

**AGREEMENT FOR
JANITORIAL SERVICES, CITYWIDE**

THIS AGREEMENT, made this 1st day of March, 2016, is by and between the City of Fort Lauderdale, a Florida municipality, ("City"), whose address is 100 North Andrews Avenue, Fort Lauderdale, Florida, 33301, and United States Service Industries, Inc., a Delaware corporation authorized to transact business in the State of Florida, ("Company") whose address is 4330 East-West Highway, Suite 200, Bethesda, MD 20814, Telephone: 202-824-7440, Fax: 202-393-5541, Email: dhewick@ussiclean.com.

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

WITNESSETH:

I. DOCUMENTS

The following documents (collectively "Contract Documents") are hereby incorporated into and made part of this Agreement (Form P-0001):

- (1) Request for Proposals No. 565-11668, Janitorial Services, Citywide, including any and all addenda, prepared by the City of Fort Lauderdale, ("RFP" or "Exhibit A").
- (2) The Company's response to the RFP, dated December 7, 2015, ("Exhibit B").

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

- A. First, specific direction from the City Manager (or designee)
- B. Second, this Agreement (Form P-0001) dated March 1, 2016, and any attachments.
- C. Third, Exhibit A
- D. Fourth, Exhibit B

II. SCOPE

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

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

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

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

III. TERM OF AGREEMENT

The initial contract period shall commence on April 1, 2016 and shall end on March 31, 2018. In the event the term of this Agreement extends beyond the end of any fiscal year of City, to wit, September 30th, the continuation of this Agreement beyond the end of such fiscal year shall be subject to both the appropriation and the availability of funds.

IV. COMPENSATION

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

V. METHOD OF BILLING AND PAYMENT

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

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

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

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

VI. GENERAL CONDITIONS

A. Indemnification

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

B. Intellectual Property

Company shall protect and defend at Company's expense, counsel being subject to the City's approval, and indemnify and hold harmless the City from and against any and all losses, penalties, fines, damages, settlements, judgments, claims, costs, charges, royalties, expenses, or liabilities, including any award of attorney fees and any award of costs, in connection with or arising directly or indirectly out of any infringement or allegation of infringement of any patent, copyright, or other intellectual property right in connection with the Company's or the City's use of any copyrighted, patented or un-patented invention, process, article, material, or device that is manufactured, provided, or used pursuant to this Agreement.

C. Termination for Cause

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

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

D. Termination for Convenience

The City reserves the right, in its best interest as determined by the City, to cancel this contract for convenience by giving written notice to the Company at least thirty (30) days prior to the effective date of such cancellation. In the event this Agreement is terminated for convenience, Company shall be paid for any services performed to the City's

satisfaction pursuant to the Agreement through the termination date specified in the written notice of termination. Company acknowledges and agrees that he/she/it has received good, valuable and sufficient consideration from City, the receipt and adequacy of which are hereby acknowledged by Company, for City's right to terminate this Agreement for convenience.

E. Cancellation for Unappropriated Funds

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

F. Insurance

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

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

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

Workers' Compensation and Employers' Liability Insurance

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

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

Commercial General Liability Insurance

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

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

This coverage must include, but not limited to:

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

Automobile Liability Insurance

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

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

Commercial Crime/Employee Dishonesty Insurance

Limits: \$1,000,000 per occurrence

Certificate holder should be addressed as follows:

City of Fort Lauderdale
Procurement Services Division
100 North Andrews Avenue, Room 619
Fort Lauderdale, FL 33301

G. Environmental, Health and Safety

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

H. Standard of Care

Company represents that he/she/it is qualified to perform the work, that Company and his/her/its subcontractors possess current, valid state and/or local licenses to perform the Work, and that their services shall be performed in a manner consistent with that level of

care and skill ordinarily exercised by other qualified contractors under similar circumstances.

I. Rights in Documents and Work

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

J. Audit Right and Retention of Records

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

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

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

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

K. Public Entity Crime Act

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

L. Independent Company

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

M. Inspection and Non-Waiver

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

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

N. Assignment and Performance

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

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

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

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

O. Conflicts

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

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

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

P. Schedule and Delays

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

Q. Materiality and Waiver of Breach

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

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

R. Compliance With Laws

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

S. Severance

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

T. Limitation of Liability

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

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

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

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

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

V. Amendments

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

W. Prior Agreements

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

X. Payable Interest

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

Y. Representation of Authority

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

Z. Uncontrollable Circumstances ("Force Majeure")

The City and Company will be excused from the performance of their respective obligations under this agreement when and to the extent that their performance is delayed or prevented by any circumstances beyond their control including, fire, flood, explosion,

strikes or other labor disputes, act of God or public emergency, war, riot, civil commotion, malicious damage, act or omission of any governmental authority, delay or failure or shortage of any type of transportation, equipment, or service from a public utility needed for their performance, provided that:

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

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

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

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

AA. Scrutinized Companies

Subject to *Odebrecht Construction, Inc., v. Prasad*, 876 F.Supp.2d 1305 (S.D. Fla. 2012), affirmed, *Odebrecht Construction, Inc., v. Secretary, Florida Department of Transportation*, 715 F.3d 1268 (11th Cir. 2013), this Section applies to any contract for goods or services of \$1 million or more:

The Company certifies that it is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List and that it does not have business operations in Cuba or Syria as provided in section 287.135, Florida Statutes (2015), as may be amended or revised. The City may terminate this Contract at the City's option if the Company is found to have submitted a false certification as provided under subsection (5) of section 287.135, Florida Statutes (2015), as may be amended or revised, or been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List or has been engaged in business operations in Cuba or Syria, as defined in Section 287.135, Florida Statutes (2015), as may be amended or revised.

BB. Public Records

Company shall:

(a) Keep and maintain public records that ordinarily and necessarily would be required by the City in order to perform the service.

(b) Provide the public with access to public records on the same terms and conditions that the City would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes (2015), as may be amended or revised, or as otherwise

provided by law.

(c) Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.

(d) Meet all requirements for retaining public records and transfer, at no cost, to the City, all public records in possession of the contractor upon termination of this contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the City in a format that is compatible with the information technology systems of the City.

[THE REMAINDER OF THIS PAGE INTENTIONALLY LEFT BLANK]

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

CITY OF FORT LAUDERDALE
By: [Signature]
City Manager

Approved as to form:
[Signature]
Assistant City Attorney

ATTEST:

[Signature]
Print Name: Christel Pineda
Title: Business Development Consultant

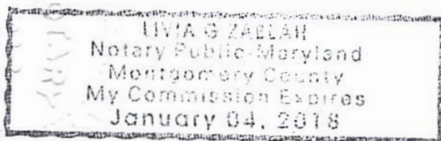
UNITED STATES SERVICE INDUSTRIES, INC.
By: [Signature]
Tim Ruben, President

(CORPORATE SEAL)

STATE OF Maryland :
COUNTY OF Montgomery :

The foregoing instrument was acknowledged before me this 29th day of February, 2016, by Tim Ruben as president for United States Service Industries, Inc., a Delaware corporation authorized to transact business in the State of Florida.

(SEAL)



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

Livia G. Zablak
(Print, Type, or Stamp Commissioned Name of Notary Public)

Personally Known ☒ OR Produced Identification _____
Type of Identification Produced _____



(ORIGINAL)

**BID 565-11668
JANITORIAL SERVICES, CITYWIDE**

Created For



CITY OF
FORT LAUDERDALE

Per Section 4.2.1 Table of Contents

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December 07, 2015

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

RE: Contracting Signature Authorization

To whom it may concern,

With regards to City of Fort Lauderdale, RFP# 565-11668, Janitorial Services, Citywide, the following representative is authorized to sign and make representations on behalf of United States Service Industries, Inc. (USSI):

Contact: Danna Hewick
Vice President of Business Development
4330 East-West Hwy, Suite 200
Bethesda MD 20814
P: (202) 824-7440
Email: dhewick@ussiclean.com

Thank you for your consideration.

Best regards,

Stephanie Nester
CFO
4330 East-West Hwy., Suite 200
Bethesda, MD 20814
P: (202) 783-2030
Email: SNester@ussiclean.com

(1) PER SECTION 4.2.2- EXECUTIVE SUMMARY

BACKGROUND

Founded in 1912, USSI has been providing janitorial services to both the private sector, and government clientele for over 103 years. USSI currently cleans over 30 million square feet of real estate property across four different states: Florida, Virginia, Maryland and District of Columbia.

OFFICE LOCATIONS

- USSI's Headquarters
4330 East-West Hwy. Suite #200
Bethesda, MD 20814
- Florida Office Locations in Miami, Fort Myers, Lady Lake, Orlando and Tallahassee
- Local office servicing City of Fort Lauderdale
3700 NW 124 Avenue, Suite 103
Coral Springs, FL 33065

OFFICERS AND KEY INDIVIDUALS

The following is list of officers and key individuals who will be directly involved with the work:

- OFFICERS
 - Michael D. Epstein, Owner
 - James Matthews, Owner
 - Tim Ruben, President & CEO
 - Stephanie Nester, CFO
- KEY INDIVIDUALS
 - Danna Hewick, Vice President of Business Development & Human Resources
 - Efrain Estrada, Sr. Vice President of Operations
 - Viviana Bernal, Operations Manager South Florida

SUMMARY OF PROPOSAL KEY ELEMENTS

United States Service Industries (USSI) has extensive experience providing janitorial services in facilities with similar scope of services to those desired by the City of Fort Lauderdale.

USSI has expanded its presence in the state of Florida by over 8 million square feet of cleanable space since January 2005. 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 project have worked together for many years and understand the unique needs of each contract and the importance of working together to provide superior customer service.

Our extensive pool of employees in the City of Fort Lauderdale area allows us to pull personnel and other resources quickly and efficiently during emergency situations and/or critical times.

We feel that our ability to manage and plan for performing at your locations is directly tied to our organization's experience and capabilities in the janitorial business. In addition, USSI offers a Green Cleaning Program consistent with City of Fort Lauderdale Green Cleaning requirements and designed to protect the occupants and worker's health and reduce the impact on human health and the environment.

(2) PER SECTION 4.2.3- EXPERIENCE & QUALIFICATIONS

USSI is one of the largest cleaning contractors in the area. Our 1,100 employees provide exceptional janitorial services, cleaning more than 30 million square feet, approximately 600 locations each day. USSI has the capabilities, qualifications and resources to offer the City of Fort Lauderdale the high levels of consistent and reliable custodial services that our clients have come to expect from us.

USSI is unique among the bidders in that:

- USSI has served its clients for 103 years.
- USSI has used E-Verify for over 7 years to ensure that employees hired by USSI are documented to work in the U.S.
- USSI has one of one of the greenest cleaning services available in the US and has earned the coveted Green Seal GS-42 certification for USSI's GreenLead® cleaning program.
- USSI offers a robust Quality Control program based on thorough inspections and periodic tenant surveys
- USSI is able to offer its largest clients customized assistance for such functions as web-based access to janitorial payroll records so clients can verify the actual hours the staff is cleaning each week and "mock" invoice generation.



The following is our headquarters and local office address and federal tax identification information.

CORPORATE HEADQUARTERS

4330 East-West Highway
Suite 200
Bethesda, MD 20814
Phone: (202) 783-2030
Fax: (202) 393-5541

LOCAL OFFICE

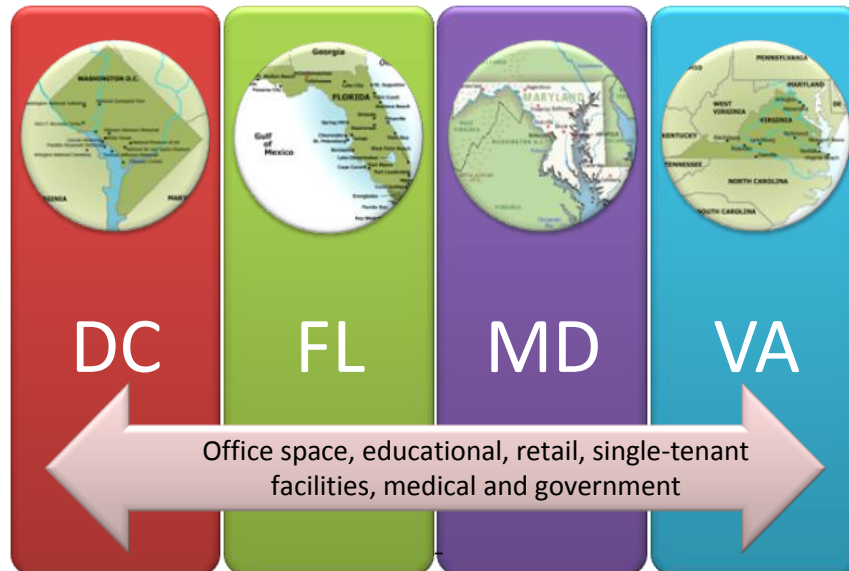
3700 NW 124 Avenue,
Suite 103
Coral Springs, FL 33065

Viviana Bernal, General Manager
Phone: (239) 470-0020
Availability:
Bus. hours, evening, weekends & emergencies

Federal Tax ID: 52-0897024

GEOGRAPHICAL AND VERTICAL MARKETS SERVED

USSI is a regional corporation servicing accounts throughout the State of Florida and Washington, DC metropolitan area.



Miami

3700 NW 124 Avenue, Suite 103, Coral Springs, FL 33065

Ft. Myers

11220 Metro Parkway, Suite 17, Ft. Myers, FL 33966

Lady Lake

845 Teague Trail, Suite 11, Lady Lake, FL 32159

Orlando

9500 Satellite Blvd, Suite 180, Orlando, FL 32837

Tallahassee

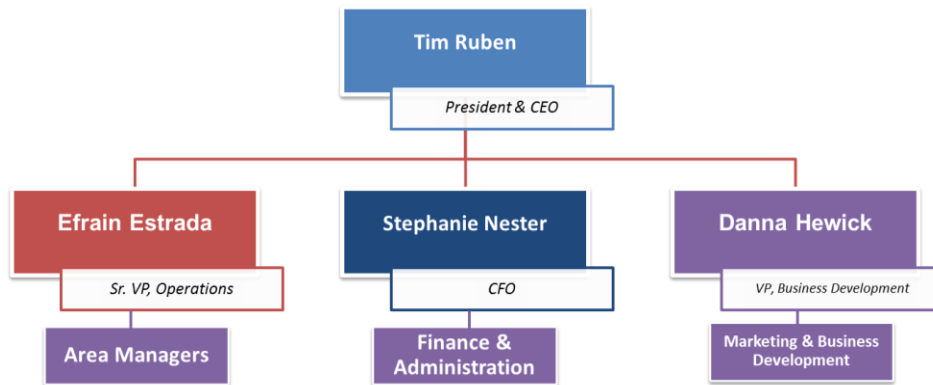
325 John Knox Road, Building M Suite 201, Tallahassee, FL 32303

BUSINESS STRUCTURE

USSI is an “S” corporation established and incorporated in the State of Delaware as of December 1972. At present, USSI has 2 shareholders on record as having ownership of the entire corporation. USSI is licensed in the state of Florida, bonded, and insured. State of Florida License # P37332.

MANAGEMENT TEAM

Our management team is comprised of individuals with decades of industry experience, dedicated to delivering the highest levels of service to our clients. With over 1,100 full-time and part-time employees in DC, FL, MD and VA, USSI is one of the largest privately-owned commercial cleaning contractors in the region. Below is our organizational structure:



Below is a brief business background and experience summary of each of USSI’s key management personnel:



Efrain Estrada

Senior Vice President, Operations

Efrain Estrada joined USSI in January 2008 and oversees overall operations for the company. With over 25 years of experience in the service sector, Efrain is responsible for managing customer and employee relations, operations personnel and ensuring efficient service delivery for the region. Prior to joining USSI, Efrain worked in various managerial positions for Cavalier, A&L Service Industries and UNICCO. Efrain attended the Universidad Nacional De El Salvador in San Salvador, El Salvador.



Danna Hewick, SPHR
*Vice President, Human Resources &
Business Development*

Danna Hewick joined USSI in July 2013. In her role as Vice President, Human Resources, Danna oversees performance management, training and development, policy and procedure, recruiting and employment practices for both union and non-union staff. In her role as Vice President of Business Development, Danna is responsible for revenue growth, process improvement, sales strategy and implementation, and team development. Danna has over 15 years of strategic human resources and business development experience and holds a Bachelor of Science in Marketing from George Mason University.



Stephanie D. Nester
CFO

Stephanie Nester joined USSI in July 1996. In her role as CFO, Stephanie oversees payroll, accounts receivable, accounts payable and purchasing departments and is responsible for producing timely and accurate financial statements, as well as protecting USSI's assets. Stephanie graduated from Virginia Polytechnic Institute and State University, and is an active CPA licensed by the State of Maryland. She is also an active member of the American Institute of Certified Public Accountants (AICPA).



Tim Ruben
President & CEO

Tim Ruben joined USSI in 1994, and serves as President and CEO. Before stepping up to his current position, he was Senior Vice President of Marketing and Business Development. Previous to his time at USSI, Tim worked 14 years for IBM as a Business Unit Executive; he received a BA in Economics from Rice University, and an MBA in Quantitative Analysis from the University of Wisconsin, Madison.

HISTORICAL SUMMARY

USSI has been providing janitorial and custodial related services to our customers for over 103 years. USSI has evolved over this period, as a result of several changes to the legal formation of the company. In its present legal status, the corporation was established in December of 1988. 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).

1972

- 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).

2006

- USSI moves headquarters to Bethesda, MD to better manage expanding geographical territory.

FINANCIAL CAPABILITY

**Hariton
Mancuso
Jones P.C.**

Certified Public Accountants

March 4, 2015

RE: United States Service Industries, Inc. (USSI) - financial capability

To whom it may concern:

USSI has been a client of Hariton, Mancuso & Jones, PC, since the early 1970's. I, Bruno Kaelin, have been the partner at Hariton, Mancuso & Jones, PC who has been responsible for providing the audit, accounting and tax services to USSI since 1991. USSI has been a profitable company in recent years. Accordingly, we believe USSI to be financially capable.

I am available to discuss this at your convenience.

Sincerely,



Bruno A. Kaelin III, CPA
Principal

Cc: Stephanie Nester

11140 Rockville Pike Suite 340 North Bethesda, MD 20852 Tel: 301 984-6400 Fax: 301 984-0028

PROJECTS OF SIMILAR SIZE AND SCOPE

- **Project Name**
Janitorial Services for Various Downtown Facilities
 - **Agency Name**
Lee County Government
 - **Term of contract**
The project started on May 1, 1995 and last renewal June 2015 and it is currently ongoing through June 14, 2016
 - **Size & Scope**
USSI provides general daytime & evening janitorial services to 22 separate facilities housing offices of Lee County Govt. including Sheriff Substations, totaling approximately 1,000,000 Square feet.
-

- **Project Name**
Citywide Janitorial Services, Miscellaneous locations, Tampa, Florida
 - **Agency Name**
City of Fort Lauderdale
 - **Term of contract**
The project started on October 1, 2007 (Police Dept. HQ), May 1, 2012 (all City Facilities)
Renewed, and currently ongoing through April 2016.
 - **Size & Scope**
USSI provides general evening janitorial services to 36 separate locations across the City of Fort Lauderdale totaling approximately 1,000,000 total square feet.
-

- **Project Name**
Janitorial Services
 - **Agency Name**
Charlotte County
 - **Term of Contract**
The project started on Sept. 2013 and is currently ongoing thru Sept. 30, 2016
 - **Size & Scope**
USSI provides day time and evening janitorial services to miscellaneous county facilities, Group A locations, approximately 430,000 SF; **Contract Budget:** \$265,484.12/ annually
-

SUSTAINABLE BUSINESS PRACTICES

United States Service Industries, Inc. (USSI) proposes the implementation of a comprehensive cleaning program for the City of Fort Lauderdale in compliance with the Technical Specifications, and as specified in the scope of services outlined in Bid No. 565-11668

As a leading provider of environmentally sustainable cleaning services, USSI's proposed plan would be the most effective and beneficial to the City of Fort Lauderdale as it would help the City to achieve its goal "to clean and maintain all facilities with chemicals and equipment which are in line with the Green Seal Environmental Standards", among these benefits:

1. USSI has one of the greenest cleaning services available in the U.S. USSI's proposed green cleaning program (USSI GreenLead® Program) not only complies with LEED requirements, but is also Green Seal (GS-42) certified. Green Seal is an independent non-profit organization that uses science-based programs to empower consumers, purchasers, and companies to create a more sustainable world.
2. An effective implementation of the green cleaning program will result in minimizing the impact of the custodial operations on the environment, protecting health and contributing to the sustainability initiatives at the City of Fort Lauderdale facilities.
3. USSI's proposed management and supervisory team has an excellent track record of delivering consistently high levels of service. We understand the complexity involved in managing custodial operations in multiple park locations and facilities simultaneously, located both in close physical proximity (multiple building complexes) and geographically separate sites. Our experience in efficiently managing custodial operations over varied facilities with different client needs, across the state of Florida is a testimony to this fact. We are committed to delivering the best value to the City of Fort Lauderdale, and maintaining the high levels of service that our clients have come to expect from us.
4. We offer the following additional services which may be not be included in the scope of work of standard janitorial contracts:
 - Emergency flood clean-up
 - Kitchen/serving area cleaning
 - Carpet cleaning and maintenance
 - Porter/ Matron Service
 - Upholstery cleaning and maintenance
 - Glass partition cleaning
 - Post-construction clean-up
 - Pre and post function set up and tear down
 - High pressure washing
 - Detail cleaning services
 - Hard surface floor maintenance

PERSONNEL QUALIFICATIONS

USSI will provide the adequate personnel, equipment and supplies to ensure prompt and efficient service to the City. USSI will also provide the necessary supervision and direction of the work performed by the employees and will provide a full-time supervisor on the premises to carry out this responsibility. A thorough inspection will be conducted by the supervisor at the close of each day's work. A complete check list will indicate that all required services have been provided and quality standards met. USSI will submit a signed checklist verifying completion of work with each monthly invoice.



Viviana Bernal
General Manager, USSI

Ms. Viviana Bernal, General Manager, will act as Contract Manager and take overall responsibility for the City of Fort Lauderdale account. The primary person responsible for managing routine custodial operations at the City of Fort Lauderdale will be Ms. Clarisa Jimenez, USSI's proposed Operations Manager. Ms. Jimenez will be the primary interface between USSI and the City of Fort Lauderdale representatives and will be accountable for the management and scheduling of work to be performed under the scope of the contract as well as for hiring, training, payroll and administrative duties related to the facilities. Ms. Bernal will be available during normal business hours (8:00 a.m. to 5:00 p.m.) for telephone conversations and/or meetings with personnel from the City regarding the overall custodial operations at the City of Fort Lauderdale.

OPERATIONS MANAGER RESPONSIBILITIES

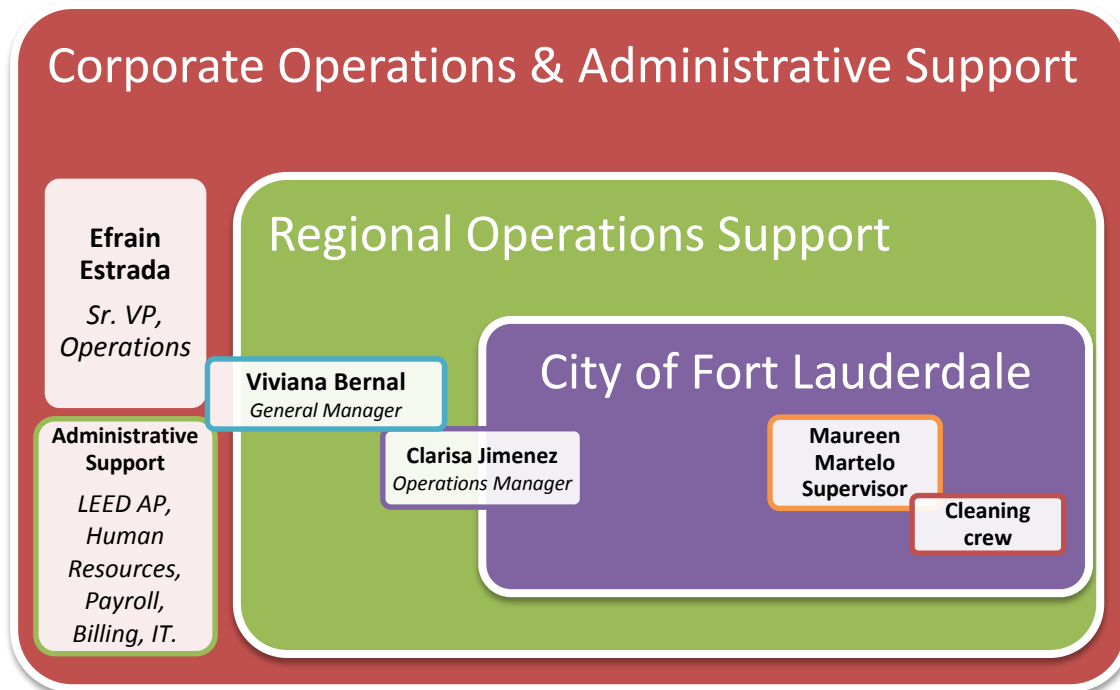
The Operations Manager handles day to day management under the contract and is the primary point of contact for all routine custodial issues. Ms. Clarisa Jimenez, USSI's proposed Operations Manager will be responsible for the supervision and the continuity in all scheduling concerning your facilities. She will make regular written inspection reports and advise the USSI cleaning supervisors of her observations. Ms. Jimenez will meet with the City of Fort Lauderdale representatives regularly to ensure proper communication.

Below is a summary of key tasks performed by the Operations Manager:

- 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.
- Ensures that USSI employees comply with all project regulations, security requirements, badge controls, uniforms, etc.
- Responsible for updating the Safety Data Sheets and ensuring safety compliance
- 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.

OPERATIONAL SUPPORT STRUCTURE

To ensure the highest levels of service at each building, we propose an operations structure as illustrated below:



The custodial team at the City of Fort Lauderdale locations will be headed by USSI's Operations Manager, Ms. Clarisa Jimenez. Additionally, USSI will provide an on-site Supervisor to oversee training, safety and building inspections. The Supervisor will be supported by the cleaning crew. Additional supervisor responsibilities include ordering supplies, ensuring availability of equipment and handling special tenant requests.

The Supervisor will report directly to USSI's Operations Manager who is responsible for hiring, training, payroll and administrative duties related to the project. USSI's General Manager and Senior VP of Operations support the Operations Manager and are responsible for ensuring consistent service delivery, inventory management, reporting and compliance with contract specifications. Overhead support to the project from the LEED-AP, HR, IT, billing and payroll is provided to ensure consistency of service.

Following are the resumes outlining the experience and qualifications of key staff.

MAUREEN MARTELO

Proposed Supervisor

Summary of Qualifications

A seasoned professional with extensive experience in an office environment, employee management, supervision, staff development, customer service and quality control. Ms. Martelo understands the means and processes of cleaning a facility, including staff leadership, client communications, coordination of efforts aimed at producing effective, consistent results, and top quality service. She is dependable and highly motivated and focuses on delivering outstanding customer service. Her strengths include detail oriented with excellent people, communications, and organizational skills, and taking the initiative to plan proactively and solve problems to ensure high quality, consistent results. English and Spanish bi-lingual, both verbal and written fluency.

Other areas of expertise include:

Multi-Tasking

Analysis

Team Player

Deadline-Oriented

Problem Solver

Quality Focused

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC. (USSI), Coral Springs, Broward County, Florida

Operations Manager Assistant

2015 – present

Cleaning Supervisor

2013 – 2015

- Ensures all work is completed according to specifications, duties include customer service, general maintenance of the building, supervision of employees, supplies orders, budget compliance, employee training, inventory, equipment maintenance, payroll requests and distribution of paychecks, inspections, and other tasks as required.

STOCKTON MAINTENANCE GROUP, Palm Beach, Florida

Cleaning Supervisor

2009 – 2013

Responsible for general maintenance of different building such as PNC Banks, supervision of employees, order supplies for account following budgets, payroll requisitions, and employee training.

THE SAGEMONT SCHOOL

Cleaning Supervisor

2007

- Responsible for maintenance of School Principal office, Principal Assistant office, Counselors offices, supervision of employees, order supplies for account following budgets, payroll requisitions, and employee training.

WAL-MART

Cashier

2007

- Responsible for: register prices of merchandise and charge people for them.

HANES BRANDS INC.

Receiver in Warehouse

2002 – 2007

- Responsible for: receive merchandise, control the inventory and put information on the system.

LA NACIONAL DE SEGUROS, COLOMBIA

Different positions

1981- 1999

- Responsible for: Cashier, Insurance policies managements, and customer services.

Education

High School Diploma, Miguel Camacho Perea. Cali-Colombia S.A.

Education Institute Sistevalle of Colombia, mayor in Accounting Systems. Graduated.

University Educational Corporation of Colombia, Professional Technical Accounting (no graduated)

Special Skills

Computer experience, Cash Register, Operation System AS400MS.

Bilingual: English and Spanish oral and written fluency.

References

Terry Soto .

Secretary to the Chief of Police . City of Sunrise . Phone 954-803-1383

Denise Guzzi.

Sunrise Police Department. Phone 561- 685-8143

CLARISA JIMENEZ

Proposed Operations Manager

Summary of Experience

Ms. Jimenez contributes extensive experience in employee management and supervision and staff development, customer service, and quality control. Ms. Jimenez has completed comprehensive training in green cleaning janitorial service management. 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. Jimenez is currently the Operations Manager for several of our South Florida accounts. She oversees the cleaning, shift inspections to see that any deficiencies are corrected, adhere to frequency guidelines, assure the job is properly staffed, service work orders, and conduct performance reviews.

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC.

Operations Manager – South Florida Accounts, Feb. 2015- Present

- Manages 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, and processes payroll, handles requisitions for supply and equipment.

FONTAINEBLEAU HOTEL, Miami Beach, FL

Captain and Crew Supervisor, Jan 2012- 2015 (on call)

- Supervised daily banquet, set-ups, and cleaning services, and resolved complaints.
- Ensured guest satisfaction, and provided assistance and support to operations
- Trained and directed staff on customer service, and created a supportive working relationship between employees.
- Developed and implemented operations best practices and procedures
- Designed innovative strategies to improve in service
- Developed short and long term goals, achieving sales targets and adhering to budget.
- Responsible for safety procedures, inventory control, and operations maintenance.

RENNAISANCE HOTEL, Plantation, FL

Captain, Sept. 2013- Sept. 2014

- Manage labor, schedule of banquet and cleaning staff, and prepare weekly duty charts.
- Data Entry and Report Generation using Event Management Software System as CI-TY.
- Coordination and supervision employees and service activities.
- Responsible for implementation of service standards and operating procedures.

TRAINING AND EDUCATION: Associate Degree, CPR Certification, Microsoft Systems, CI-TY

VIVIANA BERNAL

General Manager

Summary of Experience

Ms. Bernal has been an employee of USSI for over 10 years. 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.,
General Manager of South Florida

Nov 2005 - Present

- Reports directly to the Senior Vice President who in turn identifies project assignments, based upon particular needs of the region.
- Provides additional management and supervision to Operations 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.,
Area Manager – Various Orlando Area Accounts

Jan 2004 – Nov 2005

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

IBM,
Call Center Manager

1998 - 2002

- 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, 1997-1997
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.

EFRAIN ESTRADA

Senior Vice President of Operations

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC.

2008 - Present

Senior 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

UNICCO INTEGRATED FACILITIES SERVICES

2000-2002

Operations 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

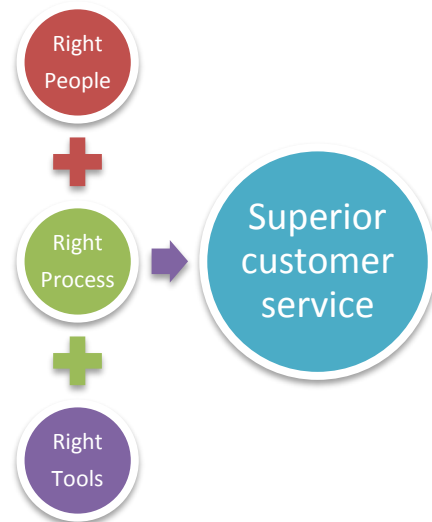
- Managed over 24 accounts throughout metro D.C. area totaling 5M sq. ft.
- Overall P/L and revenue enhancement responsibility.
- Responsible for implementing and managing administrative procedures.
- Budget development, strategic planning, sales and marketing responsibilities.

(3) PER SECTION 4.2.4- APPROACH TO SCOPE OF WORK

Your facilities are unique and so is our cleaning.

Each facility has distinct cleaning requirements that need to be addressed specifically to ensure high levels of service. USSI develops a customized operations plan for each facility, based on specific requirements of the building. Our cleaning method is based on the key principles of delivering process, performance and results. In addition to delivering operational excellence, USSI strives for superior customer service through our various support systems.

By providing our cleaning crew with the right training, tools and chemicals, USSI is committed to exceeding the expectations of our clients.



SUPPORT SYSTEMS

USSI's front-line crew is augmented by a strong support system to enable a seamless customer experience. Our management team has a wealth of experience from within and outside the industry to enable USSI to deliver on the promise of superior customer service.

Our employees are our most valuable assets. Our strong management structure, supported by our human resources department provides daily support. The purchasing department ensures that supplies, tools and equipment are readily available to get the job done. USSI's payroll department ensures that our employees are paid correctly and on time.

While we pride ourselves on our cleaning operations, we distinguish our services based on the support system that we offer our clients. USSI's Operations Managers meet with our clients on a periodic basis to understand any unique requirements and ensure tenant satisfaction. The billing and contracts department assists clients with requests for billing adjustments, contract updates and certificates of insurance.

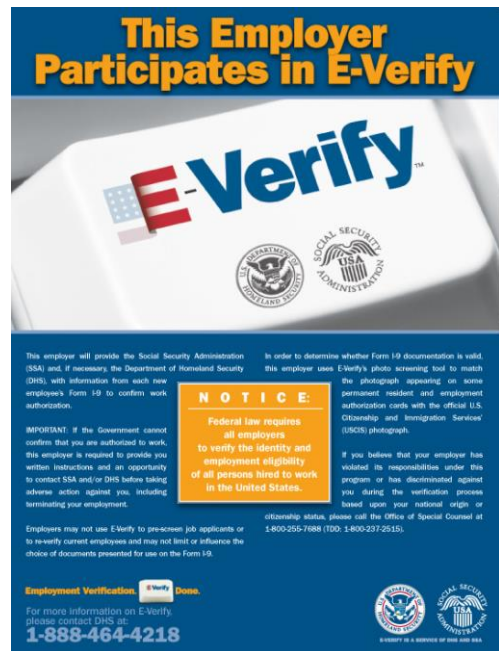
E-VERIFY

USSI uses the E-Verify system to verify the employment eligibility of all new hires. E-Verify is an Internet based system operated by the Department of Homeland Security (DHS) in partnership with the Social Security Administration (SSA). All new USSI employees hired since January 1, 2008 have been processed using E-Verify. According to the U.S. Citizenship and Immigration Services (USCIS), E-Verify is the best means available for employers to electronically verify the employment eligibility of their newly-hired employees.

Once USSI hires a new employee, we enter the individual's I-9 information into a third party portal (Lookout Services, <http://www.lookoutservices.net/>), which in turn allows access to the E-Verify system. The E-Verify system, based on records from the Department of Homeland Security (DHS) and the Social Security Administration (SSA), notifies us regarding the individual's employment eligibility. If E-Verify determines that there is an issue, the employee must resolve the issue according to a specific process and timetable in order to remain employed.

Key benefits of using the E-Verify system include:

- Helping employers maintain a legal workforce
- Virtually eliminating Social Security mismatch errors
- Improving the accuracy of wage and tax reporting



BACKGROUND CHECKS

USSI will conduct mandatory background checks at levels determined by the City of Fort Lauderdale.

DRUG-FREE WORKPLACE

USSI has a longstanding commitment to provide a safe and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of our equipment and facilities. For these reasons, USSI is committed to the elimination of drug and/or alcohol use and abuse in the workplace in accordance with Florida Statute 287.087.

UNIFORMS & IDENTIFICATION

The appearance of the front-line employees reflects directly upon the City of Fort Lauderdale. Therefore it is vital to portray the proper image at every location. At your discretion, we recommend the below uniform standards be used.



We also issue picture IDs to our employees for easy identification. A sample is shown below:



PAYROLL & TIMEKEEPING PROCEDURE

We maintain daily logs for shift attendance at each site. Each employee is required to sign in and sign out the hours of attendance each day.

USSI's key steps in logging, recording and processing employee payroll using the Kronos system are summarized below:

1. Each employee is issued a unique employee id.
2. Employee enters employee id using the phone assigned to each site during shift check-in and check-out.
3. The Kronos 4500 Touch ID logs each scan, and the shift hours worked by a particular employee.
4. Details of the employee and daily shift hours are transferred remotely to USSI's central payroll department
5. USSI's payroll department processes the information received from the Kronos time-keeping system to deliver checks to the employee

In addition 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. This system ensures accuracy in payroll and shift hours while giving our managers comprehensive data on each shift at each location cleaned by USSI.

If requested, USSI can share the attendance reports generated by the Kronos system with the City of Fort Lauderdale personnel. Following is an overview of the Kronos system:



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.

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 Operations 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.

CUSTODIAL SPECIALIST FUNCTIONS AND METRICS

LIGHT DUTY SPECIALIST	
Key Functions	Productivity Metrics
<ul style="list-style-type: none"> • Empty trash, recycling bins & re-install liners • Dust all appropriate horizontal and vertical surfaces-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. 	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")

VACUUM SPECIALIST	
Key Functions:	Productivity Metrics
<ul style="list-style-type: none"> • Check the trash can in each office • Vacuum all traffic areas • Spot vacuum all other areas • Vacuum crumbs, ashes, other spills on furniture • Reposition all furniture correctly • Turn out lights upon completion of a room • Secure area as required 	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")

RESTROOM SPECIALIST	
Key Functions	Productivity Metrics
<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 • Sweep and mop floors • Turn out the lights 	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")

UTILITY SPECIALIST	
Key Functions	Productivity Metrics
<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 • Floor care 	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")

START-UP ORIENTATION

Immediately after the award, an initial planning meeting will be held with the City of Fort Lauderdale representatives to identify priority items and special tenant needs. Internal start-up planning involves key personnel including building-specific managers, support staff (human resources, purchasing, billing and contracts) and senior management assigned to the project. Specific action items are assigned to each individual with deadlines to complete the tasks. Any specific personnel requirements, such as background checks and security clearance requirements are also addressed.

Based on the action items outlined during the internal start-up planning meeting, subsequent deliverables such as hiring, supplies, operational planning and schedule preparation, training requirements assessment and unique building-specific requirements are outlined. Prior to start-up, supplies and equipment are received at each building, and janitorial storage areas are set up. The cleaning crew assigned to each facility is given on-site training and orientation.



EMPLOYEES AFTER START-UP ORIENTATION

Typically, this is done during the first weekend prior to start-up. This allows us to perform an initial clean-up of the building and identify any areas of concern. During the week before start-up, another meeting will be held with City of Fort Lauderdale representatives to discuss building access and turnover details. Quality inspections will begin within two weeks of start-up and cleaning schedules will be adjusted as needed.

TRANSITION PLAN

Assuming that there are 30-days from award to start-up, the following represents key tasks and activities leading up to the start-up and the anticipated duration of these tasks to ensure a smooth start-up at the facilities:

	DAYS UNTIL START-UP																														WEEKS AFTER START-UP				
TASK / WEEK #	30	29	28	27	26	25	24	23	22	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	1	2	3	4	
Notification of award	■																																		
Meet with Management to review tenant priorities		■	■	■	■	■	■																												
Review agenda & line items with USSI Requirements								■	■	■	■	■																							
Review janitorial equipment on-Site								■	■	■	■	■	■	■																					
Begin interviews & staff assignments								■	■	■	■	■	■	■	■																				
Review chemical and consumable products required by Management								■	■	■	■	■	■	■	■																				
Get approval for any product changes								■	■	■	■	■	■	■	■	■																			
Order paper products, chemicals and equipment								■	■	■	■	■	■	■	■	■	■																		
Interview existing staff for hire by USSI								■	■	■	■	■	■	■	■	■	■	■																	
Develop contingency plan for staffing & equipment								■	■	■	■	■	■	■	■	■	■	■	■	■															
Set-up telephone timekeeping system								■	■	■	■	■	■	■	■	■	■	■	■	■	■														
Employ other resources to fill positions								■	■	■	■	■	■	■	■	■	■	■	■	■	■	■													
Review schedules for day personnel								■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■												
Assign personnel to tasks & positions								■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■										
Complete applications & staffing for all positions								■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■								
Begin training of new & existing employees								■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■					
Start Service																															■				
Review first week of startup																															■				
Begin QA inspections																																■			
Benchmark inspection with Management																																■			
Complete test run																																	■		
Review progress to benchmark																																	■		
Adjust schedules & needs as Identified																																	■		

INSPECTION PROCEDURES & QUALITY ASSURANCE

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.

Supervision & Inspection

One of the key features of the proposed cleaning 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.

The City of Fort Lauderdale will enjoy multiple levels of quality assurance, including:

- Weekly inspections by the Supervisor
- Regular inspections by the Operations Manager
- Periodic reviews by the General Manager



In addition, our process incorporates several controls, measures and a reporting system to ensure scheduled maintenance is performed on a regular basis.

USSI believes that good communication is the heart of any quality assurance program. As such, City of Fort Lauderdale representatives will have 24/7 access via cell phone to USSI team members.



USSI is on the cutting edge of technology and our management and supervisory staff will be assigned 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.

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.

On the following page you will find a sample quality inspection form which will be completed by our Operations Manager, Ms. Clarisa Jimenez, during routine checks.



Inspection Form

Building: _____

Date: _____

Lobbies & Waiting Rooms:

1. Glass is clean - free of fingerprints & marks
2. Walls are clean - free of spots or dirt
3. Floors are clean - free of stains or waste residue
4. Carpets are clean - vacuumed and spotless
5. Reception desk is clean - free of stains or dust
6. Ashtrays are clean - emptied and clean of residue
7. Garbage cans are clean

Observations

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Elevators:

1. Doors/elevators are clean - inside & out
2. Walls are clean - free of spots or dirt
3. Floors are clean - free of stains or waste residue
4. Carpets are clean - vacuumed and spotless
5. Garbage cans are clean

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Hallways:

1. Walls are clean - free of spots or dirt
2. Floors are clean - free of stains or waste residue
3. Water dispensers are clean - free of residue, bright & without fingerprints

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Kitchen:

1. Walls are clean - free of spots or dirt
2. Floors are clean - free of stains or waste residue
3. Counters are clean - free of spots or food waste
4. Appliances are clean - free of residue or stains, all cleaning utensils are clean & neatly organized
5. Garbage cans are clean
6. MSDS book is updated

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() _____

Offices:

1. Desks/divisions are clean - free of dust
2. Furniture is clean - dust & lint free
3. Switches are clean
4. Doors/frames are clean - free of dust & cobwebs
5. Carpets are clean - vacuumed and spotless
6. Windows, shutters and selvages are clean - free of dust
7. Ceilings, fans & pictures are clean - free of dust & cobwebs
8. Corners are clean - free of cobwebs
9. Garbage cans are clean

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Bathroom:

1. Fans, ceiling & lights are clean - free of dust
2. Walls are clean - free of spots or dirt
3. Garbage cans are clean
4. Floors/corners are clean - free of dirt
5. Stainless steel surfaces are clean - free of residue and spotless
6. Mirrors are clean - free of dust & fingerprints

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REPORTING SYSTEMS

For the City of Fort Lauderdale Project, USSI will be utilizing inspection software developed in-house to deliver reports and maximize customer satisfaction. This system will result in enhanced quality control and a more responsive project team.



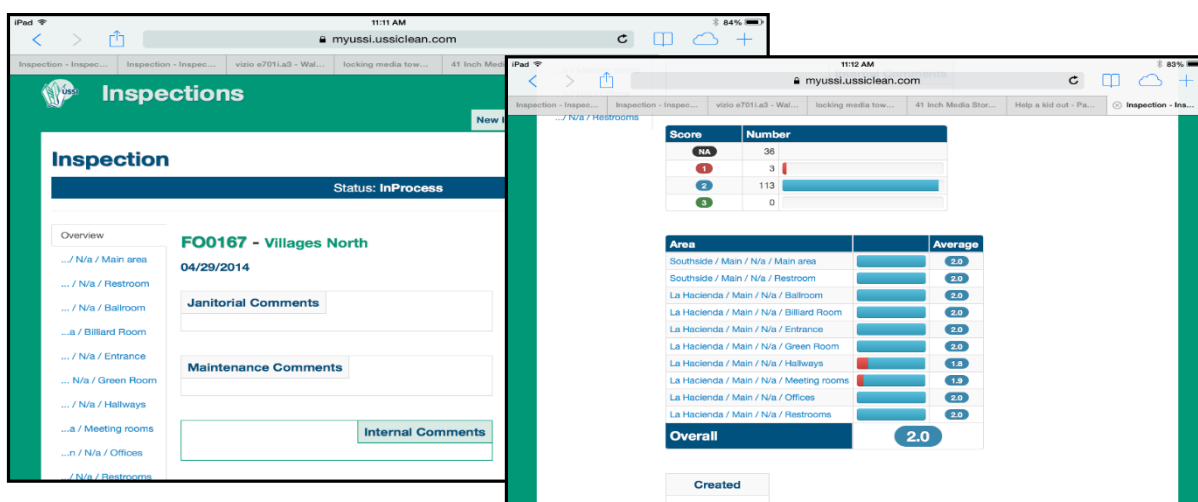
Our communications software enables USSI to manage performance and generate client data into reports that accurately pinpoint which areas need attention. We are able to instantly distribute work orders or complaints to the person responsible for correcting the deficiency as soon as possible. This system also allows senior management to be aware of any issues so that they can get involved in the resolution if necessary. All communication is tracked in one place which allows us to monitor and manage your ultimate satisfaction with our services.

USSI is able to efficiently:

- Perform detailed inspections and correct deficiencies
- Customize schedules to unique areas in each location, and
- Prove our performance to the City of Fort Lauderdale

In addition to tracking the resolution of service deficiencies, we can also develop customized schedules which will be unique to the City of Fort Lauderdale and the periodic services you require per the contract. The USSI project management team will be able to set up reminders for periodically scheduled services such as floor maintenance and window cleaning services so that we can be sure these items are being completed as required.

The graphics below show examples of inspection templates generated on this system.



EMERGENCY PLAN



USSI is ready for any emergency situation and will respond within the response times specified by the City of Fort Lauderdale. USSI employs over 900 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.

SERVICE PLAN DURING MANDATORY EVACUATIONS

USSI employees are available to perform emergency cleaning services on a twenty-four (24) hours a day, seven (7) days a week basis to response to urgent calls or emergency situations such as, but not limited to spills, flooding, overflows, and other potential safety and health hazards requiring an immediate response.

During and after a public emergency, disaster, or hurricane, the City of Fort Lauderdale will be given a “first priority” basis for any clean up services required. It is vital and imperative that the majority of citizens are protected from any emergency situation, which threatens public health and safety, as determined by the City. USSI recruits staff and maintains contact information for those employees available to provide services during mandatory evacuations. USSI agrees to provide services to the City of Fort Lauderdale or other government entity as opposed to a private citizen, on a first priority basis. A fair and reasonable price for additional services provided in the event of a disaster, emergency or hurricane is expected. USSI shall furnish a list to the City of Fort Lauderdale with “24 hour” phone number and contact personnel phone numbers to reach in the event of a mandatory evacuation emergency.

To support our daily cleaning operations, 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 emergencies, 24-hours a day, and 365-days a year.

GREEN CLEANING: USSI GREENLEAD © PROGRAM

Our cleaning service has been proven one of the greenest cleaning services available in the US. USSI's GreenLead® Program is a high performance cleaning program focused on promoting sustainable cleaning practices that protect human health, building finishes, building systems and the environment.



GREENSEAL (GS-42) CERTIFICATION

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.



Leader in Sustainability

Commercial Cleaning Service

Independently certified under
Green Seal Standard GS-42

- **Protects human & environmental health:** Service uses nontoxic, biodegradable housekeeping products and limits workers' and occupants' exposure to chemicals and contaminants
- **Operates efficiently:** Service cooperates with the property to implement building-specific operating procedures and a green cleaning plan
- **Provides education:** Service trains custodial staff on effective cleaning and safety, and procurement officers on green purchasing
- **Communicates effectively:** Service communicates with owners, managers, and occupants to insure efficient and effective cleaning
- **Reduces waste:** Service implements a recycling program and uses minimally packaged, recyclable, and reusable materials
- **A green service that works:** Evaluated for effective cleaning procedures and practices

For more information visit www.GreenSeal.org



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 & LEED CERTIFICATION

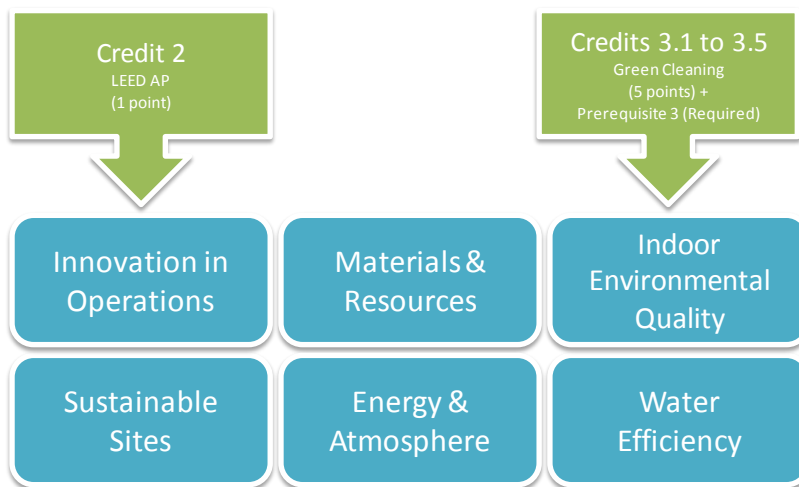
USSI has the experience, resources and capabilities to help the City of Fort Lauderdale with LEED certification. As an active member of the US Green Building Council (USGBC), we have been supporting our clients maximize LEED points since our first LEED project in 2007. USSI's has a LEED-AP on staff to assist clients with their sustainability efforts.



Since USSI's GreenLead program is Green Seal (GS-42) certified, our cleaning process goes beyond simply meeting LEED criteria, thereby ensuring maximum points for your LEED project. 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.

We understand the complexity and documentation requirements involved in the LEED certification process and work closely with our clients as a proactive partner through the entire certification cycle. Since our cleaning process is already geared toward being environmentally sustainable, we ensure that you receive the maximum possible points from our role as a cleaning services provider.

In our role as a cleaning contractor, we can impact the following point and credits (*Based on LEED Reference Guide for Existing Buildings: Operations & Maintenance, 2009 Edition, Version 3):



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.

Some of the benefits of a green program include:

- Improved indoor air quality
- Healthier facilities for tenants and cleaning crew
- Minimized exposure to aggressive chemicals
- Reduced water and air pollution

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.

EQUIPMENT AND CHEMICALS

USSI utilizes state-of-the art, ergonomic equipment to ensure optimal employee productivity and safety. All new powered cleaning equipment purchased and used at the facilities will comply with the criteria outlined below:

- **Vacuum cleaners** are certified by the Carpet & Rug Institute “Green Label” Testing Program and operate with a sound level less than 70dba
- **Carpet extraction equipment** used for restorative deep cleaning is certified by the Carpet & Rug Institute “Seal of Approval” testing program for deep cleaning extractors.
- **Powered floor maintenance equipment** including electric and battery powered floor buffers and burnishers is equipped with vacuums, guards and/or other devices for capturing fine particulates and operate at a sound level of less than 70dba
- **Propane-powered floor equipment** has high efficiency, low-emission engines with catalytic converters and mufflers that meet California Air Resource Board (CARB) or EPA standards for the specific engine size and operate at a sound level of less than 90dba
- **Automated scrubbing machines** are equipped with variable speed feed pumps and on board chemical metering to optimize use of cleaning fluids
- **Battery powered equipment** is equipped with environmentally preferable gel batteries
- **Powered equipment** is ergonomically designed to minimize vibration, noise and user fatigue
- Equipment is designed with safeguard such as rollers or rubber bumpers to reduce potential damage to building surfaces.

The following core equipment is used by USSI in routine janitorial operations, and we partner with our suppliers to have the equipment maintained in good working order:



Backpack Vacuum Cleaner:
ProTeam SuperCoach



Pressure Washer:
Simpson Honda GX200



Carpet Dryer:
Viper Whiptail



Carpet Extractor:
Windsor MiniPro



High Speed Floor Buffer:
Viper Venom VN1500



Low Speed Floor Buffer:
Viper Venom VN1715



Wet/Dry Vacuum:
Windsor Titan

CORE CHEMICALS

The following are the core chemicals used by USSI in daily cleaning operations:



PERdiem™/MC
General Purpose
Cleaner



Glance® NA
Glass & Multi-
Purpose Cleaner



*Meets California
Code of
Regulations VOC
Levels*

SparCreme:
Deep cleanser



Crew® Bathroom
Cleaner & Scale
Remover



Spartan Green
Solutions
Floor Seal & Finish

The chemicals used in daily cleaning operations have been carefully chosen to not only clean effectively, but also to minimize harm to the environment.

At least 30% of total annual purchases (by cost) of cleaning materials and products will comply with the sustainability criteria outlined below:

- **Cleaning products** that meet one of the following criteria:
 - Green Seal GS-37 for general-purpose, bathroom, glass and carpet cleaners
 - Environmental Choice CCD-110 for cleaning and degreasing compounds
 - Environmental Choice CCD-146 for hard surface cleaners
 - Environmental Choice CCD-148 for carpet and upholstery care
- **Disinfectants, metal polish, floor finishes, strippers or other products** not addressed by the above standards meet one or more of the following standards:
 - Green Seal GS-40 for industrial and institutional floor care products
 - Environmental Choice CCD-112 for digestion additives and odor control
 - Environmental Choice CCD-113 for drain or grease traps additives
 - Environmental Choice CCD-115 for odor control additives
 - Environmental Choice CCD-147 for hard floor care

- California Code of Regulations maximum allowable VOC levels for specific product category
- ***Hand soaps*** meet one or more of the following standards:
 - No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations
 - Green Seal GS-41 for industrial and institutional hand cleaners
 - Environmental Choice CCD-104 for hand cleaners and hand soap

TRAINING PROGRAM & POLICIES

Employee training is at the core of service delivery 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. It is our policy to conduct training in-house and train all on-site for managers, supervisors and cleaning crew. USSI leverages our strong vendor partnerships to perform on-site training for employees using various methods including:

1. Step-by-step instruction guides
2. Instructional videos (English & Spanish)
3. On-site wall posters

USSI has a dedicated Training & Safety resource for the region. Topics covered during training include:

- Green cleaning procedures
- Green cleaning chemicals and handling
- Personal Protective Equipment (PPE)
- Building Safety
- Cleaning for health
- Complaints, tools, steps, safety tips
- Job Safety Analysis
- Preventive maintenance
- Team cleaning & Cleaning Specialists functions:
 - Light Duty specialist
 - Vacuum specialist
 - Restroom specialist
 - Utility specialist
- Job Cards
- Door dots
- SDS

In addition, USSI staff is proactively trained on job safety including procedures for entering and leaving the workplace, and how to remain alert to safety and other security risks. Suspicious packages are to be left where they are in reported immediately to the site supervisor or appropriate person in line with organizational procedures. Training in this area includes:

- Identification of those working practices and other aspects of their workplace which could harm employee or others.
- How to appropriately deal with hazards in accordance to workplace instructions and legal requirements.
- How to correctly locate the people responsible for health and safety in their workplace.

BOOT CAMP

In addition to ongoing, on-site training, USSI conducts “Boot Camps”, where cleaning workers are trained for 4-5 hours in a class-room environment.

At a minimum, all custodial staff members are trained in proper chemical handling, maintenance and use of equipment and cleaning procedures. Supervisors and managers responsible for ordering supplies trained in selection of sustainable cleaning products and materials.



also

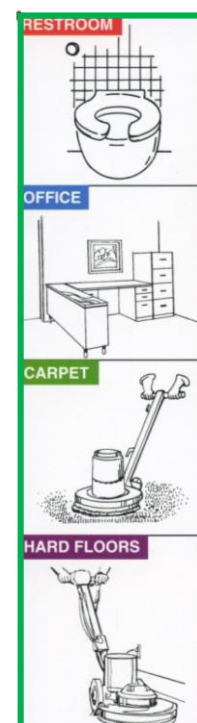
are

New hires are required to receive initial training on standard operating procedures (SOPs), safety procedures, sequencing of cleaning steps, and the proper use of personal protective equipment. This training typically occurs before personnel are assigned to a facility. Site-specific training should include training on:

- Building specific cleaning plan
- Tailored procedural training based on the GREEN CLEANING plan
- Hazardous communication standards
- Hand hygiene

The Boot Camp also addresses several technical aspects of the cleaning process including:

- SOPs
- Equipment maintenance
- Trash removal
- Dusting/surface cleaning
- Dust mopping & Wet mopping
- Hazardous waste removal
- Restroom cleaning
- Vacuuming
- Carpet care
- Hard floor maintenance
- Pressure washing
- Floor burnishing



Each employee receives a certification of completion at the end of the course.

Following is a resume outlining the credentials of USSI’s Training & Safety Director

MARCELA BERNAL

Training & Safety Director

Summary of Qualifications

- Fluent in Spanish and English.
- Microsoft Office applications, data bases, networking and programming.
- Able to express thoughts clearly and effectively both verbally and in writing.
- Optimistic and enthusiastic personality.
- Comfortable with individuals of all cultures and professional levels.
- Good planner and organizer

Work Experience

USSI (August 2012-present)

Training and Safety Director, Fort Myers, Florida

Develop and administer training programs in Florida (different cities). Track and report monthly trainings. Do internal safety audits.

GMI (Nov 2008-August 2012)

(OS1) Co-ordinator, San Diego, California

Hire, train, and develop employees. Track and report (OS1) and Safety Trainings. Do internal audits to certified buildings. Keeps a record of trainings including photo and video. Create new methods to develop personnel.

USSI (May 2007-November 2008)

Training Director, Fort Myer, Florida

Develop and administer training programs. Track and report on monthly training. Do internal audits to certified buildings. Keep a record of training including photo and video. Manage organization of knowledge via physical files and data base.

USSI (July 2006-April 2007)

Cleaning supervisor, Panama City, Florida

Supervise 4 day employees. Check and order paper supplies and chemicals. Communicate with client.

Education

Gulf Coast Community College. Panama City , FL.

(2006 - 2007)

AS Computer Engineer – CISCO-Microsoft

University of Antioquia, Medellin , Colombia .

(1995-1999)

BA Social Communicator-Journalist.

Special courses and Certifications

- ✓ (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.
- ✓ OSHA compliance. 6/2/2014. Fred Pryor seminars
- ✓ GHS HAZCOM program. 11/4/2013. USSI -HR department.
- ✓ Managing conflict and interpersonal relationships. 3/22/2014. USSI-HR department.
- ✓ Disciplining employees. 3/22/2014. USSI-HR department.
- ✓ I-9 process and procedures. 3/22/2014. USSI-HR department.
- ✓ Recruitment and hiring. 3/22/2014. USSI-HR department.
- ✓ REACT -observation after employee is injured. May 2014. Travelers Insurance.

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

SAFETY PROGRAM

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.

Each building USSI cleans is equipped with a binder containing an inventory of hazardous materials used in that building as well as Safety Data Sheets (SDS) for each chemical used. These SDS sheets are conveniently accessible in case of an emergency. SDS 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 SDS
- 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 a SDS 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 SDS handbook is placed in a plexi-glass display shelf on the storage room, next to the posted emergency phone numbers.



SAFETY GUIDELINES

The following guidelines are used for storage and handling of cleaning products and materials to ensure custodial employee and occupant safety:

- Cleaning chemicals, equipment and materials are physically isolated and secured in a central storage area in the building
- Chemical products must be separated from cleaning tools and equipment
- Any chemicals that require the use of gloves must be identified. Only trained personnel should be allowed to handle these chemicals
- Central storage area must be key controlled to supervisor level or higher
- No unlabeled and unmarked bottles/containers are allowed for use by custodial employees
- Safety Data Sheets (SDS) are available and updated for each product used in the cleaning operation and displayed in a prominent area of the storage room
- Never mix chemicals
- Products on shelving must be loaded so that heaviest items are on the bottom and the most used items are at eye level
- First aid kit should be made available in the check-in/storage area
- Adequate lighting and ventilation must be provided to avoid injuries and spills

Periodically, the Training & Safety Director conducts safety audits to monitor compliance with USSI's strict safety guidelines. If an employee receives a score of 80% or higher during the audit, he/she earns a sticker (happy face). Quarterly, these stickers can be exchanged for merchandise such as pens, umbrellas, etc. The more stickers an employee earns, the bigger the reward. This helps keep employees motivated and enthused about on-the-job safety.

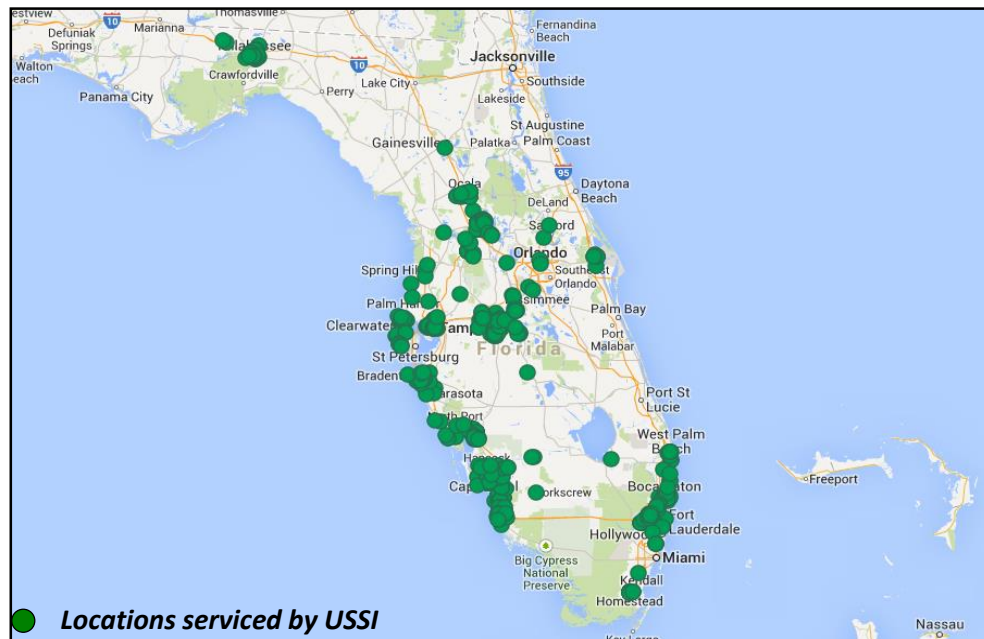


USSI's stickers-for-merchandise program to promote on-the-job safety.

WORKLOAD

USSI cleans approximately 30 million square feet each day, and serves approximately 600 Locations Company wide.

Our extensive pool of employees in the City of Fort Lauderdale area allows us to pull personnel and other resources quickly and efficiently especially during emergency situations and/or critical times.



Below is a listing of clients that we service or have serviced in Florida:

- Advisor's R.E. Group
- Agency for Workforce Innovation
- Apria Healthcare
- Associated Area Health Ed. Centers
- Bella Terra Condominium
- Carr Riggs & Ingram CPA's
- CBRE Mgmt.
- Charlotte County
- Charlotte County Airport Authority
- Continental Fidelity
- Covanta Energy
- Department of Revenue
- Dept. of Economic Opportunity
- Dept. of Juvenile Justice
- Elman Tallahassee Associates
- Enterprise Florida
- Environmental Consulting & Technology

- City Furniture
- City Of Bartow
- City of Boca Raton
- City of Boynton Beach
- City of Clermont
- City of Coconut Creek
- City of Ft. Myers
- City of Homestead
- City of Largo
- City of Ocala
- City of Sunrise
- City Of Tamarac
- City of Fort Lauderdale
- City of Titusville
- Gadsden Co. Health Dept.
- Genesis Group, Inc.
- Granite Naples 305 LLC
- Greenberg Traurig LLC
- Harrison Holdings, LLC
- Hawker Beechcraft Corporation
- Heritage Plaza
- Hodges University
- Hospital Mgmt. Services
- HSP Partners LLC
- Lee County
- Lee Memorial Health Plant Operations
- Lee Memorial Health System
- Liberty Property Trust
- Lincoln Harris CSG
- Lincoln Property Co.
- Loeb Partners
- Manatee County
- Marquis Software Development
- Exceptional Education Facility at Edgewater High
- FL Dept. of Children and Families
- Fla Dept. of Economic Opportunity
- Flag Federal Credit Union
- Florida Cancer Specialists
- Florida Dept. of Economic Opportunity
- Florida Dept. of Transportation
- Florida Gulf Coast University
- Florida Sports Foundation
- Florida Workers' Comp. Insurance Guaranty Association
- Florida's Blood Centers
- St. John Neumann High School
- Structure Property Mgmt, LLC
- Sumter County
- Sumter Landing Comm. Dev. District
- SW FL Workforce Dev. Board
- Tallahassee Highpoint Partners
- Tallahassee Land Management
- The Florida Bar Assoc.
- The Ford Bldg., LLC
- St. Joe Land Co. / Advisor's R.E.
- The Citys Commercial Property Mgmt.
- Thomas C. Chase, P.A.
- Titusville, FL Police Dept
- Town of Lake Park
- Tracey McMaken-Vasquez
- Triple B Inspections
- Investar
- ITT Technical Institute
- Lakeland Area Mass Transit District

- Mary Kneece
- Municipal Code Corporation
- North Port OVM
- Northside Office Ctr. Condo
- Oertel-Hoffman Harrison Holdings
- Osceola Historical Society
- Palm Beach Health Dept.
- Rasmussen College
- Research Mgmt. Corp
- Riley Palmer Construction
- Sedona II LLC
- Sentinel Capital Partners LLC
- Simon Property Group
- Lee County
- Lee County Toll Plazas
- Urban America
- Veterans Tribute and Museum of Osceola
- Village Center Community Dev. District
- Village Sq. of Tallahassee
- Visconti Family LTD Partnership
- Water Quality Administration Lab
- Webb Diversified, LLC
- Westcott / Advantis Property Mgmt
- Woodcrest LLC

CLIENT APPRECIATION

What Our Customers Are Saying...

From: Steve Knobl [<mailto:Steve.Knobl@rasmussen.edu>]

Sent: Thursday, January 29, 2015 3:14 PM

To: Viviana Bernal

Subject: Campus

Cecelia and the team have been doing a fantastic job! I just wanted to share this short note with you-

Best regards,

Dr. Steve Knobl, Ph.D.
Campus Director

Rasmussen College- Land O Lakes Campus
18600 Fernview Street
Land O Lakes, FL 34638
813-435-3603
Steve.knobl@rasmussen.edu

From: Belliveau, Bob [<mailto:bbelliveau@fgcu.edu>]

Sent: Wednesday, September 30, 2015 11:30 AM

To: Yasmile Guillen <YasmileG@USSIClean.com>; Gabriela Rodriguez <GabrielaR@ussiclean.com>; Yolanda Pineda <YolandaP@USSIClean.com>


Cc: Viviana Bernal <VivianaB@USSIClean.com>; Efrain Estrada <EfrainE@USSIClean.com>

Subject: FW: October 2nd is National Custodians Day

As Friday is national custodial day, Mr. Bob is having pizza-day (today-early, while all are available) for the USSI staff (both shifts) here in honor of all the very hard work that the total staff has done over the busy summer break... The staff and floor team guys have done a great job to getting the campus ready to open with shiny floors and clean areas. I thank them for their efforts!

Mr. Bob

Bob Belliveau
Coordinator-Physical Plant Facilities Services
Florida Gulf Coast University
Email: bbelliveau@fgcu.edu
Office: 239-590-1316 Cell: 847-946-8029

 Please consider the environment before printing this email.

Florida has a very broad public records law. As a result, any written communication created or received by Florida Gulf Coast University employees is subject to disclosure to the public and the media, upon request, unless otherwise exempt. Under Florida law, e-mail addresses are public

From: DiNorscio, Amy [<mailto:ADiNorscio@ci.boca-raton.fl.us>]

Sent: Tuesday, February 17, 2015 11:25 AM

To: Marcela Bernal

Cc: Viviana Bernal

Subject: Saturday

Marcela,

THANK YOU for doing such and AMAZING job for us this weekend!

The facility was clean all night, each of your employees worked hard. You did a wonderful job communicating to each employee their designated area and duties for the event.

Amy

Amy DiNorscio
Amphitheater Events Coordinator
City of Boca Raton
(561) 393-7984



From: "McLeish Delgado, Karin" <KMcleishDelgado@leegov.com>

Date: November 5, 2014 at 3:21:58 PM EST

To: "NancyG@ussiclean.com" <NancyG@ussiclean.com>

Subject: Marlen

Hi Nancy. I just wanted to take a minute to tell you what a great job Marlen does for us at Talking Books Library. She is always looking for ways to make the library cleaner and neater. She keeps our carpet clean and notices when there are spots that she needs to treat with extra attention. She makes sure that our trash is separated from the recyclables, and that our dispensers are always stocked with soap and towels. She keeps that the exterior free of cobwebs, picks up trash from the parking lot and the sidewalks, and keeps the glass clean. She does all this with a big smile and is always cheerful and pleasant. We very much enjoy having Marlen around and want you to know how much we appreciate her, and also thank you for everything you do for us.

Sincerely,

Karin McLeish-Delgado, Mgr
Lee County Talking Books Library
1651 Lee Street
Fort Myers, FL 33901-2916
kmcleish@leegov.com
Phone: (239) 533-4782
Fax: (239) 485-1175

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
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

From: Lombardo, Paula
Sent: Thursday, September 11, 2014 9:42 AM
To: Lourdes Gallo
Cc: Broderick, Cathy; Wagie, Marie
Subject: Floor Cleaning of the Microbiology Lab 3rd Floor Administration 1A

Good Morning Lourdes,

Your staff did a thorough and excellent job cleaning the floor areas of the 3rd floor lab Wednesday evening. Please let them know their work was fantastic and very much appreciated.

Great Job!

Paula Lombardo

Accounting Coordinator

plombardo@myboca.us

561-338-7304



"You cannot do a kindness too soon, for you never know how soon it will be too late."

~ Ralph Waldo Emerson ~

From: Mueller,Thomas [<mailto:TMueller@covanta.com>]
Sent: Monday, October 13, 2014 2:02 PM
To: Nancy Guzman
Cc: Viviana Bernal
Subject: RE: Deep cleaning/floor work

Yes!!

Everything looked great and we had many many comments on how then place liked like new!!

Thank you and your team!!!

USSI is the best!!!

From: Nancy Guzman [<mailto:NGuzman@ussiclean.com>]
Sent: Monday, October 13, 2014 12:26 PM
To: Mueller,Thomas
Subject: Deep cleaning/floor work

Hi Tom,

I hope you had a amazing weekend.

We were on Thursday and Friday working on floors.
As we agreed I had a cleaning crew on Friday night for the detailed Cleaning as well.
I would like to know if we accomplished with your expectations in preparation of that important day.

Should you have any concern, please do not hesitate to contact me.

Thank you,



Nancy Guzman
Project Manager
USSI | 111220 Metro Parkway
Suite 17 | Ft Myers FL 33966
P: [\(239\) 334-1865](tel:(239)334-1865) | F: [\(239\) 334-1908](tel:(239)334-1908)
C: [\(239\) 292-7553](tel:(239)292-7553)
nguzman@ussiclean.com
<http://www.ussiclean.com>

(4) PER SECTION 4.2.5- REFERENCES

➤ **CLIENT NAME & ADDRESS**

City of Boca Raton
201 W. Palmetto Park Road, Boca Raton, FL 33432

➤ **CONTACT INFORMATION**

Wayne Anderson
Phone: (561) 239-2084; Email: WAnderson@ci-boca-raton.fl.us

➤ **YEAR PROJECT COMPLETED**

April 18, 2011 through April, 14, 2013, extended to start of current contract term.
Current contract started on October 01, 2015 to Present

➤ **DESCRIPTION AND COST OF PROJECT**

USSI provides custodial maintenance and cleaning services to approximately 12 City of Boca Raton Locations, approximately 220,000 Square feet; \$312,000/annually.

➤ **CLIENT NAME & ADDRESS**

City of Sunrise
1601 NW 136th Avenue, Building A, Suite 101, Sunrise, FL 33323

➤ **CONTACT INFORMATION**

Holly Raphaelson
Phone: (954) 572-2202; Email: HRaphaelson@sunrise.fl.gov

➤ **YEAR PROJECT COMPLETED**

March 01, 2013 to Present

➤ **DESCRIPTION AND COST OF PROJECT**

USSI provides Citywide custodial services to miscellaneous locations, lots I-VII, for the City of Sunrise, approximately 355,703 square feet; \$349,356.00/annually.

➤ **CLIENT NAME & ADDRESS**

City of Coconut Creek
4900 West Copans Road, Coconut Creek, FL 33063

➤ **CONTACT INFORMATION**

John Tetteris
Phone: (954) 695-3576; Email: Jtetteris@coconutcreek.net

➤ **YEAR PROJECT COMPLETED**

July 06, 2010 to June 30, 2012 extended to November 2015
Current contract November 05, 2015 to November 04, 2018, with 2 additional 1 year renewals.

➤ **DESCRIPTION AND COST OF PROJECT**

Janitorial Services to miscellaneous facilities and locations in Coconut Creek, approximately 275,470 Square feet; \$ 234.100.00/ annually.

➤ **CLIENT NAME & ADDRESS**

City of Tamarac
6011 Nob Hill Road, Tamarac, FL 33321

➤ **CONTACT INFORMATION**

Charles Guidetti
Phone: (954) 254-4993; Email: Charles.Guidetti@tamarac.org

➤ **YEAR PROJECT COMPLETED**

January 01, 2013 to June 30, 2015; extended to September 30, 2015.
Current Contract: October 01, 2015 to September 30, 2017, with option to renew through September 2019.

➤ **DESCRIPTION AND COST OF PROJECT**

Citywide janitorial services to miscellaneous locations in Tamarac, Florida. Approximately 177,000 square feet; \$212,476.73/ annually.

➤ **CLIENT NAME & ADDRESS**

Town of Lake Park
650 Old Dixie Highway, Lake Park, FL 33403

➤ **CONTACT INFORMATION**

Mr. David Hunt, Public Works Director
Phone: (561) 881-3345; Email: dhunt@lakeparkflorida.gov

➤ **YEAR PROJECT COMPLETED**

The project started on January 2013, renewed, and currently ongoing

➤ **DESCRIPTION AND COST OF PROJECT**

USSI provides general evening janitorial services to 4 locations for the City of Lake Park, totaling approximately 18,000 square feet; \$37,920/ annually

ADDITIONAL REFERENCES

➤ **CLIENT NAME & ADDRESS**

Lee County Government
1500 Monroe Street, Fort Myers, FL 33901

➤ **CONTACT INFORMATION**

Mr. David Pinheiro
Phone: (239) 357-8547; Email: dpinheiro@leegov.com

➤ **YEAR PROJECT COMPLETED**

The project started on May 1, 1995 and last renewal June 2015 and it is currently ongoing through June 14, 2016

DESCRIPTION AND COST OF PROJECT

USSI provides general daytime & evening janitorial services to 22 separate facilities housing offices of Lee County Govt. including Sheriff Substations, totaling approximately 1,000,000 Square feet; \$805,885.00/ annually

➤ **CLIENT NAME & ADDRESS**

City of Fort Lauderdale
411 North Franklin Street, Tampa, FL 33602

➤ **CONTACT INFORMATION**

Mr. Luis Alcantara, Facilities Contract Manager
Phone: (813) 393-7876 cell or 348-1047 office; Email: Luis.Alcantara@ci.tampa.fl.us

➤ **YEAR PROJECT COMPLETED**

The project started on October 1, 2007 (Police Dept. HQ), May 1, 2012 (all City Facilities) Renewed, and currently ongoing through April 2016.

➤ **DESCRIPTION AND COST OF PROJECT**

USSI provides general evening janitorial services to 36 separate locations across the City of Fort Lauderdale totaling approximately 1,000,000 total square feet; \$731,961.32/ annually

➤ **CLIENT NAME & ADDRESS**

Charlotte County Government
25550 Harborview Road, Port Charlotte, FL 33980

➤ **CONTACT INFORMATION**

Mr. Antonio Freitas
Phone: (941) 268-5741; Email: Antonio.Freitas@charlottefl.com

➤ **YEAR PROJECT COMPLETED**

The project started on Sept. 2013 and is currently ongoing thru Sept. 30, 2016

➤ **DESCRIPTION AND COST OF PROJECT**

USSI provides day time and evening janitorial services to miscellaneous county facilities, Group A locations, approximately 430,000 SF; \$265,484.12/ annually

(5) PER SECTION 4.2.6- MINORITY/WOMEN (M/WBE) PARTICIPATION

Not applicable.

(6) PER SECTION 4.2.7- SUBCONTRACTORS

Not applicable.

(7) PER SECTION 4.2.8- REQUIRED FORMS

- a. PROPOSAL CERTIFICATION**
- b. COST PROPOSAL PAGE**
- c. NON-COLLUSION STATEMENT**
- d. LOCAL BUSINESS PREFERENCE**
- e. CONTRACT PAYMENT METHOD**
- f. SAMPLE INSURANCE CERTIFICATE**
- g. BUSINESS LICENSES**

OTHER

ADDENDA ACKNOWLEDGEMENTS

BID/PROPOSAL CERTIFICATION

Please Note: All fields below must be completed. If the field does not apply to you, please note N/A in that field.

If you are a foreign corporation, you 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/>).

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

Address: 4330 East-West Hwy. Suite 200

City: Bethesda State: MD Zip: 20814

Telephone No. (202) 824-7440 FAX No. (202) 393-5541 Email: dhewick@ussiclean.com

Delivery: Calendar days after receipt of Purchase Order (section 1.02 of General Conditions): 10 days

Payment Terms (section 1.04 of General Conditions): 45 net

Total Bid Discount (section 1.05 of General Conditions): None

Does your firm qualify for MBE or WBE status (section 1.09 of General Conditions): N/A MBE WBE

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

<u>Addendum No.</u>	<u>Date Issued</u>	<u>Addendum No.</u>	<u>Date Issued</u>
<u>1</u>	<u>11/12/15</u>	<u> </u>	<u> </u>
<u>2</u>	<u>12/01/15</u>	<u> </u>	<u> </u>

VARIANCES: If you take exception or have variances to any term, condition, specification, scope of service, or requirement in this competitive solicitation you must specify such exception or variance in the space provided below or reference in the space provided below all variances contained on other pages within your response. Additional pages may be attached if necessary. No exceptions or variances will be deemed to be part of the response submitted unless such is listed and contained in the space provided below. The City does not, by virtue of submitting a variance, necessarily accept any variances. If no statement is contained in the below space, it is hereby implied that your response is in full compliance with this competitive solicitation. If you do not have variances, simply mark N/A. If submitting your response electronically through BIDSYNC you must also click the "Take Exception" button.

N/A

The below signatory hereby agrees to furnish the following article(s) or services at the price(s) and terms stated subject to all instructions, conditions, specifications addenda, legal advertisement, and conditions contained in the bid/proposal. I have read all attachments including the specifications and fully understand what is required. By submitting this signed proposal I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this bid/proposal. The below signatory also hereby agrees, by virtue of submitting or attempting to submit a response, that in no event shall the City's liability for respondent's direct, indirect, incidental, consequential, special or exemplary damages, expenses, or lost profits arising out of this competitive solicitation process, including but not limited to public advertisement, bid conferences, site visits, evaluations, oral presentations, or award proceedings exceed the amount of Five Hundred Dollars (\$500.00). This limitation shall not apply to claims arising under any provision of indemnification or the City's protest ordinance contained in this competitive solicitation.

Submitted by:

Danna Hewick

Name (printed)

12-7-15

Date:



Signature

Vice President of Business Development

Title

SECTION 6 – COST PROPOSAL PAGE**Contractor Name:** USSI

Contractor agrees to supply the products and services at the prices bid below in accordance with the terms, conditions and specifications contained in this RFP.

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

All services to be performed weekly/bi-weekly/monthly/quarterly will be performed on the last day of the service week (Friday night). Reference Section 3.13 for all locations below:

1. Executive Airport, 6000 NW 21 Ave.	\$ <u>136.71</u> /wk
2. U.S. Customs Office, 1601 NW 56 St.	\$ <u>67.68</u> /wk
3. Helistop, 201 SE 3 Ave.	\$ <u>100.15</u> /wk
4. Radio Shop, 220 SW 14 Ave., Bldg 5	\$ <u>29.31</u> /wk
5. Facilities Maint. Shop, 220 SW 14 Ave., Bldg 3	\$ <u>45.33</u> /wk
6. Parks Compound, 220 SW 14 Ave.	\$ <u>67.68</u> /wk
7. Community Services Offices, 220 SW 14 Ave.	\$ <u>29.31</u> /wk
8. Fleet Services Office, 220 SW 14 Ave.	\$ <u>26.59</u> /wk
9. Sanitation Office, 220 SW 14 Ave., Bldg. 4	\$ <u>66.62</u> /wk
10. Parks & Recreation Admin, 1350 W. Broward Blvd.	\$ <u>100.15</u> /wk
11. Sustainable Development Dept. 700 NW 18 Ave.	\$ <u>703.74</u> /wk
12. Harbor Patrol/ 15 TH Street Boat Ramp Public Restrooms, 1784 SE 15 St.	\$ <u>137.77</u> /wk
13. Technical Training Center, 2100 NW 6 St.	\$ <u>61.18</u> /wk
14. City Hall 1 st Floor, 100 N. Andrews Ave.	\$ <u>190.37</u> /wk
15. City Hall 2 nd Floor, 100 N. Andrews Ave.	\$ <u>162.22</u> /wk
16. City Hall 3 rd Floor, 100 N. Andrews Ave.	\$ <u>215.08</u> /wk
17. City Hall 4 th Floor, 100 N. Andrews Ave.	\$ <u>230.62</u> /wk
18. City Hall 5 th Floor, 100 N. Andrews Ave.	\$ <u>146.34</u> /wk

19.	City Hall 6 th Floor, 100 N. Andrews Ave.	\$ <u>204.80</u> /wk
20.	City Hall 7 th Floor, 100 N. Andrews Ave.	\$ <u>246.75</u> /wk
21.	City Hall 8 th Floor, 100 N. Andrews Ave.	\$ <u>129.49</u> /wk
22.	Print Shop, 401 SE 21 St.	\$ <u>44.41</u> /wk
23.	Public Works Admin., 949 NW 38 St.	\$ <u>277.50</u> /wk
24.	Survey Trailer, 949 NW 38 Street	\$ <u>42.61</u> /wk
25.	Central Maint. Shop, 4250 NW 10 Ave.	\$ <u>100.15</u> /wk
26.	Transportation Mobility Dept., 290 NE 3 Ave.	\$ <u>148.87</u> /wk

TOTAL WEEKLY COST FOR ALL LOCATIONS \$ 3,711.43 /wk

TOTAL WEEKLY COST X 52 weeks = TOTAL ANNUAL COST \$ 192,994.36

ADDITIONAL OPTIONAL SERVICES (as needed)

28.	Steam cleaning of carpeted areas, cost per square yard.	\$ <u>15.00</u> /sq yd
29.	Steam cleaning of chairs, cost per unit cleaned.	\$ <u>5.00</u> /unit
30.	Steam cleaning of sofas, cost per unit cleaned.	\$ <u>15.00</u> /unit

Submitted by:

Danna Hewick

Name (printed)

12/7/2015

Date



Signature

Vice President of Business Development

Title

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.

NAME**RELATIONSHIPS**

Not applicable

Not Applicable/ None

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

Danna Hewick

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 its 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 ITB. Violation of the foregoing provision may result in contract termination.

(1) _____ 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 evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

Business Name

(2) _____ 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 evidence of their addresses shall be provided within 10 calendar days of a formal request by the City.

Business Name

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

Business Name

(4) _____ 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.

Business Name

(5) _____ 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.

Business Name

(6) _____ 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.

Business Name

BIDDER'S COMPANY: United States Service Industries, Inc. (USSI)

AUTHORIZED COMPANY PERSON: Danna Hewick Danna Hewick 12-7-15
NAME SIGNATURE DATE

CONTRACT PAYMENT METHOD BY P-CARD

THIS FORM MUST BY SUBMITTED WITH YOUR RESPONSE

The City of Fort Lauderdale has implemented a Procurement Card (P-Card) program which changes how payments are remitted to its vendors. The City has transitioned from traditional paper checks to payment by credit card via MasterCard or Visa. This allows you as a vendor of the City of Fort Lauderdale to receive your payment fast and safely. No more waiting for checks to be printed and mailed.

Payments will be made utilizing the City's P-Card (MasterCard or Visa). Accordingly, firms must presently have the ability to accept credit card payment or take whatever steps necessary to implement acceptance of a credit card before the commencement of a contract.

Please indicate which credit card payment you prefer: Both acceptable

 X Master Card

 X Visa Card

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

Danna Hewick

Name (printed)



Signature

12-7-15

Date:

Vice President of Business Development

Title

SAMPLE INSURANCE CERTIFICATE



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
4/7/2015

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. 1750 H. Street NW, Suite 200 Washington DC 20006		CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL: ADDRESS: INSURER(S) AFFORDING COVERAGE INSURER A: Charter Oak Fire Insurance Co. 25615 INSURER B: Travelers Indemnity Company 25658 INSURER C: Travelers Property Casualty Co of America 25674 INSURER D: Phoenix Insurance Company 25623 INSURER E: Federal Insurance Company 20281 INSURER F:	
INSURED United States Service Industries 4330 East-West Highway Suite 200 Bethesda MD 20814		NAIC #	

COVERAGES **CERTIFICATE NUMBER:** 8985600 **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 SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:		630-7048B505-TIA-15	04/15/2015	04/15/2016	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	<input checked="" type="checkbox"/> 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		BA-9555B559-15-CAG	04/15/2015	04/15/2016	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$	<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE	CUP-7048B505-TIL-15	04/15/2015	04/15/2016	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
D	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 <input type="checkbox"/> A	N-UB-8172B04-1-15	04/15/2015	04/15/2016	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
E	Crime - Fidelity Bond Fiduciary		8211-6264 8211-6264	04/15/2015 04/15/2015	04/15/2016 04/15/2016	Employee Theft - \$1,000,000 Client Coverage - \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached 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

FLORIDA STATE LICENSE

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, 2015, that its most recent annual report/uniform business report was filed on February 24, 2015, and its status is active.

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

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Twenty-fourth day of
February, 2015*



Ken Diefen
Secretary of State

Authentication ID: CC9763976148

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

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

STATE REGISTRATION OF FICTITIOUS NAME

State of Florida

Department of State

I certify from the records of this office that UNITED STATES SERVICE INDUSTRIES, INC. is a Fictitious Name registered with the Department of State on July 1, 2014.

The Registration Number of this Fictitious Name is G14000068211.

I further certify that said Fictitious Name Registration is active.

I further certify that this office began filing Fictitious Name Registrations on January 1, 1991, pursuant to Section 865.09, Florida Statutes.

*Given under my hand and the Great Seal of
Florida, at Tallahassee, the Capital, this the
Second day of July, 2014*

Ken Detjen

Secretary of State



Authentication ID: 600261881636-070214-G14000068211

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.
<https://efile.sunbiz.org/certauthver.html>



RECORDS, TAXES AND TREASURY

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ATTENTION TAXPAYERS: Please be advised of the NON-REFUNDABLE processing fees for credit and debit card transactions. Credit cards are charged 2.55% of the amount charged (\$2.00 minimum fee). Domestic Visa Consumer Check cards will be assessed a fee of \$3.95 per transaction *if you select 'Debit Card'*. Thank you.

2014 Tax Bills will be mailed November 1, 2014. 2014 tax bills may be viewed, printed, and paid online as of November 1, 2014.

The balance of delinquent 2013 tax accounts that went to Tax Certificates Auction in May, 2014 have been updated with the additional statutory costs related to the auction. These accounts can now be paid (only in full) on-line with qualifying credit card (please be aware of non-refundable processing fees), by mail with a cashier's check or money order, or at the Tax Collector's Office with a cashier's check, money order, or qualifying credit card (please be aware of non-refundable processing fees). Thank you.

2015 Details — Business Tax Account UNITED STATES SERVICE INDUSTRIES INC

Business Tax Account #107172

[Account details](#)

[Account history](#)

2015

2014

2013

2012

Paid

Paid

Paid

Paid

Account number: 107172

Business start date: 08/07/2012

Business address: UNITED STATES SERVICE

INDUSTRIES INC

12351 NW 35 ST

CORAL SPRINGS, FL 33065

Physical business location: CORAL SPRINGS

Owner(s): UNITED STATES SERVICE

INDUSTRIES INC

4330 EAST WEST HWY #200

BETHESDA, MD 20815

Mailing address: UNITED STATES SERVICE

INDUSTRIES INC

12351 NW 35 ST

CORAL SPRINGS, FL 33065

[Print account application \(PDF\)](#)

[Print exemption application \(PDF\)](#)

Receipts And Occupations

Receipt 325-250222

SERVICE
CLEANING/ANITORIAL

10/01/2014-09/30/2015

Units: 80

Paid 2014-10-15 \$165.00

Receipt #WWW-14-00000652



City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

ADDENDUM NO. 1

RFP No. 565-11668
TITLE: Janitorial Services, Citywide

ISSUED: November 12, 2015

This addendum is being issued to make the following change:

Section 1.3 Pre-proposal Conference and Site Visit has been changed and shall now read:

A pre-proposal meeting and tour of the Fort Lauderdale Executive Airport will be held on Wednesday, November 18, 2015 at 8:00am.

Location: Fort Lauderdale Executive Airport
Main Conference Room
6000 NW 21st Avenue
Fort Lauderdale, FL 33309

It is strongly suggested that all Contractor's attend the pre-proposal conference and site visit. While attendance is not mandatory, tours at other times for this location will not be available.

It will be the sole responsibility of the Contractor to visit to inspect the City's location(s) facilities systems prior to submitting a bid. No variation in price or conditions shall be permitted based upon a claim of ignorance. Submission of a proposal will be considered evidence that the proposer has familiarized themselves with the nature and extent of the work, equipment, materials, and labor required.

Contractors are free to visit the remaining sites where services are to be performed and any questions should be referred to David Smith at 954-828-6560.

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB
Acting Senior Procurement Specialist

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

Bidder's Signature: (please print) Danna Hewick

Date: 12-7-15

Danna Hewick, VP of Business Development



City of Fort Lauderdale • Procurement Services Division
100 N. Andrews Avenue, 619 • Fort Lauderdale, Florida 33301
954-828-5933 Fax 954-828-5576
purchase@fortlauderdale.gov

ADDENDUM NO. 2

RFP No. 565-11668
TITLE: Janitorial Services, Citywide

ISSUED: December 1, 2015

This addendum is being issued to make the following changes:

1. Section 3.15.10 shall now read: Vacuum all carpeting with approved HEPA filter vacuum cleaner.
2. Section 3.18.2 shall now read: Flooring – damp mop and wash
3. Section 3.19 – Mizell Center has been removed.
4. Section 3.20 – 15th Street Boat Ramp shall also be referred to as Harbor Patrol.
5. Section 6, Cost Proposal Pages, has been revised. Please use revised pages uploaded with this addendum.
6. Location List has been revised. Please use revised list uploaded with this addendum.
7. The pre-proposal meeting sign-in sheet has been included for review purposes only.
8. The current contract pricing information has been included for review purposes only.

All other terms, conditions, and specifications remain unchanged.

AnnDebra Diaz, CPPB
Senior Procurement Specialist

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

Bidder's Signature: _____ (please print) Danna Hewick

Date: 12-7-15 Danna Hewick, VP of Business Development