team members caught working out of his/ her designated area will be disciplined in a manner that may include termination. All inquires, comments or complaints arising from any matter observed, experienced, or learned as a result of or in connection with the performances of this contract, the resolution of which may require the dissemination of official information will be directed to the Site manager.

Each of our team members shall display an 3H's ID card with a clean uniform, furnished by 3H, while performing services on building property. No person under the influence of alcoholic beverages or drugs is permitted onto building property.

3H Cleaning System

The following is a graphic of the 3H Cleaning System. It shows the nine components of our systematic approach for managing custodial operations and demonstrates the interaction between each component and the overall focus on quality assurance.



3H has developed this system to provide our management team with a framework for implementing and managing custodial management systems at the Client's Facilities.

These systems are necessary to assure quality results within any custodial management department. This section includes:

- A review of our 3H Cleaning System
- Table of Contents from our Custodial Procedures Manual
- Communication Tools
- Quality Control Program
- Quality Control Checklist
- Unit Audit and Evaluation
- Emergency Cleaning Procedures
- Emergency Response – Major Disasters
- Client's Facilities – Custodial Tasks

Communication Tools

Weekly Meetings

We suggest that our director and the administrator directly responsible for custodial management department meet on a weekly basis to review the ongoing operations of the department, review objectives and provide 3H with direction where required. These meetings should be scheduled for one hour on the same day each week. This standard meeting time can be used to review the monthly administrative report, conduct tours of the facility and meet with support staff.

Administrative Report

Each month the 3H' director prepares a report for the client that includes detailed information on the following topics:

- Human resources
- Quality indicators
- Training and development
- Corporate technical support
- Financial performance
- Activity summary on projects
- Status towards achieving established department objectives
- Future plans

Performance Evaluate Meeting (PEM)

Performance Evaluate Meeting meetings are formal regularly scheduled meetings attended by key Client's representatives and 3H managers. Attendance by a broad cross section of the Facilities allows for a good sampling of customers' perceptions. The credibility of the committee is often determined by the leadership, quality and standing of its members. The PE meetings are scheduled on a quarterly basis and the agenda will include a review of the following topics:



- Quality of service
- Quality indicators
- Status of projects
- Human resource issues
- Status towards departmental goals
- Review of performance since last meeting
- Discuss and resolve topics of concern

Executive Review

The Executive Review is a formal presentation to the Client's senior management team, which reviews 3H's accomplishments over the past year or from time of program implementation. This Executive Review allows 3H to access the campus's confidence in the program and how well the program is meeting the needs of the campus. The report concentrates on the key result areas of our services and uses graphs and statistics to illustrate the main points. The report is presented in a yesterday-today-tomorrow format that includes:

An Overview of our Methodology

- **Understanding**
 - Transition Meeting
 - Quarterly Meetings
 - Annual Expectations Meetings
- **Providing Relevant Value**
 - Focusing on Client's Expectations
 - Nurturing Professional Relationships
 - Excelling in Our Technical Delivery
- **Evaluating the Progress**
 - Quarterly Reviews
 - Client Surveys
 - Customer Surveys
 - Review

Quality Assurance Program

Quality Control Manager ("QCM") of 3H shall be held by a full-time employee responsible for 3H's quality control program, with three (3) years experience in QC, to assure the requirements of the Contract and scope of work are provided as specified.

An inspection system covering all the services stated in this document. It shall specify areas to be inspected on either a scheduled or unscheduled basis or the individuals who will conduct the inspection. It shall develop project work completion report method.

A file of all inspections conducted by the 3H' managers, and will the corrective action taken. This documentation shall be made available upon request to Client during the term of contract. 3H' QCM shall make sufficient inspections to insure the services are performed as specified.



QCM shall conduct a written review of at least one written area assignment inspection conducted by each supervisor each week. Supervisors shall be present during the review of their inspection. QCM shall annotate discrepancies on each review. QCM shall provide a copy of all such views and of all written supervisory inspections to the Rep. of Client, prior to the end of the shift on which the review or inspection was conducted.

A) Quality Control / Assurance Program

1. QUALITY ASSURANCE (QA)

3H Service System ("3H") will establish in accordance with the operational needs of each respective site. 3H will provide for customer to the highest level of cleaning in facilities as deemed appropriate and necessary. 3H will insure that all methods used in performing the work herein specified shall be in accordance with the best current practices of the facility cleaning industry. 3H will insure all services are completed in a manner and at a time so as not to disturb administrative functions as determined by customer.

The 3H managers are responsible for the daily inspection and monitoring of all work performed to ensure compliance with contract requirements. Each phase of the maintenance services rendered under this contract is subject to 3H inspection, both during and after completion of work. The 3H's quality assurance (inspection/evaluation) is required for adequate and consistent quality control (manpower supervision/control/resource management) by the 3H.

2. QUALITY CONTROL PROGRAM (QCP)

The 3H quality control program provides several methods for monitoring quality and customer satisfaction.

2.1. To Measure Improvement, it is necessary to establish a balance. We accomplish this by conducting customer and employee satisfaction surveys and award of excellence audits. The results are shared with administration and department employees and assist in the development of department goals. These audits and surveys will be conducted annually each Fall and compared to the baseline previous scores.

2.2. Informal Rounds are made frequently throughout the day. Rounds keep supervisors "in touch" with activity in their units, the needs of the **Clients** and staff, and the people doing the work. During these inspections, department areas, corridors and lobbies are checked for order and cleanliness, the work skills and pace of employees are observed, reinforcement training is given and users are contacted. This active presence throughout the campus ensures a good appearance and rapid response to needs.

2.3. Formal Rounds are detailed inspections made by the Quality Control Manager in their areas. Quality standards are set and reviewed, deficiencies are noted and improvement plans are formed. These rounds keep us alert to each unit's needs and standards.

2.4. 3H has a formal, documented Quality Control System that is computer based. Areas are randomly selected for inspection every 30 days. The supervisor uses detailed checklists noting the status of each item on the list.



The number of satisfactory checks for all inspections done during the day is totaled, and this total as a percentage of all checks becomes the quality index which can be graphed to reveal trends.

2.5. **3H seek feedback.** 3H send all department managers a short questionnaire asking them to grade the department's service, quality of cleaning and professionalism in semiannually. A similar questionnaire directed to passengers affords a look at the perceptions of the passengers. The responses are tallied into number scores and can be charted.

2.6. **Area manager of the 3H** will provide ongoing support to our management team at Client's facility, visiting regularly. During these visits, he will tour the campus, inspect work quality and meet with representative of client and administration. He will also review systems, cost control measures, training documentation and projects in process.

2.7. **We recommend that a Performance Evaluate Meeting (PEM) be formed** with representatives of client from administration, rep. of the Client and 3H. The group should meet monthly during the first several months of our program, and then bimonthly thereafter, to review our progress and give fresh direction for the next period. PE meetings are valuable checks on the perceptions of the service and needs of the community. A department report will be presented and minutes of the meeting taken.

2.8. **An annual audit** is performed by Regional mgr. The audit forces a detailed look at every component of our program: quality, systems, interdepartmental relations, cost control and employee and management development. The results of the audit are compiled into an annual report which summarizes our progress and achievements during the year and outlines new operating goals, budgets and strategies for the coming year. We refer to this annual audit as the Executive Review.

2.9. **Corporate client surveys** will be performed annually. The survey requests that they provide us with their perception of the service we provide and how well this service is meeting the needs of the clients and staff at Client's facilities. Similar surveys are used in all divisions of 3H and are considered a valuable source of information. The results of the surveys are carefully monitored and presented to 3H's senior management team. The results of the corporate client surveys are part of each manager's review.

2.10. The **award of excellence** is a complete audit of our program that is conducted semi-annually. The audit includes a review of our systems, quality financial performance, customer surveys and staff surveys. The results of these reviews are key indicators of how effectively our service has been implemented.

B). INSPECTION SYSTEM

B.1). Inspections

Inspections are conducted by the our managers; QCM (Daily), PM (Weekly) and AE(Monthly) and include:

- Reviewing the customer communications log
- Reviewing the periodic task schedule



Verifying the staffing plan
Verifying 3H check list compliance
Inspecting equipment
Reviewing Key control procedures
Ensuring that service workers have proper uniforms and ID
Checking inventory of supplies
Reviewing previous inspection files and logs

B.2). Method(s) of Inspection

Effective method of Inspection requires a four-step inspection process:

I). Inspection during work performance

QCM of 3H inspects the work while being performed. By observing our service workers, we can insure that the most efficient techniques are being used and that all scheduled tasks are being performed on time and to acceptable standards. Oversights, poor techniques, bad safety habits, and poor morale are much easier to identify and correct while inspecting actual work performance.

II). Inspection after work performance

QCM and SM are required to perform after work inspections using the rating reports. This establishes priorities for next day's work and identifies problem areas, which usually means problem workers or supervisors. Our product is re-manufactured each day, thus the results need to be inspected each day.

III). Inspection with client representative

Regardless of our good intentions and our quality rating of work performed, the ultimate test is client satisfaction. If the client is not satisfied, the work must be improved. The QCM of 3H and the client may join inspect if necessary.

IV). Visit to confirm after remedial action taken

At times, we get complaints from facility employees concerning some dissatisfaction with our service. It is not enough to simply correct the problem, which created the complaint. Whether the complaint came from a client or passenger, we require our QCI and supervisors to make a follow-up visit to the party, who complained to insure their satisfaction with remedial action taken. The PM of 3H meets with customer's Rep. on a daily basis to check the quality assurance. The PM of 3H meets with customer's Rep. on a weekly basis.

B.3). Customer Satisfaction Survey

With Customer Rep.'s approval, 3H Service System will institute a "Customer Satisfaction Survey" to measure CR's quality perceptions of our work.



B.4). Inspection Files

A file of all inspections conducted shall be located in the on-site offices of 3H for review by the customer's representative. See the Quality Control checklist as an attachment.

C). **TECHNOLOGY**

C.1). Tracks performance.

Our on-site supervisor and our QCM will check our TM's performance during the work, and after done their performance. The required performance will be performed under the bid specifications.

C.2). Trending reports

The track performance for each facility will be recorded daily and keep on files to review, and evaluated daily, weekly.

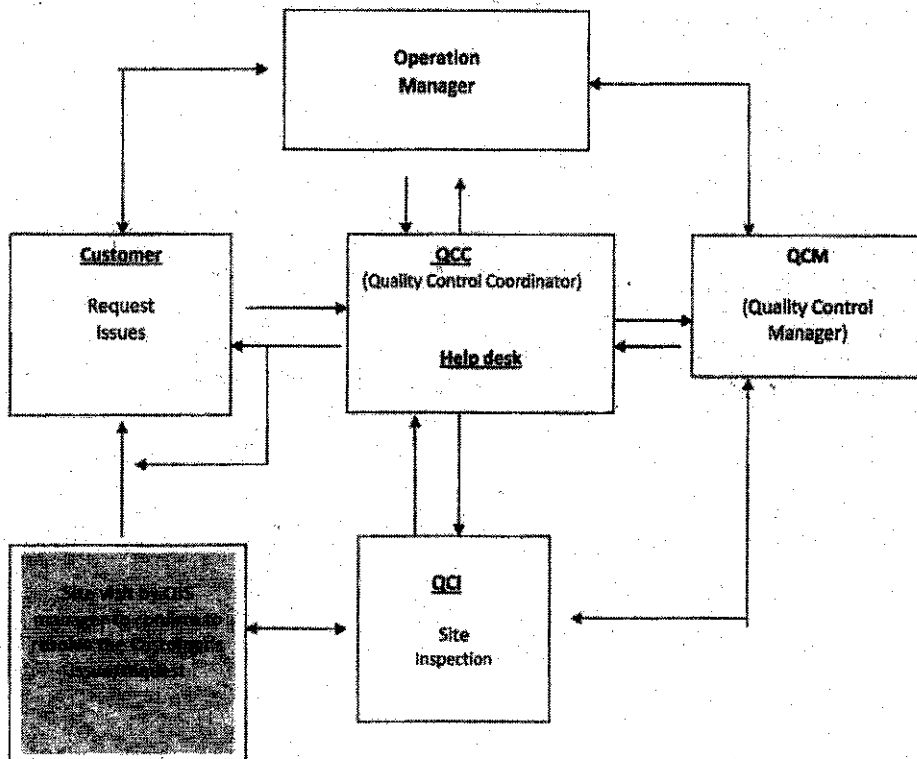
C.3). Analysis.

It will be performed weekly, monthly as designated tasks





QUALITY CONTROL CHART OF 3 H



Custodial Quality Control Check List

Building:			Week Ending:			
Inspector:			Lead Custodian:			
Custodian:			Custodian:			
Topic	Item	Room #		Room #		Facility Representative Inspector Comments
		S	U	S	U	
	Chairs					
	Bar stools					
	Telephones					
	Tables-Desks					
Furniture	Cabinets					
	Painters					
	Lamps					
	Cases					
	Clock					
	Shelves					
	Water Fountain					
	Subtotal					
	Dust					
	Spots					
	Curtains					
	Wall Hangings					
	Walls	Drops				
Glass						
Leads						
C. Sillboard						
Blinds						
Subtotal						
Teak						
Labels						
Spillage						
Baseboards						
Edge						
Floors	Girth					
	Finish					
	Trash Rec.					
	Ash tray					
	Subtotal					Rep Comments
	Varus					
Ceilings	Dusts					
	Ceiling					
	Light Fixtures					
	Subtotal					
	Plumbing					
	Bowl					
Wash Sinks	Protein					
	Dispensers					
	Dryer					
	Shelvs					
	Mirrors					
	Subtotal					
Toilets	Plumbing					
	Seat-Flush					
	Bowl					
	Urinal					
	Supplies					Rep Signature: Date:
	Partners					
	Sanitary					
	Subtotal					
	Wall/Floor					Inspector Signature: Date:
	Painters					
Showers	Soap Dish					
	Curtains					
	Subtotal					
TOTALS						



INSPECTION REPORT – Daily("3H")

NAME OF FACILITY _____ INSPECTED BY _____ ISSUE Date _____
 TARGET DATE _____

		Initial		Final	Comments /Status	Supervisor's check
		STANDARD	BELOW STD			
PUBLIC/GENERAL AREA						
ENTRANCE						
1	OUTSIDE 25FT/LOADING DOCK					
	DOORS					
2	Glass/Window					
3	Frame					
4	FLOOR/MAT					
5	Baseboard					
6	Grout					
7	WALL					
8	Wall surface					
9	Hanging					
10	RECEPTACLES					
11	CEILING					
P1	HARD FLOORS					
P2	STAIRWELLS					
LOBBY AREA						
12	RECEPTION COUNTER					
13	Filing Cabinet					
14	FLOOR/MAT					
15	Baseboard/Edge					
16	Grout					
17	VENDING MACHINE					
18	WINDOW/GLASS					
19	Frame					
20	BLINDS					
21	Light Fixture					
22	Planters					
23	Furniture					
24	Ceiling					



3H Bid for City Of FT. Lauderdale, RFP # 145-11308

25	Hard floor					
26	Drink Fountain					
	Elevator					
27	Floor					
28	Wall					
29	Track					
30	Light					
31	Vents					
32	Handrail					
33	Ceiling					
E1	Front					
E2	Around button area					
	OFFICE /BREAK ROOM					
34	Doors					
35	FLOOR					
36	Edge					
37	Grout					
38	Partition					
39	Walls					
40	Window					
41	Frame					
42	Blinds					
43	File Cabinets					
44	Receptacles					
45	Ceiling					
46	Vents					
47	Lights					
48	White Board					
49	Furniture					
50	Hangings					
51	Sinks					
52	Paper towel Dispenser					
53	Computer desk					
54	Book shelf					
55	Carpet Spot					
a	Vacuum for heavy traffic areas					
b	Vacuum for low traffic areas					



RESTROOMS/ LOCKER ROOMS/SHOWER					
56	Door				
57	Floor				
58		Grout			
59		Base board/Edge			
60	Wall				
61	Dispenser				
62		Soap			
63		Paper towel			
64		Bath tissue			
65	Mirror/Glass				
66	Sink/Faucet/Pipe				
67	Fixture				
68	Receptacles				
69	Stalls				
70	Urinal bay				
71	Partition/Wall				
72	Ceiling				
73	Vents				
74	light				
GYM/AUDITORIUM					
75	Floor				
76	Walls				
77	Glass				
78	seats				
JANITORIAL CLOSET					
79	Cleanness				
80	Floor				
	QC Marks %				

Client Surveys

Each year, you will receive a formal survey questionnaire. The survey requests that Client's Administration provide us with their perception of the service we provide and how well this service is meeting the needs of the passengers and staff. Similar surveys are used in all divisions of 3H and are considered a valuable source of information. The results of the surveys are carefully monitored and presented to 3H's senior management team. The end in mind is to not only understand your perceptions, but to respond to your expectations.



Using the Account Status Survey, 3H will measure Customer satisfaction along five dimensions: Reliability, Assurance, Tangibles Delivery, Empathy and Responsiveness.

RELIABILITY

1. "In general, I think that the service performed by the 3H staff is finished when they say it will be and it's done correctly."

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

2. "I believe 3H consistently delivers on what they proposed in response to our RFP."

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

ASSURANCE

3. "I feel confident that the 3H's cleaning staff has the knowledge necessary to do their job effectively."

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

4. "3H's team provides accurate and timely reporting for quality"

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

TANGIBLES

5. "I think 3H follows and executes defined processes that improve cleaning in my facility."

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

6. "3H provides both excellent performance and measurement (reporting) to justify renewal."

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

7. "3H reduces the time I have to spend dealing with janitorial issues"

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

8. "3H has explained where DOWNTIME exists in my facility and has proposed cost savings based on DOWNTIME analysis."

1	2	3	4	5
Strongly Disagree	Somewhat Disagree	Neither agree or disagree	Somewhat Agree	Strongly Agree

Additional areas on the survey accommodate:

Action plan: Bullet punch list and entered as a work order.

Follow up dates

Effectiveness of follow up

of complaints at this site

Additional comments



2. Details on the number, types and experiences of personnel who will be directly involved in providing this service. Include names and brief resumes with the proposal.

3H Response

Experience of the Firm

3H Service System, Inc., its experience as provider of custodial services at various Municipalities; comprising many different types of facilities: offices, Court house, Animal service centers, Fleet management centers, Public safety facilities, recreation areas, infirmaries, Senior centers, and Educational Entities; schools and college, eating and vending areas, gymnasiums, libraries, cafeterias, theaters. Each type of facility houses occupants with expectations that vary with the structural peculiarities and the particular activities in that facility. 3H approaches each building as if were a living individual with its own personality. In orientation and training and supervision of housekeepers and in crew meetings, the rhythm and dynamics of each building will be considered on an individual basis. Furthermore, the specs have been examined after surveying each building, learning the challenges it presents, and observing its activity schedule.

3H has successfully provided continuous facility services to Government since 1993. 3H System has managed our partners' custodial programs for more than 20 years beginning with the establishment of the partnership at Naval Air Station in Louisiana since 1993.

The level of service provided has always been based on the expectations defined by our partner institutions and specific requirements identified in either a Request for Proposal or other document. The basis of the level of service has been directly tied to APPA's Five Levels of Clean. The most common level of cleanliness has been APPA Level 2, although we do have a number of clients with either Supreme Court/ court or Public Safety facilities, in which case APPA Level 1 is the standard.

Below we have listed some of the 3H (under former Name: OJS systems) customers for whom we have provided services similar in both size and scope to your specific needs.

Experience at Government municipalities:

▪ State of Texas

Location: Austin, TX
Description of Project: Custodial services for State of Texas
Type, size of Complex: 1,150,000 SF

▪ Broward County

Location: Ft. Lauderdale, FL
Description of Project: Custodial services for Judicial Complex
Type, size of Complex: 800,000 SF

▪ Jefferson parish, LA

Location: Jefferson Parish, Gretna, LA
Description of Project: Custodial services for Jefferson Parish Municipalities
Type, size of Complex: 650,000 SF



- City Of Plano, TX
 - Location: Plano, Texas
 - Description of Project: Custodial services for City of Plano
 - Type, size of Complex: 1,350,000 SF

- Orange County, FL
 - Location: Orlando, FL
 - Description of Project: Custodial services for Orange County Court complex
 - Type, Size of property: Court house complex & museum. 1,140,400 SF

- City of Atlanta, GA.
 - Location: Atlanta, GA
 - Description of Project: Citywide Janitorial services (City Hall East)
 - Type, size of Complex: Municipal court & Public safety. 665,000

Proposed Key Staff

John Heo:	Account Executive (AE)
Joe Thomas:	PM (Proposed Project Manager)
Clyde Rachal:	AM (Proposed Area Manager)
Ronald Guillen :	SM (On-Site manger)
Julio Deleo:	SM (On-Site manger)
Grace Sims:	QCC (Quality Control Coordinator)
Norval Taylor:	FTM (Floor tech manager)

Personnel identified to work as Account Executive ("AE"), and Project manager ("PM") and Area manager for this account have extensive experience and training in the field of commercial cleaning. This is a certification awarded by the leading industrial organization in this industry the Building Services Contractors' Association (BSCAI). This proposed personnel has also completed numerous programs and seminars offered to teach commercial cleaning operations. The following are some of the seminars and training programs however "Communication Skills for Managers", Blood borne Pathogens-regulations, Basic Supervision, OSHA Compliance update 1, Basic Supervision, Employee Performance Evaluations, Employment law, Administering and Development of Budgets, Total Quality Management, Advanced Carpet and Tile Floor care, Green Cleaning and LEED certification. All team members after completion of all custodial training will obtain a Certificate of 3H's accomplishment.

Experience of Key Personnel

John Heo, Account Executive (AE)

John Heo is responsible for managing operational & financial issues, quality assurance, customer relation and contract performance issues. He joined 3H in 1993 with more than 20 years of experience in facility Management services. In this position, he was responsible for the facilities/ cleaning service management of various properties totaling over 25 million square feet.



Education, Training and Skills.

John Heo, identified to work as manager for the project has extensive experience and training in the field of commercial cleaning. Both are RBSM's (Registered Building Service Manager.) This is a certification awarded by the leading industrial organization in this industry the Building Services Contractors' Association (BSCAI). This proposed personnel has also completed numerous programs and seminars offered to teach commercial cleaning operations. The following are some of the seminars and training programs; "Communications Skills for Managers", Blood borne Pathogens-regulations, Basic Supervision, OSHA Compliance ,Supervision, Employee Performance Evaluations, Employment law, Administering and Development of Budgets, Total Quality Management, Advanced Carpet and Tile Floor care.

Joe Thomas, Proposed Project Manager (PM)

Since joining 3H in 2007, Mr. Thomas has lead position of increasing responsibility including project manager senior project manager for more than 3 million square feet of class "A" properties with Florida state area. His extensive management experience more than 20 years and focus on customer satisfaction in quality service previous experience includes services as site supervisor and quality control inspector.

Education, Training and Skills.

Mr. Thomas, identified to work as manager for the project has extensive experience and training in the field of commercial cleaning. Both are RBSM's (Registered Building Service Manager.) This is a certification awarded by the leading industrial organization in this industry the Building Services Contractors' Association (BSCAI). This proposed personnel has also completed numerous programs and seminars offered to teach commercial cleaning operations. The following are some of the seminars and training programs ; "Communications Skills for Managers", Blood borne Pathogens-regulations, Basic Supervision, OSHA Compliance ,Supervision, Employee Performance Evaluations, Employment law, Administering and Development of Budgets, Total Quality Management, Advanced Carpet and Tile Floor care.

Clyde Rachal, Proposed Area Manager

Since joining 3H in 2011, Mr. Conway has lead position of increasing responsibility including project manager and District manager for more than 3 million square feet of Government properties with state in Louisiana area. His extensive management experience and focus on customer satisfaction in quality service previous experience includes services as Office Manager.

Education, Training and Skills.

This proposed personnel has completed numerous programs and seminars offered to teach commercial cleaning operations. The following are some of the seminars and training programs; "Communications Skills for Managers", Blood borne Pathogens-regulations, Basic Supervision, OSHA Compliance, Employee Performance Evaluations, , Total Quality Management, Advanced Carpet and Tile Floor



Ron Guillen, Co-onsite Supervisor

Since joining 3H in 1997, Mr. Guillen has lead position of increasing responsibility including project manager and On-site Manager for more than 3 million square feet of class "A" properties with state in Florida area. His extensive management experience and focus on customer satisfaction in quality service previous experience includes services as site supervisor and quality control inspector.

Grace Sims, QCM(Quality Control Coordinator)

Since joining 3H in 1996, Ms. Sims has lead position of increasing responsibility including On-site Supervisor for more than 2 million square feet of class "A" properties with GA, SC. area. Her extensive management experience and focus on customer satisfaction in quality service previous experience includes services as site supervisor and quality control manager.

Training/Professional Certifications of Individuals

3H has developed training program to let all our team members know exactly what is expected at each job and within each task. 3H team members have proved themselves to be able to handle the requirements of the position. It is required by 3H that all manager have a minimum of 5-years' experience as a cleaner and a 3-year work history with our firm. Also, we have an extensive training program for each manager and service worker placed at your facilities. Our training program is described in detail in the training section.

Resumes for Key Staff

(Intentionally left blank, see the attachment)

" Confidential Info: Page 23-70"



Name: **John Heo**

Title Position: Account Executive

Profile More than 20 years' successful experience in customer service and support with recognized strengths in operating account, problem-solving and trouble-shooting, Account control, and planning/implementing proactive procedures and systems to avoid problems in the facility services.

Professional and/ or Technical Training (List)

Type of Training	Where received	Date
Green Equipment	Clarke	2009
Green Cleaning	Spartan chemicals	2000
Practical Solutions to Carpet care	Atlanta Airport, GA	1991
Supervisory Headaches # 17	Atlanta, Hyatt	1991
Step by Step Guide to Managing Janitorial ser.	Atlanta, GA	1991
OSHA Asbestos Awareness Training	Orlando Airport	1990
Clean room Tech & Contamination Control	NASA	1989
Managing Personnel	Texas	1988

Employment/ Work Experience

Title: Accounting Executive at OJS
 Type of Business: Government Facilities
 Customer name: Numerous

OJ Best Services	Accounting manager	Marietta, GA	1992
OJ Services Systems	Account Executive	Marietta, GA	1998
OJS systems	President	Acworth, GA	2001
3H service System, Inc.	Account Executive/President	Acworth, GA	2013

Education MS at Texas Texas 1986



Name: **Joseph Thomas**

Title Position: Project Manager/Job Manager

Profile More than 25 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and trouble-shooting, Account control, and planning/implementing proactive procedures and systems to avoid problems in the first place.

Professional and/ or Technical Training (List)

Type of Training	Where received	Date
Practical Solutions to Carpet care	Orlando Airport, FL	1997
Supervisory Headaches # 17	Orlando Hyatt	1997
Step by Step Guide to Managing Janitorial ser.	Keye- Orlando	1996
OSHA Asbestos Awareness Training	Orlando Airport	1996
Clean room Tech & Contamination Control	NASA KSC	1989

Employment/ Work Experience

Title: Project manager at OJS
 Type of Business: Government Facilities
 Customer name: Numerous

Type of Business:	Customer name:			
Facilities custodial service & maintenance	City of Plano	60	City of Plano, TX	2011-2013
Orlando International Airport , PM			Orlando, FL	1998-2003
Number of employees supervised		220		
Orange County Court house complex			Orlando, FL	2003- 2008
Orange County Admin. & regional Museum			Orlando, FL	2003- 2006
Number of Employees supervised		68		
Orange County Court house complex			Orlando, FL	2003- 2008
Orange County Government complex			Orlando, FL	2009- 2010

Employment of 3H: Since 2007



Name: **Clyde Rachael**

Title Position: Area Manager

Profile

More than 15 years' successful experience in customer service and support with recognized strengths in operating account, problem-solving and trouble-shooting, Account control, and planning/implementing proactive procedures and systems to avoid problems in the facility services.

Professional and/ or Technical Training (List)

Type of Training Date	Where received
Practical Solutions to Carpet care & hard Fl. 2002	City of New Orleans
Supervisory Headaches 2001	City of Atlanta
Step by Step Guide to Managing Janitorial ser. 1998	City of Atlanta

Employment/ Work Experience

Title: Regional Manger

Type of Business: Facilities custodial service & maintenance
Customer name: City of Plano
2011-2013
Number of employees supervised 65

Type of Business: Facilities custodial service & maintenance
Customer name: Broward County, FL
2011-2012
Number of employees supervised 45



Proposed On-site Manger: Julio Deleon

PROFESSIONAL EXPERIENCE

3H Service System, Inc.
Lead On-site Manager 2011-2013

- City of Plano, Texas
Number of Employees supervised 58

3H Service System, Inc.
Lead On-site Manager 2008 -2010

- Orange County Court house complex Orlando, FL
Number of Employees supervised 68

Provide a good working relationship with customers to ensure complete customer satisfaction while maintaining a profitable operation.

- Orange County Court House Complex 2004-2007

On site Manager 1998 to 2003

- Orlando International Airport (OIC)
Number of Employees supervised 192

Conducted in-house workshops/ training to ensure compliance to State and federally mandated laws.

Served as liaison between subordinate management and facility representative to ensure customer satisfaction.

Certification: Leed Green Certificate

Employment of 3H : Since 2011



Proposed On-site Supervisor: Ron Guillen

PROFESSIONAL EXPERIENCE

3H Service System, Inc.
Project Manager

2009 -

- Pinellas county project manager

3H Service System, Inc.
Project Manager

2004 -2009

- 2005 Area 2 Project Manager for Welcome Center & Rest Areas of GA
- 2004 Ogeechee Tech. College
- Provide a good working relationship with customers to ensure complete customer satisfaction while maintaining a profitable operation.

3H Service System, Inc.
Operation Manager

1998 to 2003

- May 1999 – 20003 Operation Manager at Target stores, GA, SC.
- September 1998 start –up Manager Target Stores, GA, and SC.
- Conducted in-house workshops/ training to ensure compliance to State and federally mandated laws.
- Served as liaison between subordinate management and facility representative to ensure customer satisfaction.

AWARDS: 3H Operation Manager of the year 1999.

Employment of 3H: Since 1998



Name: **Grace Sims**

Title Position: Quality Control Coordinator ("QCC"); Coordinate for Quality Control with our clients

Profile

More than 18 years' successful experience in customer service and support with recognized strengths in account maintenance, problem-solving and troubleshooting, Quality control coordinate, and planning/implementing proactive procedures and systems to avoid problems in the first place.

Professional and/ or Technical Training (List)

Type of Training	Where received	Date
Green Cleaning	Spartan chemicals	2001
Practical Solutions to Carpet care	Atlanta Airport, GA	1998
Supervisory Headaches # 17	Atlanta, Hyatt	1996
Step by Step Guide to Managing Janitorial ser.	Atlanta, GA	1996
OSHA Asbestos Awareness Training	Atlanta Airport	1995

Employment/ Work Experience

Title: Quality Control Coordinator at OJS
 Type of Business: Government Facilities
 Customer name: Numerous

OJ Services Systems	Quality Control Inspector	Marietta, GA	1996
OJS systems	Quality Control manager	Acworth, GA	2001
OJS systems	Quality Control Coordinator	Acworth, GA	2005
3 H Service System	QCC	Acworth, GA	2013

Education	BS	S. Korea	1978
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6. A narrative addressing all items listed in Part IV and Part V of the RFP. Address any issues uncovered during your inspection of the locations to be serviced.

3H Response

All managers within our network are developed internally and have an opportunity to participate financially in 3H System. Thus strong management with equity involvement is a notable point of difference within our organizational structure. Each of our market areas are supported by Management services.

Management Services provides support to each market area in the following functions: accounting, organizational audits, marketing, purchasing, sales, staffing, and warehousing which complements each of our market areas with a supply and equipment network

The preliminary job duties and job assignments have been completed and the Management Team has been chosen for the Client. The main points of contact for Client will be the Account Executive, John Heo and Area Operation manger, Clyde Rachal. They, along with our Contract Supervisor, will have the responsibility for the completion of cleaning tasks at the Client's facility and can be reached by cell phone whenever needed by the Client.

This local management team is directly supported by our senior manager who will be making frequent visits, both scheduled and unscheduled, to the Client facilitates performing inspections, walking through the buildings and verifying that recent project work is complete and done correctly. Also, our VP will be making infrequent visits to confirm contract compliance and to perform inspections.

The next step, after we are awarded the contract, will be to implement our start Up Transition Plan. The graphical time line chart briefly outlines the procedures that 3H will utilize each week before, during and after the contract start date. The plan represents a 10-week plan that begins one month prior to the actual contract starts date and will continue as long as the local management team needs the extra support.

Periods of change can be difficult times of uncertainty; therefore, we are fully aware of the importance of a correct start-up program to ensure a smooth transition for your current custodial staff. To accomplish this goal, 3H developed a specially trained start-up team consisting of the training department to help facilitate and manage the complete transition process.

Their primary responsibilities include recruitment and training of local personnel, ordering and receiving supplies and equipment, completing job descriptions and paperwork processing, working daily and nightly hand in hand with the cleaning staff to make sure the work is completed correctly and performing frequent walk through and visual inspections during and after cleaning tasks are done to make sure the work is completed on schedule.

1. Management Program

The 3H shall maintain a record for housekeeping jobs; logs, reports, staffing man hours, work schedules, quality control, training program.



The on-site housekeeping-operating manual is the principal operating instrument at the site. Complete operating manuals of 3H including contractor's specifications immediately after award the contract are assigned to the project manager of 3H. The 3H manuals for this project are kept in duplicate. One is compiled and kept on site. An exact copy one is kept in the main office.

2. Management Plan

- 2.1. Customer Communications
(Intentionally left blank, see the Customer Service Program)
- 2.2. Communication Log-book(CL)
(Intentionally left blank, see the Customer Service Program)

2.3. Supervisor Plan:

3H realize the importance of non-working supervision, knowledgeable in cleaning techniques, cleaning specifications, skilled in human relations, and trained in follow-up techniques. Careful supervision insures that quality will be maintained. 3H supervisors are experienced in the performance of the work required by the contract, which they supervise.

3H supervisors do not perform cleaning tasks and the ratio of supervision to cleaning workers is kept to day and night shift. An experienced, well trained, non-working supervisor will be appointed to this project. The supervisors are responsible for insuring that the team members under their direction perform all daily work. The supervisor will manage this project on -site and will report directly to 3HS's Account Executive ("AE") or operation manager ("OM"). The supervisor, along with the AE or OM will remain available to the customer's representative ("CR") for the resolution of any problems.

At all times while 3H team members are on the premises, supervision will be in place. On a weekly basis, the supervisor will review in advance supervisor's all plans to meet requirements for screening employees, training, periodic work completion, quality objectives, safety, and reserve call -ups. The supervisor will meet daily basis with subordinate site asst supervisor and on a regular basis with CR's designated representative. The supervisor will also oversee any scheduled crew meetings, implement any scheduled training, oversee the proper distribution of supplies, chemicals and equipment, deploy the fleet and crew, and document on pre-determined forms the completion of all the specifications in the contract on each work day. Using quality Work Completion Reports and quality control formats, Supervisors will maintain records of team members' performance. Site Supervisors will also be responsible for reviewing performance and quality requirements with the project manager each day "spec" work is performed. Assistant Supervisor ("lead persons") who performs productive "spec" work alongside other cleaning workers will oversee smaller numbers of workers assigned to them. The Floor Team Supervisor will supervise all the work of the floor team and will report to the Supervisor. Full-time day workers will report to the Project Supervisor.

2.4. CUSTOMER SERVICE PROGRAM

3H's Customer Service programs are includes as follows:



2.4.1. The Call Handling

The Call Handling Suite of our Customer Service Program offers a variety of options and materials, all focused specifically on call center customer service training. 3H's Call Handling portion which can be used alone as part of a focused call center customer service training program, or used in conjunction with the other customer service training tools to deliver a comprehensive employee training program.

The Communication Skills Training segment is part of the overall Customer Service Program, but places a greater emphasis on communication skills training for more focused sessions.

The Customer Care Suite is a customer-experience centric portion of the all-encompassing Customer Service Program. The full Customer Service Program contains a number of customer service videos covering a broad range of customer service scenarios; the Customer Care Plan focuses on providing good customer service from the customer's perspective.

The Difficult Caller Suite customer service deals exclusively with issues surrounding handling difficult customers. This suite is part of the larger Customer Service Training Program Package that covers the full range of customer service situations and solutions. The Difficult Caller Suite is one of 6 interconnected segments within the Customer Service Program and can be used alone or in conjunction with any of the other 5 suites.

The Quality Customer Service segment provides valuable lessons and tips for providing quality customer service as part of an overall customer service program. The Quality Customer Service Suite is one of 6 complementary training modules at work within the Customer Service Program and can be taught alone or alongside the other customer service guides.

2.4.2. Communication Systems

Customer Communications

Regular communication is a key element of 3H's project management plan. The On-site PM of 3H is readily available to handle customer requests, and will provide you with information about your facility on a regular basis. With radio, pagers, cell phones, email and Communication logbook will make better communication tools with our customer. On-site PM of 3H discuss with the Customer Rep. ("CR") about housekeeping status 24 HOURS 7 DAYS at daily.

Communication Log book(CL)

The 3H' CL is a daily diary of the activities of the facility. The documentation and implementation of special service requests during non-cleaning hours are also managed through use of the logbook. Each request is addressed and answered on a nightly basis with the appropriate staff. Each management visit that occurs after normal business hours will be noted in the logbook as well. The log book will also be reviewed during each management visit.

3H has an additional communication tools that we would like to use at the client facilities:



- 1). Supervisor Building report that will be filled out each day/ night by our Building Supervisor and Contract manager and emailed or given to our contract rep. to keep informed of the events of the evening, including areas that we were asked not to clean, building items needing repair and etc.
- 2). Janitorial log book s used to communicated any special requests for your cleaning staff or areas that need attention and then the Contract manager and Building Supervisor will signoff that the work was completed and inspected by them to assure completion.

Supervisor's Facility Daily Report – 3 H

Facility Name: _____

Date: _____

Time all exit doors were locked: _____

List all damages by the 3H when you cleaned the building

List all rooms who requested their areas not to be cleaned because they were working

List maintenance repair times you observed the area where the repair is needed

List anything unusual that happened while you were in the bldg.

Departing time: _____

Supervisor's signature: _____



Correct Action Taken Report ("CAR") – 3H

Date: _____

Action Item/Follow-up

Request/Opportunity	Floor Location	Action Taken	Date Completed

Security/Late Tenants (After hours activity during/after cleaning.)

Action Item	Location	Time/Comment

Periodic Performed	Location	Comments

Inspections (Detailed inspection by Contractor Project Manager)

Location	Comments

Submitted by: YOUR NAME OR YOUR SUPERVISOR

Date



3 H Detailed Plan of Frequency of Work

	SERVICE LEVEL A -	Office Areas	Conference / Multi-purpose rooms	Rest rooms	Kitchens and Break Rooms	Lobbies, Entrance and Vestibules	Corridors / Hallways	Stair Wells	Elevators
1	Vacuum carpeted floors.	D	D		D	D	D		
2	Spot clean carpets.	D	D		D	D	D	AS	D
3	Clean and disinfect door knobs.	D	D	D	D	D	D		
4	Empty and clean trash receptacles, replace all liners, and return receptacles to original location.	D	D	D	D	D	D		
5	Clean and disinfect conference tables/kitchen tables.	D	D		D	D	D		
6	Damp or Wet mop and remove dirt and scuff marks from all non-carpeted floors.	D	D		D	D	D		
7	Clean entrance glass doors and revolving glass doors. Clean framework, including transoms and sidelights.	D				D			
8	Remove fingerprints from entrance glass.	D				D			
9	Spray buff all tile / terrazzo floor areas according to industry standards.	D				D	D		
10	Clean and disinfect all public counters.	D							
11	Clean and thoroughly polish drinking fountains.	D							
12	Wipe down light switches.	D	D	D	D	D	D		
13	Wipe clean all ledges, vents and diffusers.	M	M	W	W	W	W	M	M
14	Wipe down doors with non-abrasive cleaner.	D	D	D	D	D	D		
15	Clean and polish stainless steel, chrome, and brass surfaces, insuring the polish does not stain or mark area around push plates or other fixtures.	D	D	D	D				
16	Wipe down outside of cabinetry/woodwork.	D			D				
17	Dust tops of desk areas in office. Work to be scheduled in advance.	D							
18	Empty recycling bins.	D	D		D				



3H Bid for City Of FT. Lauderdale, RFP # 145-11308

19	Dust horizontal & vertical surfaces, including blinds.	W	W	W	W				
20	Clean and disinfect exterior trash receptacles.	W	W	D	D	W			
21	Clean glass cases.		D						
22	Check and refill all toilet paper, towel & hand soap dispensers. Use replacement cartridges designated for the r dispenser.			D	D				
23	Clean and disinfect sinks and countertops. Polish bright work.			D	D				
24	Wipe clean towel cabinets.			D	D				
25	Clean and polish glass and mirror surfaces.			D		D			
26	Clean and disinfect toilets & urinals, inside and out. Install urinal deodorizer blocks as designated. Polish bright work. Clean toilet seats on all sides. Remove any rust or discoloration around fixtures with non-acidic product. No chemicals shall be left in toilets/urinals or on fixture surfaces. Waterless urinals require special spray cleaning.			D					
27	Empty and clean sanitary napkin disposal units and wrap for separate disposal. Replace liners.			D					
28	Scrub shower walls to remove soap and hard water build-up with a disinfectant fungicide product.			D					
29	Wet mop floors using a germicidal detergent solution.			D					
30	Machine scrub floors.			W		W			
31	Clean and disinfect all trash receptacles and sanitary napkin disposal unit.			D					
32	Wipe clean partition tops and sides, handrails, ledges, cabinets, vents, louvers in doors, tops of mirrors and lights.			D					W
33	Wash entrance doors (and rest room partitions) and walls with a disinfectant.			D	D				
34	Pour a solution of germicidal detergent (previously approved by the Facility Representative) to fill the floor drain trap.			D					
35	Clean all door brass.					D			
36	Clean ledges and moldings, inside and exterior of entry way doors.					D			
37	Clean, disinfect and polish all public telephones.					D			



3H Bid for City Of FT. Lauderdale, RFP # 145-11308

38	Continuously dry mop non-carpeted lobby floor on rainy days, during normal business hours.								D		
39	Dust and wipe clean all flat surfaces, walls, pillars and other flat surface areas.								D		
40	Empty all exterior ashtrays, recycling and trash receptacles of cigarette butts and debris.								D		
41	Machine scrub granite floors.								W		
42	Remove unsightly soil, grass, leaves, cans, litter, etc. from the building exterior, patios, and surrounding area. Maintain areas around all dumpsters free of litter, trash, etc. Police grounds, parking areas, sidewalks (adjacent to buildings out to the curbing of the sidewalks), exterior exit landings, and exterior stairs.								D		
43	Wash all public waste receptacles.								W		
44	Sweep or vacuum steps and landings.									D	
45	Wipe banisters and ledges.									W	
46	Wet mop and/or spray buff and remove all scuff marks from all non-carpeted floors.									W	D
47	Wet mop non-carpeted stairs and landings.									D	
48	Wipe and clean all railings and doors.									D	
49	Clean and disinfect control button panel.										D
50	Clean and vacuum all door tracks and polish all door interior and exterior surfaces.										D
51	Wipe elevator cab walls to keep high sheen and to remove fingerprints.										D
52	Wipe mirrored surfaces in the elevator cabs.										
	Carpet Cleaning: Extraction	QTR; 2 nd -3 rd , 5 th - 6 th , 8 th -9 th , 10 th -11 th month	QTR; 2 nd -3 rd , 5 th -6 th , 8 th -9 th , 10 th -11 th month	QTR; 1 st , 4 th , 7 th , 10 th month For carpet		QTR; 2 nd -3 rd , 5 th - 6 th , 8 th -9 th , 10 th -11 th month	QTR; 2 nd -3 rd , 5 th - 6 th , 8 th -9 th , 10 th -11 th month	QTR; 1 st , 4 th , 7 th , 10 th month	QTR; 1 st , 4 th , 7 th , 10 th month For carpet		
	Hard Floor reconditioning				Monthly 4 th week	Monthly 1 st week	Monthly 2 nd week				
	Hard floor Refinish	S/A Spring /Winter break	S/ A Spring /Winter break	S/A Spring /Winter break	S/A Spring /Winter break	QTR 1 st , 4 th , 7 th , 10 th month	S/A Spring /Winter break	A Winter break	S/A Spring /Winter break		



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	PROJECT WORK	FREQUENCY
1	Wash all walls in entrances, hallways, and classrooms	1 time per year
2	Hard surfaces scrubbed and recoated (two coats)	3 times per year
3	Hard surfaces burnished	2 times per week
4	Hard surfaces stripped and refinished	2 times per year
5	Hard surfaces spray buffed	1 time per month
6	Wash walls in offices	1 time per year
7	Extraction clean all carpets	2 times per year
8	Vacuum clean all fabric furniture, wash all vinyl/plastic furniture	1 time per year
9	Wash all building outside perimeter windows	1 time per year
10	All interior glass unless otherwise specified	2 times per year
11	All supply, return and exhaust air diffuser grills will be vacuumed and washed	2 times per year
12	Clean and sanitize tables and chairs including tops and underneath surfaces, legs and arms, including removing gum, etc.	2 times per year
13	Service rooms: boiler, electrical, mechanical, and communications rooms to be dusted, swept, and/or vacuumed	1 time per year

Note: Not all areas will receive floor care at the frequencies noted and reductions may be made for low traffic areas and increase for high traffic areas.

Pressure Wash/Steam Clean Precautions:

1. Special care must be taken to protect all electrical, electronic, fire, alarm and security systems, switches, panels etc. from water intrusion. If in the opinion of the Facility Manager, proper precautions were not taken, the Vendor will be responsible for charges to repair the systems
2. Care must be taken with the parking stripping, numbering and arrows, so as not to remove or loosen them from the driving/parking surfaces

NOTE: Frequency of Services

- D: Daily
- 3W: Mon/Wed/Fri
- W: Weekly
- M: Monthly
- QTR: Quarterly
- AS: As needed
- SA: Semi- Annual
- A: Annual



□ 3H Training Program

Selection and Training of Team members(TM)

Quality TMs are essential for meeting the quality criteria of the contract. In order to insure that the required standards are met, 3H makes every effort to use only experienced employees. All new TMs are given on-the-job training by their supervisors and other experienced personnel. This training insures that the employee knows how to perform the work and understands the quality standards to which 3H expect its employees to adhere. Frequent training sessions (at least quarterly) are conducted to make sure that all employees are capable of performing the services and fully understand the quality levels they must maintain. Employees who cannot or will not maintain the required quality level after training and other assistance will not be retained by 3H.

Training Overview

Only Qualified Team Members ("TM") can achieve our goal. 3H must make a conscious effort every workday to train, coach, and advise, motivate, and encourage our TM to reach their full potentials. 3H's TM must be able to carry out our plans, directives, and be able to control the quality of their work. Well-trained, competent employees are the corner stone of successful management. 3H's TM undergoes an initial probationary period. During this time they are trained improper cleaning techniques and correct operating procedures for all equipment and supplies they will use. At the end of this probationary period they are evaluated on the basis of their reliability, attitude, quality of work, and productivity. They become regular employees only if they receive satisfactory evaluations in all areas.

All supervisors are promoted from ranks of cleaners. They undergo a training program designed to give them the skills and "know-how" they will need to perform the necessary tasks to the utmost satisfaction of our clients and 3H. Supervisors are responsible for reporting directly to the PM who makes several daily inspections in order to determine service quality. 3H strongly believes in the necessity of close, through supervision. We carefully detail each TM's job duties to them, oversee their work, and thoroughly check behind them to make certain their work remains up to par.

3H is committed to the training and development of all employees in the company. 3H has professional training specialists who work closely with management to develop and facilitate programs that will prepare our employees to handle the challenges and pressures of our business. A great deal of time and effort has been devoted to studying the art of training. For example, 3H's training and development group has found that in order for training to be effective, it should be **continuous**, it should be **long-term** and it should be **relevant**. 3H trainers employ this process to identify and assess the precise needs of each position so that the person hired for the job will be taught exactly what is needed to know to succeed in that job. Learning by doing is the primary learning principle. In this fashion, employees are presented with real problems and are expected to produce workable solutions. Training is conducted by 3H's on-site management team, 3H's project engineers, corporate training and professional staff and 3H's vendor partners.

3H's training process creates several additional benefits. Our managers expand their own knowledge through the training process. Employee retention tends to be higher, and economies are gained through localized training where printed and audio visual training materials can be stored and utilized as needed.



The 3H Management Development Program includes an introduction to 3H, followed by a training program developed by our management development specialist to meet the needs of the particular division. The proven 3H Management Development Program includes:

Introduction to 3H – Management Services Come Alive

All new managers receive an introduction to 3H and formal classroom instruction in fundamental management skills. Come Alive begins with an orientation to 3H history and culture, followed by training in hospitality and customer service. In addition, instruction and practice are provided in the following basic management skills:

- Interviewing
- Motivation
- Coaching and counseling
- EEO/sexual harassment
- Training

Management Training

There are several levels of management training at 3H. This training has been developed to indoctrinate the management trainee to all phases of facilities management.

Individual Development (ID) Program

Training begins with the ID Program, a self-paced, on-the-job training program designed to introduce all aspects of the business to the new manager. On the first day, each new manager is assigned a coach or mentor who guides the manager through a series of tasks. Once the tasks are completed and approved by the coach, the new manager has successfully completed the ID Program.

Principles of Managing

The second-level management training program, Principles of Managing, continues the emphasis on customer service and client communication. Participants learn to manage the business, their employees and themselves more effectively. Topics in this program include:

- Goal Setting
- Performance Appraisals
- Problem Solving
- Discipline and Documentation
- Financial Analysis
- Time Management
- Stress Management

Management Seminar

The Management Seminar is an advanced program for managers who supervise other managers. Highly interactive, this intensive workshop covers the following management topics:

- The Changing Role of Management
- Motivation
- Perception and Reality
- Team Building
- Leadership



- Group Participation
- Managing Change

Building Lasting Relationships

Developed exclusively for the regional vice president and project engineer level, the program is a workshop that promotes client retention and the need to understand the client's expectations and business issues. Participants analyze current client relations and learn how they can better meet the client's needs. Videos, case studies, classroom exercises and group discussions.

The Respect Program

Respect is an in-house hospitality training program designed to increase the levels of service to our customers. The program is designed to be a team effort between management and employees. Both groups will work together to devise action plans that will achieve a higher level of customer service. The process will allow both management and staff to gain a better understanding of each other. The team approach will enhance the quality of life in the workplace and will enable the account to meet the needs of the most important person: the customer.

Safety

Successful safety management means taking action both before and after an accident occurs. Safety training emphasizes accident prevention and employee training in hazard recognition and control. Many training resources are available to managers, including programs on slips and falls, cuts and choking, safety talk pamphlets and various safety newsletters. Safety coordinators conduct training and help ensure that safety policies and procedures are followed.

Advanced Finance Training

This program enhances the manager's knowledge of accounting, break-even analysis and data collection with analytical tools needed to apply cost/contribution factors, as well as program management, promotion planning and pricing to profitability or subsidy reduction.

Train the Trainer

At 3H, managers are responsible for the training, growth and development of their employees. Train the Trainer is designed to help managers acquire skills to train others effectively. Using videotape feedback, the focus is on presentation and platform skills.

Team Building

Team building services are offered to improve effectiveness of management groups. This type of intervention has been most helpful during new account openings and when a group has experienced a significant staffing change.

Time Management

This course assesses how managers are currently managing their time and provides them with techniques that improve personal and professional productivity. Managers learn daily and long-range planning, effective delegation, and how to use the Day-Planner as a time management system.

Stress Management

The purpose of this class is to assist managers in diagnosing major sources of stress, identifying techniques to manage stress, and in some cases, eliminating unnecessary stress for greater productivity.



Performance Appraisal

Performance appraisal is an important part of a manager's responsibilities. In this program, managers discuss and explore the impact of appraisal on employee morale and productivity, learn how to prepare and conduct appraisals, and determine the criteria for writing effective development plans.

Computer Skills Training

Computer literacy is essential for the effective manager. From an understanding of the basic operations of a computer to the application of specialized software programs, managers learn how to use computers to more effectively manage their business. Training in Windows, Excel spreadsheets and word processing

Hourly Employee Training

The most important component of a quality program is the training provided to the departmental staff. The 3H training program has been designed to provide employees with effective training from their first day of employment and during their entire tenure within the department.

Our hourly employee training program includes the following:

I. Training of a New Employee

(a) Orientation

A new employee will be welcomed by our director, given an orientation tour of the Facilities, introduced to building and department policies and shown a brief overview film that explains the importance of facilities management services and touches on safety and clients' relations.

(b) Initial Training

Seven concentrated days of carefully planned classroom and hands-on training follow the introduction and prepare the employee for working on facilities. This training is given by the director and training sponsors selected from the employee work force. They are trained in over 40 items, and the training is recorded in the employee's personnel file.

(c) Follow-Up Training

A questionnaire has been developed for each training module, which is intended to serve as an indicator of how well the employee understood the content. The questionnaire is written in English and Spanish. The certificate program is part of the OJS philosophy that employees and their accomplishments need to be recognized. The OJS certificate program was designed to reward and recognize employees who have made the effort to expand their knowledge and skills and have accomplished this goal. We aim to cross-train employees so that at the end of a year they can perform any facilities management tasks required.

(d) Guest Relations

We feel facilities management and cleaning are only one aspect of an employee's job – guest relations are just as important. We have developed a guest relations program that focuses on behaviors that positively affect the client's perception.

II. Ongoing Training

All employees, whether they have one or ten years of service, receive ongoing training and reinforcement. We formalize this in two ways:



(a) Method of the Week

Each week a particular cleaning task is selected for special focus. The management team observes each of the employees carrying out this task, and if their method deviates from the suggested method, they are retrained one-on-one. At the end of the week at a brief department meeting, the correct method is reviewed with the group as a whole, along with observations on any deviations noted. Thus, over the year, each employee receives retraining in all tasks.

(b) In-Service Training Week

Each month, a one-hour meeting of all shifts will be held for "classroom" training. At these sessions, we focus not only on techniques, but also on other topics such as dangers of infection, how to relate to tenants, personal hygiene, and functions of other workers in the building. Facilities management employees feel more closely connected to the larger mission when they are aware of other departments' activities and goals, so department heads and administrative personnel will occasionally be invited to assist at these meetings.

III. Retraining of Present Employees

The first priority of our program is to retrain present facilities management employees in 3HS standard methods and procedures, which will include, in some instances, different supplies and equipment than those to which they have become accustomed. We do not require these employees to undergo as rigorous training as we would give a new employee; instead, we use a combination of one-on-one training, close follow-up, Method of the Week, and in-service training. The retraining of existing employees is also noted in the employee's personnel file.

Maintenance Training Program

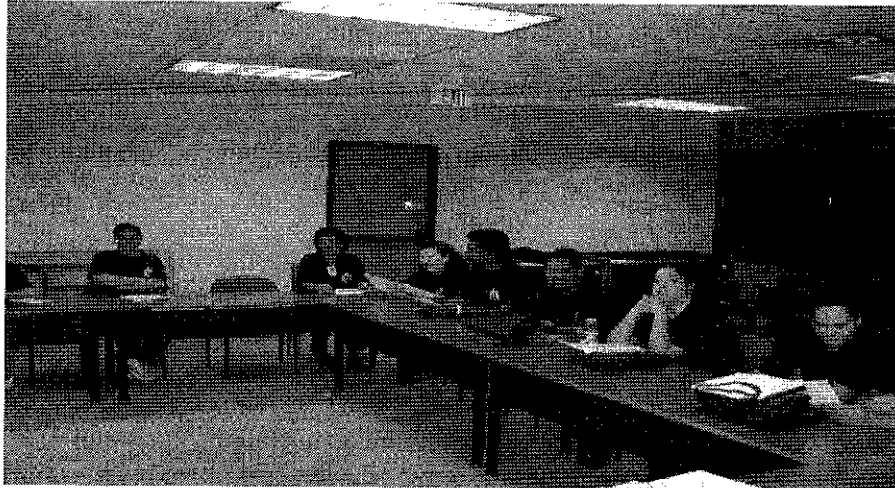
Overview

All Team members will participate in the program, which utilizes both self-study and classroom approaches.

1. The self-study program is complete, well-presented and consists of a series of self-instructional courses designed to explain and demonstrate proper procedures for the maintenance of a wide range of facilities and equipment.
2. Each course consists of instructional manuals called units. Each unit covers a single subject in detail by dividing the subjects into five or ten individually bound lessons. All lessons are identical in format; contain self-instructional text, programmed exercises and a self-check quiz.
3. By itself, each unit is a comprehensive training course on an individual subject. Each lesson requires about two hours of study time, which means that, on an average, one could complete a 10-lesson course in about 20 hours.
4. A 45-question test for each unit of study is used to check the effectiveness of the instructional process and is presented by the 3H on-site manager or the training manager.
5. The course manager maintains progress charts for each employee and certificates are awarded upon successful completion of each unit.

A sample of some of the courses offered through the self-study program follows.





Training Documentation

Hourly Employee Orientation Checklist

Manager's Instructions – Meet with the new employee, tour the unit and complete the following checklist. Introduce the new employee to his or her immediate supervisor and as many "old-timers" as possible. Detach this page and attach this record to the active PAF in the PAF file.

1. APPLICATION PROCESS – Check each box completed:

Employee:

- Read orientation booklet
- Complete application
- Complete W-4

Manager:

- Complete I-9 form – Employee Eligibility Verification
- Contact CIC for TJTC Credit if applicable
- Create file folder on new employee

2. TIME SHEET

- Sign in the employee
- Explain time sheet procedures
- Explain child labor laws, hours worked, "off-limit" jobs, and mandatory breaks required
- Explain when and where paychecks are issued

3. TOUR

- Explain the function of each department and job
- Introduce the new employee when possible

4. EMPLOYEE MEALS – Identify:

- When to eat
- Where to eat

5. UNIFORMS

- Explain uniform issuing



- Complete uniform receipts
- Instruct on laundering
- Discuss uniform standards
- Issue name tag

6. APPEARANCE STANDARDS – Discuss policies regarding:

- Hair
- Beards/moustaches
- Personal hygiene
- Make-up
- Posture
- Jewelry

7. WORK SCHEDULES

- Identify where posted
- Discuss change procedure
- Stress attendance
- Review procedures for calling in late or absent
- Review doctor's certificate policy
- Explain the request for days off

8. SAFETY

- Discuss avoiding accidents (identifying key hazards)
 - Review teamwork for clean-up of spills and debris
 - Review accident reporting procedure
 - Discuss avoidance of falls and cuts
- Locate first-aid kit and identify authorized first-aid personnel

9. MISCELLANEOUS

- Discuss where and when to smoke
- Review parking procedures
- Locate employee entrance and exits
- Locate restroom facilities
- Review employee locker procedures
- Review miscellaneous work rules
- Discuss the importance of an employee's role in energy conservation
- Discuss security of valuables – handbag, packages, etc. (remind employee not to bring valuables or money to work)
- Discuss loitering and visiting the unit during non-working times (manager's O.K. required)

10. BENEFITS

- Explain benefits and issue enrollment forms where applicable

11. TEAMWORK – Discuss:

- Responsibility to guests and other clients
- Relationship of job to other jobs
- Responsibility to department and to other departments



- Teamwork between employees and managers
- Discuss management lines of authority

12. JOB CERTIFICATE RECEIVED

13. MINORS WORK PERMIT RECEIVED

14. TRAINING

- Outline training program and review training records
- Employee will not be able to work until these items are received



**3H TEAM MEMBERS TRAINING PROGRAM OUTLINE
CLASSROOM TRAINING**

Team Members Name : _____

Date of Hire: _____

**1. ORIENTATION COMPANY
RULES AND REGULATIONS**

	<u>Training Pass/ Fail</u>	<u>Date</u>	<u>Confirm by Supervisor</u>
A. Time cards and Payroll	_____	_____	_____
B. Call-In / Out Procedures	_____	_____	_____
C. Safety Rule	_____	_____	_____
D. Security Regulation	_____	_____	_____
E. Employee Conduct at Work Site	_____	_____	_____
F. When and How to Notify Supervisor	_____	_____	_____

2. CHEMICALS, EQUIPMENT AND SUPPLIES

A. Proper procedures for use of supplies and equipment, vacuums, trash, barrels, mops, mop buckets dust mops, dust mops, brushes, and other tools.	_____	_____	_____
B. Proper Use of Chemicals			
a. Detergents, Bowl acids, soap furniture Polishes, stainless steel, cleaners, PHENOLIC TYPE Disinfectants, and other specialty Products.	_____	_____	_____
• Safety, personal protection and miscellaneous	_____	_____	_____
C. Blood borne training	_____	_____	_____
D. Prevent cross-contamination	_____	_____	_____

3. ORIENTATION TO GENERAL RULE.

A. CUSTOMER(VMA),S RULE AND REGULATIONS	_____	_____	_____
B. Time of Cleaning & Duties(HOURS)	_____	_____	_____
C. Work Rule	_____	_____	_____
D. Requirements	_____	_____	_____



- | | | | |
|------------------------------------|-------|-------|-------|
| E. Personal hygiene | _____ | _____ | _____ |
| F. Building Maintenance | _____ | _____ | _____ |
| G. Safety Hazards | _____ | _____ | _____ |
| H. Securing building | _____ | _____ | _____ |
| I. WORK SCHEDULE | _____ | _____ | _____ |
| J. Confidential info. about client | _____ | _____ | _____ |

4. ORIENTATION TO CLEANING PROCEDURES

A. Office/Class rooms Cleaning

- | | | | |
|-------------------|-------|-------|-------|
| • Trash removal | _____ | _____ | _____ |
| • Dusting | _____ | _____ | _____ |
| • Vacuuming | _____ | _____ | _____ |
| • Carpet edging | _____ | _____ | _____ |
| • Carpet spotting | _____ | _____ | _____ |
| • Dust mopping | _____ | _____ | _____ |
| • Wet mopping | _____ | _____ | _____ |
| • Glass spotting | _____ | _____ | _____ |
| • Period duties | _____ | _____ | _____ |

B. Restroom/lounge Cleaning

- | | | | |
|--|-------|-------|-------|
| • Infection and order Control | _____ | _____ | _____ |
| • Sinks, toilets and urinals | _____ | _____ | _____ |
| • Partitions and dusting | _____ | _____ | _____ |
| • Mirrors and counters | _____ | _____ | _____ |
| • Floors-Sweeping and mopping | _____ | _____ | _____ |
| • Metal Cleaning and polishing | _____ | _____ | _____ |
| • Trash Removal / Refilling Dispensers | _____ | _____ | _____ |

C. Lobbies and common areas

- | | | | |
|----------------------------|-------|-------|-------|
| • Door glass and frame | _____ | _____ | _____ |
| • Sidewalk and landscaping | _____ | _____ | _____ |
| • Elevators | _____ | _____ | _____ |
| • Floors- tile and carpet | _____ | _____ | _____ |
| • Safety | _____ | _____ | _____ |

D. Gym.

_____	_____	_____
-------	-------	-------

E. Green Cleaning

_____	_____	_____
-------	-------	-------

- F. Quality Control**
- | | | | |
|----------------------|-------|-------|-------|
| • Inspections | _____ | _____ | _____ |
| • Who is responsible | _____ | _____ | _____ |
| • Accountably | _____ | _____ | _____ |



5. PROCEDURES FOR KEY CARD CONTROL

- Building security _____
- Standard procedures _____

6. EMPLOYEE CONDUCT

- Dress with ID Badge _____
- Attitude- courteous and polite _____
- Appearance- neat, clean and order- free _____
- Uniforms and badges are required _____

7. EMPLOYEE EVALUATIONS

- Probation period of 60 days _____
- Quarterly evaluations by Foreperson _____
- All employee correspondence, applications _____

8. TIME SHEETS AND PAYROLL

- Procedures for filling out time cards _____
- Procedures for turning in time sheets and getting paid. _____

9. CLEANING SPECIFICATIONS

- Understanding of Cleaning frequency _____
- Understanding use of Green cleaning _____

10. GREEN CLEANING

- Green Chemicals _____
- Mop head; Orange /blue _____
- Cross-Contamination _____
- Labeling chemicals _____

I acknowledge that the above items were reviewed with me and that I clearly understand them.

Date: _____

Employee's Signature: _____

Manager's Signature: _____



II. SAFETY

Safety 3H-OPS

3H provides a specialized safety training course for all employees, in addition to the custodial certifications discussed above. Safety 3H-OPS guarantees that COFL will not be faced with a safety emergency in which 3H's janitorial staffs have been trained. Safety 3H-OPS focuses on how employees can prevent workplace accidents from occurring—and should an accident occur, how to manage the process effectively. Safety and Health are the “S” and the “H” of our SHAPE strategy. Here are just a few of the ways 3H keeps employees safe and accident free.

- New-hire training DVD focuses on safe practices
- Managers perform “SHAPE skill checks” to ensure employees are following safe practices
- Safety poster mounted in custodial closet. Poster reminds employees how to:
 - Use chemicals safely
 - Lift safely
 - Work safely
- Safety Point-Of-Contact stickers mounted on equipment to remind employees of safe and healthy practices
- Supervisor holds monthly safety meetings
- Scientific processes designed for less bending, less lifting, and less chemical inhalation.
- Specialists stretch for one minute at the beginning of each shift. This helps prevent injury and creates a “safety mindset” with employees.

Emergency Training

OSHA Compliance for Blood Borne Pathogens and Disposal of Hazardous Materials

3H has many manufacturing and commercial contracts in which it has prepared site-specific plans for the disposal of hazardous wastes and asbestos awareness. Upon request, 3H managers can customize a specific plan for seminar with facility managers. In general, each safety plan includes the following:

Training in Compliance: The goal is to prevent contact with blood borne pathogens and hazardous materials. This is best facilitated by Visual Process Management in which all employees are reminded by way of posters in the janitorial closets, stickers attached to janitorial carts, and attachments to job cards of how to avoid exposure.

Control of Potentially Contaminated Areas: Cleaners must assume that all blood is potentially hazardous and all areas must be cordoned off while clean-up is taking place. Likewise any area suspected of containing a hazardous material such as asbestos must be restricted to qualified clean-up personnel only.

Decontamination procedures must be posted in a visual, easy-to-read format in all janitorial closets.



Personal Protective Equipment (PPE): Each janitorial cart must be stocked with regulation disposable gloves that reach to the elbow. For contracts with specific requirements, janitorial closets must be stocked with protective suits.

Post-Exposure Evaluation and Follow-up: Vaccinations for Hepatitis B are standard for exposure to blood borne pathogens. All exposure incidents must be reported and documented, and must specify the following:

1. Route of exposure
2. Circumstances leading to exposure
3. Identification of source individual so that blood sample can be tested
4. Results of source individual's testing made available to exposed employee

Monthly Training:

3H publishes a monthly Safety training bulletin that is used by all area managers in their regularly scheduled monthly training. COFL will have custodial employees who know how to maintain their assets, such as specialized flooring, concrete, and equipment if the requirement exists in the safest way possible.

Blood borne pathogens

Education and Training for Staff

Each 3H must develop a blood borne pathogens Exposure Control Plan. The LSS must ensure that all staff with potential for occupational exposure receives general information about blood borne pathogens and occupational exposure risk factors associated with the transmission of HIV, HBV, and HCV. MOSH requires employers to maintain confidential medical records for each employee with an occupational exposure and training records that include dates and participants in the annual training sessions. 3H provides consultation service for work sites. Contact the consultants by telephone at 770-975-9343.

3H must provide initial and annual general information about blood borne pathogens and universal precautions.

COMAR 13A.04.18.04 requires annual training about HIV/AIDS for the staff designated to teach HIV/AIDS prevention curricular topics.

Management of an Exposure Incident

Perform emergency medical care and wound management following established school guidelines for First Aid Procedures. Use tepid or cool water for the following exposures:

Puncture exposure: As soon as possible, wash area with running water and soap or Germicidal hand washing solution;

Mucous membrane exposure: Flush exposed area thoroughly with water or sterile saline;

Eye exposure: Flush eyes with copious amounts of clean running water; and



Non intact skin exposure: Wash area with soap and water for at least 10 seconds.
Rinse with water and dry.

Guidelines and Instructions for Developing a Blood borne Pathogen Exposure Control Plan

- A. Exposure Determination
- B. Implementation Schedule
 - Engineering Controls
 - Work Practice Controls
 - Personal Protective Equipment
 - Housekeeping
 - Hepatitis B Vaccination
 - Post-Exposure Evaluation and Follow-Up
 - Information and Training
 - Recordkeeping
- C. Exposure Plan Review
- D. Compliance Worksheet

Appendices

- Appendix B — Model Exposure Control Plan
- Appendix C — Blood borne Pathogens Information Resources



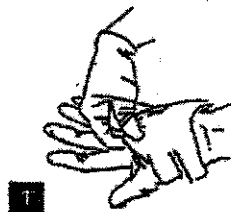
— Blood borne Pathogens Information Resources

Appendix B

Correct Procedure for Removing Gloves

Bloodborne Pathogens Control and Handling Body Fluids 2007

Correct Procedure for Removing Gloves



1
Grasp glove at heel of hand without touching skin



2
Pull glove toward fingers



3
Remove glove from hand



4
While holding soiled glove, insert index finger and middle of free hand under glove at cuff



5
Pull glove toward fingers



6
As glove is removed it is turned inside out, over the glove that has



7
Discard contaminated gloves in appropriate waste container and



Handwashing Procedure

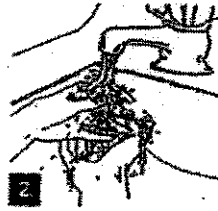
Bloodborne Pathogens Control and Handling Body Fluids 2007

Handwashing Procedure



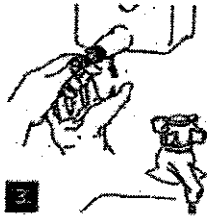
1

Open faucet



2

Wet hands thoroughly



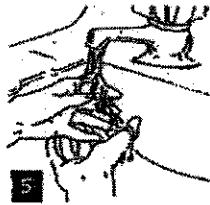
3

Apply soap



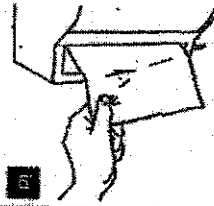
4

Rub vigorously
10 seconds or more



5

Rinse thoroughly



6

Dry hands with
disposable towel



7

Use towel to turn off faucet



CROSS-CONTAMINATION

The Role of Janitorial Services in Preventing Cross Contamination

Cross contamination occurs when bacteria is spread between people, food, surfaces and equipment. A common concern in the food and health care industries, cross contamination also poses a health threat in any environment including schools, shopping malls, offices and other buildings. This becomes a serious problem when you take into account that Americans spend about 90% of their time inside, yet contaminants found indoors can be five times worse than outdoors. In addition to negatively impacting the health of building occupants and visitors, cross-contamination and other poor indoor environmental issues cost businesses and building owners billions of dollars every year.

There is no doubt that responsible cleaning practices help avoid cross contamination, thereby minimizing the incidence of illness and disease. Effective cleaning reduces bacteria on equipment and surfaces that people come into contact with every day, such as keyboards, phones and restroom touch-points. While it might sound like a straight-forward solution, health-conscious cleaning actually requires detailed processes, thorough training, and strict quality control. In addition, janitorial services should be approached holistically: All areas of a facility are interconnected through building automation, HVAC systems and even foot traffic that spreads internal and external pollutants. Employees come to work sick; workers bring food into the building or prepare food in break rooms; cleaning products themselves put contaminants into the air. Dirt, pollutants and allergens cannot be readily seen but can drastically affect cross-contamination and health. Any plan for eradicating cross contamination should consider all of these factors.

Common Causes of Cross Contamination

Probably the most common culprits of cross-contamination are hands, equipment, cloths/rags, and door handles, or food that comes in contact with them. Though common sense, many people do not wash and dry their hands before touching or eating food; after touching raw meat, fish, chicken or unwashed vegetables; after using the toilet; after blowing their noses; or after touching a pet. Employees eat at their desks and, even if they clean up afterwards, food particles remain to breed bacteria and attract pests that can further spread disease. Another common mistake is to clean multiple areas with the same supplies and/or equipment and to store restroom cleaning supplies together with items used in other areas. Cloths, sponges and mops are sources of concentrated bacteria that can cross-contaminate anything with which they come into contact.

Steps to Avoid Cross Contamination

When the 3H system wanted to implement a new cleaning program for their building, they started by asking their custodial services provider to perform an audit of the cleaning products, processes and equipment used. The provider then suggested healthier, efficient alternatives. Similarly, you should review your existing situation, and then consider implementing a plan that contains action items, such as the following.

1. Capture pollutants and remove them; don't just move them around.



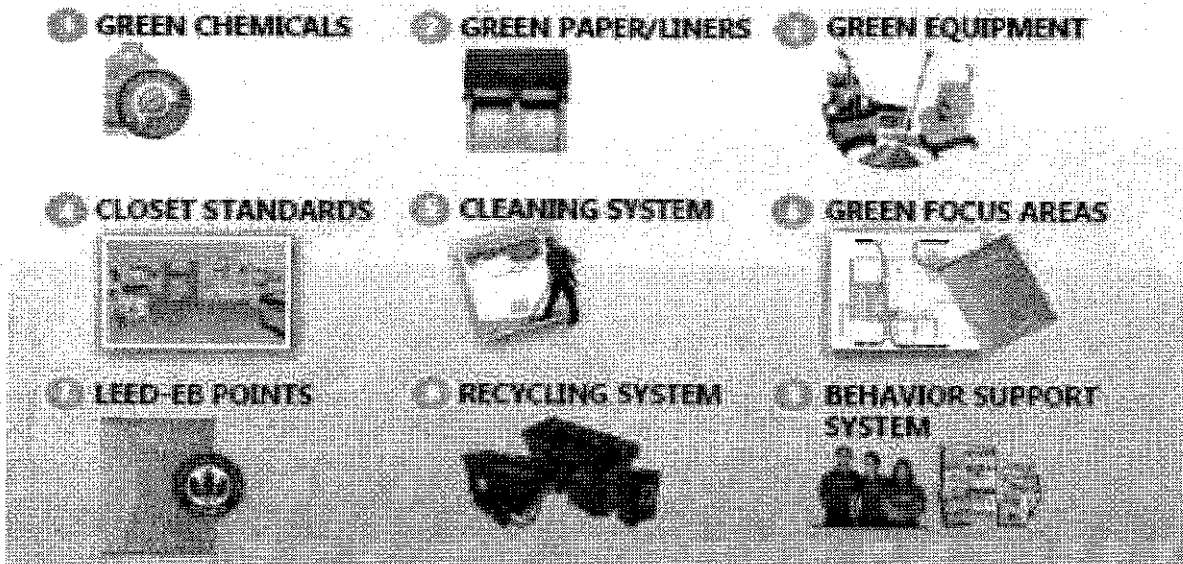
- Focus on entryways. Use special mats that trap dirt and pollutants to prevent spreading throughout the building.
 - Use micro-fiber dusting cloths and flat mops that outperform traditional dusting and mopping materials by capturing dust and dirt. Clean and reuse for minimal waste.
 - For carpets, ensure proper vacuuming, extracting, rinsing and drying. Carpets can be a host for moisture problems and mold growth. Empty vacuum bags at the end of shifts or when half full.
 - Janitorial workers should wash hands frequently and keep equipment clean to avoid cross-contamination. Be sure janitorial closets are clean to prevent dirt from traveling throughout a building on equipment.
 - Janitorial workers should avoid touching their faces, skin, and hair, or wiping hands on cleaning cloths.
 - Focus cleaning efforts on touch-points: door handles, bright work and other areas where people come in contact with the facility or its fixtures.
2. Minimize harmful chemicals in the environment while maximizing cleaning power.
- Replace traditional cleaning chemicals with Green Seal certified, environmentally friendly and highly effective products.
 - Use coarse spray for cleaning chemicals, rather than a fine mist which travels farther. Or apply cleaner to cloth instead of spraying directly onto the surface to be cleaned.
 - Use chemical management systems for accurate product dilution. Use according to directions to minimize waste and exposure and to maximize cleaning efficiency.
 - Apply disinfectant in restrooms properly and make sure the chemical has proper dwell time.
3. Segregate tools, chemicals and equipment.
- Use tools and processes that are color-coded according to the cleaning job. This way, workers can see at a glance which products should be used for floors vs. countertops, for example, so that such areas are protected from cross-contamination.
 - Store like items together and separated from items used for other purposes, e.g., avoid storing restroom mops with kitchen cleaners.
4. Implement training and communication programs.
- Properly train custodial staff in all healthy cleaning procedures. They must also wear the proper personal-protective equipment when cleaning a facility.
 - Communicate to building employees that you have implemented a healthy cleaning plan for their protection. Ask that they also follow procedures to help prevent cross-contamination (washing hands, cleaning up after themselves in the break room, not taking food to their desks, etc.).



3H Green Lead program ("3H GLP") is a high-performance green cleaning system designed to protect our clients' human health and the environment. 3H GLP encompasses products, tools, training and processes focused on promoting cleaning practices that reduce, waste, toxicity and exposure to both facility occupants and custodial staff. For our customers working toward LEED (Leadership in Energy and Environmental Design) certification, your Green program from 3H will include use of the green cleaning products and procedures required to earn points toward certification. By being able to speak intelligently to our customers about this emerging trend as it relates to janitorial, we truly become a partner in achieving your green goals.

3H GLP specifically addresses the following category focus on significant opportunities to reduce a product's environmental impact.

- Outlining specific guidelines regarding chemical handling, equipment maintenance, communication protocols, documenting and tracking key metrics.
- Promoting the use of sustainable cleaning products and equipment.
- Training custodial team members, with safety handling and storage of cleaning chemicals, maintenance, and equipment.
- Conducting an audit program to monitor implementation of the policy and continuous improvement.



Green Cleaning Custodial Training Manual

- I. Introduction to Green Cleaning
- II. Green Cleaning Roll-out Plan and Agenda
- III. Custodial Training
- IV. Eco Conscious and Green Seal Cleaning products
- V. Resources



I. Introduction to Green Cleaning

3H have developed a comprehensive cleaning program that develops a policy, collectively Unites staff members, evaluate current products and test new environmentally conscious products that will work for our facilities. The Green cleaning program also educates stakeholders (Custodial staff, building occupants, etc.), monitors the project, and offers offer to the staff for making the transition successful. 3H's green cleaning will involve selecting alternative products, using those products properly, and taking the necessary steps to reduce risks, while maintaining a satisfactory level of cleanliness and disinfection. 3H's proper training of staff is crucial to the success of the Green Building Cleaning Plan.

II. Green Cleaning Roll-out Plan and Agenda

In an effort to implement the Green Building Cleaning Plan, 3H has devised the following roll-out plan to inaugurate the goal of reducing customer facilities and custodial personnel to potentially hazardous chemical, biological, and particle contaminants.

The training necessary to successfully execute the transition to green cleaning will begin implement to start services.

The roll-out plan for training will begin 10 days after start services with a trainer-to trainer session consisting of rep. of customer and Skill trade Supervisor.

The trainer-to trainer session will adequately educate the Skill trade Supervisors on the procedures for proper product usage, as well as assist them with instructing the custodial staff during the week-long mandatory training. During the roll-out plan, the manufacturer, its distributor, or a third party will offer training on-site or at a designated site on the proper use of their respective green cleaning products. This training will include step-by-step instructions for the proper dilution ratios, usage, disposal and the use of equipment.

Green Cleaning Training Proposed Agenda

- Overview of Green products
- Safety Training
- Chemical proportioning Demonstration
- Video Presentation of Restroom Care and General cleaning
- Q&A from Video Presentation

▪ Restroom Care

- Sinks
- Urinals& commodes
- Paper Towels
- Floors
- Walls
- Mopping
- Scrubbing
- Dusting High/Low
- Floor Care
- Floor Finishers
- Floor Stripper



- Dust Mopping
- Carpet Care

- Disinfecting and Sanitizing
 - Classrooms and Administrative offices
 - Nurses Offices
 - Restrooms
 - Media center
 - Gym and Locker Rooms

III. Custodial Training

The training for green cleaning should be simple, visual, and hands-on and conducted in small groups of least 15. Training will highlight health benefits to cleaning workers and building occupants, environmental safety, and similarities to traditional cleaning procedures. A dynamic part of the green cleaning program is the **3H' Healthy & Safe Cleaning Program (3H-H&SC)** checklist . This cleaning checklist is contained within this manual and focuses on as attached herein. Some basic principles of green cleaning that custodial staff and maintenance departments should embrace include:

- Focus on entryways inside and out.
- Minimize particles and chemicals in the air.
- Use "eco conscious" cleaning products
- Ensure proper vacuuming, extraction, rinsing and drying.
- Focus on preventative measures/touch-points
- Mechanically capture dirt and remove it.
- Apply disinfectant in restroom properly
- Promote safety and prevent cross-contamination.
- Use "green" paper products.
- Implementation of an effective recycling program.

3H's Healthy & Safe Cleaning Program (3H-H&SC) checklist and the following Green Cleaning Time List will assist all staff in the parameters to be followed while cleaning, as well as outlined hoe to effectively manage time while completing required cleaning.

Safety 3H-OPS

3H provides a specialized safety training course for all employees, in addition to the custodial certifications discussed above. Safety 3H-OPS guarantees that COFL will not be faced with a safety emergency in which 3H's janitorial staffs have been trained. Safety3H-OPS focus on how employees can prevent workplace accidents from occurring—and should an accident occur, how to manage the process effectively.

- Safety and Health are the "S" and the "H" of our SHAPE strategy. Here are just a few of the ways
- 3H keeps employee's safe and accident free.



- New-hire training DVD focuses on safe practices
- Managers perform "SHAPE skill checks" to ensure employees are following safe practices
- Safety poster mounted in custodial closet. Poster reminds employees how to:
 - Use chemicals safely
 - Lift safely
 - Work safely
- Safety Point-Of-Contact stickers mounted on equipment to remind employees of safe and healthy practices
- Supervisor holds monthly safety meetings
- Scientific processes designed for less bending, less lifting, and less chemical inhalation.
- Specialists stretch for one minute at the beginning of each shift. This helps prevent injury and creates a "safety mindset" with employees.

Emergency Training

OSHA Compliance for Blood Borne Pathogens and Disposal of Hazardous Materials

3H has many manufacturing and commercial contracts in which it has prepared site-specific plans for the disposal of hazardous wastes and asbestos awareness. Upon request, 3H managers can customize a specific plan for seminar with facility managers. In general, each safety plan includes the following:

Training in Compliance: The goal is to prevent contact with blood borne pathogens and hazardous materials. This is best facilitated by Visual Process Management in which all employees are reminded by way of posters in the janitorial closets, stickers attached to janitorial carts, and attachments to job cards of how to avoid exposure.

Control of Potentially Contaminated Areas: Cleaners must assume that all blood is potentially hazardous and all areas must be cordoned off while clean-up is taking place. Likewise any area suspected of containing a hazardous material such as asbestos must be restricted to qualified clean-up personnel only. Decontamination procedures must be posted in a visual, easy-to-read format in all janitorial closets.

Personal Protective Equipment (PPE): Each janitorial cart must be stocked with regulation disposable gloves that reach to the elbow. For contracts with specific requirements, janitorial closets must be stocked with protective suits.

Post-Exposure Evaluation and Follow-up: Vaccinations for Hepatitis B are standard for exposure to blood borne pathogens. All exposure incidents must be reported and documented, and must specify the following:

1. Route of exposure
2. Circumstances leading to exposure



- 3. Identification of source individual so that blood sample can be tested
- 4. Results of source individual's testing made available to exposed employee

Monthly Training: Varsity publishes a monthly Safety training bulletin that is used by all area managers in their regularly scheduled monthly training. COFL will have custodial employees who know how to maintain their assets, such as specialized flooring, concrete, and equipment if the requirement exists in the safest way possible.

CHECKLIST - CLEANING TRAINING

NO	AREA(S)	YES	NO
	GENERAL		
1	Clean all doors and window glass with window cleaner and microfiber cloth		
2	Clean all doors with general cleaning solution; clean from top to bottom		
3	Spot clean any graffiti on walls, floors, and desks, remove tape and chewing gum with the straight edge of a putty knife		
4	Post wet floor signs in cleaning area, remove only when floors are completely dry		
	GROUNDS CARES		
1	Perform the following each day before tenants arrive; remove all graffiti; check that playground equipment does not have missing or loose parts; spread ground cover of outside play areas evenly; pick up trash and debris, (including glass and sharp objects) from entire grounds and parking lots; empty all outside trash cans; remove any waste puddles		
2	Rake grounds and remove leaves as required, being sure to keep doorways and entrances clear of leaves		
3	Clean storm drain grating weekly or when back up occurs		
4	Inspect gutters and downspouts weekly or when observed to be stopped up		
5	Clean roof drains monthly or when observed to be stopped-up		
6	Keep sidewalks and entrances free of ice and snow		
7	See also "ENTRYWAYS" below		
	ENTRWAYS- WEEKLY		



1	Roll up and remove entryway mats inside and outside		
2	Sweep and then damp mop underneath interior entryway mat area; allow to dry completely prior to replacing entryway mat		
3	Sweep or pressure wash underneath exterior entryway mat; allow to dry completely prior to replacing entryway mat		
DUSTING – DAILY			
1	Use micro-fiber or damp lint-free cloth		
2	Dust from top to bottom		
3	Dust walls, desk tops, sills, ledges, shelves, bookshelves, blinds, furniture, and exit signs: damp wipe walls, woodwork, baseboards, trim and window sills weekly		
4	Vacuum and damp wipe chalk trays, moving chalk and erasers to cleaned area		
MOPPING / VACUUMING – DAILY			
1	Start from far corner and work towards the door		
2	Use continuous motion without lifting the mop/vacuum from the floor		
3	Turn and pivot mop head/vacuum and overlap previous path by 2 to 4 inches		
4	Pick up all debris with brush and dust pan: remove chewing gum with a putty knife		
5	Replace vacuum bags when ¾ full		
6	Spot clean carpet and floor areas		
7	Vacuum chalk board trays, vents, grates, crevices, and ceiling diffusers		
MOPPING / VACUUMING – WEEKLY			
1	Vacuum all fabric covered furnishings weekly		
2	Spray/buff hard floors to restore finish and dust mop after buffing		
CARPET CARE- CLEANING			
1	Apply spot treatment, as required		
2	Check for wet areas on carpet; blot and dry with wet-vac.		
3	For chronic wet areas on carpet; remove water source; inspect carpet for mold, replace any carpet with signs of mold, mildew(visual or smell); if water source cannot be eliminated, remove carpet and replace with non-absorbent flooring surface.		
CARPET CARE- PRESpray/EXTRACTION			



1	Apply spot treatments, as required		
2	Apply pre-spray to carpet and allow to sit 10-15 minutes		
3	Extract & rinse carpet with warm water on first pass		
4	Dry-extract on second pass		
5	Empty recovery tank when full(and refill rinse tank with warm water as required)		
FLOOR CARE – BUFFING			
1	Damp mop floor		
2	Apply spray buff in a stream or coarse spray(do not over-wet)		
3	Make 3 passes with 175 rpm buffing machine(filled with buffing pad) in a swinging motion across work area		
4	Change pads as necessary		
5	Mop floor with micro-fiber mop after entire areas has been buffed		
FLOOR CARE – STRIPPING			
1	Remove all gum and stuck on debris with putty knife		
2	Damp mop floor		
3	Use edging tool along baseboards and corners		
4	Do not allow stripper to travel under doors or onto carpet areas		
5	Allow solution to sit per products manufacturer instructions, then scrub floor with rotary scrubber, changing direction by 90 degrees to improve		
6	Check floor for finish removal (no sticky areas)		
7	Remove slurry with clean mop; control slurry with squeegee		
8	Rinse floor thoroughly with clean cold water		

CHECKLIST & TRAINING MANUALS

- ❖ Checklist
- ❖ Training Manuals
- ❖ Staff Sign in sheets

(It will be provided upon request)



4. Discuss the following in detail:

- a. The size of your organization.
- b. The range of activities or services your firm has previously provided or in which it is currently engaged.
- c. The resources and equipment the firm has at its disposal to successfully provide janitorial services for the locations listed in the RFP.

3H Response

3H Service System, Inc. ("3H", Former name: OJS Systems) has successfully provided continuous facility services to Government since 1993 as a prime contractor. 3H has managed our partners' custodial programs for more than 20 years beginning with the establishment of the partnership at Naval Air Station in Louisiana since 1993.

In 2013, we changed our name to reflect these additions to our company. Our new name, **3H Service System**, symbolizes our expansion and evolutions in both services and locations. At the same time, 3H remains in the name to symbolize that we still have the same philosophy and high standards as always. We have been able to develop time-and-money-saving systems such as specialized management, modern, labor-saving equipment, a large information data base, and extensive technical support national wide with more than 467 facilities.

3H Service System ("3H") has been performing janitorial and facility maintenance services for over 20 years. Since our inception in 1993, 3H has provided Day and Night time custodial services, complete carpet and floor care maintenance and numerous interior and exterior building related maintenance and cleaning services. 3H also has specialized experience in cleaning in buildings that are in public, parks and community centers, etc.

3H has learned from its experience as provider of custodial services at various categories, Municipalities ;comprising many different types of facilities: educational entities, Court house, Animal service centers, Fleet management centers, Public safety facilities, recreation areas, eating and vending areas, gymnasiums, libraries, infirmaries, Senior centers, schools and college, etc. Each type of facility houses occupants with expectations that vary with the structural peculiarities and the particular activities in that facility. 3H approaches each building as if were a living individual with its own personality. In orientation and training and supervision of housekeepers and in crew meetings, the rhythm and dynamics of each building will be considered on an individual basis. Furthermore, the specs have been examined after surveying each building, learning the challenges it presents, and observing its activity schedule.

3H will utilize of our 100 % resource in house service for this project like other contract if award contract. 3H systems' current staffs; supervisors and current crews will be performed and local general crews will be hired and trained prior to start work for this project. Please see the number of manpower for each group attached. The back ground checks on all employees prior to the start work of work through third party including drug test as well under the our training program as attached.

Quality employees are essential for meeting the quality criteria of the contract. In order to insure that the required standards are met, 3H makes every effort to use experienced employees.



All new employees are given on- the-job training by their supervisors and other experienced personnel. This training insures that the employee knows how to perform the work and understands the quality standards to which 3H expects its employees to adhere. Frequent training sessions (at least quarterly) are conducted to make sure that all employees are capable of performing the services and fully understand the quality levels they must maintain. Employees who cannot or will not maintain the required quality level after training and other assistance will not be retained by 3H. 3H will prefer employ all existing custodial staff who pass Contractor-imposed criminal background checks with a satisfactory or above performance level, as assessed by 3H systems' team members and the current contractor.

The level of service provided has always been based on the expectations defined by our partner institutions and specific requirements identified in either a Request for Proposal or other document. The basis of the level of service has been directly tied to APPA's Five Levels of Clean. The most common level of cleanliness has been APPA Level 2, although we do have a number of clients with either Supreme Court/ court or Public Safety facilities, in which case APPA Level 1 is the standard.




As a leader in our industry, 3H is a sponsor for Minority Leadership Training co-sponsored by AMBE (Asian-American Minority Business Enterprise). We value our AMBE relationship and hope this closer association will further assist us in our effort to recruit the best.

Green Seal Products







3H will purchase Green Seal Certified paper products; Toilet Tissue, paper towels and soap for this project, and Green chemicals as listed below.

- a. Toilet tissue: Kimberly Clark coreless JRT #7006 Green
- b. Toilet tissue: Kimberly Clark coreless SRT #04007 - Green
- c. Hand towels: Kimberly Clark HRT #50606 or #02000 - Green
- d. Hand towels: Scott fold towels # 01950 – Green

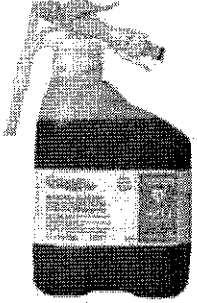







A List of Green seal Certified Cleaning Supplies and relevant MSDS

3H – Core Products			
Products	Descriptions	Frequency of Use	Green Certification(s)
	<p>ALL-PURPOSE:</p> <p>One product cleans and brightens surfaces safely and easily. Use on floors, walls, glass and other hard surfaces. Wool Safe approved for use in carpet extraction, prespray and potting. Colorless with a citrus scent.</p>	<p>Daily</p>	 



	<p>GLASS CLEANER:</p> <p>Non-streaking, quick-drying, non-ammoniated glass cleaner. Use on most washable surfaces, including chrome, stainless steel, and bathroom fixtures. Also use on laminate countertops. Green Seal® Certified. Blue in color with a surfactant scent.</p>	<p>Daily</p>	
	<p>TOILET BOWL CLEANER:</p> <p>Nonacid, multi-surface restroom. Disinfectant cleaner. Cleans, Disinfects and deodorizes toilet bowls, urinals, sinks, faucets, and countertops. Also other hard, non-porous Bathroom surfaces. One easy step. Blue in color with a Flesh scent</p>	<p>Daily</p>	<p>Disinfectant, Not Applicable</p>
<p>3H- Ancillary Products</p>			
<p>Product</p>	<p>Descriptions</p>	<p>Frequency of Use</p>	<p>Green Certification</p>
	<p>CARPETSHAMPOO:</p> <p>Works with rotary and dry foam methods. Leaves no tacky residue which can lead to resoiling.</p>	<p>Per Periodic</p>	
	<p>STRIDE ALLPURPOSE FLOORS:</p> <p>Stride Citrus neutral all-purpose cleaner as an all-purpose cleaner for everyday cleaning and light duty spray and wipe</p>	<p>Daily</p>	



	<p>cleaning.</p>		
	<p>CARPET PRESPRAY: Triple-action formula for every carpet cleaning need, including: Pre-spray, bonnet buff, and extraction cleaner. pH neutral cleaner for pre-spraying to loosen heavily soiled carpets.</p>	<p>Per Periodic</p>	 
	<p>FLOOR STRIPPER: Saves up to one half the time and labor vs. ordinary stripping procedures. No machine, stripping pads, neutralizers, or multiple rinses. Use with a machine for those problem build-ups, too</p>	<p>Per Periodic</p>	 

MSDS sheets

(Intentionally left blank, it will provided upon request)

COFL will gain a green cleaning program that has won the praise of green cleaning experts, is used in our 3H's LEED-NB platinum corporate facility.



Green Equipment

3H will utilize Green Seal Certified Equipment and tools for this project, and Green chemicals as listed below:

A list of equipment to be provided by 3H System

No	Type of Equipment	Quantity	Manufacture	Equipment age
1	LOW SPEED SEWING MACHINE W/ PAD HOLDER	02	Clarke	Brand New
2	AUTO SCRUBBER	02	Clarke	Brand New
3	BURNISHER, HIGH SPEED	02	Tennant	Brand New
4	WET DRY VACUUM	03	Clarke	Brand New
5	CARPET EXTRACTOR	02	Clarke	Brand New
6	AIR BLOWER/ DRYER	12	Clarke	Brand New
7	BACK PACK VACUUM	12	Proteam	Brand New
8	UPRIGHT VACUUM	06	Proteam	Brand New
9	PILE LIFTER	01	Wind	
TOOLS				
1	CUSTODIAL CART, 44 GAL	16	Rubbermaid	Brand New
2	POWER PRESSURE	02	HONDA	Brand New
3	BULK COLLECTION TILT TRUCK	02	Rubbermaid	Brand New
4	TANK SPRAYER	02	RF FLO MASTER	Brand New
5	WET FLOOR SIGN	128	White	Brand New
6	MOP BUCKETS	24	Rubbermaid	Brand New
7	WRINGERS	24	Rubbermaid	Brand New
8	WET MOP HEADS	48	UNI	Brand New
9	WET MOP HANDLES	48	WHITE	Brand New
10	DUST MOPS W/ HANDLE, 48"/36"/24"	06/13/18	UNI	Brand New
11	DODDLE BUG AND HANDLE	06	PREMIER	Brand New
12	LONG HANDLE SCRAPER	06	UNGER	Brand New
13	HAND SCRAPER	12	UNGER	Brand New
14	DUST PANS	18	WHITE	Brand New
15	TOILET BOWL MOPS	24	UNI	Brand New
16	SPRAY BOTTLES & SPRAYERS	52	UNI	Brand New
17	Brooms- indoor & out door	26	Rubbermaid	Brand New

**All equipment of this contract is identified with 3H's label.*

Preventive maintenance plan for equipment

Equipment maintenance and Repair

Keep good condition of equipment running is key to operate facility well. Broken equipment costs in terms of lost production time, repair cost, replacement cost, and worker morale.



Preventative Maintenance

Proper preventative maintenance can keep equipment in good running condition and preventative breakdowns by correcting many problems in the state of malfunctions. It should be part of the team members and Supervisor's daily and weekly work procedure.

Equipment Repair

A repair program should be available 24 hours/6 days. The repair program should focus on speed of service and quality of repair. Our repair program works assign the repair job to our technician as follows: continued train the technician, audits the tools and parts semi-monthly, keep repair records on all equipment, review work in progress with technician.

Equipment Replacement

3H replace heavy equipment every three (3) years and light equipment on as-needed basis.

7. Any additional information you feel may be pertinent in the evaluation of your proposal.

3H Response

3H Service System will recruit new employees, by advertising in local circulation media, providing notice of minority society and subcontracting opportunities, hire, training, promote with specific aim of potential classes in representative proportions.

■ Method of Recruiting New Employees:

- a. Provide Equal Employment Opportunity (EEO) to all individuals without regard to race, age, sex, national origin, religion, handicap, veterans status or other factors unrelated to the individual's merit or qualification.
- b. 3H will recruit new employees, by advertising in local circulation media, providing notice of minority society and subcontracting opportunities, hire, training, promote with specific aim of potential classes in representative proportions.

3H has a strong corporate culture and has established a standardized process for hiring designed to find qualified personnel who are a strong fit. This process includes giving applicants an introduction folder containing material about the level and quality of work expected by 3H, as well as 3H's ethical standards, and an application which is designed to screen out applicants with criminal histories or questionable work histories.

Background Check Up

3H Service System shall ensure prior to the onset of the contract that criminal background checks including drug test are performed on all employees assigned to perform services under the contract. At that time of intent to award a contract, 3H shall proceed to coordinate the criminal background checks, and comply with the following:



3H system shall comply with all state and federal laws requiring work eligibility for this RFP. The Criminal Background checks for 3H new applicants for this project will utilize the Public Safety Law Enforcement Criminal History Information to screen employee's or others criminal records. 3H system should hire new applicants only who passed criminal background checks completely with **certified results**.

- 3H shall not employ for the services of customer's facility, any person who does not pass the criminal history background check and drug test. This check must be done through law enforcement department. No person, who has been convicted of a crime of moral turpitude, may be assigned duties under this contract.
 - 3H is also responsible for ensuring that all workers have the correct immigration status.
 - 3H will provide customer representative written copies of all background checks and drug test prior to any contract staff member being admitted to a customer facility.
 - 3H will provide updated information and submit with each new hire.
 - 3H will perform an annual re-check of custodial employee's background be completed during duration of awarded contract (copies will be provided to customer rep.)
- New employment checklist of 3H.
- Application Form for 3H (3H-1 form)
 - E-Verification
 - W-4 Form (Federal & state)
 - I-9 Dept. of justice Form
 - Drug test
 - Quality control training class of 3H including Safety and security.
- Results of Background Check and Criteria for Hiring.
- 3H personnel who will be hired shall be based on the following items.
- Interview screen
 - Reference checked
 - Score of training class including 3 days on job-site
 - Drug test *
 - Criminal records*

**Drug test and Background check up for criminal record should be checked by Third Party.*

ID Badge

All of 3H employees shall be ID badged in accordance to the ID badging procedures specified. 3H's employees for the ID badge for client's facilities will be applying after pass the background check up and 3H training class. 3H's applicants undergo an initial probationary period. During this time they are trained improper cleaning techniques and correct operating procedures for all equipment and supplies they will use. At the end of this probationary period they are evaluated on the basis of their reliability, attitude, quality of work, and productivity. They become regular employees only if they receive satisfactory evaluations in all areas.



PART VIII - QUESTIONNAIRE

Prior Experience:

1. Number years' experience proposer has had in providing similar services: 20 years

2. Have you ever failed to complete work that was awarded to you? If so, where and why?

NONE

3. REFERENCES: List a minimum of three public safety agencies and/or like size organizations for which you have provided similar services in the last three years. Provide agency name, address, telephone number, contact person, e-mail address, and date service was provided. If services provided differ from the ones presented in your proposal, please identify such differences. DO NOT LIST THE CITY OF FORT LAUDERDALE AS A REFERENCE.

please see the attachment

4. List those **City of Fort Lauderdale agencies (NOT PERSONS)**, with which the proposer has had contracts or agreements during the past three (3) years:

5. How quickly can your firm begin services after award notification? 30 Days

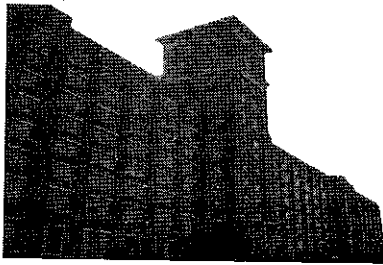
The proposer understands that the information contained in these Proposal Pages is to be relied upon by the City in awarding the proposed Agreement, and such information is warranted by the proposer to be true. The proposer agrees to furnish such additional information, prior to acceptance of any proposal,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

PROPOSERS PLEASE INSURE THAT YOU HAVE SIGNED THE SIGNATURE PAGE OF THESE PROPOSAL PAGES. OMISSION OF A SIGNATURE ON THAT PAGE MAY RESULT IN REJECTION OF YOUR PROPOSAL.

"Confidential"

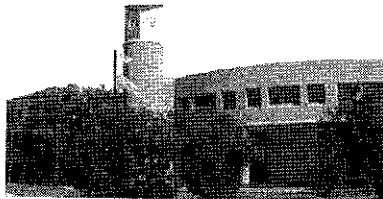
3H Service System (Former: OJS Systems) has successfully provided continuous facility services to Government since 1993 as a **prime contractor**. Below we have listed some of the 3H Service System ("**3H**") customers for whom we are currently providing services similar in both size and scope to your specific needs.

▣ **City Of Atlanta, GA- Hall East (1994-2009)**



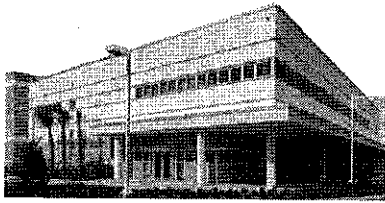
- Entity Name: City wide cleaning services for the City of Atlanta
- Address of Project: 675 Ponce De Leon Ave. Atlanta, GA
- Project Type: Offices and 911 area of City Hall East, 665,000 SF
- Contract Period: 1994-2009
- Contact Name: Wayne Stafford, Ex-facility Manger
- Email address: Buddystafford@hotmail.com
- Contact Phone number: 678-448-2030

▣ **City of Plano. Municipal Buildings Green Cleaning (2011 – 2013)**



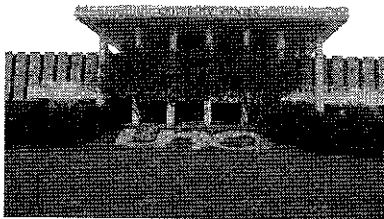
- Project Name: Citywide Green cleaning services
- Address of Project: 4850 E. 14th St. Plano, TX
- Project Type: Municipalities, 1,305,000 SF
- Contract Period: 2011- 2013
- Contact Name: Reza Shohoudi
- Email address: Rezas@Plano.gov
- Phone number: 214-794-5026

▣ **Pinellas County Municipal Buildings (2009 – Present)**



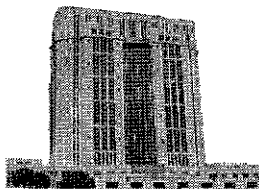
- Project Name: Custodial Service for Government complex
- Address of Project: Various locations, Largo, FL
- Project Type: Government complexes, 300,000 SF
- Contract period: 2009- Present
- Contact Name: Art Barker
- Email address: Abarker@co.pinellas.fl.us
- Phone number: 727.582.6472

▣ **Univ. of New Orleans (2009 – Present), New Orleans, LA**



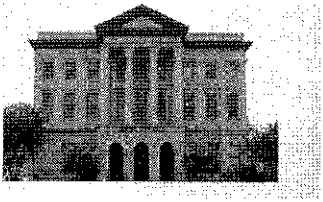
- Project Name: Custodial services for the Univ. of New Orleans
- Address of Project: Jefferson Center, LA
- Contact Name: Norman Zuringer
- Project Type & size: Campus cleaning
- Period: 2009-present
- Contact Name: John M. Young Jr.
- Contact Phone number: 504-280-1265 / Jmyoung@uno.edu

▣ **Orange County Courthouse Complex (2007-2008)**



- Project Name: Custodial services for Orange County Courthouse
- Address of Project: 435 N. Orange Ave. Orlando, FL
- Project Type: Courthouse complex, 960,000 SF
- Contract Period: 2007-2008

▣ **Jefferson Parish Government Complex (2008-2010)**



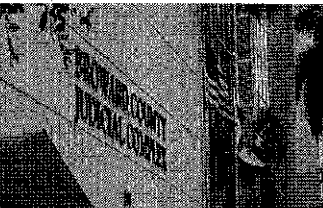
- Project Name: Custodial services for the Jefferson parish Gov.
- Address of Project: Various locations, East & West Bank, LA
- Project Type: Government complex, 650,000 SF
- Contract Period: 2008-2010

▣ DeKalb County, Decatur GA (2012- present)



- Project Name: Custodial services for Dekalb County, GA
- Address of Project: Various locations, Dekalb County
- Project Type: Government complex, 750,000 SF
- Completion date: 2012- Present

▣ Broward County, FT. Lauderdale, FL (2012- Present)



- Project Name: Green Cleaning services for Large Judicial Complex of BCJC
- Address of Project: 201 S.E. 6th Street Ft. Lauderdale, FL
- Project Type & size: Custodial services for BCJC, 800,000 SF
- Contract Period: 2012- present



ADDENDUM NO. 3

RFP 145-11308
Janitorial Services – Police Department
ISSUED: November 1, 2013

**PART IV – TECHNICAL SPECIFICATIONS/SCOPE OF SERVICES, ITEM 4.14
Employee Fidelity Crime STATES THE FOLLOWING:**

“The sensitive nature of the locations listed in Paragraph 4.14 above will also require that the Contractor provide evidence of insurance for employee fidelity/crime. See paragraph 3.20 for Insurance Requirements.”

This has been changed to read as the following:

“The sensitive nature of the service locations listed in Paragraph 5.3 will also require that the Contractor provide evidence of insurance for employee fidelity/crime. This is in addition to the Insurance requirements as stated in PART III - SPECIAL CONDITIONS, Item 17. INSURANCE.”

Also, under PART III - SPECIAL CONDITIONS, Item 17. INSURANCE must include the following Insurance requirement:

Employee Fidelity/Crime Insurance

Limits: \$100,000

All other terms, conditions, and specifications remain unchanged.

This Addendum No. 3 SHOULD be submitted with your RFP Proposal, (RFP 145-11308) or acknowledged on the Bid/Proposal Signature Page in this RFP.

Michael Walker, CPPB
Procurement and Contracts Manager

Company Name: 3 H Service System, Inc.
(Please print)

Authorized Contractors Signature: 

Date: Nov. 17, 2013



ADDENDUM NO. 4

RFP 145-11308
Janitorial Services – Police Department
ISSUED: November 6, 2013

PART IV – TECHNICAL SPECIFICATIONS/SCOPE OF SERVICES, ITEM 4.1
Inspection of Facilities STATES THE FOLLOWING: **PLEASE SEE TRACK
CHANGES MADE BELOW TO THE RFP.**

4.1 Inspection of Facilities

The Contractor should inspect the buildings and facilities to be serviced prior to submission of a proposal. No variation in price or conditions shall be permitted based on a claim of ignorance. Submission of the bid is evidence that the bidder has familiarized himself / herself with the nature and extent of the work and any conditions that may, in any manner, affect the scope of the work and/or materials required. To set up an inspection appointment, contact the individuals listed below for the different locations.

1. Main Police Building - 1300 W. Broward Blvd; Alan Ragoonanan @ 954-828-5474
2. Mounted Unit - 700 NE 9th St; Hugo Fontalvo @ 954-468-1661
3. Marine Unit - 1784 SE 15th St; Matt Koch @ 954-828-5440
4. Police Administrative Offices - 101 N. Andrews Av.; Suhailah Stevenson @ 954-828-56655664
5. Internal Affairs Office – 316 NE 4th Street, Suite 3, Christa Cole @ 954-828-6972
6. Community Policing Unit – 533 NE 13th St., Peggy Roddy @ 954-828-6400
7. K-9 Office/Barn – City Well Field: Alan Ragoonanan @ 954-828-5474
8. Sistrunk Blvd. Substation, 1291 NW 6th St., Wade Brabble @ 954-828-56535659

Under the section labeled “INSECTIONS CHECK LIST”: **PLEASE SEE THE TRACK CHANGES MADE BELOW TO THE RFP.**

INSPECTIONS CHECK LIST: A proposer may SHALL bid on any ~~or~~ all locations and ~~still~~ to be considered for award. All spaces should be filled in for each location being bid.

A question was asked at the prebid/site visit meeting on 11/06/13, as to what are the current City Holidays. They are stated below:

New Year's Day; Martin Luther King; Memorial Day; July 4th; Labor Day; Veterans' Day; Thanksgiving and the day after Thanksgiving; and Christmas Day.




All other terms, conditions, and specifications remain unchanged.

This Addendum No. 4 SHOULD be submitted with your RFP Proposal, (RFP 145-11308) or acknowledged on the Bid/Proposal Signature Page in this RFP.

Michael Walker, CPPB
Procurement and Contracts Manager

Company
Name: 3 H Service System, Inc.
(Please print)

Authorized Contractors
Signature: 

Date: Nov. 19, 2013