



RFP # 145-11308

Janitorial Services
Police Department

Janitorial Service Proposal

ORIGINAL



Created and Printed In-House for:



November 21, 2013





November 19, 2013

Mr. Michael F. Walker
Procurement and Contracts Manager
City of Fort Lauderdale
100 North Andrews Ave
Room 619 – Procurement Services Division
Fort Lauderdale, FL 33301

Dear Mr. Walker,

I am pleased to present USSSI's proposal for Janitorial Services at the City of Fort Lauderdale Police Department locations. USSSI has been family-owned and -managed through its 101-year history in the building service industry and now services over 25 million square feet daily.

USSSI is able to provide:

- Leadership in and implementation of the green cleaning management system, GreenLead.
- Day Porter and day cleaning services.
- Standard evening cleaning services.
- Carpet cleaning service and hard surface floor care is available at competitive prices upon request.
- Pressure washing services.



Thank you very much for this opportunity and we look forward to working with you and the City of Fort Lauderdale at these locations. If you have any questions, please do not hesitate to call me.

Very truly yours,

Skip Spurgeon
Vice President of Florida Divisions
239-470-9613
sspurgeon@ussiclean.com

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: Skip Spurgeon (Signature) 11-19-2013 (Date)

Name (Printed) Skip Spurgeon Title: Sr. Vice President, Sales

Company: (Legal Registration) United States Service Industries, Inc. (USSI)

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: 11220 Metro Pkwy, Suite 17

City Ft. Myers State: FL Zip 33966

Telephone No. 239-470-9613 FAX No. 239-334-1908 Email: hcasavant@ussiclean.com

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

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>
1	10/30/2013
2	11/1/2013
3	11/1/2013
4	11/6/2013
5	11/14/2013

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

YES _____ NO X

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	
<i>Ships Jugger, USS1</i>	

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.

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.

(1) N/A Business Name 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.

(2) 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.

(3) Business Name 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.

(4) 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.

(5) 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.

(6) 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.

PROPOSER'S COMPANY: USSI

AUTHORIZED COMPANY PERSON: Skip Spurgeon, Sr. VP NAME SIGNATURE DATE 11/19/13



RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

Letter of Interest

United States Service Industries, Inc. (USSI) is pleased to submit for review and consideration our proposal for Janitorial Services at the City of Fort Lauderdale Police Department under RFP #145-11308. The following people are authorized to make representations for USSI:

Contact: Skip Spurgeon
Sr. Vice President of Sales
sspurgeon@ussiclean.com

Address: USSI
11220 Metro Parkway, Suite 17
Fort Myers, FL 33966
239-470-9613

Contract Manager: Viviana Bernal
Area Manager, South Florida Division
239-470-0020
3184 N Andrews Ave Ext
Pompano Beach, FL 33064
vbernal@ussiclean.com

For the purpose of RFP #145-11308, Skip Spurgeon has been given the authority to negotiate, obligate and bind the corporation through signature.



Skip Spurgeon, Sr. Vice President of Sales

USSI will implement time-tested management systems and practices at the City of Fort Lauderdale Police Department. Over our 101 years, we have developed innovative and proven methods for accomplishing janitorial services. In developing our methods of performance, USSI has focused on providing consistent, high-quality service, increasing means for tenant, customer and USSI communication, establishing quantitative methods for performing each individual task, and creating a system for overall project accountability through our telephone time keeping system. Our project-to-corporate structure will be responsive to your requests, and will provide the City of Fort Lauderdale ample feedback and oversight by corporate management.

USSI is ready and eager for the opportunity to support the City of Fort Lauderdale Police Department locations.



State of Florida

Department of State

I certify from the records of this office that UNITED STATES SERVICE INDUSTRIES, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on February 3, 1992.

The document number of this corporation is P37332.

I further certify that said corporation has paid all fees due this office through December 31, 2013, that its most recent annual report/uniform business report was filed on January 9, 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 is
the Nineth day of January, 2013*



Ken DeFina
Secretary of State

Authentication ID: CC8327053335

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

<https://efile.sunbiz.org/certauthver.html>

**CERTIFICATE OF LIABILITY INSURANCE**DATE (MM/DD/YYYY)
4/15/2013

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Commercial Lines - (202) 783-5810 Wells Fargo Insurance Services USA, Inc. 1401 H Street, NW, Suite 750 Washington, DC 20005	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS:		FAX (A/C, No):
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED United States Service Industries 4330 East-West Highway Suite 200 Bethesda MD 20814	INSURER A: Travelers Indemnity Co of America	25666	
	INSURER B: Travelers Property Casualty Co of America	25674	
	INSURER C: Phoenix Insurance Company	25623	
	INSURER D: Federal Insurance Company	20281	
	INSURER E:		
	INSURER F:		

COVERAGES

CERTIFICATE NUMBER: 5919005

REVISION NUMBER: See below


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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC			630-7048B505-TIA-13	04/15/2013	04/15/2014	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 0 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			810-9555B559-TIL-13	04/15/2013	04/15/2014	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			CUP-7048B505-TIL-13	04/15/2013	04/15/2014	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N <input checked="" type="checkbox"/> N/A			N-UB-8172B04-1-13	04/15/2013	04/15/2014	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
D	Crime - Fidelity Bond Fiduciary			8211-6264 8211-6264	04/15/2013 04/15/2013	04/15/2014 04/15/2014	Employee Theft - \$1,000,000 Client Coverage - \$1,000,000

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

Certificate Holder is included as an additional insured with respect to general liability, as required by written contract, subject to policy terms and conditions.

CERTIFICATE HOLDER**CANCELLATION**

Evidence of Insurance	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE 

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>8AM, 5PM, 5PM (SAT)</u> Completion time: <u>11AM, 8PM, 9PM (SAT)</u> Hours of service per day: <u>6</u>	\$ <u>646.00</u> /Week
1b. Main Police Building 2nd Floor Starting time: <u>8AM, 5PM, 5PM (SAT)</u> Completion time: <u>12PM, 9PM, 10PM (SAT)</u> Hours of service per day: <u>8</u>	\$ <u>850.00</u> /Week
1c. Main Police Building 3rd Floor Starting time: <u>8AM, 5PM, 5PM (SAT)</u> Completion time: <u>9:30AM, 6:30PM, 7PM (SAT)</u> Hours of service per day: <u>3</u>	\$ <u>323.00</u> /Week
2. Mounted Unit Starting time: <u>8AM</u> Completion time: <u>9AM</u> Hours of service per visit: <u>1</u>	\$ <u>25.00</u> /Week
3. Marine Unit Starting time: <u>9:30AM</u> Completion time: <u>10:30AM</u> Hours of service per visit: <u>1</u>	\$ <u>25.00</u> /Week

ITEM NUMBER/LOCATION	COST PER WEEK
4a. Police Administrative Offices 1st Floor Starting time: <u>8AM</u> Completion time: <u>10AM</u> Hours of service per visit: <u>2</u>	\$ <u>34.00</u> /Week
4b. Police Administrative Offices 2nd Floor Starting time: <u>10AM</u> Completion time: <u>12PM</u> Hours of service per visit: <u>2</u>	\$ <u>34.00</u> /Week
5a. Internal Affairs Office 1 st Floor Starting time: <u>8AM</u> Completion time: <u>9AM</u> Hours of service per visit: <u>1</u>	\$ <u>25.00</u> /Week
5b. Internal Affairs Office 2 nd Floor Starting time: <u>9AM</u> Completion time: <u>10AM</u> Hours of service per visit: <u>1</u>	\$ <u>25.00</u> /Week
6a. Community Policing Initiative 1st Floor Starting time: <u>10AM</u> Completion time: <u>11AM</u> Hours of service per visit: <u>1</u>	\$ <u>25.00</u> /Week
6b. Community Policing Initiative 2nd Floor Starting time: <u>12PM</u> Completion time: <u>2PM</u> Hours of service per visit: <u>2</u>	\$ <u>50.00</u> /Week

ITEM NUMBER/LOCATION	COST PER WEEK
7a. City Jail: 1300 W. Broward Blvd. Starting time: <u>1PM</u> Completion time: <u>2:30PM</u> Hours of service per visit: <u>1.5</u>	\$ <u>30.00</u> /Week
7b. City Jail: 1300 W. Broward Blvd. Starting time: <u>2:30PM</u> Completion time: <u>4PM</u> Hours of service per visit: <u>1.5</u>	\$ <u>30.00</u> /Week
8. K9/Barn Starting time: <u>8AM</u> Completion time: <u>11AM</u> Hours of service per visit: <u>3</u>	\$ <u>60.00</u> /Week
9. Sistrunk Blvd. Substation 129 NW 8 th Street Starting time: <u>12PM</u> Completion time: <u>2PM</u> Hours of service per visit: <u>2</u>	\$ <u>34.00</u> /Week
TOTAL WEEKLY COST FOR ALL LOCATIONS STATED ABOVE.	\$ <u>2,216.00</u> /Week

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)

Yes No

1. Main Police Bldg.
1300 W. Broward Blvd.

2. Mounted Unit
700 NE 9th St.

3. Marine Unit
1784 SE 15th 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 6th 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.

USSI has been performing janitorial and custodial related services for 101 years, and we believe that **quality stands the test of time**. Established in 1912 as the United States Window & House Cleaning Company, USSI has matured into a full service janitorial company servicing over 25 million square feet. Many of our existing customers have performance requirements similar to those identified by the City of Fort Lauderdale Police Department locations.



Because of our extensive experience in this industry USSI believes that we are fully qualified to perform the services outlined within the requirements of the Request for Proposal (RFP) and all associated components of the solicitation package. Our belief is rooted in the knowledge that USSI possesses:

- A comprehensive history and understanding of the janitorial business,
- Unmatched experience, innovation, and performance within the industry,
- Customers having like and similar requirements to those of the City of Fort Lauderdale Police Department,
- Time tested and proven management systems for operating contracts,
- Competent and proactive project and corporate staff members, and
- An extensive knowledge of fair and reasonable pricing for janitorial services.

USSI is a proven quantity in the janitorial and custodial industry.

Our references will not only demonstrate that USSI performs at or above a satisfactory level, but will prove that USSI consistently exceeds our customers' expectations. USSI is proud of our customer relationships, and more importantly our ability to maintain and sustain those relationships. The City of Fort Lauderdale Police Department can gain significant insight through the consideration of our references, and, to that end, we would like to highlight some major advantages that USSI offers.

- USSI provides like and similar janitorial services to that required by City of Fort Lauderdale Police Department to over 500 different locations for over 130 different customers, and





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- Over half of these USSI customers have multiple locations.

At USSI, 101 years of quality stands the test of time.

USSI will implement time-tested management systems and practices at the City of Fort Lauderdale Police Department. Over our 101 years, we have developed innovative and proven methods for accomplishing janitorial services. In developing our methods of performance, USSI has focused on providing consistent, high-quality service, increasing means for tenant, customer and USSI communication, establishing quantitative methods for performing each individual task, and creating a system for overall project accountability. An examples of a USSI management system is the use of our telephone time keeping system (Kronos), which provides City of Fort Lauderdale Police Department proven accountability and record-keeping of USSI site employees. Our project-to-corporate structure will be responsive to your requests, and will provide the City of Fort Lauderdale Police Department ample feedback and oversight by corporate management.

USSI is continually improving our performance methods to better serve our customers.

USSI feels that our ability to manage and plan for performing at the City of Fort Lauderdale Police Department locations is directly tied to our staff's experience and capabilities in the janitorial business. No other janitorial company can match the competency and knowledge of our management team. The USSI corporate staff has over 96 years of combined experience in the business, and the average for tenure with USSI is over ten years. Our proposed project manager and building/night supervisors have grown within the industry, but more importantly they have grown with USSI. USSI has put forth a qualified and appropriately-organized team for the City of Fort Lauderdale Police Department.

Our management team is ready and eager for the opportunity to support the City of Fort Lauderdale Police Department.

Capability Statement

We feel that our ability to manage and plan for performing at your location is directly tied to our organization's experience and capabilities in the janitorial business. USSI counts numerous government entities and property management companies as customers, including the City of Boca Raton, Lee County, FL, Polk County, FL, Sumter County, FL, Manatee County, FL, Charlotte County, FL and Florida Gulf Coast University among others.

USSI cleans class "A" and "B" office space, universities, elementary and high schools, numerous retail establishments, dining and cafeteria facilities, child and day care facilities, theaters and auditoriums, warehouse and manufacturing facilities, medical





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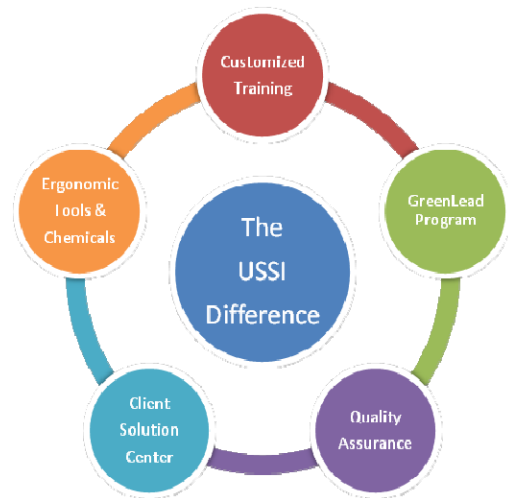
office space and laboratories, and educational facilities. ***USSI will bring our understanding, experience and stability to the City of Fort Lauderdale Police Department project.***

	Florida	Washington, DC	Virginia	Maryland
Total Sq. Feet	14,032,431	6,784,268	1,289,457	2,989,247
# of Customers	62	22	4	12
# of Locations	127	39	6	21

Why USSI?

What differentiates USSI from other cleaning service providers? As the leading provider of cleaning services in the region, our commitment to superior customer service goes beyond cleaning buildings. We offer several value-added services which enhance the overall customer experience, including:

- LEED certification assistance, through our GreenLead Program
- Emergency flood response
- Post construction cleanup
- Porter services
- Carpet cleaning program



USSI provides a unique cleaning process called GreenLead which delivers an exceptionally effective blend of people, products, process, and performance which will deliver the very best contract cleaning service to the City of Fort Lauderdale Police Department. USSI's GreenLead Program is a comprehensive cleaning system that employs in-depth training based on standardized tools and procedures. The process is workloaded to teams and each worker is trained and certified on specialized tasks. Workers are 'kitted' with specific tools and chemicals for each job function, which have been benchmarked as the best practice by the GreenLead users. This simplification of the cleaning process results in a safer, healthier and easier working environment.

It is the combination of people, products, and process that delivers optimal performance. All of these importance pieces are combined together under GreenLead and USSI management. As a result, USSI's performance is demonstrated in a cleaner, healthier environment for the employees and visitors of your locations.

Date of Establishment

Over the years there have been numerous changes to the legal formation of the company. In its present legal status the corporation was established in December of





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1988. USSI has been serving customers in the State of Florida since 1973. To better understand the development of USSI, the following is a chronological history for your review.

1912	Company founded by Charles Herschel as a sole proprietorship and is named the United States Window & House Cleaning Company, (USWHC).
1950	USWHC is renamed United States Window, House & Building Company, (USWHBC) and is incorporated in the State of Delaware.
1951	A new entity is established: United States Building Maintenance Company, (USBMC).
1973	A new entity is established: United States Service Industries, Inc. – Florida (USSI, Florida)
1976	USBMC is renamed United States Maintenance Company (USMC).
1988	All entities (USWHBC, USMC & USSI, Florida) are merged together to form the present United States Service Industries, Inc. (USSI)

USSI is a Bethesda, MD-headquartered company with over 101 years of janitorial and custodial related experience. The company operates in two geographical regions, the state of Florida and the Washington/Baltimore metropolitan area. At present, USSI is providing services to over 11 million square feet of space throughout the state of Florida. Many of our existing customers have performance requirements similar to those identified by the City of Fort Lauderdale Police Department.

Our understanding of the janitorial business yields many unique advantages to the City of Fort Lauderdale Police Department, including a capable and proactive staff. The USSI project and corporate management teams have a combined experience of over 96 years in the janitorial business. All of the knowledge, hard-work and capabilities of these individuals will be brought to bear on the City of Fort Lauderdale Police Department project. USSI is a stable company. Our stability is proven by the longevity of the past performance references which we have included in this proposal. In the past 101 years we have pioneered the use of new products, and implemented new management and cleaning methods to better meet the needs of our customers.

USSI is a proven quantity in the janitorial and custodial industry.

- 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.**





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USSI currently employs over 1,400 people throughout the two geographical regions we service; the state of Florida and the Washington/Baltimore metropolitan area. We will draw the labor force for your building from the best-qualified employees in the company. Our employees are well trained in every aspect of their jobs. Our administrative staff in Maryland provides the administrative support for our employees in the field. They handle the purchasing of supplies and equipment from our preferred vendors, resolve pay inquiries, operate the help desk, schedule floor maintenance and keep track of customer accounts.

USSI Project Management Team

Lourdes Gallo, Project Manager	(561) 275-9802
Viviana Bernal, Area Manager	(239) 470-0020
Heather Casavant, Contract Manager	(239) 872-2212
Skip Spurgeon, Senior Vice President of Sales	(239) 470-9613
Efrain Estrada, Vice President of Operations	(202) 295-7511

USSI believes that good communication is the heart of any relationship. As such, City of Fort Lauderdale Police Department representatives will have 24/7 access via cell phone to each of the contacts listed above. For the City of Fort Lauderdale Police Department project, USSI will establish a protocol wherein the project manager and the appropriate day lead and building/night supervisors would be contacted to relay the issue or concern. USSI will provide the City of Fort Lauderdale Police Department facility management staff with a telephone/contact list so they will be able to contact the appropriate USSI staff member, as necessary.

Project Management

The Project Manager handles day to day management under the contract and is the primary point of contact for all issues. Ms. Gallo will be responsible for the supervision and the continuity in all scheduling concerning your facilities. The Project Manager will make extensive use of a flashlight to inspect underneath equipment and around counters and legs. She will make regular written inspection reports and advise the USSI cleaning supervisors of his observations. Ms. Gallo will meet with the City of Fort Lauderdale Police Department site managers regularly to ensure proper communication.

DUTIES:

- Meets daily with the USSI staff.
- Responsible for the scheduling and completion of all daily cleaning tasks.
- Responsible for the smooth and orderly running of the project, including strict adherence to cleaning specifications, employee selection, and ordering of materials, supplies and equipment.
- Responsible for resolving complaints and handling emergency situations.





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- Manages the USSI cleaners in the completion of housekeeping functions.
- Ensures that USSI employees comply with all project regulations, security requirements, badge controls, uniforms, etc.
- Responsible for updating the Material Safety Data Sheets and ensuring USSI personnel are conscientious in their use of materials and supplies.
- Assumes ultimate responsibility for all USSI employees on-site, the control of materials and equipment, and inventory maintenance of all paper products.
- Responsible for project inspections and quality control.
- Oversees the receiving, documentation, security and proper inventory of all materials, equipment and paper products.

Project Manager Authority

Ms. Gallo has been given the appropriate latitude to make decisions in the interest of the City of Fort Lauderdale Police Department. USSI fully recognizes that to service our customer's needs and requirements, the project manager must be empowered and must be a stakeholder. As USSI has done on existing contracts, we will provide Ms. Gallo with the full authority to act on behalf of USSI. Ms. Gallo has hire-fire authority, purchasing authorization, inspection and reporting responsibilities and overall point of contact duties with City of Fort Lauderdale Police Department representatives.

Project Accountability

Ms. Gallo and the project management staff will be using our automated telephone timekeeping system, Kronos. This accurate and reliable method of timekeeping will be vital to maintaining a successful project. The automation not only reduces the chance for error, but makes the process more efficient.

Timekeeping Process from a user perspective:

Shift Start

1. Employee arrives at job site to begin shift
2. Employee dials local phone number - connects to automated timekeeping system
3. Employee enters unique PIN number (employee is now logged in)
4. Employee ends call
5. Employee performs duties

Shift End

1. Employee dials local phone number - connects to automated timekeeping system
2. Employee enters unique PIN number (employee is now logged out)
3. Employee ends call
4. Employee goes home
5. Kronos System generates time keeping reports.





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USSI uses an intranet to strengthen the communication between branches of the company. Furthermore, USSI's home office uses the IBM AS/400 to ensure no lost accounting data. Technology gives USSI the ability to provide the City of Fort Lauderdale Police Department with customized management reports, flexibility, and speed.

Security

To a thief, whether it is a top-secret government organization or a small business, the office is a potential gold mine. Bad intentions could potentially lead to very serious repercussions. USSI requires security badges so that you can report to us regarding individual behavior, and we can stringently monitor our own employees.



At USSI's center of operations several levels of security are used to ensure that sensitive information is kept protected. Our security badges, pictured above, are unique because they are created using a digital camera. Each photograph is kept on-file for the term of employment. As well as being cost-effective, the process allows clear identification of employees.

Background Checks

USSI subscribes to the Social Security Administration's Social Security Number Verification Service (SSNVS) which allows us instant verification that the social security number provided to us by a potential employee matches SSA records. If a "No-Match" notification is received, USSI does not hire the individual.



In addition to Social Security Number Verification, USSI participates in the Department of Homeland Security's E-Verify program, which is an Internet-based system that allows an employer, using information reported on an employee's Form I-9, Employment Eligibility Verification, to determine the eligibility of that employee to work in the United States.

Once these verification measures prove accurate, USSI then conducts a nationwide 7-year felony and misdemeanor search to get detailed records including state police arrest records, suspended sentences, dismissals, probation, and incarceration records.



Key Control Policy & Procedures

Because USSI understands the importance of safety and security in each location we service, we've developed a policy to ensure proper distribution and handling of all keys for the locations we service. Access to locked facilities and areas required for the performance of an employee's assigned tasks will be provided through the issuance of an appropriate key required for entry into the authorized area or areas.



Keys to buildings, offices, and other facilities will only be issued to a USSI employee upon proper clearance through all necessary background checks. Any person who knowingly makes, duplicates, possesses or uses access controlled keys for entry to any area without appropriate authorization will be subject to disciplinary action by USSI and may be criminally prosecuted under the laws of the State of Florida.

Persons to whom key(s) are issued must sign the key request form when they pick up their key(s) acknowledging receipt of the key(s) and agreeing to assume full responsibility for the security and proper use of keys issued to them. Upon receiving a key(s) the key recipient also agrees that they:

- will not lend or otherwise permit key(s) to be used by any other person,
- will not duplicate or alter the key(s) and will not allow others to do so,
- will report the loss or theft of key(s) immediately to supervisor or project manager,
- will return issued key(s) that are no longer needed to the supervisor,
- will return issued key(s) to supervisor upon termination of employment and obtain a clearance form from USSI indicating all keys have been returned;
- will hand deliver key(s) being returned and will not send keys through the U.S. or campus mail;
- will use keys issued to gain access only to the assigned work area to conduct USSI business; and,
- will ensure the door(s) to an assigned work area are properly locked or otherwise secured per the USSI Door Dot System when leaving the area or at the conclusion of work.

Absentee Coverage

USSI believes in treating its employees with respect and providing proper training. The result is a happier, well informed cleaner capable of moving up and assisting others. This promotes a healthy work atmosphere, increased production and sincere OWNERSHIP in each task completed. As such, we've found that cleaners want to come to work because they enjoy their jobs, resulting in a very low rate of absenteeism.



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However, we realize that the unexpected can sometimes occur, so we make every attempt to provide coverage for absent employees. If feasible, an employee from an account in close proximity is given the opportunity to work extra hours by filling in for the absent employee. In other cases, existing employees at the building will work additional hours to ensure the cleaning standards are maintained at the location.

Benefits

USSI offers health benefits for full-time, salaried employees, eight paid holidays (New Year's Day, Martin Luther King's Birthday, Memorial Day, Independence Day, Labor Day, President's Day, Thanksgiving Day, and Christmas Day), vacation time and sick leave commensurate with tenure, and funeral leave for full-time and part-time (starting 1/1/2004) employees. We also offer all employees the opportunity to purchase various types of health and accident coverage through Aflac at a discount rate.

Project Team Success

Since January 2005, USSI has expanded its presence in the state of Florida by 8 million square feet of cleanable space. We feel that this growth along with our high rate of customer retention is a testament to the successful teamwork of our employees.

No other janitorial company can match the competency and knowledge of our management team. The USSI team members assigned to the City of Fort Lauderdale Police Department project have worked together an average of 5 years and understand the unique needs of each contract and the importance of working together to provide superior customer service.

The following pages outline the janitorial service industry experience of Ms. Lourged Gallo and Ms. Viviana Bernal. We've also included the resume of Mr. Skip Spurgeon, the Senior Vice President of Sales and Mr. Efrain Estrada, Vice President of Operations. Mr. Estrada presently oversees USSI's entire portfolio in the State of Florida and the Washington, DC Metro area and has over 22 years of various management and operational experience. This is important to the City of Fort Lauderdale Police Department in that the USSI project management staff will have immediate access to corporate decision makers. ***And these decision makers understand the janitorial business***





LOURDES GALLO

Proposed Project Manager

Ms. Gallo has been an employee of USSI for 2 years and has a 31-year history managing employees and large janitorial projects. Ms. Gallo’s experience in the janitorial business is comprehensive in that she understands the means and processes of cleaning a facility, the necessity to work and lead staff members, the need to coordinate efforts with the customer and the requirement to produce consistent, quality service. Ms. Gallo is currently the Project Manager for several of our South Florida accounts, including the City of Boca Raton and the City of Coconut Creek.

Ms. Gallo will oversee the cleaning, shift inspections to see that any deficiencies are corrected, waive frequency guidelines, assure the job is properly staffed, service work orders from City of Fort Lauderdale Police Department, conduct performance reviews, recognize promotable employees, and recommend raises.

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC. Jan 2012 - Present
Project Manager – South Florida Accounts

- Manages and supervises all supervisors as well as oversees day and night cleaning personnel.
- Conducts nightly operational quality assurance inspections and documents results.
- Reviews and coordinates cleaners’ daily work schedules.
- Provides training to cleaners on proper procedures, including use of equipment, chemicals and tools.

OCEANS 4 PROPERTY Aug 2008 – Sept 2011
Facilities Maintenance Foreman

- Assured cleanliness of buildings and grounds according to standard schedules
- Supervised maintenance and repair work of buildings, building equipment and grounds
- Hired outside contractors for necessary maintenance and repairs
- Maintained inventory of equipment and purchasing necessary supplies
- Handled arrangements for maintenance and repair of vehicles
- Assisted with security systems
- Acted as liaison with landlord on matters requiring attention or approval
- Prepared annual budgets for supplies including maintenance and janitorial services
- Supervised window washing operations
- Scheduled and oversaw pressure washing of facilities





LOURDES GALLO (Continued)

TENET HEALTH SYSTEM/GOOD SAMARITAN HOSPITAL Jun 1990 – Dec 2007
Facilities Maintenance Manager

- Performed maintenance and repair tasks in an efficient and effective manner in the following areas: electrical, mechanical, plumbing, architectural features, finishes and other components and systems
- Observe all building systems and business operations; address what is found to be in need of repair
- Assist the Facilities team with keeping all equipment and tools organized, secure and in safe working order
- Coordinated and assisted the work of contracted services
- Coordinated and performed maintenance and repair for all departments
- Monitored and maintained the inventory of parts and supplies for the maintenance and repair of the Hospital
- Ensured OSHA compliance in all applicable areas

STOCKTON MAINTENANCE GROUP Jun 1990 – Dec 2007
Cleaning Supervisor

- Assisted Project Manager in the responsibilities for the complete performance of contract requirements
- Supervised work of custodial personnel
- Maintained accurate and timely preparation of employee payroll records
- Assisted in the preparation of employee performance evaluations.
- Trained and instructed crew-leaders and assigned personnel
- Ordered and cataloged equipment and supplies.
- Assisted in the maintenance, accuracy and timeliness Safety System Reports.
- Performed duties of assisting Project Manager as directed.
- Ensured the correct supplies were ordered and used efficiently.
- Trained and instructed assigned personnel on safety and work related topics.
- Ensured an effective and efficient means of identifying and correcting deficiencies.
- Developed corrective action plans to address customer complaints or an inspection deficiency.

HARRY REED COMPANY Jan 1982 – May 1990
Maintenance Facilities Manager

- Performed maintenance and repair tasks in an efficient and effective manner
- Oversaw apartment turnover, including sanitation and housekeeping
- Advance knowledge of floor care, including maintenance of VCT, tile, marble, wood flooring, and carpet shampoo and extraction.





VIVIANA BERNAL

Area Manager, South Florida

Summary of Experience

United States Service Industries, Inc. (USSI) is pleased to submit for your review and consideration Ms. Viviana Bernal as the Area Manager for the Southwest Florida Division. Ms. Bernal has been an employee of USSI for over 7 years and has risen from the initial position of night staff supervisor to area manager. Ms. Bernal's experience in the janitorial business is comprehensive in that she fully understands the means and processes of cleaning a facility, the necessity to work and lead staff members, the need to coordinate efforts with the customer, and the requirement to produce consistent, quality service. Ms. Bernal presently has the full authority to act on behalf of USSI on her projects. She has hire-fire authority, purchasing authorization, inspection and reporting responsibilities and overall point of contact duties with her customers.

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC. Nov 2005 - Present
Area Manager of South Florida

- Reports directly to the Vice President of Florida Operations who in turn identifies project assignments, based upon particular needs of the Southwest Florida and Orlando Metropolitan Area.
- Provides additional management and supervision to project managers, building supervisors as well as oversight to cleaning personnel.
- Reviews the operational needs pertaining to supplies, equipment, tools and other materials and makes requests as necessary.
- Meets with customers' management staff and tenants to review performance and determine if added resources are required.

UNITED STATES SERVICE INDUSTRIES, INC. March 2005 – Nov 2005
Special Projects Manager – Various Orlando Area Accounts

- Managed and supervised all building supervisors as well as oversaw day and night cleaning personnel.
- Provided overall management to determining needs for supplies, equipment, tools and other materials and makes requests as necessary.
- On a daily basis met with property management staff to review performance and determined resource requirements for any added requests or projects.
- Conducted nightly quality assurance inspections and documents results to customer.
- Reviewed and coordinated supervisors' and cleaners' daily work schedules.





VIVIANA BERNAL (Continued)

- Provided training to supervisors and cleaners on proper procedures, including use of equipment, chemicals, and tools.

UNITED STATES SERVICE INDUSTRIES, INC. June 2004 – Feb 2005
Operations Manager

- Managed and supervised 7 corporate account locations with over 32 night and day cleaning personnel.
- Maintained daily contact with tenant and property management staffs.

UNITED STATES SERVICE INDUSTRIES, INC. Jan 2004 – May 2004
Building Supervisor

IBM 1998 - 2002
Call Center Manager

- Implemented , directed and managed the best Call Center for IBM in South America
- Developed measurements. Developed training and motivation programs
- Implemented strategies to improve customer service

ALCUADRADO 1997-1998
Call Center Manager

BOCHICA 1997
Human Resources Manager

- Duties included hiring employees, payroll process, coordinate scheduling, training and quality control

FLORES DEL LAGO 1995-1996
Human Resources and Purchasing manager

- Duties included hiring employees, payroll process, establishing purchasing procedures.





ELDRED (SKIP) SPURGEON

Senior Vice President of Sales

Summary of Experience

Mr. Skip Spurgeon has over 40 years of problem solving, decision making, team building, and increased responsibility. Over the past 17 years, USSI has benefited from Mr. Spurgeon’s extensive hands-on experience of administering, planning and managing operations in the following functional areas: customer service, program/project management, personnel administration, budgeting/resource management, procurement, process improvement, facilities management, management information systems, quality assurance, staff development and training.

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC. Sept 2013 - Present
Senior Vice President of Sales

- Responsible for marketing USSI throughout the State of Florida and maintaining a compound growth rate of 20% annually within the Florida Division.

UNITED STATES SERVICE INDUSTRIES, INC. 2003 - 2013
Vice President of Florida Divisions

- Administer overall organizational priorities, implemented plans, and managed all areas of organizational development, measurably improving institutional productivity.
- Plan, coordinate, and direct the efforts of 5 departments with more than 500 personnel.
- Provide oversight for all fiscal matters, including budgetary planning, contractual authority and implementation of fiscal policies for accounts totaling over \$10M.
- Enhanced organizational effectiveness and performance by reengineering internal functions to meet challenging yet realistic goals.
- Develop job descriptions that accurately described responsibilities and are consistent with specific levels of compensation.
- Develop personnel requirements, schedules, scope, content and travel plans, resulting in 100% of the inspections completed on-time, within budget and to the satisfaction of senior management.
- Coordinate technical and professional courses that provided for employees’ professional development and benefit the organization’s short and long range goals.





SKIP SPURGEON (Continued)

UNITED STATES SERVICE INDUSTRIES, INC. 1996 - 2003
Area Manager of Southwest Florida Division

- Responsible for marketing, operations and P&L within Southwest region of Florida.
- Eliminated negative operations, restored client confidence and regained market respectability, which led to increased revenues.
- Managed and supervised all building supervisors as well as oversight of day and night cleaning personnel.
- Conducted operational quality assurance inspections and documented results.
- Reviewed and coordinated cleaners' daily work schedules.
- Provided training to cleaners on proper procedures, including use of equipment, chemicals and tools.

S.J. Bass & Company 1985-1995
Owner
Home Builder and Developer

Spurgeon Drywall 1967-1985
Owner
Drywall Contractor





EFRAIN ESTRADA

Vice President of Operations

Summary of Experience

Mr. Efrain Estrada has over 22 years of experience in the janitorial service industry. Since joining our team in 2008, USSI has benefited from Mr. Estrada’s extensive hands-on experience of administering, planning and managing operations in the following functional areas: customer service, program/project management, personnel administration, budgeting/resource management, procurement, process improvement, facilities management, management information systems, quality assurance, staff development and training.

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC. 2008 - Present
Vice President of Operations

- Administer overall organizational priorities, implemented plans, and managed all areas of organizational development, measurably improving institutional productivity.
- Plan, coordinate, and direct the efforts of 8 departments with more than 1,400 personnel.
- Provide oversight for all fiscal matters, including budgetary planning, contractual authority and implementation of fiscal policies for accounts totaling over \$25M.
- Enhanced organizational effectiveness and performance by reengineering internal functions to meet challenging yet realistic goals.
- Develop job descriptions that accurately described responsibilities and are consistent with specific levels of compensation.
- Develop personnel requirements, schedules, scope, content and travel plans, resulting in 100% of the inspections completed on-time, within budget and to the satisfaction of senior management.
- Coordinate technical and professional courses that provided for employees’ professional development and benefit the organization’s short and long range goals.

UNICCO INTEGRATED FACILITIES SERVICES 2002-2007
Operations Manager

- Direct and coordinate overall management of assigned book of business of an excess of 15.2M Sq/Ft.
- Quality assurance, customer and tenant satisfaction, P&L overall responsibility, budget development, strategic planning, sales and marketing responsibilities





EFRAIN ESTRADA (Continued)

UNICCO INTEGRATED FACILITIES SERVICES 2000-2002
Project Manager

- Direct and coordinate overall management of United States Patent and Trademark Office Project of an excess of 3.2M Sq/Ft.
- P&L responsibility, quality assurance, customer and tenant satisfaction.
- Budget development, strategic planning, sales and marketing responsibilities

H&A GENERAL MAINTENANCE 1997-2000
Operations Manager

- Managed over 24 accounts throughout metro D.C. area totaling 5M sq. ft.
- Overall P/L and revenue enhancement responsibility.
- Responsible for implementing and managing administrative procedures.
- Budget development, strategic planning, sales and marketing responsibilities

A&L SERVICE INDUSTRIES 1991-1997
Area Manager

- Management of daily operation at multiple sites.
- Implemented quality assurance standards to provide uniform service delivery.





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.

United States Service Industries, Inc. (USSI) is pleased to submit for your review and consideration our work plan to perform the janitorial and cleaning service contract at the City of Fort Lauderdale Police Department locations. We feel that our ability to manage and plan for performing at these locations is directly tied to our organization's experience and capabilities in the janitorial business.

GreenLead Program

USSI's GreenLead Program is a **Green Seal Certified**, high-performance green cleaning system designed to protect human health and the environment. The GreenLead Program encompasses tools, training, products and processes focused on promoting sustainable cleaning practices that reduce toxicity, waste, and exposure to both building occupants and custodial staff. The GreenLead Program specifically addresses the following key custodial areas that have a direct impact on human health and environment:



- Promoting the use of sustainable cleaning products and equipment
- Establishing standard operating procedures (SOPs) for typical cleaning and maintenance tasks focused on sustainable cleaning practices
- Conducting an audit program to monitor effective implementation of the policy and encouraging continuous improvement
- Outlining specific guidelines regarding chemical handling, equipment maintenance, communication protocols, documenting and tracking key metrics that demonstrate impact of the custodial operations on the environment
- Training custodial employees, with an emphasis on safe handling and storage of cleaning chemicals and hand hygiene, as well as hazards, use, maintenance, disposal and recycling of cleaning chemicals, dispensing equipment and packaging.



The core principles underlying the policy include reduced or no use of potentially harmful cleaning chemicals, removal or elimination of dirt, dust and other contaminants, protection and preservation of surfaces during cleaning and proactive strategies to reduce contaminant infiltration at source.

USSI's GreenLead Program has achieved Green Seal certification after being evaluated by Green Seal to comply with the rigorous environmental and performance requirements of the Green Seal Environmental Standard for Cleaning Services (GS-42,



2006). Green Seal is an independent, non-profit organization that provides science-based environmental certification standards for hundreds of products and services.

USSI's GreenLead Program is a simplified cleaning process, providing our employees with the most efficient and effective training, tools and procedures and integrating multiple industry standards into the cleaning process. This integrated approach ensures consistent results by focusing on the health of the building and safety of tenants and our employees. The result is a powerful process that revolutionizes the way cleaning is done.

Process

Process is the cornerstone of the GreenLead implementation at USSI. The process encompasses best practices from the cleaning industry, which have evolved over a period of over 20 years, and presents a synchronized offering which truly integrates the various components of the cleaning system.



Through a combination of ergonomic tools, color-coded chemicals and equipment, rigorous training and simplified task scheduling using job cards, GreenLead, at USSI, improves efficiency, ensures consistent cleaning and delivers the desired results.

Performance

The GreenLead methodology at USSI incorporates the philosophy of cleaning by benchmarking several industry best practices and deploying these processes in daily cleaning operations. Some of the features of the GreenLead cleaning approach are described below:

Cleaning for Health™

The American Lung Foundation has identified “*Sick Building Syndrome*” as a situation in which occupants of large buildings experience acute health and discomfort effects that appear to be linked to time spent in a building, but no specific illness or cause can be identified. This can be caused by microbial proliferation in the building through a variety of sources including carpet, upholstery, touch-points, dust and fomites.

USSI is committed to healthy buildings and satisfied occupants. In achieving this objective, USSI improves indoor air quality by using the right equipment, such as high-filtration backpack vacuums and micro-fiber cloths. Back-pack vacuums have been proven to be more effective than a commercial upright vacuum in removing soil and dust particles. Benefits of this approach to cleaning are reflected in reduced absenteeism, improved productivity and better indoor air quality.



Team Cleaning™

Team Cleaning™ is a systematic approach to building cleaning that can be used to service any size or type of facility. It uses specialists who are trained to perform specific cleaning tasks on a preset schedule within a given area. The system allows for vastly improved consistency and quality of cleaning through a process-centric approach to cleaning.




At USSI, our employees are trained to be specialists through specific training programs and use of ergonomic equipment. The four specialists are:




Depending on building complexity, these specialists are deployed with specific tasks using job cards, leading to consistent cleaning and quality control. Some of the benefits of Team Cleaning™ include improved indoor environmental quality, efficient supervision, quality control, increased worker morale, reduced energy consumption, and greater levels of safety and security for employees and customers.


We are a team of people that works together to create a functioning organization. Every cleaning specialist, supervisor, manager, and executive is a key player who contributes to our operation to ensure exceptional customer service.

On the following page you will find detailed information on each specialist, including key functions and productivity metrics.

VACUUM SPECIALIST	
<p>KEY FUNCTIONS</p> <ul style="list-style-type: none"> Check the trash in each office Vacuum all traffic areas Spot vacuum all other areas Vacuum crumbs, ashes, other spills on furniture Reposition all furniture correctly Tourn out lights upon completion of a room Secure area as required 	<p>PRODUCTIVITY METRICS</p> <p>Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), a trained Vacuum Specialist, with tools and chemicals, as specified in the cleaning process, can clean 10,000 Square feet per hour. (Refer ISSA publication "447 Cleaning Times")</p>
	

UTILITY SPECIALIST	
<p>KEY FUNCTIONS</p> <ul style="list-style-type: none"> Police stairs and vacuum stairwells Clean glass Polish brass Pick up trash on specified floors Spot carpet Clean 1st impression areas Clean high visibility carpet Haul trash to dumpster 	<p>PRODUCTIVITY METRICS</p> <p>Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), one trained Utility Specialist, with tools and chemicals, as specified in the cleaning process, is required for approximately 25,000 square feet of typical office space. (Refer ISSA publication "447 Cleaning Times")</p>
	

LIGHT DUTY SPECIALIST	
<p>KEY FUNCTIONS</p> <ul style="list-style-type: none"> Empty trash, recycling bins and reinstall liners Clean telephones, chalktrays and ashtrays Dust all appropriate horizontal and vertical surfaces <ul style="list-style-type: none"> - High to low Pick up paper clips, paper and pencils from floor Spot clean surfaces - door, push plates and glass Spot clean wall and fixture marks and dirt 	<p>PRODUCTIVITY METRICS</p> <p>Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), a trained Light Duty Specialist, with tools and chemicals, as specified in the cleaning process, can clean 10,000 Square feet per hour. (Refer ISSA publication "447 Cleaning Times")</p>
	

RESTROOM SPECIALIST	
<p>KEY FUNCTIONS</p> <ul style="list-style-type: none"> Refill toilet tissue Refill all other dispensers Empty restroom trash Clean and disinfect all fixtures, mirrors and drinking fountains Spot clean and disinfect partitions and doors Turn out the lights 	<p>PRODUCTIVITY METRICS</p> <p>Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), a trained Restroom Specialist, with tools and chemicals, as specified in the cleaning process, can clean and disinfect 1 restroom fixture in 3 minutes. (Refer ISSA publication "447 Cleaning Times")</p>
	



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Process

Process is the cornerstone of the cleaning system implementation at USSI. Job cards, which are derived from individual project profiles, are a critical element of the approach incorporated in our process. The following information is displayed on all job cards:

- Building name
- Position title and number
- Shift start and end times
- Areas to be cleaned
- Scheduled tasks completed in specified area
- Time required to clean an area
- Daily tasks
- Monthly & Weekly tasks
- Project tasks

Below you will find an example of a job card that would be completed for the City of Fort Lauderdale Police Department. Each person on this project will be assigned their own individual job card which clearly outlines the specific tasks they are responsible for each day. Each Job card is color coded depending on the cleaning specialist using the job card.

More importantly, City of Fort Lauderdale Police Department representatives will be given a copy of these job cards so that they know the schedule of each day porter and specialist and the specific time each day a particular task will be completed. This will also be beneficial in locating a cleaner or porter for special requests or emergencies.

RESTROOM Specialist 1		MONDAY - TUESDAY - WEDNESDAY THURSDAY - FRIDAY	
LOCATION MAIN POLICE BUILDING 2ND FLOOR			
Floor/Room	Estimated Time	Schedule	Notes
1	5 Min	6:00 - 6:05 PM	CLOCK IN, GET DISTRIBUTION TRAY, KEYS AND ORGANIZE RESTROOM CART
1	20 Min	6:05 - 6:25 PM	DETAIL LADIES RESTROOM 1 (SOUTH ENTRANCE)
1	20 Min	6:25 - 6:45 PM	DETAIL MENS RESTROOM 1 (SOUTH ENTRANCE)
2	15 Min	6:45 - 7 PM	DETAIL UNISEX HANDICAP RESTROOM
2	20 Min	7 - 7:20 PM	DETAIL LADIES RESTROOM 2
2	20 Min	7:20 - 7:35 PM	DETAIL MENS RESTROOM 2

UTILITY			
LOCATION			
Floor/Room	Estimated Time	Schedule	Notes

VACUUM			
LOCATION			
Floor/Room	Estimated Time	Schedule	Notes

LIGHT DUTY			
LOCATION			
Floor/Room	Estimated Time	Schedule	Notes



Green Process

As a leading provider of cleaning services in the area, USSI prides itself on growth through innovation. Our expertise in “green” practices is derived from several years of experience in implementing environmentally sustainable cleaning practices. USSI is among the first building service contractors to use Green Seal certified chemicals in daily cleaning operations. In addition to using Green Seal certified chemicals, our cleaning process encompasses the use of several tools and techniques that are geared towards the health and safety of tenants.



Green cleaning is defined as a process that allows the reduction in the overall impacts on human health and the environment, and one that takes a holistic view of a facility, its mission and the activities that take place within that facility. Simply replacing traditional cleaning products and equipment with environmentally preferable products does not, by itself, constitute green cleaning. Cleaning operations are an integral subsystem of the overall sustainability efforts at a facility, that require coordinated interaction of people, processes and products to ensure the success of green cleaning.

The underlying core principles of USSI’s GS-42 Certified GreenLead Program include:

- Reduced or no use of potentially harmful and irritating chemicals
- Removal or elimination of dirt, dust and other contaminants (as opposed to simply dusting)
- Protection and preservation of surfaces during cleaning, especially hard floors and carpets
- Proactive strategies to reduce contaminant infiltration at the source (e.g. walk off mats)
- Identify likely occupants affected by cleaning practices and propose methods to minimize impact on those groups; adjustment of cleaning procedures, frequencies, timing, product choices
- Commitment to people, education and communications.

USSI’s goal is to create a clean, healthy, safe and productive indoor environment for the occupants of the building and our custodial workers through our GreenLead Program. We contribute greatly to this goal by using products which minimize the introduction of pollutants to this environment and by embracing procedures which tend to extract the greatest quantity of existing pollutants. There are many benefits to be gained from the

green process. Benefits such as increased tenant satisfaction, enhanced appearance levels, less risk of damage to surfaces in the building, and reduced absenteeism rates and higher productivity levels.

Green cleaning can also:

- **Reduce health effects** to building occupants and janitorial staff, such as skin, eye, and respiratory irritation or burns; allergies; multiple-chemical sensitivity; headaches; nausea or other gastrointestinal ailments; poisoning; cancer; reproductive hazards; and damage to liver, kidneys, and other internal organs.
- **Increase safety** by reducing the likelihood and frequency of fires, explosions, spills, and splashes.
- **Reduce environmental impacts**, including regional and global environmental issues such as air pollution, water pollution, raw materials resource use, bioaccumulation of chemicals in plants and animals, ozone depletion, and global climate change. Green cleaning also reduces the amount and toxicity of products and chemicals requiring disposal.
- **Reduce costs** to building management, tenants, and/or the janitorial company associated with sick leave, health care, productivity loss, and litigation.
- **Increase occupant and worker satisfaction**, including improved morale, productivity and efficiency, quality of life, and sense of well-being. This can result from decreased health effects and decreased annoyances such as malodor.

Green Seal Products

USSI purchases our Green Seal Certified Toilet Tissue, Hand Towels and Hand Soap from AmSan. The Certification details for these products are as follows:



Certified Tissue (Renown):

This recycled product contains 100% recovered paper fiber and a minimum of 20% post consumer materials by fiber weight, and meets Green Seal's environmental standards for bleaching, deinking, and packaging. It contains no added pigments, inks, dyes, or fragrances and has not been bleached using chlorine or any of its derivatives.

Certified Towels (Renown):

This recycled product contains 100% recovered paper fiber and a minimum of 40% post consumer materials by fiber weight, and meets Green Seal's environmental standards for bleaching, deinking, and packaging. It contains no added pigments, inks, dyes, or fragrances and has not been bleached using chlorine or any of its derivatives.

Certified Hand Soap (Gojo):

This product meets the Green Seal environmental standard for institutional hand cleaners based on its reduced human and aquatic toxicity and reduced smog production potential.

The below images are examples of the dispensers for each of the proposed products.

Toilet Tissue



Hand Towels



Hand Soap



Green Procedures

Specifications have been developed specifically for the GreenLead Program to insure that housekeeping activities are really geared towards "Cleaning for Health" and are extracting the maximum amount of pollutants from the environment.

Product Supplier Knowledge

USSI has teamed up with vendors such as PortionPac Chemical Corporation and National Chemical Laboratories, who understand the importance of maintaining the Green Seal Environmental Standards and provide us with the high performance, innovative products that are the cornerstone of our Green Housekeeping Program. They also help ensure that our employees are properly trained to successfully execute the system we have chosen.

Communications

In order for our efforts to have the highest level of success, all impacted parties need to understand that maintaining a healthy indoor environment is a matter of shared responsibility. For example, if the building occupants continue to leave food and drink residue scattered about, then more pest control chemicals may be introduced into their environment and harsher cleaning chemicals may be needed. Likewise, if the ventilation system does not have efficient filtration, more dust and mold spores will continue to be spread throughout the building.

Continuous Improvement

Our housekeeping program needs to be viewed as a significant part of the total building maintenance plan, not as a separate activity. While we try our hardest to make the indoor environment perfect, we can always make it better. USSI continues to search for ways to improve, including soliciting feedback and suggestions from the building’s occupants.

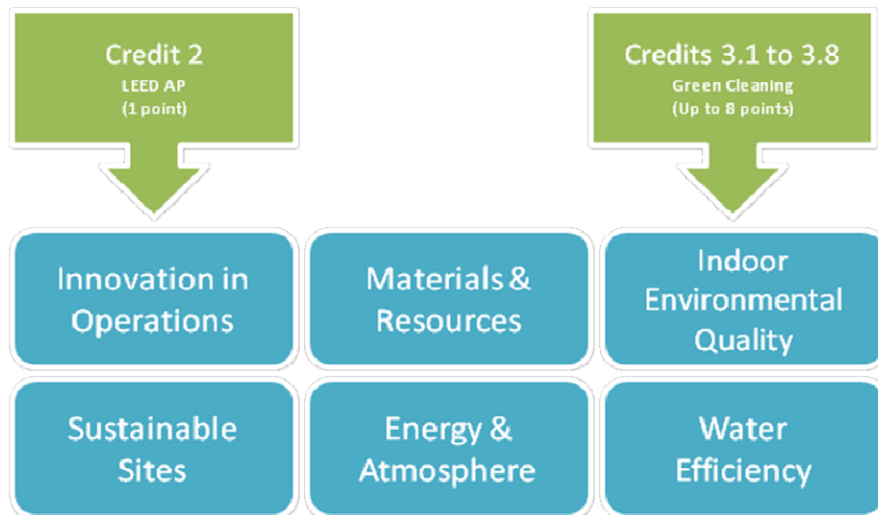
Environmental Awareness

In addition to our GreenLead Program, USSI tries to set standards for internal environmental awareness. Wherever possible, we equip our operation field personnel with hand-held or other portable electronic devices to help eliminate unnecessary paper use.

USSI & LEED Certification

We understand the complexity and the documentation requirements for the LEED certification process, as we continue to work with our clients, as their partner in the process. Since our cleaning process is already geared toward being environmentally sustainable. As an active supporter of the US Green Building Council’s (USGBC) initiatives, USSI is well positioned to provide you with the support and documentation required to ensure the success of your LEED project.

In our role as a cleaning contractor, we can impact the following point and credits (Based on EBOM Reference Guide, August 2008):





As an added benefit to clients seeking LEED certification, we assign a LEED Accredited Professional (LEED AP) to the specific project. LEED APs are accredited by the Green Building Certification Institute (GBCI) and have a thorough understanding of green building practices, principles and the LEED Green Building Rating System. This helps in facilitating a streamlined implementation of specific project requirements and helps our clients to effectively implement sustainability initiatives at their facilities.

By actively partnering with our vendors and suppliers, we can implement a green program in your facility, without significant cost overruns. Our understanding of the LEED certification process enables us to add value to your efforts.

Through a synchronized process of combining innovative industry best practices and by providing the right training, tools and chemicals to employees, the cleaning process at USSI delivers consistent cleaning and satisfied tenants.



Quality Control

In the past 101 years, we've learned that providing consistent, high quality janitorial service is a process of several key components: **hiring, training, supervision, inspections and communication.** Our quality control program utilizes a defined structure, clear responsibilities, a formal schedule, appropriate analytical procedures, strong documentation requirements and required corrective action plans, if necessary.

We believe the start of quality control begins with hiring the proper people to perform the job, treating them with respect, and providing them with the best possible training. The result is a happier, well informed cleaner capable of moving up and assisting others. This promotes a healthy work atmosphere, increased production and sincere OWNERSHIP in each task completed.

Staff Recruiting & Retention

USSI is a successful company due in part to our excellent on-the-job-site employees. And, USSI cares about their welfare. Through experience, USSI has learned that careful screening and training of employees is essential to our overall success. The following describes some of USSI's efforts for staff recruitment and retention.



With respect to staff recruitment, USSI carefully interviews and screens possible candidates based on ability, character, and reputation. For staffing vacancy at the City of Fort Lauderdale Police Department locations, USSI will recruit from three sources:

1. current employees at the facility after an in-depth interview and input from City of Fort Lauderdale Police Department personnel,
2. current USSI employees at other locations,
3. referrals by current employees.

USSI screens new employees by researching work history and performing background checks. In addition, all prospective employees are required to complete a JCP ® Job Candidate Profile. The JCP ® is a web based risk management tool developed by Travelers to compliment our job candidate evaluation and hiring process. Prospective employees answer a series of questions which are associated with safe, dependable job performance. The 130-question test provides scores for four characteristics:



- Dependability – likelihood of following company rules, policies and work schedules

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- Working Safety – likelihood of working safely and avoiding on-the-job injuries.
- Diving Safety – likelihood of driving safely and avoiding on-the-job driving accidents
- People Relations – likelihood of working well with customers and fellow employees.

The JCP ® helps USSI make an educated determination of whether or not the candidate would be a good addition to our team. If all USSI personnel involved in the hiring process agree that the candidate would be a good fit and the background checks go well then the person is hired.

All employees are informed of USSI's strong position against discrimination and sexual harassment. After training and passing a test, every worker is required to sign a statement indicating compliance with the company policy. Each employee is provided training about what constitutes discrimination and sexual harassment as well as the proper course of action if the employee observes or is subjected to discrimination or sexual harassment.

As for retention, USSI is evaluates the performance of staff members on each project. Operational managers and project supervisors consistently meet with senior corporate management to discuss employee performance, therein identifying those persons warranting recognition and/or promotion. This process also identifies individuals who may need additional training or constructive feedback. USSI communicates with our employees that excellent performance will lead to advancement in position responsibility and salary. USSI provides employees with competitive salaries and a comprehensive benefits package. Our program to retain employees also includes an employee recognition program, a project recognition program, and a bonus program.

Training

Employee training forms the core of our process at USSI. A combination of continuing on-the-job training and formalized class-room style approach helps USSI's employees upgrade their skills on a regular basis. USSI's training facilities provides both hands-on and audio-visual training in crafting USSI's specialist cleaners.



Bi-lingual training ensures that the various components of our process are presented in a simplified manner. Mandatory “boot camps” for employees are conducted on a regular basis to enable cleaning workers as well as managers to be well-prepared to implement and maintain our process in the facility. USSI's centralized training facility has developed a comprehensive training schedule which covers specific training modules, depending on the functional specialist. Some of the topics covered in the training include:

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- Floor care and carpet care
- OSHA compliance and employee safety
- Restroom care
- Equipment handling and proper maintenance
- Job cards
- The door-dot system
- Specialist training
- Chemical usage

By offering certification programs and continued learning, the training facility ensures that the various components of our process are simplified allowing USSI's employees to be highly trained as specialists and be highly productive.

USSI also provides each employee with the initial and recurrent training needed to safely and competently perform the work required. USSI maintains as a part of each employee's employment record a training record for that employee. These training records show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended and a transcript of the training records can be provided to City of Fort Lauderdale Police Department representatives upon request.



In addition to the specialized training that each employee receives, USSI also provides training in the following areas as soon as practical after employment or when new procedures, methods, equipment or chemicals have been introduced.

- General orientation, areas of USSI's responsibility
- Introduction to USSI's assignment areas
- Chemical usage and safety precautions to include the Material Safety Data Sheets (MSDS)
- Tools and equipment, operations and general safety
- General procedures, security, ID badges, keys, customer assistance
- Common mistakes
- Floor care and maintenance
- Safety issues, compliance with OSHA ACT of 1970
- Blood-borne pathogen safety program
- Customer's recycling program
- Emergency procedures

The intent of our program's training module is for our employees to be able to demonstrate their skills therein enhancing their ability for promotion. In other words, we utilize this forum as part of our commitment and review process as well as a Train-the-

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Trainer program. The end result is a happier, well-informed cleaner capable of moving up and assisting others. The benefits promote a healthy work atmosphere, increased production and sincere OWNERSHIP in each task completed. Formats used in delivering this information include:

- Video
- Live demonstration
- Site specific, on the job
- Written and verbal

All methods of training are interactive to promote participation, and greater understanding with the overall intent of increasing employee retention. The basis for this promotes an environment of RESPECT and SUPPORT for each other. This in turn, translates again to a satisfied employee willing to go the extra mile.

Supervision & Inspection

One of the key features of the GreenLead program at USSI is maintenance of supervisory and management reports. This ensures proper care of tools, equipment and material. All our cleaning workers are trained in the maintenance of tools and equipment during the training boot-camp.



Our program utilizes a defined structure, clear responsibilities, a formal schedule, appropriate analytical procedures, strong documentation requirements and required corrective action plans, if necessary. Ultimately, City of Fort Lauderdale Police Department will enjoy multiple levels of quality assurance, including:

- frequent inspections by the Area Manager, Ms. Viviana Bernal,
- regular reviews by the VP of Operations, Mr. Efrain Estrada.

In addition, our process incorporates several controls, measures and a reporting system to ensure scheduled maintenance is performed on a regular basis. The following reports are maintained and updated on a daily basis, to ensure custodial efficiency:



- **Change Audit Scouting Report:** Monitor changes to job cards
- **Solution & Filter use log:** Report on daily chemical usage
- **Team Checklist:** To ensure the right equipment is being used by the relevant specialist
- **Equipment inventory record**
- **Check-in, Check-out log**



THE QA & Audit Program:

Ours is a results-based process. Many cleaning operations do not have the capability to track data. USSI’s process of gathering and tracking tangible data, hands-on training and accurate workloading with CleanTelligent transforms cleaning operations into precision machines. The USSI audit program is designed to ensure continued compliance with the stringent processes of the cleaning approach at USSI, as well as enable continuous process improvements by benchmarking against the highest industry standards. There are two major components of the audit, namely:

1. The Baseline Audit
2. The Progress Audit

The **Baseline Audit** contains approximately 130 key factors that are predictors of success in a cleaning operation. This audit identifies key elements of the cleaning process which can be used as a basis to improve cleaning efficiencies. USSI has already conducted a baseline audit of its cleaning operations, which has helped identify the major areas of growth.



The color code assigned to each category will correspond with each item on which evaluation is made.

The **Progress Audit** (illustrated above) follows the baseline audit and is conducted at regular intervals. The audit contains the same criteria of the Baseline Audit and focuses on maintaining the high standards that are established in installing the GreenLead process. Through a thorough inspection of the various logs and checks, such as solutions and filter logs and job cards, which are a part of the GreenLead process, the audit program ensures strict adherence to maintaining the highest cleaning standards in the facility.

In achieving this end result, USSI utilizes the state-of-the art software and technology to ensure accurate reporting and timely resolution of any cleaning-related issues. Results from these audits are benchmarked against the highest standards in the cleaning industry. Our process of evaluation not only helps maintain high cleaning standards but also helps in continuing process improvements and increasing cleaning efficiencies.





Results

The resulting output from our process is monitored through stringent audits that are conducted periodically. Monthly benchmarking audits are conducted based on multiple quality measurement points to continue high cleaning standards. Results from these audits are benchmarked against the highest standards in the cleaning industry. This process of evaluation not only helps maintain high cleaning standards but also helps in continuing process improvements and increasing cleaning efficiencies. Some of the key benefits of the GreenLead cleaning approach at USSI are listed below:

- Consistency in cleaning
- Higher quality of cleaning
- Improved indoor environment quality
- Efficient supervision
- Better quality control
- Enhanced safety and security of employees and tenants
- Reduced energy consumption

Communications

USSI believes that good communication is the heart of any relationship. As such, City of Fort Lauderdale Police Department representatives will have 24/7 access via cell phone to the Project Manager, Ms. Lourdes Gallo, as well as Ms. Viviana Bernal, Area Manager of Southwest Florida and Mr. Efrain Estrada, Vice President of Operations.

Lourdes Gallo, Project Manager	(561) 275-9802
Viviana Bernal, Area Manager	(239) 470-0020
Heather Casavant, Marketing Manager	(239) 872-2212
Skip Spurgeon, Senior Vice President of Sales	(239) 470-9613
Efrain Estrada, Vice President of Operations	(202) 295-7511

USSI is on the cutting edge of technology so each of the team members listed above carries an iPhone or other Smartphone handheld device so that they can be in constant contact with our customers both by telephone and email. This is just one more way we strive to provide our customers with the highest level of service possible.

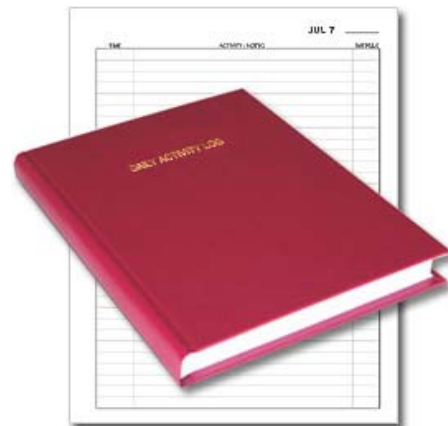
For this project, USSI will establish a protocol wherein the project manager and the appropriate day lead and building/night supervisors would be contacted to relay the issue or concern. USSI will provide the City of Fort Lauderdale Police Department facility management staff with a telephone/contact list. City of Fort Lauderdale Police Department team members will be able to contact the appropriate USSI staff member, as necessary



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Effective flow of communication between facility management, custodial staff and building occupants will facilitate ongoing improvements, resolve recurring complaints and result in a safer work environment. In addition to the protocols outlined out this proposal, the following guidelines must be used to ensure effective communication:

- The Project Manager and Supervisors will actively seek the suggestions of custodial employees regarding workplace issues and service improvement. At least once a month, these suggestions from custodial employees will be recorded by the Project Manager and presented to City of Fort Lauderdale Police Department.
- Results of the audit program and tenant surveys will be shared with custodial employees and feedback sought to improve the service levels.
- A communications log will be maintained in each location's check-in area which highlights the following, at the end of every shift:
 - Unfinished tasks, if any and follow-up required to complete the specified tasks, specifying the task and the person responsible for the task.
 - Presence of any pests, leaks or other similar issues that must be communicated to facility management.
 - Special tenant requests, such as cleaning spills, detailed project work or special cleaning and the actions taken/required to complete these requests
- A list of all cleaning chemicals used will be provided to the facility management staff. The list will also include the name, address and phone number of the contact person responsible for maintaining MSDS for these products. Any requests for MSDS will be responded to promptly.
- The Project Manager will communicate any change made to cleaning chemicals, materials, equipment, processes, staffing or schedules to City of Fort Lauderdale Police Department.
- Daily cleaning operations will incorporate vulnerable occupants identified by facility management and follow the appropriate procedures to protect occupant health.



- Employee training will be conducted in a manner that respects unique needs of individual employees such as limited English proficiency, physical challenges or learning disabilities.

Emergency Response



USSI is ready for any emergency situation and will respond within one hour to any emergency cleaning requirement. USSI employs over 600 cleaners throughout the state of Florida. During the initial days of contract start-up, USSI will identify and establish a listing of additional staff members for an emergency response team. This listing will be in addition to our basic staff telephone/contact list.

USSI has created an emergency response team that acts as a SWAT team when accidents and emergencies occur. The USSI Emergency Response Team is comprised of highly experienced and trained specialists in the areas of mold remediation and flood emergencies. This team is dedicated to answering flood emergencies, 24-hours a day, and 365-days a year.



Local Office

In addition to our headquarters, USSI maintains 6 office locations in Florida to provide exceptional service to our customers:

- Pompano Beach – 3184 N Andrews Ave Ext, Pompano Beach, FL 33064
- Fort Myers – 11220 Metro Pkwy, Suite 17, Ft. Myers, FL 33966
- Winter Haven – 4304 Thomas Wood Lane East, Winter Haven, FL 33880
- Orlando – 11150 Satellite Blvd, Orlando, FL 32837
- Lady Lake – 845 Teague Trail, Suite 2, Lady Lake, FL 32159
- Tallahassee – 325 John Knox Rd, Suite M-201, Tallahassee, FL 32303

To meet the needs of City of Fort Lauderdale Police Department, USSI will manage this account from our office in Pompano Beach, FL.

Training & Safety Program

Employee training forms the core of our process at USSI. A combination of continuing on-the-job training and formalized class-room style approach helps USSI's employees upgrade their skills on a regular basis. USSI's training facilities provides both hands-on and audio-visual training in crafting USSI's specialist cleaners.

Boot Camp

The most important part of our cleaning program is our workers. USSI treats its workers as 1st class citizens, and because of our concern for their safety and our desire to deliver the best possible service to our customers every day, each cleaner is classroom trained for 4-5 hours at boot camp. Boot camps are conducted by USSI's Training & Safety Director, Ms. Marcela Bernal, and teach the philosophy, methods, and tools of a successful cleaning program.



Bi-lingual training ensures that the various components of our process are presented in a simplified manner. Boot camps are conducted on a regular basis to enable cleaning workers as well as managers to be well-prepared to implement and maintain our process in the facility. USSI's centralized training facility has developed a comprehensive training schedule which covers specific training modules, depending on the functional specialist. Topics covered in the training include:

- USSI History
- USSI Mission
- Personal Protective Equipment (PPE)
- Building Safety
- Cleaning Concept
- Why is not cleaning for health
- What makes us different from other cleaning companies
- The four Specialist: Light Duty, Vacuum, Restroom, Utility (most common complaints, tools, steps, safety tips -Job Safety Analysis-, clean up procedures, preventive maintenance, logs
- Job Cards
- Door dots
- MSDS
- What to do in case of an accident

Each employee receives a Certification of Completion at the end of the course.

USSI History

As outlined previously in this proposal, USSI is a 101-year old company. Established in 1912 as the United States Window & House Cleaning Company, USSI has matured into a full service janitorial company servicing over 25 million square feet each day. Our training methods have consistently evolved to make our employees aware of new techniques to improve employee safety and customer satisfaction.

USSI Mission

USSI's self-imposed standards are the highest in the industry. Our mission is to demonstrate USSI's Basic Beliefs with every customer, in every building, by every employee, everyday. This may *seem* unrealistic and unachievable, but at USSI we are committed to restructure **any** and **every** facet of our company in order to maintain our commitment to the Basic Beliefs.

Employees are made aware of USSI's Basic Beliefs: Superior Customer Service, Excellence in Everything We Do, and Respect & Support for One Another.

Personal Protective Equipment

At each location USSI will have on hand gloves, safety goggles, and any other protective equipment that is required to handle the various chemicals being utilized. We request that each and every employee make use of this equipment when handling any type of hazardous materials.



Building Safety

USSI SAFETY RULES

1. It is the responsibility of each employee to immediately report all workplace injuries to the supervisor. The supervisor must report the injury immediately to his/her operations manager.
2. It is the responsibility of each employee to report all unsafe conditions in the workplace to his/her supervisor. It is the supervisor's responsibility to either correct the problem immediately, or report the same to his/her operations manager, who in turn will remedy the situation.
3. NEVER- NEVER use damaged or unsafe equipment
4. ALL frayed cords, either attached to equipment or as part of an extension cord are never to be used. The equipment is to be taken out of service, or the frayed cord thrown away. Replacements will be made available immediately.
5. NEVER use any equipment or supplies for which you have had no prior training.
6. NEVER attempt to repair equipment, tamper with equipment, or remove any parts from company equipment. Damaged equipment is to be reported to the supervisor,



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who in turn will notify his/her operations manager to arrange for a suitable replacement.

7. All equipment and janitorial workrooms or closets must be kept neat and clean.
8. The mixing of chemicals with any other substance but water is prohibited.
9. NEVER bring any chemicals or equipment from home. Only the equipment and supplies issued by USSI are to be utilized on the job site.
10. When not in use, all floor machines must be turned off, unplugged and laid down. NEVER leave a floor machine unattended with the plug still in the wall.
11. Please be advised that bleach is a prohibited product in any of our buildings. It is USSI's policy to never use bleach as a cleaning agent of any type.
12. Whenever working with chemicals, gloves are to be utilized and safety goggles used where splashing is possible. All restroom cleaners must use gloves at all times.
13. NEVER use a spray bottle that does not have a description of the item and any safety considerations on the bottle.
14. When pouring chemicals into spray bottles, please make sure it is clean and dry.
15. NEVER pour a chemical into a spray bottle having a label other than that chemical on its surface.
16. Whenever floor work is being performed, i.e.: waxing, stripping, and damp mopping, wet floor signs or cones must be utilized together with safety tape. NEVER leave a wet area unattended, and clean up all spills immediately. NEVER remove the safety tape or wet floor signs until the area is completely dry.
17. It is USSI's policy for you to utilize rubber-soled shoes when performing your job. While normal business shoes are acceptable, the use of high heels, bedroom slippers, open-toed shoes, or going barefoot is strictly prohibited.
18. It is USSI's policy to avoid Occupational Exposure to Bloodborne pathogens. If you are called to clean up "blood", call your supervisor immediately. You are not to touch the blood.
19. NEVER touch a needle or syringe if you come across one. Call your supervisor immediately.

Cleaning Concept

USSI teaches "One Best Way." As such, there is only one best way to clean, with the best tools. USSI cleaners are equipped with micro-fiber mops (no more string mops), surgical huck towels (no more excess waste from using paper towels for cleaning), double-sided buckets (for mopping with a clean solution— all the time), and chemicals that are Green Seal® certified.

Cleaning for Health

The American Lung Foundation has identified "*Sick Building Syndrome*" as a situation in which occupants of large buildings experience acute health and discomfort effects that appear to be linked to time spent in a building, but no specific illness or cause can be identified. This can be caused by microbial proliferation in the building through a variety of sources including carpet, upholstery, touch-points, dust and fomites.



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USSI is committed to healthy buildings and satisfied occupants. In achieving this objective, USSI improves indoor air quality by using the right equipment, such as high-filtration backpack vacuums and micro-fiber cloths. Back-pack vacuums have been proven to be more effective than a commercial upright vacuum in removing soil and dust particles. Benefits of this approach to cleaning are reflected in reduced absenteeism, improved productivity and better indoor air quality.

The USSI Difference

What differentiates USSI from other cleaning service providers? As the leading provider of cleaning services in the region, our commitment to superior customer service goes beyond cleaning buildings. We offer several value-added services which enhance the overall customer experience, including:



- LEED certification assistance, through our GreenLead Program
- Client Solution Center
- Emergency flood response
- Post construction cleanup
- Porter services
- Carpet cleaning program

USSI provides a unique cleaning process called GreenLead which delivers an exceptionally effective blend of people, products, and process. USSI's GreenLead Program is a comprehensive cleaning system that employs in-depth training based on standardized tools and procedures. The process is workloaded to teams and each worker is trained and certified on specialized tasks. Workers are trained and 'kitted' with specific tools and chemicals for each job function, which have been benchmarked as the best practice by the GreenLead users. This simplification of the cleaning process results in a safer, healthier and easier working environment.

Team Cleaning™

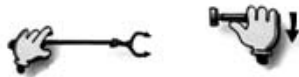
Team Cleaning™ is a systematic approach to building cleaning that can be used to service any size or type of facility. It uses specialists who are trained to perform specific cleaning tasks on a preset schedule within a given area. The system allows for vastly improved consistency and quality of cleaning through a process-centric approach to cleaning.



At USSI, our employees are trained to be specialists through specific training programs and use of ergonomic equipment. The specialists training includes the following:



RESTROOM SPECIALIST



**Remove objects with the Nifty Nabber.
Flush toilets and urinals.**

Remover objetos con el Nifty Nabber. Vaciar tazas y orinales



Put disinfectant in each toilet and urinal

Poner desinfectante en cada taza y orinal



Refill all dispensers and empty trash

Llenar dispensadores y vaciar basura



Dust top to bottom and sweep floor

Desempolvar de arriba hacia abajo y barrer



Spray disinfectant and wipe sinks, mirrors, bright work, doors, receptacles and dispensers

Poner desinfectante y limpiar lavamanos, espejos, cromo, puertas, basureros y dispensadores



Use SparCreme once a week to remove water deposits on sinks

Usar SparCreme una vez por semana para remover depositos de agua en lavamanos



Scrub urinals and toilets

Cepillar orinales y tazas





RESTROOM SPECIALIST (CONT)



Use SparCreme once a week to remove water deposits in toilets and urinals

Usar SparCreme una vez por semana para remover depositos de agua en tazas y orinales



Disinfect toilets and urinals with Crew spray bottle and a blue towel

Desinfectar tazas y orinales con botella de Crew y una toalla azul.



Mop restroom floor

Trapear piso del baño

UTILITY SPECIALIST



Clean stairways

Limpiar escaleras



Clean break rooms

Limpiar area de descanso



Clean Lobby

Limpiar Lobby





UTILITY SPECIALIST (CONT)



Clean hallways

Limpiar pasillos



Clean glass doors with squeegee

Limpiar puertas de vidrio con squeegee



Clean elevators

Limpiar ascensores



Pick up trash from assigned area and haul it to dumpster

Recoger la basura del area asignada y llevarla al contenedor



Clean spots on carpet on common areas

Limpiar manchas en la alfombra de areas comunes



Use auto scrubbers on big hard floor areas

Usar auto scrubber en areas grandes de piso duro



Stock/organize janitor closets. Report to the supervisor when supplies/chemicals are getting lower

Llenar/organizar closets de limpieza. Reportar al supervisor cuando papel/quimicos se esten acabando



Check detailed cleaning, lights are off, doors are locked and keys are secured

Chequear limpieza detallada, luces apagadas, puertas esten cerradas y llaves aseguradas





LIGHT DUTY SPECIALIST



Empty trash/recycle and reinstall liner (if used)

Vaciar basura/reciclaje y poner una bolsa (si es necesario)



Clean pencil sharpeners and chalk trays

Limpiar sacapuntas y bandejas de tizas



Dust all horizontal surfaces

Desempolvar todas las superficies horizontales



Damp clean horizontal surfaces

Limpiar con toalla humeda superficies horizontales



Spot wipe door and switchplates

Limpiar manchas en puertas e interruptores de luz



Pick up paper clips, pencils, paper, etc from floor

Recoger ganchos de papel, lapices, papel, etc del piso.



Reposition all furniture correctly, turn out lights, and secure door if Vacuum Specialist does not need to get into that area.

Organizar muebles correctamente, apagar luces, y asegurar la puerta si el Especialista de Aspiradora no necesita entrar a esa area.

VACUUM SPECIALIST



Vacuum under wastebaskets and desks
Aspirar debajo de basureros y escritorios



Vacuum all traffic area
Aspirar todas las areas de alto trafico



Spot vacuum all other areas
Aspirar otras areas que lo necesiten



Vacuum all other areas as assigned
Aspirar otras areas asignadas



Vacuum crumbs, ashes or dry other spills on furniture
Aspirar trozos, cenizas u otros derrames en los muebles



Reposition all furniture correctly, turn out lights, and secure area
Organizar muebles correctamente, apagar luces, y asegurar el area



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Job Cards

Each person on each project is assigned their own individual job card which clearly outlines the specific tasks they are responsible for each day. Each Job card is color coded depending on the cleaning specialist using the job card.

DAY PORTER #1			
Job Card 2			
March 1, 2013			
Building Code: Metro Area Shops			
AREA	E.T.	SCHEDULE	NOTES
Check In Room	10 MIN	7 AM - 7:10 AM	Check in, review any special requests from ABC Management
Ashtrays & Trash Receptacles	60 MIN	7:10 AM - 8:10 AM	Empty all trash as needed, empty and wipe down all ash trays
Breezeways & Courtyards	60 MIN	8:10 AM - 9:10 AM	Remove all debris, gum and deposits on sidewalks, and dust walls & corners
Public Restrooms	30 MIN	9:10 AM - 9:40 AM	Clean restrooms thoroughly, empty trash, refill all dispensers as needed
Drinking Fountains	15 MIN	9:40 AM - 10:00 AM	Wipe down with disinfectant
Dumpsters	45 MIN	10 AM - 10:45 AM	Patrol for trash overflow and relocate to another dumpster if needed
Parking Lots	45 MIN	10:45 AM - 11:30 AM	Keep area free of debris
Lunch	30 MIN	11:30 - 12:00 PM	
Exterior Furniture	30 MIN	12:00 PM - 12:30 PM	Wipe down all tables, chairs and benches
Playground & Shade Structure	15 MIN	12:30 PM - 12:45 PM	Keep area free of debris and wipe down all tables and benches
Ashtrays & Trash Receptacles	60 MIN	12:45 PM - 1:45 PM	Empty all trash as needed, empty and wipe down all ash trays
Public Restrooms	30 MIN	1:45 PM - 2:15 PM	Clean restrooms thoroughly, empty trash, refill all dispensers as needed
Sidewalks & Pathways	15 MIN	2:15 PM - 2:30 PM	Remove all debris, gum and deposits on sidewalks, and dust walls & corners
Stairwells & Landings	30 MIN	2:30 PM - 3 PM	Sweep stairwells, remove gum and debris, wipe down hand/guardrails
Parking Lots	50 MIN	3 PM - 3:50 PM	Keep area free of debris
Check In Room	10 MIN	3:30 PM - 4 PM	Organize equipment and report any special items to the Supervisor

UTILITY			
LOCATION			
Floor/Room	Estimated Time	Schedule	Notes

VACUUM			
LOCATION			
Floor/Room	Estimated Time	Schedule	Notes

LIGHT DUTY			
LOCATION			
Floor/Room	Estimated Time	Schedule	Notes

RESTROOM			
LOCATION			
Floor/Room	Estimated Time	Schedule	Notes



Door Dot System

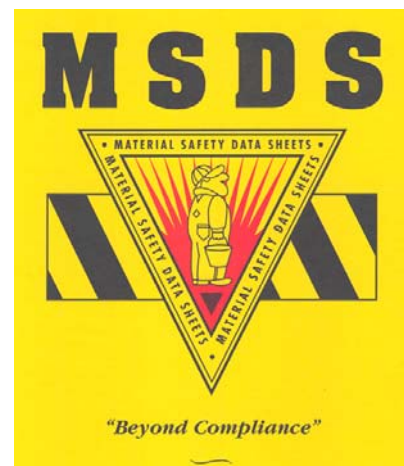
USSI understands the importance of safety and security in each location we service. We realize this need is great in any institution, so we've developed the Door Dot System. This system is one of many processes incorporated in the GreenLead system that will enhance security as well as efficiency.

Color Coded Dot System	
● Red Dot -	The door is to be closed and locked after cleaning
● Green Dot -	The door is to remain closed, but not locked after cleaning
● Yellow Dot -	The door remains as it was originally found
● Blue Dot -	Do not enter.

A small color-coded door dot will be placed on the top left corner of each doorframe. The dots help us communicate with our cleaning personnel the door locking preferences for each area of a building.

MSDS & Emergency Procedures

USSI's policy is to inform all employees of the hazards associated with the materials that they use on the job. USSI has implemented the *Beyond Compliance* program to ensure the proper safety and education of our cleaners. **The name *Beyond Compliance* means that it goes above and beyond OSHA Standards.**



Each building USSI cleans is equipped with a binder containing an inventory of hazardous materials used in that building as well as Material Safety Data Sheets (MSDS) for each chemical used. These MSDS sheets are conveniently accessible in case of an emergency. MSDS information is located in:

1. The USSI check-in area
2. Training handbooks
3. On the web

These sheets provide detailed information on health hazards, physical hazards, personal protective equipment and proper emergency response measures. We have selected a specific cleaning system with a limited number of cleaning products. These have been selected both for their cleaning effectiveness as well as for their low toxicity. USSI ensures due diligence by exceeding OSHA compliance requirements through a series of measures including:

- A written safety policy, which is updated periodically
- Mandatory employee training regarding OSHA regulations and MSDS

- Periodic audits and inventory checks of chemicals in the facility

The “Beyond Compliance” program at USSI ensures improved health and safety of our employees and tenants, while reducing liability through due diligence and precautionary measures.

USSI guarantees that there is an MSDS handbook in each and every building being cleaned by our employees. This handbook contains a chemical description of all products used in the building and explains what to do in case of an accident or emergency. The MSDS handbook is placed in a plexi-glass display shelf on the storage room, next to the posted emergency phone numbers.

Dedication to Training & Safety

By offering certification programs and continued learning, the USSI training facility ensures that the various components of our process are simplified allowing USSI’s employees to be highly trained as specialists and be highly productive.



USSI also provides each employee with the initial and recurrent training needed to safely and competently perform the work required. USSI maintains as a part of each employee's employment record a training record for that employee. These training records show, at a minimum, the employee's name, date of employment, and the type and date of each training class attended and a transcript of the training records can be provided upon request.

The intent of our program’s training module is for our employees to be able to demonstrate their skills therein enhancing their ability for promotion. In other words, we utilize this forum as part of our commitment and review process as well as a Train-the-Trainer program. The end result is a happier, well-informed cleaner capable of moving up and assisting others. The benefits promote a healthy work atmosphere, increased production and sincere OWNERSHIP in each task completed. Formats used in delivering this information include:

- Video
- Live demonstration
- Site specific, on the job
- Written and verbal

All methods of training are interactive to promote participation, and greater understanding with the overall intent of increasing employee retention. The basis for this promotes an environment of RESPECT and SUPPORT for each other. This in turn, translates again to a satisfied employee willing to go the extra mile.



Corporate Health & Safety Program

USSI considers on-the-job safety of paramount importance. Over the years, we have worked to develop safety policies, measures, training programs, and procedures to assure that we provide the safest possible working environment for our employees. The fruits of our efforts are reflected in our safety record and in the policies we have established to continually improve it.

ONGOING SAFETY POLICIES

A. Training: USSI has developed a training program where safety plays a principal role. Additionally we employ bi-lingual video tapes to demonstrate particular safety concerns. Our employees are trained in several aspects of safety before and after they begin working for the company. The following are examples of ongoing policies regarding safety:

1) **Wet Floor Signs**. Our employees are instructed to place "WET FLOOR" signs as soon as they begin working in any building. This warns the tenants that work is being done and that the floors can be wet and slippery at any time.

2) **Electric Cords**. Our warehouse facilities allow us to demand that all the electric cords in our equipment be in perfect working order. As a rule, electric tape on cords is not acceptable. Cuts or peeled cords are not to be used.

At Edison State College, we will enforce this policy with regular visits by our on-site Project Manager, who is authorized to cut the cords (literally) if they are in poor condition to guarantee that they will not be used in an unsafe manner. All new hires go through a training video and lecture where they are directed NEVER to pull at cords, or to disconnect anything in the offices they are going to clean.

3) **Trash Cans**. Our employees are instructed to NEVER put their hands inside trash cans. This reduces the chances of cuts (broken glass, sharp objects, etc.) They are also instructed to dump only what is INSIDE the trash can, and even if it is inside, if it looks like files or documents, not to dump it. They must report it to their supervisor, who will verify with the client if it was meant for the trash.

B. Material Safety Data Sheets (MSDS Handbook). USSI guarantees that there is an MSDS handbook in each and every building being cleaned by our employees. This handbook contains a chemical description of all products used in the building and explains what to do in case of an accident. The MSDS handbook is placed in a plexi-glass display shelf on the storage room, next to the posted emergency phone numbers.

C. First Aid Kits. Each building is provided with a First Aid Kit. One of the responsibilities of the on-site Project Manager is to verify that the First Aid Kits are always fully stocked.

D. Written Hazard Communication Program. The Hazard Communication Plan is included below.



Written Hazard Communication Program

Purpose:

The purpose of this written program is to describe how the OSHA Hazard Communication Standard requirements are met.

Scope:

This document includes all company facilities and is available to all USSI employees.

Contents:

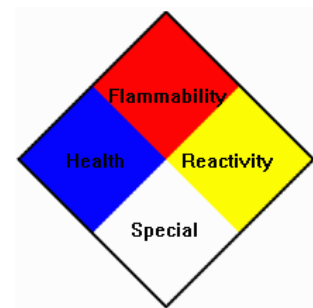
This document will include the following items:

- A description of how criteria for labels are checked.
- A description of how criteria for Material Safety Data Sheets will be met.
- A description of how criteria for employee information and training will be met.
- A list of the hazardous chemicals known to be present in the workplace.
- A discussion of the methods for informing employees of the hazards of non-routine tasks.
- The methods for informing any contractor employees working at your facilities of the hazardous chemicals their employees may be exposed to while performing their work and any suggestions for appropriate measures.
- The methods to assure that contractors provide MSDS's for all hazardous materials they may bring into your workplace and procedures to inform your employees concerning this information.

Labeling and Other Forms of Warning:

- Identity of the Chemical
- Appropriate hazard warnings
- Manufacturer's name and address

You should ensure that containers of hazardous chemicals in the workplace are labeled, tagged, or marked with the identity of the hazardous chemical and appropriate hazard warnings. In some cases, signs, placards, process sheets, batch tickets, operating procedures, or other similar accessible written materials are used in lieu of affixing labels to individual containers.



Material Safety Data Sheets (MSDS's):

MSDS's are written or printed data sheets concerning a hazardous chemical which are prepared and distributed with chemicals by chemical manufacturers and/or distributors. You should maintain MSDS files for all hazardous chemicals used or handled. Copies of these files should be maintained in readily accessible areas. The data sheets are available to all employees, are in English, or in Spanish where available, and contain:

- Chemical Identification
- Hazardous Ingredient Data
- Physical Data
- Fire and Explosion Data



- Health Hazard Data
- Reactivity Data
- Spill or Leak Procedures
- Special Protection Data
- Special Precautions

Employee Information and Training:

USSI will ensure that all present and new employees are trained appropriately. Training for the OSHA Hazard Communication Standard is based on the requirements of the Standard itself, and the chemical hazards present in the workplace. Your employees learn about their “Right-To-Know the written Hazard Communication Program” warning labels, the availability and utilization of MSDS’s, the hazards to which they may be exposed, the determination of the presence of hazards, and the means of protection available to them. These items will also be covered by the General Training Program.

The General Training Program includes written materials which should be distributed to employees to reinforce the Audio-Visual Training they have received. The program could include a self test which becomes a permanent part of each employee's training life. Hazard Communication Posters will be displayed throughout our accounts. These posters identify employee's Right-To-Know and the person to contact for more information.

All employees receive Hazard Communication training, handouts, and other pertinent information from their supervisor or other suitable management appointee. Supervisors are required to provide additional employee training concerning workplace hazards when:

- Chemicals with new hazards are introduced into the workplace.
- Process or equipment changes are made which could cause new or increased employee exposures.
- Procedures and work practices are introduced or changed which could cause new or increased employee exposure.
- Employees are transferred from one work area to another where different hazards may be present.

Documentation of Training:

A record of all employee training will be included in each employee's training file. Documentation for the Hazard Communication Program is in the form of a self test with a passing grade.

Retraining:

The supervisor conducting any retraining should make a written record of the training provided and request the employee receiving the training to sign and date the record. A permanent record of all employee training is maintained in the training files.



List of Hazardous Chemicals:

The list of hazardous chemicals known to be present in the workplace is shown at the end of the Written Hazard Communication Program.

Non-Routine Tasks:

The supervisor of an employee performing a non-routine task is responsible for adequately training that employee concerning the task. This training includes any applicable procedures designed to address a given task, such as Hot Work, Confined Space Entry, et cetera. The employee is responsible for ensuring that the supervisor is aware that a non-routine task will be performed.

Some non-routine tasks require special permits to be issued before work may begin or require some special procedures be followed, such as Lock and Tag Out Procedures. It is the responsibility of employees to follow these procedures in order to ensure their own safety.

Bio-Hazardous Waste/Blood Pathogens:

All USSI employees below the supervisor level are to avoid completely bio-hazardous waste and blood spills, by leaving the area immediately and reporting same to his/her supervisor. All supervisors will have direct training and responsibility for cleaning up bio-hazardous waste and minor blood spills or major blood spills (when absorbent cloth is wrung out, blood drips), the specially trained team of cleaners must be called immediately by dialing (239) 470-0020.

Contractors:

Upon initial entry to the premises, contracted employees or their supervisors will be advised of our safety regulations. These regulations should include the requirement that they must comply with all OSHA standards while working at your facilities. Contractor employees are expected to take appropriate measures to protect themselves from any hazards present. They will be informed of any hazard to which they may be exposed in the working environment and will be notified of the availability of MSDS's for hazardous materials in the work area. The contractors will, in turn, notify USSI of any hazards to which they may expose your employees and provide MSDS's for any hazardous materials they introduce to the work environment.

SAFETY TRAINING

United States Service Industries (USSI) is committed to providing each employee with a safe and healthy workplace. In order to accomplish this, our employees are made aware of their right to know the following:

1. Please be aware that USSI has a "Written Hazard Communication Program" at each location where work is performed. You have a right to read and understand this program; please ask your supervisor



to make it available to you.

2. At each location there are certain chemicals which may or may not be hazardous to your health. For each chemical we have a Material Safety Data Sheet (MSDS). This sheet is broken into various sections which describe information about the product, its ingredients, its physical data, fire and explosion information, health hazard data, reactivity data, together with spill or leak procedures, special protection information and any special precautions you should take regarding this product. Also included are first aid procedures, and phone numbers to call in the event of an emergency. It is your right to know and understand the safety precautions to be taken for the products you are using. Please become familiar with these sheets and refer to them often in terms of your safety. As new products are introduced into the workplace, your supervisor will hold training sessions regarding the safety considerations for new products. If you have any questions, please contact the Safety Director, Marcela Bernal.
3. At each location USSI will have on hand gloves, safety goggles, and any other protective equipment that is required to handle the various chemicals being utilized. We request that each and every employee make use of this equipment when handling any type of hazardous materials.
4. As part of our on-going Safety Program, USSI will make available at each location safety posters describing proper workplace procedures for bending and lifting, together with other safety tips to avoid any type of injury .Please make sure that you never stand on anything other than a ladder in order to do any type of high dusting or work requiring you to reach up beyond 70 inches.
5. USSI has posted, where feasible, at each location it performs work, Safety Posters together with Your Rights Under OSHA Law.
6. Please be advised that at each work location, you will find a First Aid Kit which should be fully stocked with various first aid remedies, including an eyewash cup. At certain larger locations you will find an “eyewash station” for your safety.



Program Evaluation and Measurement

USSI measures the effectiveness of the Health & Safety Program through various means including the monthly compilation and reporting of work-related injuries, audit of training and employee outreach programs, and the continual review of applicable incident rates with our insurance provider. This procedural effort is essential in determining operational risk to our employees and financial risk to the corporation. Overall programmatic corrections and modifications are determined and made following these assessments.

The implementation of our program through policies and procedures has yielded safety for our employees and customers, and lowers our operating and financial risks. USSI

ranks in the highest tier relative to OSHA standards when compared with our competitors. This is attributable to the level of competence and awareness for health and safety issues embedded within all of USSI's functional components. **Collier County will see the positive results of this program**

Training & Safety Manager

To assist with our commitment to properly train our employees, USSI has hired Ms. Marcela Bernal as Training & Safety Manager. Ms. Bernal has over 7 years experience training employees in the janitorial service field.

Ms. Bernal is a graduate of Janitor University, an extensive training program which teaches janitorial service professionals the complete (OS1) Operating System as well as the duties and responsibilities of each cleaning specialist involved in our Team Cleaning approach. Ms. Bernal has also completed the (OS1) Coach Course and Expert Trainer Course. Additional certifications include:



- ✓ (OS1) Boot Camp 2007. Janitor University.
- ✓ FOD/FOE Program.(900021) Certified by COBHAM Oct.6, 2010
- ✓ Clean room Cleaning (001706) Certified by COBHAM Oct.6, 2010
- ✓ Clean room Policy (001735) Certified by COBHAM Oct.6, 2010
- ✓ Official member and (OS1) Certified Coach of the Cleaning Industry Trainer's Guild 2010
- ✓ (OS1) Couch Course 2009, 2010, 2011. Janitor University.
- ✓ (OS1) Vacuum specialist Certified Sept 17, 2010. Janitor University.
- ✓ (OS1) Carpet Care Workshop Nov.3, 2010. Janitor University.
- ✓ (OS1) Floor Care Workshop 2007 and 2010. Janitor University.
- ✓ (OS1) Expert Trainer 2007, 2009, 2010, 2011,2012. Janitor University.
- ✓ (OS1) Light Duty specialist Certified April 29, 2010. Janitor University.

Awards

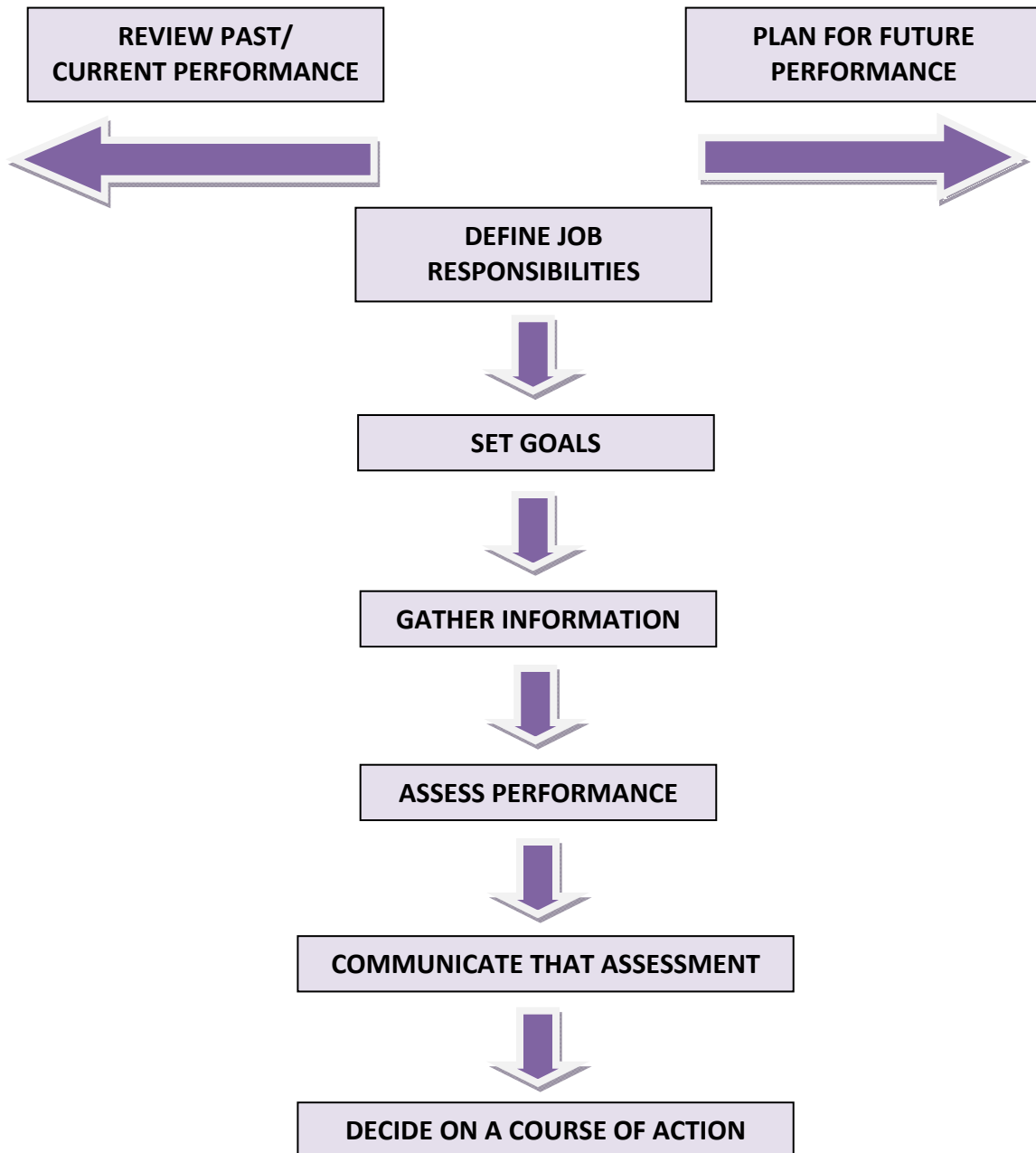
- ✓ Award of **Academic Excellence**. Fall 2006 and spring 2007. Gulf Coast Community College.
- ✓ Nominated as a finalist of **Trainer of the Year** 2009,2011,2012

Performance Reviews

It is important that all custodial staff members are educated on the products, processes and equipment used in the USSI green cleaning process. It is also essential to conduct a thorough, formal job analysis for all employment positions to ensure adherence to USSI standards and policies.

RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

Employees are evaluated by supervisors who have substantial daily contact with the employee being evaluated. Our evaluations involve various measures of performance such as adherence to tasks outlined on job cards, safety procedures, and punctuality. The weight of each measure in relation to the overall assessment is fixed. Whenever possible, the evaluation will be conducted by more than one evaluator or include a review process and all such evaluations will be conducted independently.



USSI employee performance reviews translate organizational goals into individual job objectives and requirements. Supervisors communicate their expectations regarding

staff performance, provide feedback to staff and coach the staff on how to achieve job objectives and requirements. This includes diagnosing the staff's relative strengths and Weaknesses and determining a development plan for improving job performance and ability utilization.

4. Discuss the following in detail:

a. The size of your organization.

USSI is a full service janitorial company servicing over 25 million square feet each day throughout the regions we service. We currently operate in two geographical regions; the State of Florida and the Washington/Baltimore metropolitan area.

For the past 10 years, USSI has consistently posted gross revenue of over \$20 million for each fiscal year.

b. The range of activities or services your firm has previously provided or in which it is currently engaged.

History of USSI

Charles Herschel wanted to achieve the American dream. With no knowledge of English, Charles came to the United States to escape the turmoil and upheaval of Germany. Luckily, he had relatives in New Jersey willing to provide for his basic needs and to help him find work. Eventually, Charles made window cleaning his profession.



But the American dream still eluded him. So he decided to try another approach—he moved to Washington, DC with his new wife Bertha to start his own business. In 1912, he founded the United States Window Cleaning Company.



In 1941, Charles's daughter married a young man named Harry Epstein. Eager to work with his new father-in-law, Harry bought into the window cleaning company and eventually became Charles's successor. Soon after, he began a period of expansion, leading the company to the new frontiers of sandblasting and steam cleaning. The result was a small but growing cleaning firm in Washington.



RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

Then in 1967 Harry's son Michael took over the company and instilled a new vision. Michael transformed the company into a full-service janitorial firm, focusing on customer service and satisfaction. Following Michael David Epstein as USSI's president and CEO was Jim Matthews, who led USSI through a period of unprecedented growth. Jim's tenure as CEO culminated in his serving as president of the industry's premier trade association, the Building Service Contractors Association International (BSCAI).

In 1998 Tim Ruben was promoted to president and CEO of USSI. Tim's first act was to formalize his vision for the company into the set of USSI's Basic Beliefs, the foundation for everything that USSI represents. He then began to re-engineer USSI to become more market-driven and better serve the needs of its customers.

USSI also provides the following services:

- Carpet cleaning and maintenance
- Upholstery cleaning and maintenance
- Light fixture cleaning and re-lamping
- Post-construction clean-up
- High pressure cleaning
- Hard surface floor maintenance
- Stone, marble and tile cleaning
- Window washing
- Vertical and horizontal blind washing
- Refrigerator/microwave cleaning
- Kitchen/serving area cleaning
- Wall washing
- Graffiti removal
- Temporary and permanent porter/ Matron Service
- Sprinkler leakage clean-up
- Christmas lights and decor
- Glass partition cleaning
- Pre and post function set up and tear down
- Detail cleaning services
- Furniture movement
- Metal maintenance
- Picture hanging
- Specialized waste removal



c. The resources and equipment the firm has at its disposal to successfully provide janitorial services for the locations listed in the RFP.

USSI has been in business for 101 years and currently services over 25 million square feet daily. As such, we have the resources, both human and financial, to provide the services at a level required by the City of Fort Lauderdale under this solicitation

USSI is a client of Wells Fargo and has been since 1995. We maintain a line of credit in excess of \$3,000,000.00 with Wells Fargo to finance accounts receivable and to provide financing for capital expenditures. Additional financing is available and utilized for short- and long-term expenditure needs.

Chemicals

USSI uses Green Seal Certified cleaning chemicals from Diversey Chemical Corporation. Diversey provides a convenient premeasured detergent system that's the simplest and most labor effective detergent system on the market. These chemicals are highly concentrated detergents and floor finish in recyclable closed-loop designed bottles to prevent exposure to concentrate and protect our cleaning specialists. Diversey's purpose:



PROTECT
We will Protect Lives by producing superior products that make food, drink and facilities safer and more hygienic.
PRESERVE
We will Preserve the Earth for future generations by continually reducing the environmental impact of our products and our operations.
TRANSFORM
We will Transform our Industry by creating more sustainable enterprises that contribute to the well being of our communities.

Their non-tamper dilution control also prevents chemical waste. Our specialists are trained to match the appropriate water levels of traditional buckets, tanks and spray bottles with pre-measured amounts of concentrate; they simply fill the containers to the regular level with water and add the appropriate amount of chemical with the push of a handle. There are no water or

electrical hook-ups. There is no need for personnel to waste costly time returning to machines to refill buckets or spray bottles. Just ultimate simplicity.

This process saves more labor dollars than any other system can even hope to equal. The concentrated chemicals and bottles are also a prime example of packing source reduction that reduces your disposal costs. The Diversey system:



- Reduces transportation fuel demand

RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

- Reduces packaging materials & waste
- Reduces storage requirements
- Exact dosing reduces chemical use & wastage, protects users

Equipment

In business for over 101 years, USSI has an intense understanding of the equipment needs pertaining to any janitorial project. In fact, USSI has been an innovator in the janitorial equipment arena. For this project, USSI will be purchasing equipment that is normal and usual to any janitorial contract, and any other equipment anticipated within the RFP. USSI will purchase and/or lease new equipment necessary to complete the work per City of Lauderdale Lakes specifications.

ProTeam® Super Coach Backpack Vacuum
Model # 100653.
The Super Coach Vac offers the most power pound for pound of any vacuum on the market.



Unger® Ergo Dust Pan w/Broom
Item #: UG-EDPBR
Designed to make it easy to spot clean and remove debris from floors without bending or touching debris. Never spills contents.

Brute® 44 Gallon Container
Product # 2641
Heavy duty plastic construction resists denting, bending and cracking.



BRUTE® Caddy Bag
Item # 2642

Unger® Ergo Toilet Bowl Brush w/Holder
Product #- BBWHR



Unger® Mop Kits
Includes: SmartColor TelePole 250 - Item # EZ25G
SmartColor Mop Holder – Item # SM40G
SmartColor Press – Item # SPREG

Unger® SmartMop MicroMop7.0 MicroFiber replacement mop head, attaches securely to SmartColor MopHolder with 3 hole flaps. Use wet or dry, aggressive cleaning edges clean with less water, less effort.



Rubbermaid Commercial Janitor Cart
With 25-Gallon Vinyl Bag, Three Shelves
Item # RCP617388BK

USSI Mop System

The Unger SmartColor Bucket 30L sets the standard for cleaning efficiency and hygiene. Its many distinctive design features enhance worker productivity, reduce injuries and increase cleaning performance. Many hours are spent traveling back and forth to custodial closets to fill and empty single compartment buckets. This adds up to lost time and reduced productivity



**The Dual Bucket
Compartment System**



The Unger SmartColor Bucket is a Dual Bucket System that separates clean and dirty water with an 8 gallon total capacity. The seamless dual bucket design offers a water separation system that reduces cross

contamination and improves cleaning. The soiled water is directed into the high-profile rear compartment when you use the side press wringer. The front compartment keeps the cleaning solution free of grit and soil. The dual buckets reduce time spent refilling and cleaning conventional buckets.





In Step 1 the cleaner wrings and rinses the soiled mop in the rear compartment of the bucket to release dirt. In Step 2 the mop is immersed in the front compartment for fresh cleaning solution.



The Unger SmartColor Bucket has a rear-mounted dump spout for quick water change and a quick release drain spout for easy empty when a floor drain is available. Also includes an easy-to-read fill guide for accurate chemical dilution.

The ergonomic design of the Unger SmartColor Bucket keeps the cleaning worker in mind. Ergonomics is the applied science of equipment design intended to maximize productivity by reducing operator fatigue and discomfort. The Unger SmartColor Bucket has an expanded wheel base and a lower center of gravity to avoid tipping and to ease transportation.

- **Side press has spring-loaded handle to wring mops with less effort**
- **Rear-mounted pour spout and locking lower drain spout allow options for worker safety**



Easy-to-Read Fill Guide

The Unger bucket is crafted of the strongest material and components available. The seamless construction is built to endure commercial use and the rigors of repetitive cleaning applications.

- **Low center of gravity for greater stability when transporting**
- **Injection-molded polypropylene deters bacteria growth and resists institutional chemicals**



Color-Coded Restroom Mop System

Distinct color-coded tools, buckets and mops make it easy for cleaning workers to separate tools into their correct areas of use.

USSI uses a comprehensive flat mop system which makes a significant difference in your facility's health and your floors' appearance. Studies demonstrate that flat mop systems, especially when used with microfiber mop heads, optimize efficiency, enhance floor safety and provide savings in labor and material. The Unger flatmop system is



70% lighter than traditional mops, which increases productivity and enhances maneuverability. Overall, proper use of the system results in reduced potential for injuries, less time out, and decreased worker compensation claims.



- **The Unger MopHolder is designed to accommodate a range of industry standard handles and telescopic poles up to 23mm in diameter**
- **The Unger MicroFiber Flat Mop System reduces bacteria by 96% compared to traditional mops**
- **Adjustable locking collar adds additional stability for handle to holder connection**
- **Eliminate “ring around the building” by keeping dirt from the baseboards**



The MicroFiber replacement mop head attaches securely to SmartColor Mop Holder with 3-hole flaps. It can be used wet or dry and aggressively cleans edges with less water, less streaking, less effort. Its heavy duty 15mm pile effectively cleans tile floors and grout lines. They reduce bacteria by up to 96% and absorb up to 6 times their own weight for liquid pickup and retention and easy rinse. Long lasting and durable they are able to be machine washed and dried 500 times.

The MicroFiber mop head now accepts a range of standard mop handles up to 23mm diameter. With a pivoting, low profile head, they are very easy to maneuver and reduce bending and reaching. They have a large 16" surface which provides more direct cleaning contact and more scrubbing pressure. Easily collapses with the touch of a button to rinse or change mop head.



Microfiber Towels

USSI uses microfiber towels in an effort to reduce the flood of paper towels into the waste stream. Each towel can be washed up to 500 times and contains no artificial fibers, dyes or chemicals. Each microfiber is finer than a human hair and is sliced 16 times, resulting in millions of microscopic hooks in each cloth to capture dirt, dust and even six times their weight in water.



Floor Equipment

USSI currently owns approximately 25 extractor vehicles and they are stored at various accounts throughout our areas of service, depending on the size of the facility and their needs.



As mentioned earlier in this section, USSI will purchase and/or lease any additional equipment necessary to complete the work per the City of Fort Lauderdale specifications.

Equipment List

Item No.	Description of Equipment / Quantity	Manufacturer	Model Number	Age of Equipment
1	Super Coach Backpack Vac	ProTeam	100653	New
2	Dust Pan w/Broom	Unger	UG-EDPBR	New
3	44 Gallon Container	Brute	2641	New
4	Caddy Bag	Brute	2642	New
5	Toilet Bowl Brush w/Holder	Unger	BBWHR	New
6	Mop Kits	Unger	EZ25G/SM40G/SPREG	New
7	Brooms	Duo Sweep	3686700	New
8	Janitorial Carts	Unger		New
9	Carpet Extractors	Windsor	Various	2-5
10	Floor Buffer	Windsor	Lightning 2000	2-5
11	High/Low Speed Floor Machines	Betco	FiberPRO 20	1-5
12	Wet Floor Signs	Rubbermaid	FG611277YEL	New
13	Key Box	MMF Industries	201903003	New
14	MSDS Boxes	Various		New
15	Chemical Control Cabinet	Rubbermaid	374901OLVSS	New
16	Microfiber Towels	ProForce Commercial Products		New
17	Blue Huck Towels	Galaxy	BHT12	New
18	Blood Cleanup Kits			New
19	First Aid Kits	North Safety Products	North 019702-0002L	New
20	Carpet/Floor Blower	Air Foxx	AM3450a	New
21	Pressure Washer	North Star	3000 PSI, 2.5 GPM	New



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

Please refer to the tab of this proposal titled *References & Customer Appreciation* for a detailed list of customer and their satisfaction with our services.



PART VIII - QUESTIONNAIRE

Prior Experience:

1. Number years' experience proposer has had in providing similar services: 101 years

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

No

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.

- City of Boca Raton, Wayne Anderson, WAnderson@ci-boca-raton.fl.us, 4/11-Present
561-239-2084 201 W Palmetto Park Rd, Boca Raton, FL 33432
City of Coconut Creek, Lou Italicco, LItalicco@coconutcreek.net, 7/10-Present
954-448-9154 4800 West Copans Rd, Coconut Creek, 33063
City of Sunrise, Holly Raphaelson, HRaphaelson@sunrisefl.gov, 3/13-Present
954-572-2202 1601 NW 136th Ave, Bldg A #101, Sunrise, FL 33323
Lee County, Jayne Elwell, JElwell@leegov.com, 5/95-Present 239-533-8819
1500 Monroe Street, Fort Myers, 33901
Florida Gulf Coast University, Dr. Al Bielen, abielen@fgcu.edu, 7/03-Present
239-223-9080 10501 FGCU Blvd S, Ft. Myers, FL 33965

*Please refer to the References tab of this proposal for detailed reference info.

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:

N/A

5. How quickly can your firm begin services after award notification? 14 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.

Current Projects

United States Service Industries, Inc. (USSI) is pleased to submit for your review and consideration project references in which USSI performs like or similar services as desired by the City of Fort Lauderdale Police Department. USSI is extremely confident that your review and discussion with these customers will yield the proof that USSI has the capabilities, experience and resources available to support the City of Fort Lauderdale Police Department contract requirements. These references will not only demonstrate that USSI performs at or above a satisfactory level, but in fact USSI consistently exceeds our customers' expectations. ***USSI will deliver a high quality service to the City of Fort Lauderdale Police Department locations.***



Significant insight can be gained through the consideration of references, and, to that end, USSI would like to highlight some additional elements for your consideration:

- USSI is a 101-year-old janitorial company;
- USSI provides janitorial and custodial related services to over 25 million square feet throughout the State of Florida and the Washington, DC Metropolitan area;
- USSI provides these services to over 500 different locations for over 135 different customers, and
- USSI has over 65 customers that have multiple locations.

USSI is a proven commodity in the janitorial and custodial industry

Our portfolio of locations and requirements is as diverse as our customer list. USSI cleans class "A" and "B" office space, universities, elementary and high schools, numerous retail establishments, dining and cafeteria facilities, child and day care facilities, theaters and auditoriums, warehouse and manufacturing facilities, medical office space and laboratories, and educational facilities. ***USSI will bring our understanding, experience and stability to the City of Fort Lauderdale Police Department project.***

References

USSI services several locations for each of these customers, and due to the nature of their business, each location has a high transient population much like the City of Fort Lauderdale Police Department. USSI is the prime contractor and provides general evening and daytime janitorial services as well as carpet cleaning, pressure cleaning, and special event cleanup for the following:



City of Boca Raton

Mr. Wayne Anderson, Facilities Maintenance
561-239-2084 (p) 561-416-3342 (f) WAnderson@ci.boca-raton.fl.us
201 W Palmetto Park Road, Boca Raton, FL 33432

Contract start date: April 18, 2011

Approx. 220,000 total square feet

USSI provides general evening janitorial services to the City of Boca Raton locations.

City of Coconut Creek

Mr. Lou Italice, Facilities Maintenance Supervisor
954-448-9154 (p) 954- 973-6754 (f) LItalice@coconutcreek.net
4800 West Copans Rd, Coconut Creek, FL 33063

Contract start date: July 12, 2010

Over 95,000 total square feet

USSI provides general daytime and evening janitorial services to 30 separate locations for the City of Coconut Creek.

City of Tamarac

Mr. Troy Geis, Facilities Maintenance
954-597-3718 (p) 954-597-3565 (f) Troy.Geis@tamarac.org
7525 NW 88th Ave, Tamarac, FL 33321

Contract start date: January 1, 2013

Over 177,000 total square feet

USSI provides general daytime and evening janitorial services to 10 separate locations for the City of Tamarac.

City of Sunrise

Ms. Holly Raphaelson, Purchasing Specialist
954-572-2202 (p) 954-572-2278 (f) HRaphaelson@sunrisefl.gov
1601 NW 136th Avenue, Bldg A, Suite 101, Sunrise FL 33323

Contract start date: March 1, 2013

Approx. 355,703 total square feet

USSI provides general evening janitorial services to the City of Sunrise government locations.

City of Titusville

Mr. Todd Landers, Fleet Maintenance
321-264-7884 (p) 321-266-2506 (f) todd.landiers@titusville.com
1100 John Glenn Boulevard, Titusville, FL 32780

Contract start date: November 1, 2010

Approx. 44,000 total square feet

USSI provides general evening janitorial services to the City of Titusville Police Department.





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

City of Dunedin

Mr. Keith Fogarty, Division Director of Public Services
727-298-3234 (p) 727-298-3078 (f) KFogarty@dunedinfl.net
750 Milwaukee Avenue, Dunedin, FL 34698

Contract start date: November 12, 2008

Approx. 200,000 total square feet

USSI provides general evening janitorial services to the City of Dunedin government locations, including the Police Department.

City of Tampa

Mr. Luis Alcantara, Facilities Contract Manager
813-348-1047 (p) 813-348-1050 (f) Luis.Alcantara@ci.tampa.fl.us
411 North Franklin Street, Tampa, FL 33602

Contract start date: October 1, 2007 (Police Dept HQ), May 1, 2012 (All City Facilities)

Approx. 1,000,000 total square feet

USSI provides general evening janitorial services to the City of Tampa locations.

Florida Department of Children & Families

Harvey Odom, Regional General Services Manager
(813) 558-5967 (p) (813) 558-5666 (f) Harvey_Odom@dcf.state.fl.us
9393 N. Florida Ave, Tampa, FL 33612

Contract start date: July 1, 2006

Approx 108,000 total square feet

USSI provides general evening and daytime janitorial services to the SunCoast Regional Headquarters building of the Florida Department of Children & Families

Polk County Government

Mr. Arthur Bell, Facilities Supervisor
863-559-5098 (p) 863-534-5542 (f) ArthurBell@polk-county.net
2470 Clower Lane, Bartow, FL 33840

Contract start date: October 2, 2006

Over 1,100,000 total square feet

USSI provides general daytime and evening janitorial services to 68 separate facilities housing offices of the Polk County Government.

Lee Memorial Health System

Ms. Wendy Cole, Property Management Specialist
(239) 424-2302 (p) (239) 772-6494 (f) wcole@leememorial.org
636 Del Prado Blvd, Cape Coral, FL 33990

Contract start date: January 30, 2006

Approx 400,000 total square feet

USSI provides general evening and daytime janitorial services to 19 various medical rehab and outpatient facilities.





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

Florida Gulf Coast University

Dr. Al Bielen, Facilities Manager
239-223-9080 (p) (239) 590-1340 (f) abielen@fgcu.edu
10501 FGCU Blvd S., Fort Myers, FL 33965

Contract start date: July 1, 2003

Approx 1,151,000 total square feet

USSI provides general evening and daytime janitorial services for the 40 buildings that comprise the campus of FGCU.

Lee County Government

Ms. Jayne Elwell, Facilities Supervisor
(239) 533-8819 (p) 239-335-2653 (f) elwelljd@leegov.com
1500 Monroe Street, Fort Myers, FL 33901

Contract start date: May 1, 1995

Over 1,000,000 total square feet

USSI provides general daytime and evening janitorial services to 22 separate facilities housing offices of the Lee County Government including Sheriff Substations.

Florida Cancer Specialists

Ms. Sue Parker, Senior Executive Assistant
239-274-2112 (p) 239-278-3484 (f) sparker@flcancer.com
4371 Veronica S. Shoemaker Blvd, Ft. Myers, FL 33916
Contract start date: April 11, 2011

Over 40,000 total square feet

USSI provides general evening and daytime janitorial services to 11 locations for Florida Cancer Specialists in Ft. Myers and Naples.





Customer Appreciation

USSI's self-imposed standards are the highest in the industry. Our mission is to provide superior service to every customer, in every building, by every employee, everyday. This may *seem* unrealistic and unachievable, but at USSI we are committed to restructure **any** and **every** facet of our company in order to maintain our commitment to excellence.

We are a team of people that works together to create a functioning organization. Every cleaner, supervisor, manager, and executive is a key player who contributes to our operation to ensure exceptional customer service.

As such, USSI strives to consistently exceed our customers' expectations. We're proud of our customer relationships, and more importantly our ability to maintain and sustain those relationships. Below you will find emails we've received from our satisfied customers who wanted to say "thank you" for a job well done.

From: Becky Thompson
Sent: Fri 2/11/2011 1:46 PM
To: Nancy Guzman; Viviana Bernal; Jean Antoine
Cc: Sean Bolin
Subject: Corporate Visit for Project Meeting 1/19/11

Sorry this email is a little late – thought I sent it earlier

Thanks to you and all of your staff for the extra effort to make the project shine for our Project Meeting last month. The feedback from our visitors was how great the project looked. As you know, some of the owner representatives just became involved with this project and saw the property for the first time.

I hope all of your staff enjoyed the "thank you" lunch last week. I know all of our Bell Tower staff enjoyed the food and the delicious cake that Viviana brought.

Thanks for all of your efforts.

Madison Marquette

Becky Thompson, CSM
General Manager
Bell Tower Shops
13499 U.S. Hwy 41, SE #161
Fort Myers, FL 33907





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

From: Ries, Suzanne
Sent: Thursday, February 24, 2011 4:07 PM
To: Yaneth Perichi
Subject: Custodial

Hi Yaneth,

Do you know where we can purchase a replacement bag for the backpack vacuum we purchased from you at?

Also, I wanted to let you that the porter you have cleaning over here is FANTASTIC! We've been receiving many positive comments on how much cleaner the locker rooms have been. I've tried to tell her myself, but my Spanish isn't very good! We are very happy with her hard work and attention to detail! If you can pass that on to her that would be great!

Thank you!
Suzanne

Suzanne Ries
Assistant Director - Operations
Campus Recreation

From: Bielen, Dr. Al
Sent: Wednesday, December 08, 2010 12:21 PM
To: Heather Casavant; Skip Spurgeon; USSI; Yaneth Perichi; Viviana Bernal
Subject: Lost item returned

Yaneth,

About mid-morning today I got a call from Roni Forsyth in the President's office about a student leaving a I-pod in a rest room in AB-5. She inquired if any of your crew had found it, In no more than five minutes the person on your crew was contacted, reported she had it on her cleaning cart, and it was returned to Roni, who returned it to the owner.

Once again, the USSI personnel have demonstrated to the University their dedication and integrity. Please thank the appropriate staff, and be sure to let them know that although this is one of many times they have done this, we take none of them for granted and recognize each one as a separate and appreciated act.

Al Bielen
Asst. Director, Facilities Services
Physical Plant





From: Bielen, Dr. Al
Sent: Wednesday, March 09, 2011 10:45 AM
To: Pittman, Ashley; USSI
Subject: RE: thank you!

Ashley,

Thank you for taking the time to recognize the efforts of the USSI staff. Your appreciation of their good work is a great morale enhancer for these very courteous and dedicated people. We will endeavor to retain that performance level.

Al Bielen

From: Pittman, Ashley
Sent: Wednesday, March 09, 2011 9:53 AM
To: USSI
Cc: Bielen, Dr. Al
Subject: thank you!

Hello USSI,

I work in AB 3 and wanted to pass along my appreciation for the excellent cleaning services that we have received thus far. We expect that the bathrooms should be clean but the air vents are clean, the windows are clean...really EVERYTHING is clean! As an employee who is very allergic to allergens, including dust, I am thankful that I work in such a clean environment.

Thank you very much!!!
Ashley ☺

Ashley M. Pittman, MA, NCC
Academic Advisor I
College of Professional Studies
Florida Gulf Coast University





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

-----Original Message-----

From: David Foster
Sent: Thursday, March 24, 2011 9:46 AM
To: Sarah Benson
Cc: Heather Casavant
Subject: Re: BRC Records dusting

Thank you Sarah.

David Foster
USSI, Area Manager

Office 407-951-8918
Fax 407-951-8934
Cell 407-414-0125

----- Original Message -----

From: Sarah Benson
CC: David Foster
Sent: Thu Mar 24 09:41:56 2011
Subject: BRC Records dusting

Dean,

Per Marlene, the dusting has been completed, customer very pleased with them arriving on time and completing the job in a timely manner, and a job well done. I checked it this morning, they did a great job!

Thank you guys, GOOD JOB!

Thank you

Sarah Benson
Facilities Management
Support Specialist 33rd District
Orange County, FL





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

From: Flick, Joanne
To: David Foster
Sent: Fri Feb 25 15:22:43 2011
Subject: Your Fabulous Employees

Good afternoon, Mr. Foster,

I received the email quoted below today from an employee in City Hall, extolling the virtues of your outstanding staff. I would like to add my appreciation for their dedication, hard work, and drive to excel. You have every right to be very proud of Ricardo, Marcus, and the lovely lady whose name I don't know.

Thank you again for sending such a great crew to City Hall.

Joanne Flick, Purchasing Agent
City of Daytona Beach, FL

"Last Thursday 02-17-11, I discovered that I lost a pearl from one of my earrings.

I looked everywhere that I had been and could not find it. I intended to let a member of the Janitorial Service staff know on my way out that evening and perhaps he/she could be on the lookout for it.

That had to be the first time I did not see a cleaning staff person, anyway the next day (Friday) I did see Marcos and I mentioned to him my lost pearl. He obviously mentioned it to his boss and late Monday the pearl was returned to me as it was found in the vacuum cleaner bag. It was returned cleaned and in a little plastic bag. Could we please let someone know how this was handled and how happy I was to have my pearl back!!"

From: Solomon, Adrienne
Sent: Tue 4/26/2011 10:43 AM
To: Viviana Bernal
Subject: RE: Award of Carpet Cleaning Quote

Viviana,

Thank you for a great job! Everything looks so much brighter. We were impressed that you got the tar-like stains out of the one area.

Please pass on our thanks to your staff.

Adrienne Solomon
Adopt-A-Road Coordinator/
Administrative Assistant
Lee County DOT Operations





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

From: Bielen, Dr. Al
Sent: Thursday, April 07, 2011 11:19 AM
To: Heather Casavant; Skip Spurgeon; USSI; Yaneth Perichi; Viviana Bernal
Subject: FW: THANK YOU!

Good Morning All,

I just wanted to thank everyone for all the hard work you put in to make the President's Lecture Series a success! It takes a lot of people working together to pull off an event of this size. I truly appreciate the effort that was made to make the University shine. It definitely was a team effort!

Thanks again!

Michele

Michele Kroffke
Director, Events and Special Projects
Florida Gulf Coast University

-----Original Message-----

From: Lee, Dr. Scott
Sent: Wednesday, April 06, 2011 1:01 PM
To: Brezina, Dr. Sherie
Cc: Bielen, Dr. Al
Subject: Al Bielen's Crew Hired for Wanderlust

Hi Sherie,

As you know we hired a Porter and a Supervisor to help maintain the restrooms, trash cans, and general building cleanliness during Wanderlust. I wanted to take a moment to let you know that they were fantastic! They were both pleasant, friendly, and most of all - very, very hard working. Because of their commitment and hard work, the building was back to normal for Monday - which was no small task considering we had over 500 people in the building eating, drinking, and walking through all the different areas.

We certainly should keep them in mind for next year!

Scott

Dr. Scott Lee
Assistant Professor and Event Management Concentration Coordinator
Resort & Hospitality Management
Florida Gulf Coast University





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

From: Hector Clemente
Sent: Wednesday, April 13, 2011 9:30 AM
To: David Foster
Subject: RE: Data floors completed

Hi David, George, and Sarah,

I spoke with our customer this morning, Laura Bibb, and she is very pleased with the floor work at the RCC.

Congratulations on a job well done.

Thanks,

Hector O. Clemente
Central District Supervisor
Orange County Facilities Management Division

After exhausting all Option Years available on the Lee County Gun Range project in April 2011, we were unsuccessful in our bid to retain the location due to a mandatory bid in a low-bid situation. Upon departure from the facility, our customer sent the below email:

From: Stanforth, Theresa
Sent: Thu 4/21/2011 2:06 PM
To: Andres Guzman
Cc: Elwell, Jayne
Subject: RE: Gun Range

Hi Andrew,

You and your company will be missed. Thank you for the wonderful job and professionalism you provided.

Please be sure to return the keys and swipe cards to me so I can inform our key control person and reassign to whoever the new company representative is.

Thank again and it has been a pleasure working with you.

Respectfully,

Theresa Stanforth

Training Manager
Lee County Sheriff's Office/Gun Range





8350 Riverwalk Park Blvd. Ste. 3

Fort Myers, FL 33919

4-12-11

Dear Andrew Guzman and Viviana Bernal,

I am a physical therapist who works at Riverwalk Physical Therapy for Lee Memorial Health System. I have been so impressed with the cleaners recently. I have recently noticed how clean the clinic has been as I no longer have to organize the magazines, clean up the kitchen, or clean the microwave, and more. When I inquired, I discovered that new people were working to clean our facility and their names were Maria Villegas and Daniel Garcia. They have been doing such a nice job here. I am grateful for their attention to detail and the care with which they clean our work space. It is very much appreciated. Please thank Maria and Daniel for us all. Thank you for hiring and keeping such exemplary employees.

Thank you for your attention,

Maurine Martin, DPT

Maurine Martin, DPT

Lee Memorial Health System/ Riverwalk Physical Therapy





Beth Guilford

Subject: FW: Employee Appreciation

Good morning, Mr. Spurgeon.

I just wanted to take a moment to let you know how much we all here in Marion County's Administration office appreciate your employees Yolanda (Rita) and Luis. They are just the most wonderful people. Not only do they do an exemplary job, they go far beyond what is required.

So many times in the business world you see employees who have the 'that's not in my job description' attitude. These two people are the total opposite. We have all come to know them (all of us who work late...most of upper management over here) and love them.

I jokingly tell people that our building has been saved from burning down many times by Yolanda! She always cleans out the coffee pot for us to start fresh the next day. Many times we've forgotten to turn it off!! But thank heavens she isn't one of those 'not my job' people!

They also found a man's wallet just about a week ago; he'd left it after an evening meeting. Yolanda left it on my desk that evening. Next morning the gentleman was in frantically looking for his wallet. Of course, everything was intact. I won't take up any more of your time, Mr. Spurgeon. Just thought that acts of consideration, kindness, and integrity like we see from these two every day need to be acknowledged. We feel very blessed to have them as part of our Administration family. And kudos to you for recognizing valuable employees when you see them.

Anna

Anna Carpenter
Marion County Board of County Commissioners
Executive Assistant to the County Administrator

From: Curt Diehl
To: David Foster
Sent: Mon Jun 06 2011
Subject: Boggy Creek Building 1

David,

Please thank the cleaning crew at Boggy Creek for the excellent job they have been doing! The exam rooms have been impressively clean. Make sure they know how much we appreciate their hard work!

Thanks,

Curt Thomas Diehl
Chief Facilities Operations Engineer
Osceola County - Building Maint





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

From: Fairfax, Kathy G.
Sent: Thu 5/24/2012 11:48 AM
To: Viviana Bernal
Cc: Cole, Wendy; Glenn, Tina; Gonzalez, Dave; Brown, Elizabeth A.
Subject: A Special Thank You!

Hi Viviana,

I want to **send a special thanks** to your staff who recognized there was a problem with the air condition system last night and notified Property Management. This allowed us time to respond and prevented the cancellation of any surgical procedures.

Thanks much,
Kathy

Kathy Fairfax, MHA, RN, CNOR
Director
Surgery Center
an Outpatient Dept of Lee Memorial Hospital
8970 Colonial Center Drive
Fort Myers, FL 33905

From: Radziwon, Margaret
Sent: Thursday, June 14, 2012 8:32 AM
To: Ianno, Jackie
Subject: Clara- cleaning lady

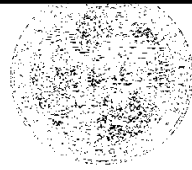
Hi,

I just want to mention again how great a job Clara does every day. We are very happy with her work.

Thanks,

Peggy Radziwon
Communications Secretary
City of Boca Raton/Police/Fire/9-1-1
2500 N.W. 1st Avenue
Building A; 2nd Floor
Boca Raton, FL 33431





J. FRANK PORTER
CIRCUIT JUDGE
TWENTIETH JUDICIAL CIRCUIT OF FLORIDA

LEE COUNTY JUSTICE CENTER
1700 MONROE STREET
FORT MYERS, FLORIDA 33901

TELEPHONE
(239) 533-2730

June 11, 2012

Mr. Dwight Popovic
USSI Operations Manager
11220 Metro Parkway, Suite 14
Fort Myers, FL 33966

In re: Letizia Abendono

Dear Dwight,

For the past couple of years my office has been located in the Lee Justice Center proper. I am preparing to move my office to the Lee Justice Tower. Before I leave, I wanted to bring to your attention the outstanding service my assistant and I have received from Letizia Abendono. Ms. Abendono has done an excellent job in cleaning our respective offices. Your company is fortunate to have someone with her work ethic in its employ. Please convey my appreciation to her.

Sincerely,

J. Frank Porter

JFP/ms





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

From: Jensen, Greg
Date: Wed, 5 Sep 2012 14:33:00 -0400
To: David Sanabria
Subject: FGCU - SHS- Cleaning

David,

This comment comes about after our conversation from this morning.

This afternoon I received the results of a national survey we participate in; 20 institutions student health services are surveyed across a range of subjects; one of which is patient satisfaction - with regard to cleanliness. We rank nearly 3.5 percentage points higher than do our peer and aspirant universities. While they do not indicate in which areas students are ranking - other than overall cleanliness, much of this, I am sure is based on those areas that your staff (especially our day-time cleaner) take part in.

I want to share with you our thanks in keeping this institution's facilities clean, sanitary and recognized by students as such. I mentioned to you this morning of your employees dedication and hope that you will mention this fact to her, despite our language barrier, her smiles and dedication transcends the gap; indeed, she is a source of pride for us - Thank you.

Sincerely,

Greg Jensen M.Ed, MBA
Assistant Director, Student Health Services

Florida Gulf Coast University
10501 FGCU Boulevard South
Fort Myers FL. 33965-6565

From: Caruthers, Timothy D CIV NG FL ARNG
Sent: Mon 9/10/2012 3:48 PM
To: Viviana Bernal
Subject: RE: RFP for Cleaning services - USA ARMY

Viviana,

I want you and all of your employees to know that I am very pleased with the hard work and professionalism exhibited while USSI was here. I must selfishly add that my only regret was that your company did not get the contract from the beginning. If you ever need a reference PLEASE list us and I will be happy to support you.

Timothy D. Caruthers MSG (Ret)
Facility Manager
C. W. Bill Young AFRC
2801 Grand Avenue
Pinellas Park, FL 33782-6140






LEE MEMORIAL HEALTH SYSTEM **Lee Physician Group**

Family Medicine 239-939-7222 • fax 239-939-1054

August 30, 2012

USSI Cleaning
11220 Metro Parkway Ste 17
Fort Myers, FL 33966
Attn: Viviana Bernal

I am writing this letter to let you know that we are extremely happy and satisfied with the level of professional service that we receive from Jose and Hilda. They are by far the best we have ever had and we would like to go on record to acknowledge them and congratulate them on a job well done. Please share this note with them to let both Jose and Hilda know that we appreciate them and very happy to have them. Please call me if you have any questions and again we are extremely happy with our services.

Sincerely,

Tosha R Battle
Ambulatory Operations Manager II
Family Practice @ Clayton Court





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

From: Joseph Cofield
Sent: Friday, March 22, 2013 8:41 AM
To: Susan Evans
Subject: Praise to the Custodian Staff of FGCU

Hello Ms. Evans:

My name is Joseph Cofield, Graduate Student, and I have had many proud moments being part of FGCU. One of the proudest moment came last night after the basketball game. I was cheering and jumping so much during the game that at some point I lost my wallet. Upon reaching my car, I realized the wallet was missing. I had hoped that I left it at the concession stand but no luck. Just as I was about to give up and consider the wallet just being lost one of the custodians said do not worry if it is found it will be turned into the campus police station.

As fate would have it, I was able to see honesty and a system that works in place. Rebecca (I am not sure of her last name) found the wallet and turned it immediately into her supervisor. Ms. Yolanda Piniella, Supervisor Custodian Team, has dedicate and honest people working for her. As soon as I was able to identify my wallet and she was able to confirm my name and picture, Ms. Piniella returned my wallet and was able to assist me with locating Rebecca.

I could clearly see the pride the custodians have in doing their job which also included taking care of lost items. Ms. Evans in the brief moment I had talking with Ms. Piniella I could tell that she clearly had a system and a crew of honest people working for her. I found all my items in the wallet including the money exactly where I placed them (which indicated no attempt to consider taking anything) upon receiving it from the custodian team. I could clearly see that Rebecca was concerned about making sure I got my wallet back and took the proper steps to delivering it immediately to her supervisor.

I thanked Rebecca and offered her a reward which she did not want to take. I had to press a small token of appreciation in her hand while giving her my many thanks. The return of the wallet was worth much more than I could ever give Rebecca and even if I had given her all the money in the wallet it would not have been enough. Therefore, I believe that Rebecca, Ms. Piniella and her crew deserve any recognition that the leadership of FGCU awards in situation such as this. The custodian team did a great job of recovering my wallet and making sure it was secured.

It is clear that honesty is still a character trait that is being practiced around FGCU. I can see as well as the systems expected by supervisors are being followed. I am thrilled to have my wallet back and equally as excited to see the professional display of the custodian team. I must add also that I offered Ms. Yolanda Piniella a reward as well but as she stated, "I was just doing my job and I love doing what I am doing." I believe that Ms. Piniella not only enjoy doing her job but she takes pride in making sure her team go far beyond the cleaning being done while maintaining every aspect of her system. Rebecca is clearly a great example of this superb system.

In addition to any certificate of appreciation or other form of recognition, I would like to treat the custodian team to a pizza party or anything else that you feel is within reason. I know that they do not expect it (perhaps would not even accept it directly from me) but I feel what they have done reflects well not only on their character but the pride they have in their job and the standards of FGCU.

I deeply appreciate what happened with the care and concern of getting my wallet back. My disappointment all turned to joy on my ride back home because of the custodian team and especially Rebecca and Yolanda.





From: Patricia Roche
Sent: Tuesday, April 09, 2013 9:39 AM
To: Viviana Bernal
Subject: Cleaning at Neumann

Dear Viviana,

I have been a principal at 5 different schools, and the most difficult task always was finding a company that would actually keep the campus clean. I have to tell you that, since I arrived at Neumann last year, I have been amazed at the quality of people who work for USSI. This Easter break, I was surprised to see your staff stripping and waxing the floors. What a wonderful job they did.

In addition, on a regular basis, they truly keep the classrooms spotless. I have yet to hear one complaint from the teaching staff in regards to the cleanliness of their rooms.

It is evident USSI employees take pride in their work and always take the extra step. I was amazed watching one employee cleaning the front of the vending machine. I asked her do you do this every day? Of course, it gets dirty every day was the response.

Whenever I show anyone the campus, their first response is, "this place is spotless!"

I want to thank you for sending us your very best!

God bless.

Sr. Patricia Roche, FMA
Principal
St. John Neumann Catholic High School
3000 53rd Street SW
Naples, Florida 34116





RFP # 145-11308: JANITORIAL SERVICES – POLICE DEPARTMENT

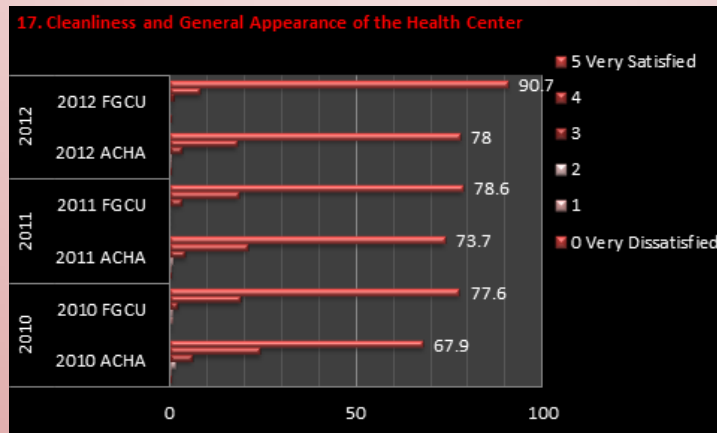
From: Jensen, Greg
Sent: Monday, March 18, 2013 2:09 PM
To: David Sanabria; McConnell, Vikki; Viviana Bernal
Subject: Student Health Services and USSI Cleaning

To all concerned,
 Below you will find a an extraction of a report that we use to gauge how well we are doing in comparison to other university health centers around the country. These scores from “peer and aspirant institutions” are derived from between 16-20 different schools. Some of these institutions house more than 30,000 students – our “satisfaction scores” for cleanliness and hygiene are subjective to the students observations – but generally reflect the common areas to which they frequent – ie. Reception/lobby area, hallways and washrooms.

HYGIENE and SANITATION

SHS maintains a very clean environment, adhering to strict protocol enforced by FGCU Environmental Health and Safety with oversight by state and federal regulations. We conduct regular surveys for the purposes of infection control risks and general safety. SHS scores, as indicated below are nearly 13% better in terms of patient assessment of our facilities. Moreover, a significant improvement is seen (23%) over 2010 scores.

SHS will continue to monitor the safety, cleanliness of both facility and instruments in addition to both between patient and terminal cleaning at the end of the day. The facilities as a whole are cleaned twice a day by staff contracted by FGCU’s Physical Plant.



Well done! – To David and his crew (we see Blanca regularly so thanks to her, and to the crew that we do not see at night time, also a hearty thanks for improving our scores overall.

Sincerely,

Greg Jensen M.Ed, MBA
 Assistant Director, Student Health Services
 Florida Gulf Coast University





From: Mueller, Thomas
Sent: Thursday, April 25, 2013 8:53 AM
To: Nancy Guzman
Subject: NAWTEC Conference tour and preparation by USSI

Nancy

The job and special services you all did in getting us cleaned up for the big tour yesterday was exceptional!!!

We heard nothing but compliments and the facility never looked better!!

The floors, staircases and carpet were beautiful!

We really appreciate the wonderful can do attitude that Jeffery demonstrates, he is an excellent employee!

Thank you for your follow up and coordination in making it happen, it was not the same when you were out, stay healthy!!

Tom Mueller

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10500 Buckingham Road
Suite 400
Fort Myers, Fl. 33905

From: "Hillery, Jen"
Date: September 8, 2013, 5:05:02 PM EDT
To: "Andres Guzman"
Subject: Thank You

Once again, I want to extend a very big thank you to you and your company! An amazing job was done again on the floors at the Bonita CP sub, so much so that they looked brand new!

Tthank you so much for your help and thank you to your incredible employees.

