

SECTION 10
SOLICITATION SUMMARY

The City of Delray Beach
100 NW 1st Avenue
Delray Beach, FL 33444

PURCHASING AND CONTRACT ADMINISTRATION DIVISION

SOLICITATION SUMMARY

IMPORTANT NOTICE

The information you provide on this page will be read aloud at the PUBLIC OPENING for this solicitation. It is VERY IMPORTANT that the summary information you provide below is exactly the same information contained in your Proposal. If subsequent to the opening of Proposals, the City determines that the information contained in the electronic version of your Proposal is different from the information on this solicitation Summary, the City reserves the right to deem your Proposal NON-RESPONSIVE and remove your Proposal from further evaluation and consideration for contract award.

PROPOSAL INFORMATION

Proposal Number: RFP 2025-008

Title: Janitorial Services


Due Date and Time: February 5, 2025, 2:00 P.M., ET

Name of Proposer: SFM Janitorial Services, LLC.

Address: 5612 NW 8 Street Margate, FL 33063

Contact Person: Christian Infante, Manager

Price: \$676,881.32

Authorized Signature: 

Date: 01/31/2025

By signing and submitting this solicitation Summary, the Proposer affirms that the information provided above is an exact and correct summary of the information contained in the electronic version of the Proposer's Proposal to the City of Delray Beach.

THIS SOLICITATION SUMMARY MUST BE SIGNED AND INCLUDED AS AN ELECTRONIC COPY IN THE PROPOSAL.



SFM Janitorial Services, LLC., Proposal for City of Delray Beach RFP 2025-008 Janitorial Services



Submitted by:

Christian Infante, Manager/ Owner
SFM Janitorial Services, LLC.
7500 NW 74 Avenue
Medley, FL 33166
Ph. 305.818.2424 x.1117
Fx. 305.818.3510
cinfante@sfmtservices.com

Submitted on Wednesday, February 5, 2025

1. INTRODUCTION





Wednesday, February 5, 2025





City of Delray Beach
100 NW 1st Avenue
Delray Beach, FL 33444

Dear Members of the Evaluation Committee,

SFM Janitorial Services, LLC., ("SFM"), is pleased to submit this proposal to the City of Delray Beach in response to RFP 2025-008 "Janitorial Services". SFM is a minority-certified, family-owned business headquartered in Medley, FL. with deep roots in South Florida. In addition, we have a Broward Branch in Margate located just 30 minutes from Delray Beach that will fulfill this contract. This strategic location positions us to efficiently allocate resources, ensuring prompt and reliable service delivery for the city. Upon award of the contract, **SFM will provide a complementary machine scrub and disinfection service to the police department holding cell area.**

SFM cleans over 8 million square feet throughout South Florida. We offer government buildings, municipalities, medical facilities, and commercial businesses the necessary services to maintain a clean and safe environment for its business community and residents. Our company has the vast experience, talent, and practices of a large firm, but the service and area knowledge of a local company dedicated to its client needs. Enclosed, you will find information on our firm that will demonstrate why we are the right choice for Delray Beach. Listed below are a few key points from our proposal.

	<p><u>Employee Benefits</u></p> <ul style="list-style-type: none">✦ The average pay rate for all janitors in this contract is 15 % above the current minimum wage.✦ Life insurance for all FTE's paid for by SFM.✦ All staff will be eligible for performance bonuses.✦ All staff will receive free uniforms.
	<p><u>Public Building Cleaning</u></p> <p>SFM currently has municipal/county janitorial contracts with:</p> <ul style="list-style-type: none">✦ City of Coral Gables✦ City of Miami Beach✦ Miami-Dade County✦ City of Pompano Beach✦ Town of Cutler Bay✦ Village of Palmetto Bay✦ City of Miami Gardens✦ City of Hialeah

	<p><u>Quality Control</u></p> <ul style="list-style-type: none"> Web-based Quality Control. Unannounced inspections. Real-time reporting.
	<p><u>Safety and Training</u></p> <ul style="list-style-type: none"> Full-time in-house certified trainer. Unannounced inspections.
	<p><u>Emergency Response</u></p> <ul style="list-style-type: none"> Equipped for Disaster Recovery. Rapid High Disinfection Cleaning. Emergency water extraction.
	<p><u>Green Seal cleaning products</u></p> <ul style="list-style-type: none"> All cleaning products used company-wide are Green Seal Certified. This is a SFM standard practice.

As the authorized representatives of our firm, I have the authority to enter into contracts on its behalf. I have carefully evaluated your RFP and can assure you that SFM has the experience, personnel, equipment, and resources to carry out the operations outlined in the scope of services. Working together, SFM can deliver your objectives. I suggest a discussion after your review of our proposal to explain our operation plan in detail and get your valuable feedback. If there are any questions regarding this proposal, please feel free to call me directly at 305.525.9442 or email me at cinfante@sfmservices.com

Respectfully Submitted,

Christian Infante

Manager & Owner

SFM Janitorial Services, LLC.

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3. MINIMUM QUALIFICATIONS

Confirmation of Minimum Qualifications Compliance

SFM hereby confirms that it meets the minimum requirements outlined in this solicitation:

- A. SFM is registered with the State of Florida, Division of Corporations, and is authorized to conduct business in Florida.
- B. SFM is not listed on the Florida State Board of Administration's Scrutinized List of Prohibited Companies.
- C. SFM has no reported conflicts of interest in relation to this solicitation.
- D. SFM has no reported exclusions in the System for Award Management (SAM).

SCRUTINIZED COMPANY CERTIFICATION FORM

City of Delray Beach
RFP 2025-008 Janitorial Services

Scrutinized Company Certification

This certification is required pursuant to Florida State Statute Section 287.135.

As of July 1, 2011, a company that, at the time of bidding or submitting a proposal for a new contract or renewal of an existing contract, is on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List is ineligible for, and may not bid on, submit a proposal for, or enter into or renew a contract with an agency or local governmental entity for goods or services of \$1 million or more.

Companies must complete and return this form with its response.

Company. SFM Janitorial Services, LLC. FID or EIN No. 20-4908937

Address. 5612 NW 8 Street

City. Margate State. FL Zip. 33063

I, Christian Infante, as a representative of SFM Janitorial Services, LLC.
certify and affirm that this company is not on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.

Signature

Christian Infante

Printed Name

Manager

Title

01/31/2025

Date

4. PROPOSER'S INFORMATION

SFM Company Information	
Legal Contracting Name	SFM Janitorial Services, LLC.
Ownership Structure	Limited Liability Company Organized in Florida on May 9 th , 2006.
Ownership	<p>The Officers and Registered Agent for SFM Janitorial Services, LLC., are as follows:</p> <ol style="list-style-type: none">1. Christian Infante, Manager2. SFM Services, Inc., MGRM3. Carlos Triay ESQ, Registered Agent <p>SFM Services, Inc., is the parent company of SFM Janitorial Services, LLC., and the ownership interests are as follows:</p> <ol style="list-style-type: none">1. Christian Infante, President & Treasurer 51%2. Jose Infante, Vice President & Secretary 49%
Proposer's Headquarters Point of Contact	7500 NW 74 Avenue Medley, FL 33166 Christian Infante 305.818.2424 x.1117
Broward Branch Point of Contact	5612 NW 8 Street Margate, FL 33166 Christian Infante 305.818.2424 x.1117
Primary Representative Phone & Email Mailing Address	Christian Infante, Manager/ Owner 305.818.2424 x.1117; cinfante@sfmtservices.com 7500 NW 74 Avenue Medley, FL 33166
Secondary Representative Phone & Email Mailing Address	Israel Rosado, COO 305.818.2424 x.1125; irosado@sfmtservices.com 7500 NW 74 Avenue Medley, FL 33166

LITIGATION

SFM Janitorial Services, LLC., and its related entities may be included from time to time in litigation brought against its clients due to the nature of its business; there is no prior or pending litigation that would have a material adverse effect on SFM's ability to deliver services under any award of the RFP. There is no pending or prior litigation in which the Team has been averse to any of its clients or governmental entities.

Form W-9
(Rev. March 2024)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Go to www.irs.gov/FormW9 for instructions and the latest information.

Give form to the
requester. Do not
send to the IRS.

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See Specific Instructions on page 3.	1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)	
	SFM JANITORIAL SERVICES, LLC.	
	2 Business name/disregarded entity name, if different from above.	
3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes.		4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
<input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input checked="" type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) S Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner. <input type="checkbox"/> Other (see instructions)		Exempt payee code (if any) _____ Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____ (Applies to accounts maintained outside the United States.)
3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions <input type="checkbox"/>		
5 Address (number, street, and apt. or suite no.). See instructions.		Requester's name and address (optional)
7500 NW 74 AVENUE		
6 City, state, and ZIP code		
MEDLEY, FL 33166		
7 List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number									
				-					
or									
Employer identification number									
2	0	-	4	9	0	8	9	3	7

Part II Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and, generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here	Signature of U.S. person	Date
		01.09.2025

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

FIRM QUALIFICATIONS AND EXPERIENCE

SFM Janitorial Services, LLC., is South Florida's trusted leader in janitorial services, with a distinguished legacy spanning over 50 years. Known for our reliability, expertise, and commitment to excellence, we have built a strong reputation for delivering exceptional cleaning solutions that consistently exceed client expectations.

SFM cleans over 8 million square feet throughout South Florida!

Since 1972, SFM has been the name behind the pristine appearance of some of South Florida's most iconic locations, including the historic Orange Bowl Stadium. For over 40 years, SFM maintained the stadium's manicured lawns and spotless interiors, ensuring it was always ready for Miami's most unforgettable events. While the Orange Bowl closed in 2007, SFM's mission endures—enhancing South Florida's most notable properties with unmatched care and attention to detail.



Miami Orange Bowl Stadium
Years Served: 1972 to 2007

Today, SFM is one of the largest and most respected janitorial service providers in South Florida. We proudly serve over 20 municipalities and numerous high-profile commercial properties across Monroe, Miami-Dade, Broward, and Palm Beach counties. Our distinguished client portfolio includes premier venues such as the Ultra Music Festival and the Miami-Dade County Youth Fair, as well as educational institutions, medical facilities, and 24/7 operations. Some of our most notable clients include:

- City of Coral Gables since 1991
- City of Miami Springs since 2002
- City of Miami Beach since 2009
- Town of Miami Lakes since 2003
- Leon Medical Centers since 1998
- Baptist Health since 2008

What sets SFM apart is our unparalleled infrastructure and resources. With a facility spanning 15,000 square feet of office space, 16,000 square feet of warehouse space, and over 3 acres of land, we are equipped to handle projects of any size or complexity. Our fleet of 100+ vehicles and access to cutting-edge cleaning equipment ensure seamless service delivery every time.

As an industry leader, SFM combines the experience, management expertise, and operational scale of a national firm with the personalized service and regional knowledge of a dedicated local company. Unlike impersonal, national competitors, we pride ourselves on accessibility and responsiveness. Our clients benefit from direct access to SFM's Executive Management Team, ensuring immediate attention to their needs at any time of day.

WHY CHOOSE SFM



South Florida Hometown Experience:

SFM is truly a South Florida "Local" business. Locally headquartered in South Florida since 1972, our team is rooted and has in depth knowledge of the local Tri-County area. Our local presence gives SFM an advantage over other firms. SFM's Broward Branch is approximately 30 minutes away from the City of Delray Beach.



Direct Ownership Support:

Unlike large-national impersonal firms, SFM is a local, minority, family-owned company run by its Founding Officers, Jose and Christian Infante. The City of Delray Beach will have direct access to SFM's proprietors 24/7/365.



Risk Management:

SFM has a robust Risk Management & Safety Program that contributes to the business continuity and success of our operations. SFM's Risk Management Team is composed of thorough quality control, training, and employee engagement. This composition allows SFM to quickly identify, assess, and mediate known risks as well as identifying and securing potential unknown events.



Training:

Our Team prides itself in having one of the best combined training programs in South Florida. The quality of service we deliver through extensive training has permitted us to grow exponentially over the last decade. SFM staff receive continuous training in all areas of janitorial protocols to ensure our clients get the most out of their SFM experience. Because SFM has its own in-house training program, our team is not limited to monthly or quarterly trainings.



Recruitment:

We believe that the best way to offer exceptional service to our clients is to recruit the most talented, dedicated people in the industry. SFM's experienced recruitment team targets local residents for employment opportunities thus fostering community involvement and development. SFM is well known for its local employment opportunities. Currently SFM Services has nearly 1,000 active employees in South Florida.



Technology:

SFM has adopted new technology that offers transparency and real-time information. Our web-based management software and scanning systems can now immediately dispatch services as needed instead of routine schedules. This allows SFM staff to anticipate, prevent and respond more effectively.



Industry Knowledge:

Our team is composed of highly motivated, trained, and experienced personnel. The SFM staff has the following credentials: ISSA Certified, BSCAI Members, APWA Members, Certified Floor Technicians, Certified Carpet Care Technicians, Spartan Green Cleaning Certifications, and MOT Certified.

CAPACITY TO PERFORM

SFM is fully committed to dedicating the necessary personnel, inventory, certifications, and other resources to effectively perform the services required under this solicitation. In this section, we will provide detailed information demonstrating our ability to meet and exceed your expectations.

Personnel:

At SFM, we understand the importance of having a skilled and reliable team to carry out the required services. We have a strong workforce of highly trained and experienced personnel who are dedicated to delivering exceptional results. Our team is comprised of janitors, supervisors, and managers who are well-versed in the latest cleaning techniques and industry standards. We ensure that our personnel receive continuous training and development opportunities to stay updated with the ever-evolving best practices in the industry.

Inventory:

To ensure that we have the necessary resources to perform the services efficiently, SFM maintains a comprehensive inventory of cleaning supplies, tools, and equipment. We regularly assess our inventory to ensure that it is well-stocked and up-to-date. By using high-quality cleaning products and state-of-the-art equipment, we can provide a thorough and effective cleaning service.

Certifications:

SFM recognizes the importance of certifications in demonstrating our expertise and commitment to quality. We hold various certifications relevant to the janitorial services industry.

Other Resources:

In addition to personnel, inventory, and certifications, SFM possesses various other resources that enable us to meet the requirements of the RFP. These resources include:

- **Robust Quality Assurance Program:** We have implemented a comprehensive quality assurance program that involves regular inspections, customer feedback surveys, and performance evaluations. This program allows us to monitor and continuously improve our service delivery.
- **24/7 Customer Support:** We understand that communication and responsiveness are crucial in providing excellent service. Our dedicated customer support team is available around the clock to address any concerns or inquiries promptly.
- **Technological Advancements:** SFM leverages the power of technology to enhance our operations. We utilize advanced software for scheduling, tracking, and reporting, ensuring efficient management and transparency.

FINANCIAL STABILITY

SFM Janitorial Services, LLC., has the financial support and working capital needed to fuel our resources and assets essential to our operations. SFM has enough bonding capacity to provide performance and payment bonds in an amount not less than one hundred percent (100%) of the contract amount from a surety firm rated A- (Excellent) by AM Best. SFM Services has never defaulted on a contract or failed to perform through its entirety. SFM has not filed for bankruptcy, is currently in bankruptcy, or has bankruptcy action pending. Financial Statements are available upon request.



June 17, 2022

SFM Services, Inc.
9700 NW 79 Ave.
Miami Lakes, FL 33016

Ref: Bank Reference Letter

To Whom It May Concern:

This letter is to confirm the banking relationship City National Bank of Florida has with SFM Services, Inc (SFM) since 2012. SFM has handled their depository accounts in a satisfactory manner and line of credit as agreed, while maintaining average depository balances in the medium 7 figures , with high credit in the medium 7 figures including lines of credit with availability in the 7 medium figures.

We look forward to continuing working with SFM and assisting their growth throughout the coming years. Please do not hesitate to contact us with any questions at 305 577 7475.

This letter is provided on behalf of our client without liability to the bank and/or its staff.

Very truly yours,



Roberto J Blandon
Senior Vice President
City National Bank of Florida
2855 LeJeune Road
Coral Gables, FL 33134
[Roberto.Blandon@citynational.co](mailto:Roberto.Blandon@citynational.com)
[m](#)

MEMBERSHIPS

SFM is proud to be an active participant in the janitorial industry, maintaining memberships and affiliations with numerous reputable organizations. Our involvement underscores our commitment to upholding the highest standards, staying informed of industry advancements, and fostering collaborative relationships that benefit our clients and communities. Through these partnerships, we continually enhance our expertise and contribute to the growth and innovation of the janitorial profession.



SFM is a member of the Building Service Contractors Association International (BSCAI). This esteemed association is dedicated to advancing the interests of building service contractors and promoting excellence within the industry. By being a member of BSCAI, SFM gains access to valuable resources, networking opportunities, and industry insights that help us stay at the forefront of best practices and innovation.



SFM is a member of the American Public Works Association (APWA). This membership gives us access to the best education and training programs in public works, as well as networking opportunities with more than 31,500 public works professionals.



SFM is a member of the Building Owners and Managers Association (BOMA) of Miami-Dade. BOMA provides SFM with a vast source of information on building management and operations, development, leasing, building operating costs, energy consumption patterns, local and national building codes, legislation, occupancy statistics, technological developments, and other industry trends.



SFM is a member of The Association for the Health Care Environment (AHE). As a member of AHE, SFM is always at the forefront of state, federal and national regulations, industry trends, best practices, and innovations in health care facility management.

SFM recognizes the importance of maintaining high standards in health care facility management, and being a member of AHE reinforces its dedication to excellence. By being a part of AHE, SFM gains access to valuable resources, educational opportunities, and networking events. These benefits enable SFM to enhance its knowledge, skills, and expertise in providing safe and efficient environments for health care delivery.

Certificate of Status

State of Florida Department of State

I certify from the records of this office that SFM JANITORIAL SERVICES, LLC is a limited liability company organized under the laws of the State of Florida, filed on May 9, 2006.

The document number of this limited liability company is L06000047722.

I further certify that said limited liability company has paid all fees due this office through December 31, 2020, that its most recent annual report was filed on April 28, 2020, and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Nineteenth day of August,
2020*



Ronald R. Lee
Secretary of State

Tracking Number: 3698809230CU

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

<https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication>

Current Annual Filing

2024 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

DOCUMENT# L06000047722

Entity Name: SFM JANITORIAL SERVICES, LLC

Current Principal Place of Business:

7500 NW 74TH AVE
MEDLEY, FL 33166

Current Mailing Address:

7500 NW 74TH AVE
MEDLEY, FL 33166 US

FEI Number: 20-4908937

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

TRIAY, CARLOS
2301 NW 87 AVE
501
DORAL, FL 33172 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent

Date

Authorized Person(s) Detail :

Title MGR
Name INFANTE, CHRISTIAN H
Address 7500 NW 74TH AVENUE
City-State-Zip: MEDLEY FL 33166

Title MGRM
Name SFM SERVICES, INC
Address 7500 NW 74TH AVENUE
City-State-Zip: MEDLEY FL 33166

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: CHRISTIAN INFANTE

MANAGER

03/20/2024

Electronic Signature of Signing Authorized Person(s) Detail

Date

Occupational Licenses

BROWARD COUNTY LOCAL BUSINESS TAX RECEIPT

115 S. Andrews Ave., Rm. A-100, Ft. Lauderdale, FL 33301-1895 – 954-357-4829
VALID OCTOBER 1, 2023 THROUGH SEPTEMBER 30, 2024

Business Name: SFM JANITORIAL SERVICES LLC **Receipt #:** 325-346069
Business Type: CLEANING/JANITORIAL (JANITORIAL SERVICES)
Owner Name: CHRISTIAN INFANTE **Business Opened:** 08/23/2024
Business Location: 5612 NW 8TH ST **State/County/Cert/Reg:**
MARGATE **Exemption Code:**
Business Phone: 3058182424

Rooms **Seats** **Employees** **Machines** **Professionals**
10

For Vending Business Only						
Number of Machines:			Vending Type:			
Tax Amount	Transfer Fee	NSF Fee	Penalty	Prior Years	Collection Cost	Total Paid
40.50	0.00	0.00	0.00	0.00	0.00	40.50

Receipt Fee 40.50
Packing/Processing/Canning Employees 0.00

Local Business Tax Receipt
Miami-Dade County, State of Florida
-THIS IS NOT A BILL - DO NOT PAY

5770830

BUSINESS NAME/LOCATION
SFM JANITORIAL SERVICES LLC
7500 NW 74TH AVE
MEDLEY FL 33166

OWNER
SFM JANITORIAL SERVICES LLC
C/O CHRISTIAN H INFANTE MGR

Employee(s) 30

RECEIPT NO.
RENEWAL
3101375

SEC. TYPE OF BUSINESS
213 SERVICE BUSINESS
EXEMPT

EXPIRES
SEPTEMBER 30, 2025
Must be displayed at place of business
Pursuant to County Code
Chapter 8A – Art. 9 & 10

**PAYMENT RECEIVED
BY TAX COLLECTOR**
\$135.00 08/30/2024
FPPU17-24-005079

This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental or nongovernmental regulatory laws and requirements which apply to the business.

The RECEIPT NO. above must be displayed on all commercial vehicles – Miami-Dade Code Sec 8a-276.
For more information, visit www.miamidade.gov/taxcollector

Town of Medley

LOCAL BUSINESS TAX RECEIPT

BTAX25-2639

VALID OCT 1, 2024 - SEPT 30, 2025

SFM JANITORIAL SERVICES LLC **SFM JANITORIAL SERVICES LLC**
7500 NW 74 AVE 7500 NW 74 AVE
Medley, FL 33166 Medley, FL 33166

Is hereby issued a Local Business Tax Receipt for the Town of Medley, valid through September 30th of the tax year listed above for the occupation of:

JANITORIAL SERVICES

"Issuance of this Business Tax Receipt (BTR) is not a development or zoning approval. All activities and uses operated pursuant to this BTR shall comply with the Town of Medley Municipal Code, Miami-Dade County Regulations and State Laws."

Folio No. 22-3011-002-0740

Sample Certificate of Insurance

SFMSER



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
01/08/2025

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 have ADDITIONAL INSURED provisions or 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 - (305) 443-4886 USI Insurance Services LLC 201 Alhambra Circle, Suite 900 Coral Gables, FL 33134		CONTACT NAME: Dewin Molina PHONE (A/C, No, Ext): 786.785.1138 FAX (A/C, No): E-MAIL ADDRESS: dewin.molina@usi.com															
INSURED SFM Services, Inc. 7500 NW 74th Ave Medley, FL 33166		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Old Republic Insurance Company</td> <td>24147</td> </tr> <tr> <td>INSURER B : Ascot Specialty Insurance Company</td> <td>45055</td> </tr> <tr> <td>INSURER C : Westchester Surplus Lines Ins. Co.</td> <td>10172</td> </tr> <tr> <td>INSURER D : Hanover Insurance Company</td> <td>22292</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Old Republic Insurance Company	24147	INSURER B : Ascot Specialty Insurance Company	45055	INSURER C : Westchester Surplus Lines Ins. Co.	10172	INSURER D : Hanover Insurance Company	22292	INSURER E :		INSURER F :	
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INSURER E :																	
INSURER F :																	

COVERAGES **CERTIFICATE NUMBER:** 15918223 **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 INSD	SUBR 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 OTHER:	X	X	MWZY31262224	03/01/2024	03/01/2025	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 500,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 \$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> Comp/\$250/\$ Coll/\$500/\$1.0	X	X	MWTB31519824	03/01/2024	03/01/2025	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$			ESXS231000012904	03/01/2024	03/01/2025	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	X	MWC31262324	03/01/2024	03/01/2025	<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
C	Contractor's Pollution Liab.	X	X	G71663723003	12/21/2024	12/21/2025	General Aggregate: \$ 2,000,000 Each Occurrence \$ 1,000,000

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

CERTIFICATE HOLDER <h1>SAMPLE CERTIFICATE</h1>	CANCELLATION 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
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ACORD 25 (2016/03)



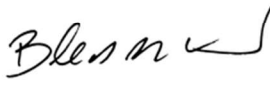


Minority Business Enterprise

SFM Janitorial Services, LLC. is the subsidiary of and 100% owned by SFM Services, Inc., a certified minority owned business. Jose M. Infante and Christian Infante stockholders of SFM Services, Inc. are Hispanic. SFM strongly encourages the recruitment, selection, and promotion of minorities and women in the firm. Several of SFM's vendors are minority owned as well.

At SFM, we understand the importance of promoting diversity and inclusive practices in our business. We are committed to making good faith efforts to utilize Minority Business Enterprise (MBE) companies when any subcontracting opportunities arise. This commitment aligns with our dedication to fostering equitable opportunities for all contractors and suppliers, regardless of their background or identity.

Any question regarding MBE certification, please contact Beatrice Louissaint, President of the Florida State Minority Supplier Development Council. (305.762.6151)

THIS CERTIFIES THAT			
SFM Services, Inc.			
* Nationally certified by the: FLORIDA STATE MINORITY SUPPLIER DEVELOPMENT COUNCIL			
*NAICS Code(s): <u>561730; 561720</u>			
* Description of their product/services as defined by the North American Industry Classification System (NAICS)			
12/01/2024		FL02106	
Issued Date		Certificate Number	
12/01/2025			
Expiration Date			
	 Ying McGuire NMSDC CEO and President	 Beatrice Louissaint, President & CEO	
By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: http://nmsdc.org			
Certify, Develop, Connect, Advocate.			
* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®			

DISTINCTIVE SERVICES OFFERED

SFM provides additional year-round services including but not limited to parking lot and street sweeping services, pressure cleaning services, and litter control services.

Street Sweeping Available



SFM has a fleet of (7) street sweepers used to clean municipal streets, highways, and parking lots.

Pressure Washing Available



Trailer mounted pressure washing rigs equipped with water holding tank & steam pressure capability.

Debris Removal Available



Self-loader grapple dump trucks (up to 100 CY)
Echo-friendly vehicles for litter control.

Event Cleaning Available



SFM is equipped to clean up large scale public events.
2017 Ultra Music Fest pictured above – 165,000 in attendance.

EVENT CLEANING

SFM can be a valuable asset for large outdoor events. With extensive experience in event venue maintenance, SFM has been a trusted partner for many large-scale events. One notable example is at the Orange Bowl Stadium, where SFM provided event cleaning from 1972 to 2007. SFM's expertise in handling large events and commitment to cleanliness and professionalism makes us the ideal partner for any outdoor event organizer. Other event venues currently serviced are:

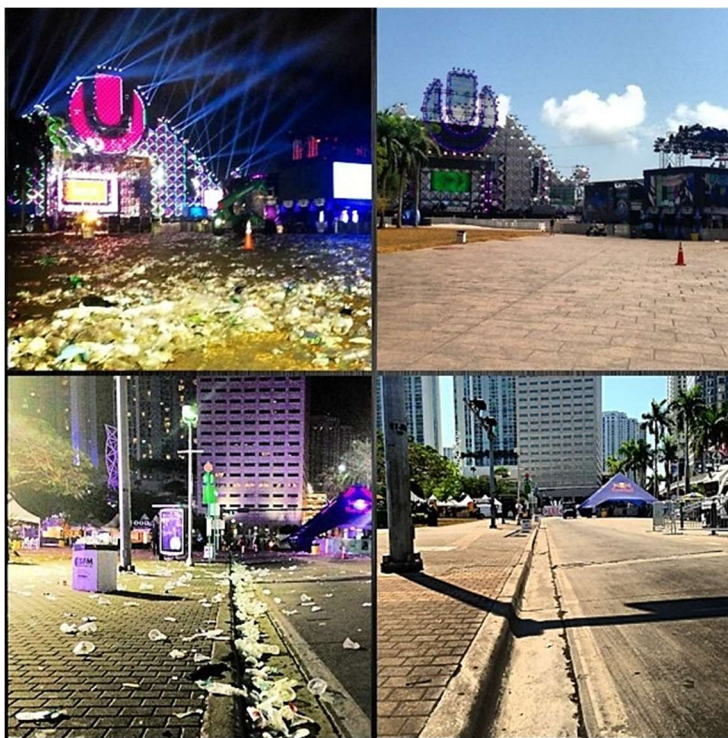
- Dade County Fair & Expo. Center
- Ultra-Music Festival
- Bayfront Park & Amphitheater
- 2010 Super Bowl & Pro Bowl
- Mercedes Corporate Run



Years Served: **1972 to 2007**



Years Served: **1978 to Present**



Years Served: **1998 to Present**

Ultra-Music Festival
165,000 Attendance in
3-days

DISASTER RECOVERY SERVICES

SFM Services is one of South Florida's top disaster recovery service provider. Post Hurricane Irma, SFM removed over one (1) million cubic yards of debris throughout Miami-Dade County. SFM has the necessary resources and experience to provide complete disaster recovery services. Therefore, for any emergency, SFM is prepared to deploy and facilitate quickly and efficiently.

Some of our clients in disaster recovery services include:

- Miami-Dade County
- Miami-Dade County School Board
- Florida Dept. of Transportation
- City of Coral Gables
- City of Doral
- Town of Miami Lakes
- Village of Pinecrest
- City of North Miami Beach
- Village of Miami Shores
- City of West Park
- Baptist Health South Florida

SFM has provided disaster recovery service to several municipalities after the following storms:

- ☙ 1992 Hurricane Andrew
- ☙ 2004 Hurricane Francis
- ☙ 2004 Hurricane Charley
- ☙ 2005 Hurricane Katrina (Mississippi & Florida)
- ☙ 2005 Hurricane Wilma (Mississippi & Florida)
- ☙ 2005 Hurricane Dennis
- ☙ 2008 Hurricane Ike (Texas)
- ☙ 2017 Hurricane Irma



HIGH DISINFECTION SERVICES

SFM can help mitigate the spread of infection including COVID-19 by providing High Disinfection Cleaning and Electrostatic Disinfection Services. SFM only uses hospital grade and EPA registered products that kill 99.9% of bacteria and viruses including COVID-19. A key advantage to the highly affective electrostatic technology is its ability to cover 100% disinfectant solution to the applied surfaces. SFM is one of few local companies providing “Electrostatic Disinfecting” while most companies are using a less effective method called fogging.



SFM currently offers two different methods of disinfection services:

1. Electrostatic Disinfection. Using only EPA registered disinfectants, Electrostatic Disinfection provides 100% coverage.
2. Manual Disinfecting. Complete High-Disinfection wipe down of all high-touch, vertical and horizontal surfaces. (Tables, desktop equipment, light switches, doors, doorknobs etc.)



One of the first COVID-19 cases in Miami-Dade County was in the Town of Bay Harbor Islands. SFM was contracted to provide high disinfection cleaning. Other clients we have helped with COVID-19 cases include:

- Miami-Dade County Parks -Daily disinfection of 75 parks.
- Miami-Dade County Emergency COVID-19 Clean-Up, Restoration and Decontamination Services to Red Roof & Hampton Inn hotels.
- Miami-Dade County Public Schools (The 1st school disinfected in the County).
- City of Coral Gables Police Department.
- City of Hialeah City Hall & Fire Stations.
- City of Miami Beach City Hall, City fleet, & facilities.
- Town of Bay Harbor Islands and many more.

After our disinfection services, we provide you with a
Certificate of Disinfection.

This Promotes a safe & clean environment.



COMMUNITY INVOLVEMENT

SFM strongly believes in giving back to the community. SFM Leadership is involved in several of the community non-profits highlighted below.

City of Miami Beach Clean Up

SFM helped collect 4,125 lbs. of trash up along the Julia Tuttle Causeway



Christian Infante serves as Board Director for Miami Lighthouse for the Blind



Thank You for Your Service

As a thank you to our 1st Responders, SFM sent trained disinfecting crews to clean and disinfect the interior of police fleets at no charge to several local police departments.



SFM Donated Face Buffs to Gables Police Department

SFM donated 300 custom face buffs for the City of Coral Gables Police Department with the CGPD logo printed on them.

Every Wednesday for 6 months during the COVID pandemic was Pizza Day for the foster children and staff at His House Children's Home courtesy of SFM and their partners at Power Pizza.



We support "Red Nose Day". Funds raised benefit children in some of the poorest communities in the world.



SFM supports annual back to school drives for many clients.



SFM participates in the annual Susan G Komen #RaceForTheCure



La Liga Contra
El Cancer Walk



Miami Dade Schools & Miami
Dolphins Butterfly Garden



City of Doral
Earth Day Tree Donation

5. PERSONNEL QUALIFICATIONS

SFM Executive Leadership



Jose M. Infante, Founder of SFM Services. Jose M. Infante, Founder of SFM Services, possesses over 50 years of extensive experience in the public service and commercial janitorial and landscape. Throughout his career, Mr. Infante has demonstrated exceptional expertise in areas such as landscape design, maintenance, and environmental stewardship. He has played a pivotal role in overseeing large-scale projects, ensuring compliance with industry standards, and delivering high-quality results for both private and municipal clients.

As a former chair of the American Public Works Association (APWA), Mr. Infante has been at the forefront of advancing industry practices and promoting sustainable landscaping solutions. His impressive portfolio of certifications includes ISA Certified Arborist, FNGLA Landscape Maintenance Technician, MOT, Pesticide Applicator, and Fertilizer Applicator licenses, which underscore his commitment to professional excellence. In addition to his technical skills, Mr. Infante excels in business management and development, leveraging his knowledge to grow SFM Services into a trusted leader in the industry.



Christian Infante, President. Christian Infante, President and CEO of SFM Services, Inc., has over 26 years of experience in the public service industry, specializing in commercial janitorial and landscape services for both private and public sectors. He holds a bachelor's degree in business marketing and management from Florida International University and is an ISA Certified Arborist.

In his leadership role at SFM Services, Mr. Infante takes a hands-on approach to every aspect of the business. He is actively involved in contract negotiations, business development, and ensuring the seamless execution of services, while maintaining a rigorous focus on quality assurance. His strategic vision also drives the financial health and operational growth of the company, making SFM Services a trusted leader in the industry.

Additionally, Mr. Infante serves as the lead Project Manager for all emergency and disaster recovery operations. His ability to coordinate large-scale recovery efforts under challenging conditions highlights his expertise in crisis management and reinforces SFM Services' reputation for reliability and excellence.



Israel Rosado, COO. Israel Rosado, Chief Operating Officer of SFM Services, is a highly experienced and accomplished executive with a proven track record of leading large-scale operations. His career is defined by his analytical approach to problem-solving, which, combined with his extensive expertise in project management, has consistently driven operational efficiency and created exceptional customer value.

Mr. Rosado holds a bachelor's degree in finance from Florida International University. His financial acumen, coupled with his ability to streamline processes and manage complex projects, has made him instrumental in optimizing SFM Services' operations and ensuring the successful execution of initiatives. As COO, he remains focused on enhancing organizational performance and delivering superior results for clients across all sectors.



Terry Alfonso, Corporate Controller. Ms. Alfonso joins the SFM team with 30 years of corporate accounting experience and a wealth of knowledge in Tax laws. She earned her bachelor's and a master's degree in accounting from Florida International University and is currently a professor at Miami Dade College where she teaches Accounting and Tax. Ms. Alfonso is directly responsible for all accounting and finance functions inclusive of revenue cycle management, cost accounting, treasury, and financial reporting at SFM.



Barbara Findo, Director of Human Resources and Safety. As Director of Human Resources & Safety, Barbie serves as a strategic business partner focused on planning, leading, directing, developing, and coordinating the policies, activities, and staff of the Human Resource (HR) and Safety departments, while ensuring legal compliance and implementation of the organizations mission and talent strategy.

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Vanezza Rivera, Executive Administrative Assistant. Ms. Rivera serves as a corporate assistant at SFM. Her primary role is to provide support to Senior Officers and ensure that all government contracting opportunities are effectively managed. She develops formal bid qualifying proposals and submittal materials for purchasing committees. Additionally, she is responsible for administering and managing contracts, vendor registrations, certificates of insurance, and liability claims. Ms. Rivera is responsible for researching, identifying, and contacting potential resources for disaster recovery services. In 2017 post Hurricane Irma, Ms. Rivera coordinated up to thirty-five individual subcontractors and had over 250 debris hauling trucks in circulation daily throughout Miami-Dade County. Ms. Rivera is a bonded & insured Notary Public for the State of Florida



Daineth De Abreu, Benefits and Retention Manager Ms. De Abreu holds dual roles at SFM – serving as the Benefits and Retention Manager as well as the Accounting Manager. Her dynamic position at the company requires her to bring fusion and balance between these two areas, ensuring both the financial compliance and audits are up to date while also evaluating and implementing strategies for managing the benefits and retention of almost 1,000 employees. In her role, Ms. De Abreu plays a crucial role in ensuring that SFM remains competitive in the labor market. By effectively managing benefits and retention, she helps our company attract and retain top talent, ensuring that we have a strong and diverse workforce.



Sophie Casas, Talent Acquisition Manager. Ms. Casas holds the position of Talent Acquisition Manager within our organization. With a background in Psychology, Sophia oversees a comprehensive talent selection process across our company. Her guiding principle is rooted in the belief that we hire based on character and subsequently refine skills through training. As the Lead Recruiter, Sophia is responsible for overseeing the entire talent acquisition process. This includes Job Posting and Sourcing, Candidate Screening, Candidate Evaluation & Interviewing, job offers and facilitates the hiring process.



Luis Sanchez, Risk and Safety Manager. Mr. Sanchez is an accomplished Environmental Health and Safety professional with a distinguished record of leading teams, optimizing processes, and enhancing systems to drive bottom-line performances. With a data-driven approach, Luis excels in designing programs that harmonize corporate objectives with regulatory mandates, equipping companies with the necessary resources to unlock potential and achieve operational excellence. Luis brings over 20 years of military experience to his role, complementing his position as a senior bilingual instructor.



Alberto Salones, Fleet Manager. Mr. Salones plans, directs, and coordinates the operation of SFM's fleet of vehicles and equipment. Some of his duties include purchasing, cost reduction strategies, preventive maintenance to equipment and vehicles, fuel management, and GPS tracking management. Mr. Salones also coordinates our facility's maintenance and oversees our three in-house mechanics.



Martha Gonzalez, Quality Control Officer. Mrs. Gonzalez has 30 years of experience in the janitorial service industry. Prior to joining SFM she was the Manager of Housekeeping operations at Dolphin Mall. Marta is trained in all aspects of the Orange QC web-based quality control software.



Eileen Dominguez, Quality Control Officer. Mrs. Dominguez has over 30 years of experience in the janitorial industry. Prior to her current position she was a distributor for 3M janitorial supplies. Her experience and knowledge in janitorial supplies and services make her an asset to the SFM Team. Eileen is trained in all aspects of the Orange QC web-based quality control software.



Pascale Lopez, General Manager – Janitorial Division. Mrs. Lopez oversees all janitorial operations for SFM including planning, coordinating, and executing operational projects. She is an ISSA CITS certified master cleaner. She has a thorough knowledge of modern practices, techniques, and tools used in janitorial work. Mrs. Lopez has a remarkable ability to direct, supervise, and train subordinates and a strong ability to detect, analyze, and take appropriate action to mediate and correct maintenance problems. She has helped hospitals prepare for JCAHO and AHCA inspections.



Alejandro Di Cola, Project Manager. Alejandro Di Cola joined the SFM Team in 2018. He brings a wealth of experience from the municipal public works sector. Alejandro started off working as a heavy equipment operator and rose through the ranks as a project manager overseeing all SFM's floor care, pressure washing and street sweeping operations. Alejandro is a seasoned professional in the field of special floor cleaning services. He is familiar with the unique characteristics and care requirements, chemicals, and equipment for all floor types. Alejandro's knowledge and experience enable him to provide tailored cleaning solutions specific to each floor type, ensuring its longevity and maintaining its aesthetic appeal. His expertise, attention to detail, and commitment to customer satisfaction make him a trusted choice for clients seeking exceptional cleaning results. Additionally, as a leader he has communication skills that enable him to not only get a higher level of performance out of our employees on a day-to-day basis but, also when challenging situations arise.



Myrna Delgado, Events Manager. Ms. Delgado brings the SFM team an unparalleled ability to recruit, train, orient and motivate staff. A true “hands on” bilingual management professional with over 25 years janitorial service operations experience. Myrna has orchestrated events staffing and managing event venues in excess of 100,000 attendees per day. She is one of our valued key personnel and has gained a tremendous working knowledge of event staffing over the last 20 years.



Pedro Reus, Account Manager. Mr. Reus has over twenty years' experience in general management and over ten years' experience managing a staff of over 1,500. He has thorough knowledge of modern practices and techniques, tools, equipment, and materials used in custodial work directly related to municipal buildings. He has strong knowledge of operational characteristics, services, and activities of municipal buildings and extensive knowledge of federal rules and regulations affecting daily operations, including safety and security regulations and procedures. Mr. Reus has exceptional knowledge of safe and efficient work practices and immense knowledge of the principles of supervision, training, and performance evaluation.



Orlando Reyes, Account Manager. Mr. Reyes possesses extensive experience and expertise in the field of general management and has successfully led large teams for over ten years. With more than twenty years of experience, he has honed his skills in managing all aspects of business operations, including strategic planning, budgeting, and resource allocation. Furthermore, Mr. Reyes possesses an exceptional understanding of the operational characteristics, services, and activities of municipal buildings. This comprehensive knowledge enables him to effectively coordinate and supervise various aspects of day-to-day operations, ensuring efficiency, cost-effectiveness, and compliance with relevant rules and regulations. One of his key areas of expertise is compliance with federal rules and regulations, particularly those related to safety and security. Mr. Reyes is well-versed in the requirements imposed by these regulations, and his expertise enables him to implement and enforce best practices to keep municipal buildings secure and safe for all occupants and visitors.



Mara Hernandez, Account Manager. Ms. Hernandez has over 12 years of experience in the janitorial industry. She has vast knowledge in the retail and medical sector. Some of her daily duties include project oversight, monitoring staff, and reporting time and attendance. To accomplish this, Mara relies on our web-based quality control check point system, Silvertrac. She is certified in Terminal cleaning and Bloodborne pathogens and has exceptional knowledge of safe and efficient work practices.

RESUMES

Jose M. Infante

Founder

jinfante@sfmtservices.com

Education

1963 to 1967 Christopher Columbus High school

1968 to 1971 Miami Dade Community College
Associates Degree

1971 to 1972 University of Miami

Experience

1972 to 1986 Property Management & Maintenance
Vice President & Stockholder
In charge of all janitorial operations
Recruitment of personnel

1987 to Present SFM Services, Inc.
Founder & Stockholder
Oversee all aspects of janitorial and landscape operations.
Oversee all day-to-day activities for both divisions
Oversee all financial aspects of company.
Business Development

Additional Skills

Fluent in English and Spanish
Computer literate: Microsoft Word, Excel, PowerPoint
Effective Communication and Leadership skills
ISA Florida Certified Arborist

Volunteer Activities

Director of Cuban Democracy PAC
Member of American Public Works Association

Christian Infante
President
cinfante@sfmtservices.com

Education

1992 to 1996	Christopher Columbus High school
1997 to 2002	Florida International University Bachelor's degree in business administration
2006	University of Florida Certificate Course in Horticulture
2008	ISA Certified Arborist

Experience

1998 to Present	SFM Services, Inc. Oversee all aspects of janitorial and landscape operations. Implemented floor care programs. New account start ups Directly involved in all phases of disaster recovery projects Maintain business relations with clients Prepare government bids Sales and Marketing New contract negotiations and business development
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Additional Skills

Certified Arborist with ISA
Terminal cleaning certified
Bloodborne pathogen certified
Fluent in English and Spanish
Computer literate: Microsoft Word, Excel, PowerPoint
Effective Management
Communication, and Leadership skills, C.P.R. Certified

Volunteer Activities

Miami Lighthouse for the Blind Business Advisory Board
Board of directors of Jose Peres ALS Recovery Golf Classic
Trustee Member, Greater Miami Chamber of Commerce

Israel Rosado

COO

irosado@sfmtservices.com

Education

Florida International University
Bachelor's Degree in Business Administration - Finance
Harvard Business School
Launching Breakthrough Technologies
Florida International University
Executive Strategy Management

Experience

2019 to 2023	Novus Health Insurance (Formerly PA Group) Chief Operating Officer Managing Director Led an operational transformation and portfolio spinoff.
2012 – 2019	Best Doctors Insurance Vice President of Strategy and Analytics Led a scalable build out of a global operation via multiple sites.
2009 – 2012	BUPA Director of Program and Change Management Led merger and operational integration of acquisitions.
2007-2009	Transcon Labour Group Vice President of Sales and Marketing
1995-2006	Delta Airlines Various Managerial Positions

Additional Skills

Strategic Planning and Implementation
Global Business Operations Management
Business Process Reengineering
Program & Project Management
Resource Allocation / Optimization
Computer literate: Microsoft Word, Excel, PowerPoint
Executive Management

Pascale Lopez
Janitorial Manager
plopez@sfmtservices.com

Education

2014 Florida International University
Executive Management Program

2012 Miami Dade College
Associate in business administration

Experience

SFM Services, Inc. – Janitorial Manager

Oversees more than 400 employees and 15 area managers.
Planning, coordinating, and executing janitorial projects.
Responsible for meeting cleaning standards of all medical facilities/ sites including Baptist locations, Leon Medical Centers, and Broward Health locations.

North Shore Medical Center

Assisted with “Joint Commission” conducting safety rounds.
Preparation with JCAHO and AHCA inspections.
Supervised maintenance engineers to achieve effective maintenance plan.

Global Business Management, Human Resource Manager

Developed policies and procedures as well as required training.
All aspects of HR: Payroll processing, worker’s comp claims, drug free, etc.

Additional Skills

Certified in dealing with Bloodborne Pathogens.
Certified in Terminal Cleaning.
Spartan Green Cleaning Solutions.

6. PROJECT MANAGEMENT PLAN

SFM's overall approach to account management for the City of Delray Beach encompasses a comprehensive and systematic strategy aimed at ensuring the highest standards of cleanliness and hygiene throughout the city. With a focus on delivering exceptional service, SFM employs a proactive approach that emphasizes effective communication, meticulous planning, and continuous improvement.

One key aspect of SFM's account management approach is establishing clear lines of communication with Delray Beach. By fostering open and transparent communication channels, SFM ensures that any concerns or issues regarding janitorial services are promptly addressed and resolved. This collaborative approach allows for effective problem-solving and ensures that the specific needs and requirements of Delray Beach are met.

Continuous improvement is another fundamental aspect of SFM's account management approach. SFM understands that the janitorial industry is constantly evolving, with new technologies, products, and best practices emerging regularly. To stay ahead of the curve, SFM actively seeks out innovation and embraces new techniques and tools that can enhance the quality and efficiency of janitorial services in Delray Beach. By regularly evaluating and updating our practices, SFM is able to ensure that we are at the forefront of the industry, delivering the highest level of service to Delray Beach.

Resource Allocation:

To ensure proper resource allocation, SFM Janitorial will conduct a comprehensive assessment of its available resources, including personnel, equipment, and supplies. The objective is to avoid resource overallocation and maintain optimal efficiency across all projects.

Personnel Distribution:

In light of the potential contract, SFM will evaluate the existing personnel capacity and skills to determine if additional resources are required. If necessary, SFM Janitorial will recruit and train new staff members to meet the demands of the potential contract.

Routing Work and Unforeseen Events:

SFM Janitorial recognizes the importance of being prepared for unexpected events, such as tropical storms and hurricanes, that may disrupt regular work routines. In such situations, SFM will have a dedicated emergency response team ready to address urgent cleaning needs and ensure minimal disruption to ongoing operations. This team will be equipped with the necessary resources, including specialized equipment and supplies, to efficiently handle post-storm cleaning and restoration.

SFM proposes to implement Janitorial Manager, a web-based software, to streamline and track target areas within the scope of work. This powerful tool enables SFM to manage and document various aspects of the janitorial process, ensuring efficient operations and adherence to quality standards.

Tracking and Documentation

Janitorial Manager provides SFM with a comprehensive system for tracking the cleanliness and maintenance of target areas. The software allows SFM to create and assign specific tasks to team members, ensuring that each area is monitored and cleaned regularly. By documenting these efforts, SFM can maintain accurate records and demonstrate compliance with relevant regulations.

Targeted Approach

One of the key features of Janitorial Manager is its ability to segment and prioritize target areas based on specific criteria. SFM can define target areas based on their importance, frequency, or complexity. By focusing on these areas first, SFM can ensure that the most critical areas receive the most attention, resulting in improved overall cleanliness and hygiene.

Time and Resource Optimization

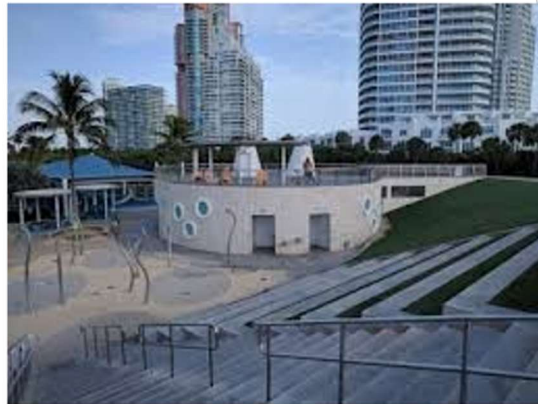
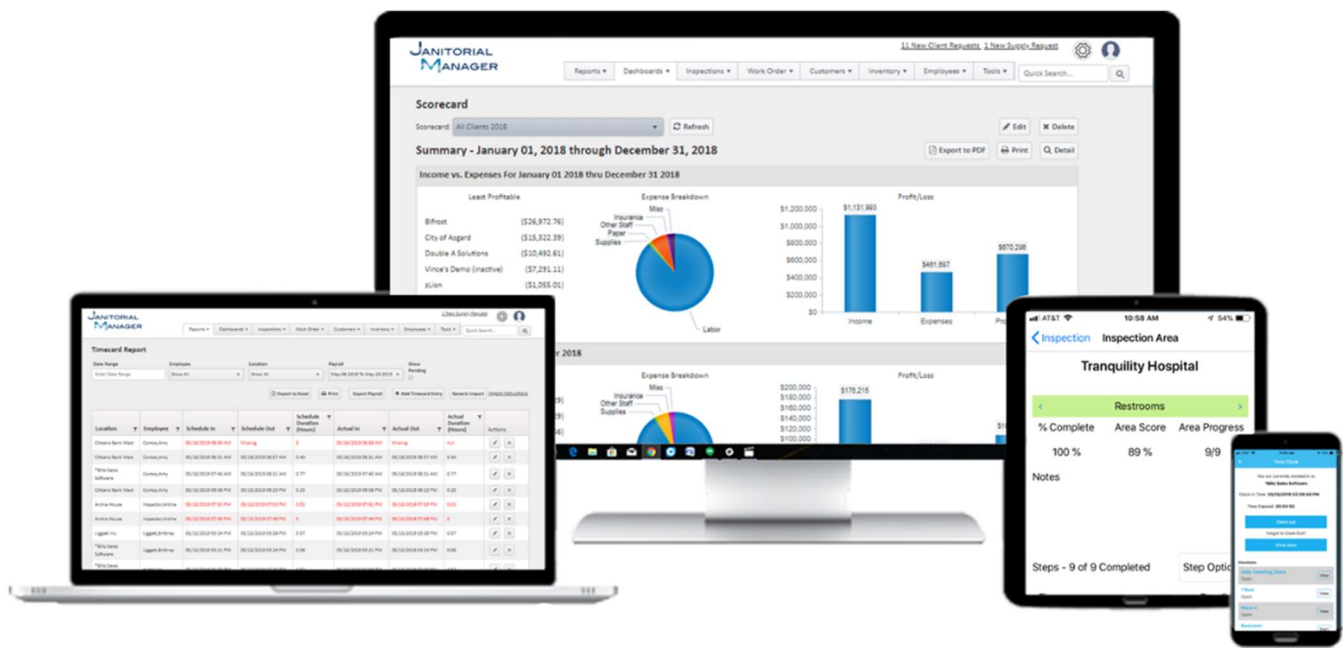
Janitorial Manager equips SFM with powerful tools to optimize the use of time and resources. The software enables SFM to schedule and assign tasks based on the availability of team members and equipment. By leveraging this scheduling functionality, SFM can optimize task allocation and streamline operations, resulting in more efficient use of available resources.

Communication and Collaboration

Janitorial Manager facilitates effective communication and collaboration within the SFM team. The software allows team members to communicate with each other in real-time, ensuring that everyone is on the same page and aware of any changes or updates. Additionally, Janitorial Manager provides a platform for sharing documentation, best practices, and feedback, promoting knowledge sharing and continuous improvement.

Reporting and Analysis

Janitorial Manager provides SFM with robust reporting and analytics capabilities. The software generates reports summarizing key performance indicators, such as cleaning frequency, task completion rates, and customer satisfaction. By analyzing these reports, SFM can identify areas of improvement, make informed decisions, and drive continuous improvement.



New QR code system for daily reports.


Below is a daily sample report.

EMPLOYEE AREA SCAN PUNCH REPORT				
Report generated on 11/14/2023 at 18:46 pm				
Powered by Janitorial Manager				
From Date		To Date		
11/06/2023		11/10/2023		
TOTALS	Location	Area	Type	Punch Time
Abreu, Laura	Restrooms	Allison Park - Womens Restroom* 64th Street	Start Cleaning	11/10/2023 01:09 PM
Baptiste, Edeline	Restrooms	Allison Park - Mens Restroom* 64th Street	Start Cleaning	11/10/2023 01:09 PM
Fernandez, Eusebio	Garages	*G-1: 7th Street - Ramp	End Cleaning	11/10/2023 01:17 PM
Fernandez, Eusebio	Garages	*G-1: 7th Street - Ramp	Start Cleaning	11/10/2023 01:17 PM
Baptiste, Edeline	Restrooms	Allison Park - Mens Restroom*	End Cleaning	11/10/2023 01:24 PM
Ramirez, Jose	Restrooms	Lummus Park 6th St - womens Restroom*	End Cleaning	11/10/2023 01:25 PM
Ramirez, Jose	Restrooms	Marjory Stoneman Douglas - Womens Restroom*	Start Cleaning	11/10/2023 01:31 PM
Abreu, Laura	Restrooms	Mid-Beach - Womens Restroom* 53th Street	Start Cleaning	11/10/2023 01:32 PM
Abreu, Laura	Restrooms	Allison Park - Womens Restroom* 64th Street	End Cleaning	11/10/2023 01:32 PM
Baptiste, Edeline	Restrooms	Mid-Beach - Mens Restroom* 53th Street	Start Cleaning	11/10/2023 01:32 PM
Fernandez, Eusebio	Garages	*G-2: 12th Street - Ramp	End Cleaning	11/10/2023 01:46 PM
Fernandez, Eusebio	Garages	*G-2: 12th Street - Ramp	Start Cleaning	11/10/2023 01:46 PM
Baptiste, Edeline	Restrooms	Mid-Beach - Mens Restroom* 53th Street	End Cleaning	11/10/2023 01:47 PM
Abreu, Laura	Restrooms	Mid-Beach - Womens Restroom* 53th Street	End Cleaning	11/10/2023 01:48 PM
Ramirez, Jose	Restrooms	South Point Park - Mens Restroom*	Start Cleaning	11/10/2023 01:49 PM

Reports are time-stamped.

Ramirez, Jose	Restrooms	Marjory Stoneman Douglas - Womens Restroom*	End Cleaning	11/10/2023 01:49 PM
Baptiste, Edeline	Restrooms	Indian Beach - Mens Restroom* 46th Street	Start Cleaning	11/10/2023 01:52 PM
Abreu, Laura	Restrooms	Indian Beach - Womens Restroom* 46th Street	Start Cleaning	11/10/2023 01:52 PM
Fernandez, Eusebio	Garages	*G-3: 13th Street - Ramp	End Cleaning	11/10/2023 01:58 PM
Fernandez, Eusebio	Garages	*G-3: 13th Street - Ramp	Start Cleaning	11/10/2023 01:58 PM
Guzman, Darely	Restrooms	Lummus Park 6th St - Womens Restroom*	Start Cleaning	11/10/2023 02:00 PM
Guzman, Darely	Restrooms	Lummus Park 6th St - Womens Restroom*	End Cleaning	11/10/2023 02:00 PM
Guzman, Darely	Restrooms	Lummus Park 6th St - Womens Restroom*	Start Cleaning	11/10/2023 02:00 PM

Below is a weekly sample report.

Title: Service Report By Day (Mon 13, Nov, 2023, 01:26 PM)	
Report Date: Mon 13, Nov, 2023, 01:26 PM	
Date Range: 11/08/23 12:00 AM - 11/12/23 11:59 PM	

Filters By:			
Customer: Miami Beach	Location: Parks	Area: All	# Of Scan:

Area	Location	Wed 08	Thu 09	Fri 10	Sat 11	Sun 12
Crespi Park Men Restrooms	Parks	2	2	2	0	0
Crespi Park Women Restrooms	Parks	1	1	1	1	1
Fairway Park Men Restrooms	Parks	2	3	2	0	0
Fairway Park Women Restrooms	Parks	1	1	2	1	1
Flamingo Park Baseball Men Restrooms	Parks	0	0	0	0	0
Flamingo Park Baseball Women Restrooms	Parks	0	0	0	0	0
Flamingo Park Football Men Restrooms	Parks	1	0	0	0	0
Flamingo Park Football Women Restrooms	Parks	0	1	0	0	0
Flamingo Park Pool Men Restrooms	Parks	0	0	0	0	0
Flamingo Park Pool Women Restrooms	Parks	1	0	0	0	0
Flamingo Park Softball Men Restrooms	Parks	1	1	0	0	0

EMERGENCY RESPONSE

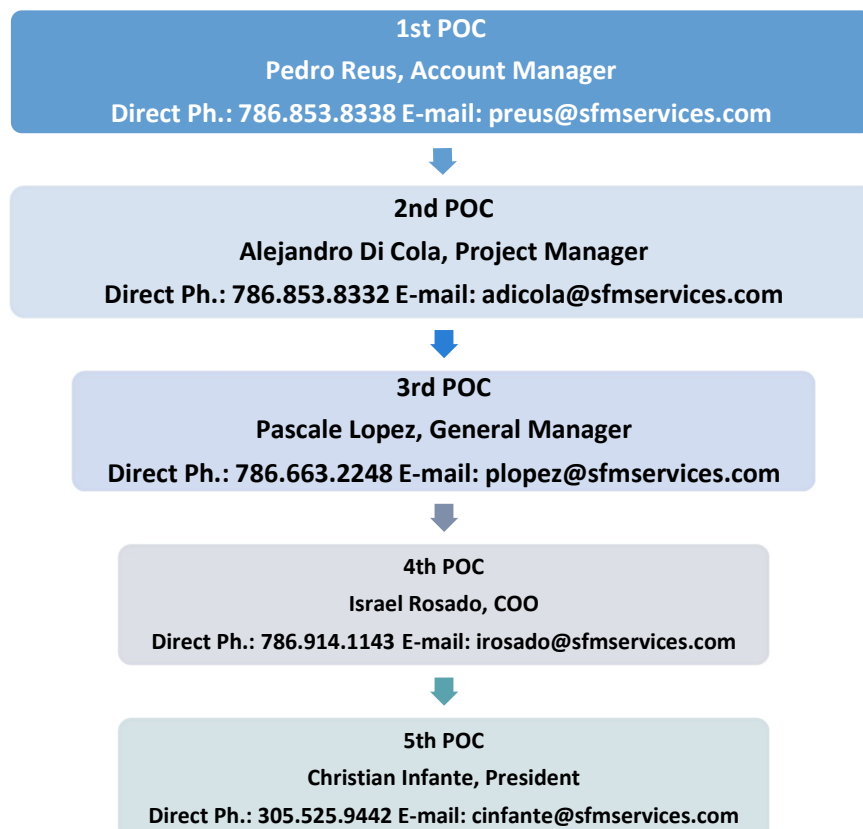
SFM has over 40 years of dealing with emergency situations across all industry types. We are valued business partners to first responders (City of Miami Beach), critical healthcare institutions (Broward Health, Baptist), government agencies (Miami International Airport) and fully understand the importance of having robust business continuity plans, business resumption plans, and disaster recovery plans. We constantly perform Business Impact Analysis (BIA) and perform tabletop exercises both internally and with clients to game plan certain events and how we will support clients.

SFM is a 24x7x365 operation. For emergency situations, we will work with clients to discuss different scenarios but in general we operate in the following manner:

- We follow Standard Operating Procedures for Emergencies
- All Supervisors and Managers have mobile phones, laptops, and air cards for full connectivity.
- Dedicated Account Managers are always on call.
- Call Trees (SFM and Client) are provided for any necessary escalations.
- Supervisors have Company Cars & Corporate Cards for any emergency purchases.
- Supervisors have access to SFM warehouse to deploy emergency equipment, tools (blowers, dehumidifiers, etc.)
- SFM utilizes Microsoft Teams for any emergency conference meetings.
- Vendor relationships have been established for any 3rd party needs.

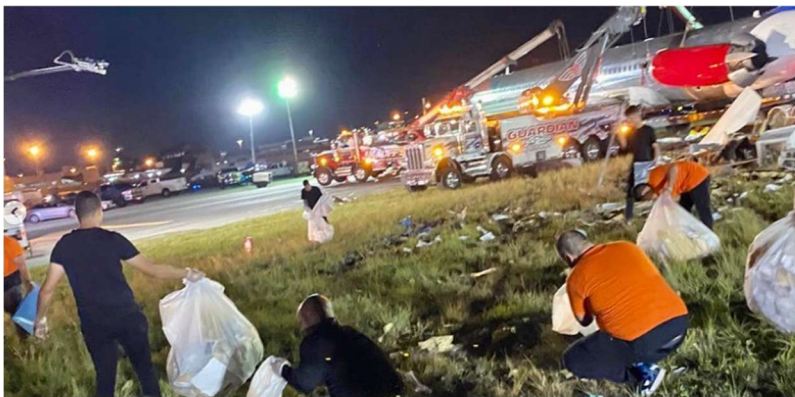
Delray Beach will have access to SFM's Management and Executive Leadership 24x7.

SFM will respond to an emergency situation within 1 hour of notification.



YOU CAN COUNT ON SFM!

On June 21, 2022, following the RED Air Flight 203 accident, SFM was called out to MIA to assist with clearing the debris from the runway. SFM deployed an emergency response team within 2 hours of notification.

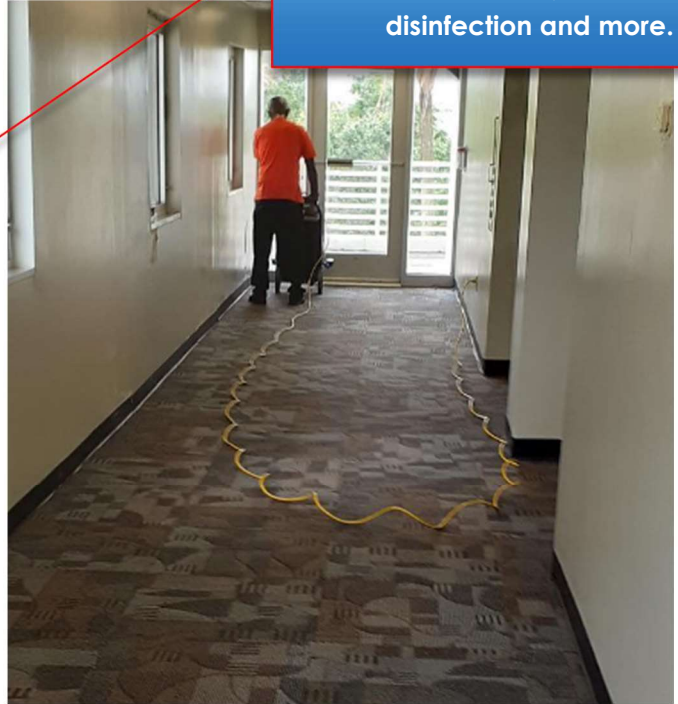


EMERGENCY RESPONSE AT MIA NORTH TERMINAL CHECKPOINT



FLOODING/ WATER EXTRACTION IN CARGO BUILDING 702

SFM is fully equipped with specialized emergency response equipment for flood management, debris removal, advanced disinfection and more.



EMERGENCY RESPONSE CLIENT TESTIMONIAL

From: Plant, Jeffrey (Aviation) <JPlant@flyMIA.com>

Sent: Thursday, August 3, 2023 8:30 AM

To: Pascale Lopez <plopez@sfmtservices.com>; Londono, Carolina A. (Aviation) <CLondono@FlyMIA.com>

Cc: Simm, Michael (Aviation) <MSimm@FlyMIA.com>; Novela, Sylvia (Aviation) <SNovela@FlyMIA.com>; De Oliveira, Ultimo (Aviation) <UDeOliveira@FlyMIA.com>; Pyatt, Ken (Aviation) <Kpyatt@FlyMIA.com>; Smith, Isaac (Aviation) <ISmith@flyMIA.com>; Zapustas, Lorena (Aviation) <LZapustas@flyMIA.com>; Reyes, Albert (Aviation) <AEReyes@FlyMIA.com>; Philloura, Rupen (Aviation) <RPhilloura@FlyMIA.com>; Padilla, Krizi A. (Aviation) <kpadilla@FlyMIA.com>; Mena, Janet (Aviation) <JMena@flyMIA.com>; Fernandez-Cuervo, Victor (Aviation) <VFernandezCuervo@flyMIA.com>; Thomas, Gina (Aviation) <GThomas@FlyMIA.com>; De La Paz, Rachel (Aviation) <RDeLaPaz@FlyMIA.com>; Carrillo, Virginia (Aviation) <VCarrillo@FlyMIA.com>; Conn, Linda (Aviation) <LConn@FlyMIA.com>; Quevedo, Jorge (Aviation) <JQuevedo@FlyMIA.com>; Christian Infante <CInfante@sfmtservices.com>;

Subject: RE: Emergency Deep Cleaning at Checkpoint 3

Pascale,

The team did a fantastic job. You are why we were able to open this morning. Thank you for all the great work.

Jeff Plant, Division Director 3

Facility Maintenance

Miami-Dade Aviation Department

P.O. Box 025504

Miami, Florida 33102-5504

Office: 305-876-7463

JPlant@FlyMIA.com

www.iFlyMIA.com

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MANAGEMENT STRUCTURE

SFM will have 1 dedicated full-time Account Manager and lead cleaners for Delray Beach's janitorial operations. This will ensure proper supervision and support to the janitorial services daily. Pedro Reus has successfully managed one of our largest contracts for the past four years. Pedro's ability to familiarize and gain staff alliance is essential to a smooth and successful janitorial operation. We are confident that Mr. Reus is qualified to assume management of the city's janitorial services.



Pedro Reus, Account Manager

Summary of Qualifications

- ✓ Over twenty years' experience in general management.
- ✓ Over ten years' experience managing a staff of over 1,500.
- ✓ Thorough knowledge of modern practices and techniques, and tools, equipment, and materials, used in custodial work directly related to municipal buildings.
- ✓ Strong knowledge of operational characteristics, services, and activities of municipal buildings.
- ✓ Deep knowledge of Federal rules and regulations affecting daily operations, including safety and security regulations and procedures.
- ✓ Exceptional knowledge of safe and efficient work practices.
- ✓ Extensive knowledge of record keeping, reporting, and purchasing procedures.
- ✓ Immense knowledge of the principles of supervision, training, and performance evaluation.
- ✓ Uncommon ability to implement airport custodial operations and maintenance schedules and programs.
- ✓ Remarkable ability to direct, supervise and train subordinates in airport custodial maintenance. Strong ability to detect, analyze and take appropriate action to correct maintenance problems.
- ✓ In-depth ability to keep clear and accurate records and communicate both verbally and in writing.
- ✓ Sound ability to establish and maintain cordial and cooperative working relationships with those contacted in the course of work.

Experience

SFM SERVICES, INC.

PROJECT MANAGER 2018 - Current

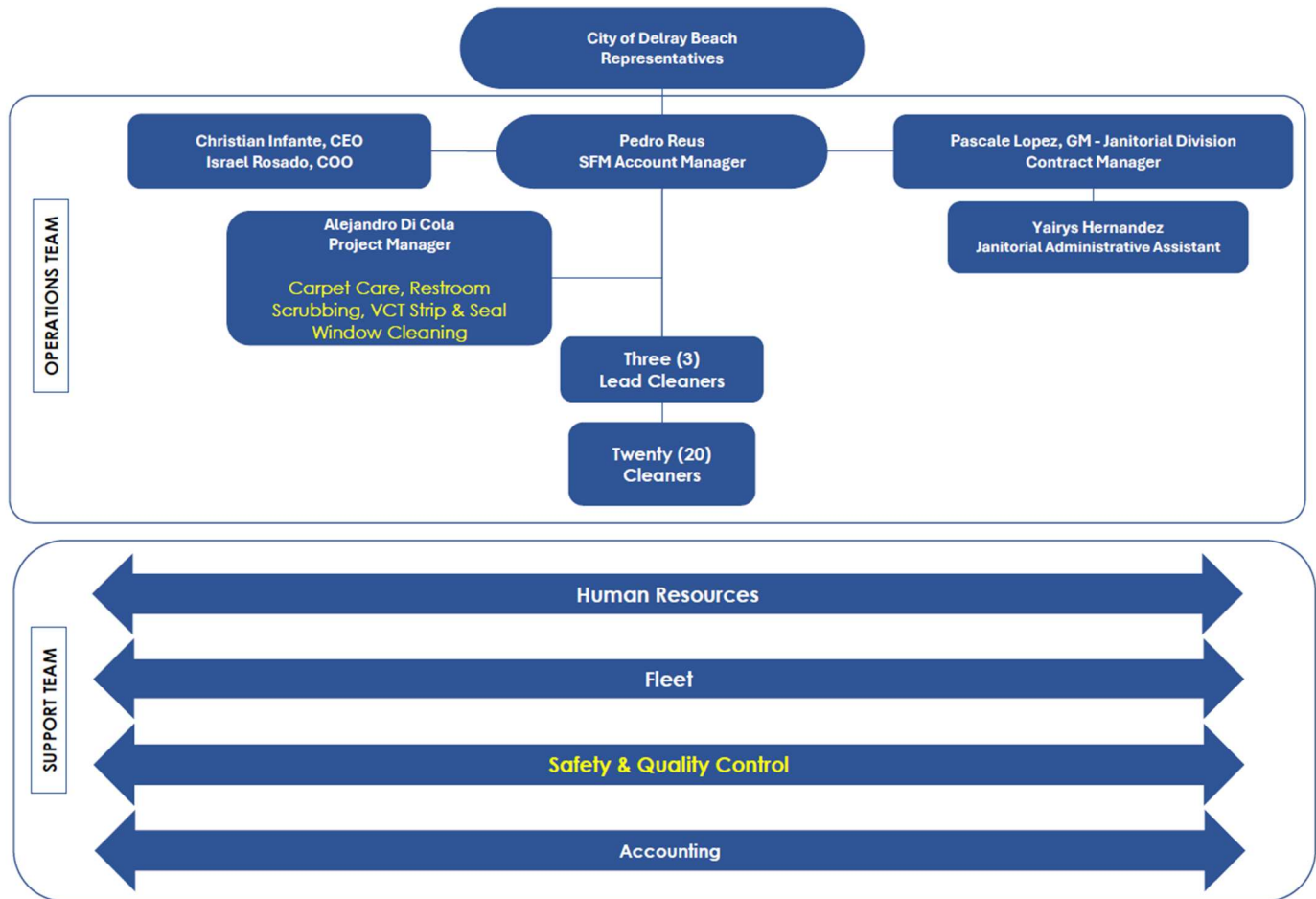
Mr. Reus is involved in new contract startups and assures the janitorial specifications in the contract are on schedule and executed.

EULEN AMERICA

ASMO MANAGING DIRECTOR 2016-2018 & ASMO CABIN SERVICE GENERAL MANAGER 2015-2016 & 2012-2014

As the Managing Director he was responsible for all MIA operations related to Security, Cabin Service, Ramp and GSE. He was in charge of the administration and control of resources to cover the needs of the different departments and to ensure that operations reach established goals. As a GM, his responsibilities included security and cleanliness of AA aircrafts in MIA. This was a 27/7 operation covering an average of 270 flights per day and was composed of a group of approximately 450 employees. Strict control of manpower and budgets established to give the company the required financial results and the client the optimal level of services.

PROPOSED ORGANIZATIONAL CHART



PROPOSED STAFFING

No.	Location	No. of Lead Cleaners	No. of Cleaners	No. of Porters	Frequency	Dates	Time of Service	Hours p/wk
1	City Hall	1	3		5x Week	M Tu W Th F	5:00 pm – 11:00 pm	80
2	IT Building		1		5x Week	M Tu W Th F	4:00 pm – 5:00 pm	5
3	City Attorney		1		5x Week	M Tu W Th F	5:00 pm – 7:00 pm	5
4	Economic Development		1		5x Week	M Tu W Th F	5:00 pm – 7:00 pm	1.3
5	Records Storage		1		5x Week	M Tu W Th F	4:00 pm – 5:00 pm	5
6	NRC		1		5x Week	M Tu W Th F	5:00 pm – 7:00 pm	5
7	Police Department –Includes Gym	1	1		7x Week	M Tu W Th F Sat Sun	Based on hours of operation	53
8	Police Department –Includes Gym			1	5x Week	M Tu W Th F	Porter Service 8 hrs. / day	40
9	Fire Station #1		1		5x Week	M Tu W Th F	4:00 pm – 7:00 pm	15
10	SOC - Administration	1	1		5x Week	M Tu W Th F	6:00 pm – 9:00 pm	40
11	SOC - Building A				5x Week	M Tu W Th F	6:00 pm – 9:00 pm	
12	SOC - Building B				5x Week	M Tu W Th F	6:00 pm – 9:00 pm	
13	SOC - Building C				5x Week	M Tu W Th F	6:00 pm – 9:00 pm	
14	Parks Maintenance Building E				5x Week	M Tu W Th F	6:00 pm – 9:00 pm	
15	Fuel Island Station				5x Week	M Tu W Th F	6:00 pm – 9:00 pm	
16	Water Treatment Plant		1		5x Week	M Tu W Th F	5:00 pm – 9:00 pm	10
17	Water Treatment Lab				5x Week	M Tu W Th F	5:00 pm – 9:00 pm	
18	Ocean Rescue Headquarters		1		5x Week	M Tu W Th F	4:00 pm – 5:00 pm	5
19	OSS Public Restrooms			1	7x Week	M Tu W Th F Sat Sun	Porter Service 8 hrs. / day	56
20	Sarah Gleason Bath House –Public Restrooms			1	7x Week	M Tu W Th F Sat Sun	Porter Service 8 hrs. / day	56
21	City Marina		1		7x Week	M Tu W Th F Sat Sun	4:00 pm – 7:00 pm	2.1
22	Employee Wellness Center/Human Resources		1		5x Week	M Tu W Th F	Based on hours of operation	15
23	Crest Theatre		1		7x Week	M Tu W Th F Sat Sun	Based on hours of operation	10.5
24	Municipal Golf Course		1		7x Week	M Tu W Th F Sat Sun	Based on hours of operation	28.5
25	Lake View Golf Course		1		7x Week	M Tu W Th F Sat Sun	Based on hours of operation	7
Total Weekly Hours								439.4

- * In addition to above a full-time Account Manager is dedicated to City of Delray Beach.
- * Project work (Floor/Carpet Care) will be performed by project crew not listed above.

TRANSITION PLAN

CLIENT NAME	START DATE	IMPLEMENTATION LEAD
City of Delray Beach	T.B.D.	Pascale Lopez

Purpose:

In order to achieve a seamless transition, SFM implements a 10-Step Transition Plan tailored to each site under contract. Each location will follow the same transition plan with the only variance being staffing levels per site. The purpose of this process is to ensure a seamless integration of services when replacing an existing service provider or in-house program.

Goals:

- Deliver seamless transition that provides step-by-step instruction for SFM operations.
- Identify key resources for transition tasks and proposed operating model.
- Create accountability for transition team members.
- Host initial transition meeting with client representatives and SFM executive management team.
- Create a base of communication and expected protocols between SFM and client.
- Timely commencement and successful service implementation.

Site Assessments: The SFM transition team will meet with key members of each location and conduct an initial site assessment. The scope of work includes various aspects such as safety and security regulations, time frequencies, waste disposal systems, and high traffic areas that require special attention. In addition, SFM will also determine project work budgets to ensure efficient planning and execution. Our Risk & Safety Manager will conduct site assessments in order to develop training programs for all employees.

Equipment: Equipment, chemicals, and other supplies will be distributed based on the need of each location. Our proposed equipment list for this contract can be found within our Preliminary Implementation Plan "[Proposed Equipment Plan](#)". SFM follows a standardized companywide cleaning program which includes (4) basic green sealed certified chemicals as well as supplies that will be utilized at every location. More information on these products can be found in the "[Equipment, Chemicals, and Products](#)" section of our proposal.

Transition Meetings: Regularly scheduled meetings will be held between SFM transition team and the customer's designated representative(s) during the initial transition to ensure the required level of service is being reached consistently. Typical meetings are 30 days prior, 15 days after start up, 30 days, 60 days, and 90 days.

Staffing: Our Team's primary objective is to make it as easy and convenient as possible for the existing staff to join our Team. The transition team will facilitate the hiring of all qualified incumbent employees. Once staffing levels are established, SFM will utilize its own forces to carry out the scope of work. Initial training will include understanding of the new scope of work contract expectations.

For more information on incumbent staff transition, please refer to the “[Plans to Interview Incumbent Staff](#)” section of our proposal.

Support Team: Additional account management and supervision will be provided during the transition period and will remain onsite to achieve 100% understanding of the scope of work. Additional supervision is provided at no cost to our customers.

Quality Control: SFM’s quality control program will ensure that the required level of cleanliness is reached during the transition period and maintained throughout. QC officers will assess facilities and complete a room inventory per area to create a QC inspection form customized to your location. Additionally, QC officers will conduct unannounced inspections in order to capture the real-time state of operations.

SFM TRANSITION TRACKER

Documentation of Transition: This transition document outlines the assigned tasks and due dates for over 50 action items across various departments. By covering all steps, from uniforms and badging to payroll and phones, we aim to ensure a smooth and efficient transition process. Each department has its specific responsibilities, and collaboration between departments is key to achieving a successful transition. Please see attached example.



Today's Date: 06.28.21
 Transition Date: 10.01.21
 Days to Transition: 106

User Selection		Task Description	(OWNER) RESPONSIBILITY	Status			Comments (SAMPLE)	Internal User
				Completed	In Progress	Behind Schedule		
1	Start Up Management	Finalize Contract	Christian Infante				Chris is preparing final contract and sending to client attorney for execution	
2	Start Up Management	Distribute cost sheet for SFM Management	Christian Infante					
3	Human Resources	Advertise/Post Positions for Cleaners	Edwin/HR				We are currently recruiting within due to the living wage	
4	Start Up Management	Identify Transition Team Members	Pascale Lopez				Edwin, Alejandro, Jeurys, Christian, Betty, Laz, Joe and Claudio	
5	Start Up Management	Customize Transition Report/Checklist	Pascale Lopez					
6	Start Up Management	Define Transition Period	Pascale Lopez				Target Date 10.15.21 still not confirmed by client	
7	Start Up Management	Create Equipment Inventory	Pascale Lopez					
8	Start Up Management	Arrange meeting between SFM & Client Management Teams	Christian Infante				Weekly meeting are currently being held.	
9	Start Up Management	Confirm Client Goals & Objectives	Christian Infante				Chris and Pascale met with MGMT and conduct walk thru	
10	Human Resources	Obtain roster of incumbent employees	Christian Infante				Not applicable	
11	Start Up Management	Verify Client Contacts	Pascale Lopez				Tony will be our POC	
12	Start Up Management	Identify Onsite Storage Space	Edwin/Pascale				Edwin and Tony walked and confirmed the space for contain and emergency stock on the project	
13	Start Up Management	Identify SFM Provided Equipment(Phones)	Pascale Lopez				2 cells needed for project 1 for lead and 1 for 2nd porter will request from Eric	
14	Human Resources	Interview/Hire Staff (Staff)	Edwin/Pascale					
15	Human Resources	Provide New Hire Packets & Forms-EE File	Elizabeth					
16	Human Resources	Conduct Background Checks	Elizabeth					
17	Start Up Management	Order Supplies and Equipment	Pascale				Will be order by Friday	
18	Accounting & Finance	Establish Clients Payment Terms	Elizabeth/Betty					

60 DAY TRANSITION TIMELINE

Transition Task	Weeks before Start Date							
	-8	-7	-6	-5	-4	-3	-2	-1
Development of Contract Profile								
Mobilization of Transition Task Force								
Recruitment of Personnel/ Incumbent								
Candidate Interviews								
Background Checks								
Employment Offers								
Site Surveys								
Uniforms and Equipment ordered								
Key Personnel Training								
New Hire Training								
Development of Master Schedule and Assignments								
Uniforms and Equipment issued								
Equipment and forms placed on site								
On-Site Training								
Contract compliance and quality control (weekly status calls & meetings)								

PRELIMINARY IMPLEMENTATION PLAN

I. IMPLEMENTATION TEAM



Pedro Reus, Account Manager (Transition Lead)
Phone: 786.853.8338
Email: preus@sfmservices.com

Role: program implementation, employee orientation, supply orders, off-site training, and service delivery, operations management, client expectations meeting, customer satisfaction.



Pascale Lopez, General Manager (Transition Lead)
Phone: 786.663.2248
Email: plopez@sfmservices.com

Role: operational management & support, client expectations meeting, customer satisfaction.



Alejandro Di Cola
Phone: 786.853.8332
Email: adicola@sfmservices.com

Role: coordinate all special projects including floor care and pressure cleaning.



Israel Rosado, COO
Phone: 786.914.1143
Email: irosado@sfmservices.com

Role: operational management & support, client expectations meeting, customer satisfaction.



Christian Infante, President
Phone: 305.525.9442
Email: cinfante@sfmservices.com

Role: contract negotiations, corporate support, client expectations meeting, customer satisfaction.



Barbara Findo, Director of Human Resources and Safety.
Phone: 786.246.0102
Email: bfindo@sfmservices.com

Role: Recruitment, Employee Background Checks, Drug Testing & New Hire Set-Up.



Luis Sanchez, Risk & Safety Manager
Phone: 786.547.6704
Email: lsanchez@sfmservices.com

Role: risk management, site orientation, employee safety & training.

II. EXPECTATIONS MEETING

The Resources:

Pedro Reus, Account Manager

Pascale Lopez, Corporate/Contract Support

Barbara Findo, Director of Human Resources and Safety

The Process:

As standard transition protocol SFM will set up an expectation meeting between SFM Operations and Delray Beach Designee(s) to establish all parties' goals and expectations for the first 60-days of services. The purpose of this meeting is to:

- Define communication channels (Who do I call for.....?)
- Identify individual roles and responsibilities
- Establish standardized inspection report
- Identify specific needs and requirements of Client
- Determine SFM evaluation criteria
- Cultural integration (safety, management)
- Establish invoicing structure
- Identify storage areas
- Identify uniform requirements

III. ON SITE ORIENTATION

Resources:

Pedro Reus, Account Manager

Pascale Lopez, Corporate/Contract Support

Barbara Findo, Director of Human Resources and Safety

The Process:

Step 1: Detail tour of Delray Beach locations.

Step 2: Develop work schedules and budget.

Step 3: Identify equipment and supplies needed per site.

Step 4: Identify potential contractual gaps.

IV. ORDER EQUIPMENT & SUPPLIES

Resources:

Pedro Reus, Account Manager

The Process:

Step 1: Submit order for capital equipment

Step 2: Submit misc. supply orders

PROPOSED EQUIPMENT PLAN

PROPOSED EQUIPMENT
All sites will be equipped with standard necessary equipment. (Mops, mop buckets, microfiber cloths, maid carts, Brut barrels, upright vacuum cleaners, backpack vacuums, etc.)
SFM's standard manufacture/brands companywide are Rubbermaid, Advance, and Spartan.
Sties will have (1) standard biohazard kit.
SFM has included all consumable supplies: Toilet paper, hand towels, toilet seat covers, & hand soap.
Sites larger than 25,000 sq ft have several commercial wide area vacuums.

➤ **Safety Data Sheets (SDS) are to be provided for each janitor closet.**

V. EMPLOYEE SCREENING & HIRING

The Resources:

Pedro Reus, Account Manager

Barbara Findo, Director of Human Resources and Safety

Sophia Casas, Talent Acquisition Manager

The Process:

Our Team's primary objective is to make it as easy and convenient as possible for the eligible existing staff to join our Team. SFM will also Utilize SFM's network of 1,000+ employees in local market, coordinate interviews with incumbent employees, utilize online digital platforms such as Zip Recruiter and social media. SFM also places advertisements in the local paper if necessary.

Step 1: Open employee requisitions. *Please see enclosed employment requisition form.*

Step 2: Advertise Roles (positions)

Step 3: Hold job fairs

Step 4: Employee application review

Step 5: Identify candidates and perform 2 Panel Interview Process.

- Pedro Reus, Account Manager
- Barbara Findo, Director of Human Resources and Safety
- Sophia Casas, Talent Acquisition Manager

Step 6: Shannon Melendi Act/ Level 2 Criminal background check and Drug screening

Step 7: Make offer of employment to all new hires and I-9 verification and complete onboarding process.

PLANS TO INTERVIEW INCUMBENT STAFF

In efforts to promote a smooth transition for the incumbent employees to join our team, we will hold local job fairs as well as seek the use of a conference room on scheduled dates in Delray Beach City Hall. Once a seniority list is obtained with contact information, we shall also mail information to all incumbent staff and contact them by telephone. As part of our interviewing and hiring process, we will offer qualified incumbent employees the applicable positions required under the scope of services of the Agreement.

Our team would begin contacting the incumbent staff within the first week after the formal award announcement. Assuring the staff that they have job continuation at their current wage and benefit structure not only lets them know that they will be joining a professional service company but one that cares about its employees.

Employment Requisition Form



SFM JANITORIAL SERVICES EMPLOYMENT PREREQUISITE FORM					
This form must be completely filled.					
<input type="checkbox"/> NEW HIRE		<input type="checkbox"/> RE-HIRE		<input type="checkbox"/> TRANSFER	
Employee Name: _____		ID No.: _____		Effective Date: _____	
Position: _____		Rate: _____		Location: _____	
PREREQUISITES: (CHECK OFF ALL REQUIRED PER POSITION)					
<input type="checkbox"/> LEVEL 2 BG 7 YRS		<input type="checkbox"/> BIOHAZARD WASTE HANDLING			
<input type="checkbox"/> DRUG TEST		<input type="checkbox"/> PPE USE			
<input type="checkbox"/> BLOODBORNE PATHOGEN TRAINING		<input type="checkbox"/> CLEAN CHECK TRAINING			
<input type="checkbox"/> TERMINAL CLEANING (OR) TRAINING		<input type="checkbox"/> INCIDENT REPORTING			
<input type="checkbox"/> HIGH DISINFECTION TRAINING		<input type="checkbox"/> CUSTOMER SERVICE TRAINING			
<input type="checkbox"/> SLIP AND FALL PREVENTION		<input type="checkbox"/> FLU SHOT			
<input type="checkbox"/> TB SHOT		<input type="checkbox"/> HIPPA TRAINING			
<input type="checkbox"/> OTHER _____					
FOR OFFICE USE ONLY					
	GIVEN			GIVEN	
EMPLOYEE ID	<input type="checkbox"/> YES	<input type="checkbox"/> N/A	PHONE AND/OR RADIO	<input type="checkbox"/> YES	<input type="checkbox"/> N/A
PAYCOM ACCESS	<input type="checkbox"/> YES	<input type="checkbox"/> N/A	SUNPASS	<input type="checkbox"/> YES	<input type="checkbox"/> N/A
UNIFORMS	<input type="checkbox"/> YES	<input type="checkbox"/> N/A	GAS CARD	<input type="checkbox"/> YES	<input type="checkbox"/> N/A
KEYS	<input type="checkbox"/> YES	<input type="checkbox"/> N/A	FOB	<input type="checkbox"/> YES	<input type="checkbox"/> N/A
LAPTOP	<input type="checkbox"/> YES	<input type="checkbox"/> N/A	PHONE AND/OR RADIO	<input type="checkbox"/> YES	<input type="checkbox"/> N/A
Manager/Supervisor: _____		Signature: _____		Date: _____	
HR Representative: _____		Signature: _____		Date: _____	

VI. EMPLOYEE TRAINING

Resources:

Pedro Reus, Account Manager

Barbara Findo, Director of Human Resources and Safety

Luis Sanchez, Risk & Safety Manager

The Process:

Step 1: Luis Sanchez, Risk & Safety Manager will provide training to all employees Topics include but are not limited to:

- | | |
|----------------------------------|---|
| ✓ PPE and proper use | ✓ Hazardous Materials |
| ✓ Bloodborne Pathogens | ✓ Patient experience |
| ✓ Exposure Control Plan | ✓ Proper communication & documentation techniques |
| ✓ General Operational Procedures | ✓ Hand Hygiene |
| ✓ Respiratory/ cough etiquette | ✓ Handling textile/ laundry |
| ✓ Site orientation | ✓ Maintenance checklists |
| ✓ SDS | ✓ Environmental cleaning and disinfection |
| ✓ Waste handling | ✓ Departmental Policies |
| ✓ Special procedures | ✓ Universal Precautions |

All employees must receive successive levels of training at the various levels. Even seasoned managers spend time being retrained with new products and equipment technology at all levels to stay ahead of new industry developments and trends. Our training programs use a combination of classroom and hands on experience.

VII. SET UP WEB-BASED QUALITY CONTROL INSPECTION SYSTEM

The Resources:

Christian Infante, Corporate/Contract Support

Israel Rosado, Corporate/Contract Support

Barbara Findo, Director of Human Resources and Safety

Quality Control Officer(s)



VIII. INVOICING

The Resources:

Pedro Reus, Account Manager
Pascale Lopez, Corporate/Contract Support
Christian Infante, Corporate/Contract Support
Vilma Santos, Accounts Receivable & Billing Coordinator

A/R

Ph: 305.818.2424

Email: arjanitorial@sfmservices.com

The Process:

Step 1: Review contract and load information into billing system.

Step 2: Prepare and send mock invoice for review and approval.

IX. SERVICE START UP

The Resources:

Pedro Reus, Account Manager
Pascale Lopez, Corporate/Contract Support
Barbara Findo, Director of Human Resources and Safety

Step 1: Roll out date: T.B.D.

Step 2: Identify specific start up day tasks

- Pascale Lopez, Janitorial Manager
 - Project management support
 - Ensure proper staffing levels
 - Supervise assigned locations
- Site Supervisor
 - Supervise Porters

X. FOLLOW UP MEETINGS

The Resources:

Pedro Reus, Account Manager

Pascale Lopez, Contract Support

Christian Infante, Corporate/Contract Support

Israel Rosado, Corporate/Contract Support

The Process:

Step 1: Review the client's satisfaction with the transition process.

Step 2: Identify areas of improvement.

Step 3: Make necessary staffing adjustments.

Face-To-Face Meetings - Initial Start Up, Monthly Then Quarterly

EQUIPMENT, CHEMICALS, AND PRODUCTS

SFM FLEET

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

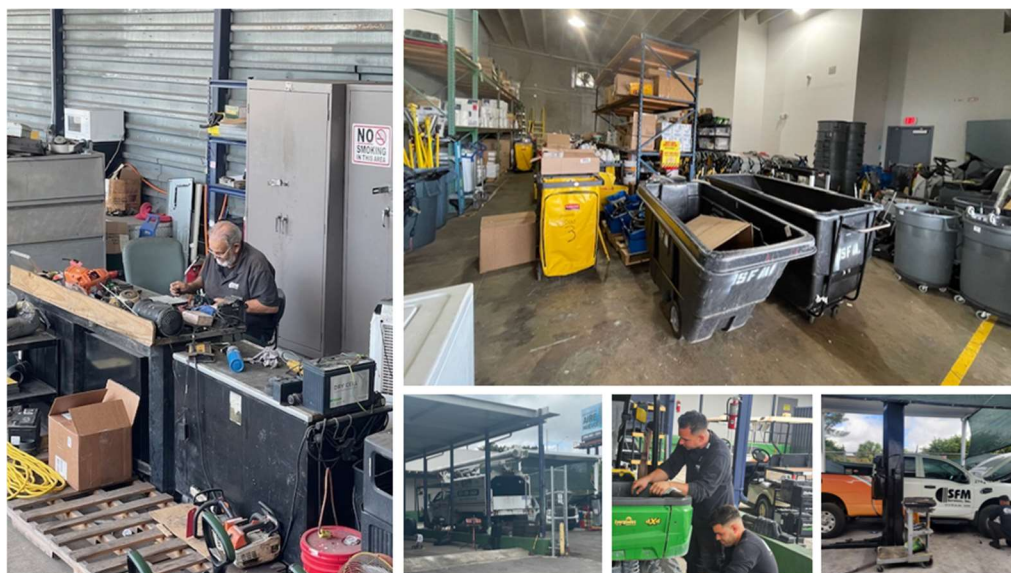
Additionally, SFM utilizes Whip Around, a web-based fleet maintenance software that allows us to track, document, and report vital data we need to optimize the performance of our fleet and heavy equipment. Every driver completes a pre-trip inspection daily as a preventative maintenance measure. Whip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



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

In addition to maintenance, SFM has a robust warehouse system in place to store a large inventory of janitorial equipment and supplies. This facility spans over 20,000 square feet, providing ample space to store all the necessary materials required for the smooth operation of SFM's services.

By maintaining a large inventory of janitorial equipment and supplies, SFM ensures that its operations are not disrupted due to equipment breakdown or supply shortages. This proactive approach to inventory management enables SFM to respond promptly to customer needs, ensuring that services are delivered efficiently and effectively.



Below is an actual work order report.



1:44PM PDT Mar 25, 2024

Work Order Completed

Jenny Alvarado completed a work order for 935 JAN KUBOTA

[View Work Order](#)

Due Date: 25 Mar 2024

WO-1396

- Air Filter Replacement
- Check All Light
- Fuel Filter Replacement
- Oil Change
- Oil Filter
- Tire Rotation
- Windshield Wiper(s) Check/Replacement

 Aniel Vicente

 935 JAN KUBOTA

 Janitorial

Don't want to receive notifications for Work Order Completed? [Unsubscribe](#)

SUPPLIERS

Veritiv has been SFM's trusted supplier for over 15 years now. Through this partnership, SFM has gained access to the full range of Veritiv's offerings, including their extensive inventory of janitorial supplies. This allows SFM to meet the diverse needs of their clients and ensure that they have the necessary products to maintain a clean and healthy environment.

Veritiv is one of the nation's largest janitorial supply distributors. With a strong presence in the industry, Veritiv has access to a wide range of suppliers and can source high-quality products at competitive prices.

Veritiv is an industry leader in green cleaning initiatives. They prioritize environmental sustainability and implement practices that promote the use of environmentally friendly cleaning products. By partnering with Veritiv, SFM has access to eco-friendly cleaning solutions that help businesses reduce their carbon footprint and comply with sustainability standards.

Whether it's janitorial power equipment, personal protective equipment, chemicals, or consumables, Veritiv is our reliable source.



CHEMICALS

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



Neutral Floor
Cleaner



Cleans,
Disinfects,
&
Deodorizes



Glass Cleaner



All Purpose
Cleaner

SAFETY DATA SHEETS "SDS"

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

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

1. Clean on the Go Clean by Peroxy No. 15

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4820.pdf>

2. Clean on the Go Biorenewables Glass Cleaner No. 18

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4835.pdf>

3. Clean on the Go NABC Concentrate No. 1

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4716.pdf>

4. Clean on the Go Tribase Multi-Purpose Cleaner No. 17

<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4830.pdf>

5. Clorox Healthcare® Spore10 Defense™ Cleaner Disinfectant

https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Spore10-Defense%E2%84%A2-Cleaner-Disinfectant_Multilingual2.pdf

6. Clorox Healthcare® Fuzion Cleaner Disinfectant

https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Fuzion-Cleaner-Disinfectant_Multilingual2.pdf

7. Clorox Healthcare® Bleach Germicidal Wipes

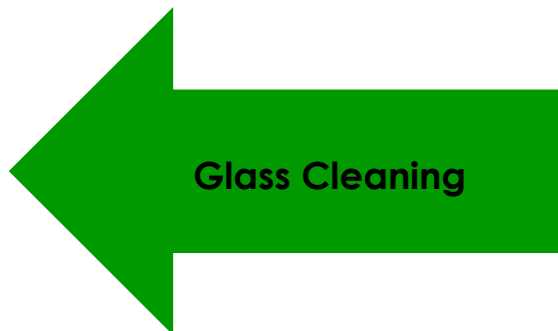
<https://www.thecloroxcompany.com/wp-content/uploads/2019/02/Clorox-Healthcare%C2%AE-Bleach-Germicidal-Wipes.pdf>

8. Clorox Commercial Solutions® Clorox® Total 360® Disinfectant Cleaner1

<https://www.thecloroxcompany.com/wp-content/uploads/2019/09/Clorox-Commercial-Solutions%C2%AE-Clorox%C2%AE-Total-360%C2%AE-Disinfectant-Cleaner1.pdf>

MICROFIBER TECHNOLOGY

Microfiber material can hold more than 5 times its weight and has an exceptional ability to absorb grease and oils. It also does not leave any dust or lint behind. These properties reduce the number of bacteria on a surface by 99%.



Wash Mops & Cloths on Site


Small washing machines will be installed in janitor closets. This helps prevent cleaning staff from reusing soiled mops & cloths. Machine measures 29" High x 17" Width. Installation to be done by client.





- ***SFM will install these machines where possible.***



EQUIPMENT LIST

Below is a general equipment list typically utilized for this size contract.

Equipment Kept Onsite	
Floor machine	
Pacesetter 20 TS	
	<ul style="list-style-type: none"> • Max Productivity at 3.5 mph - Per hour: 41,580 sq ft/hr • Weight - 87 lbs • Pad Motor - 1.5 hp DC Rectified • Pad Driver size - 20 in • Pad Driver speed - 180/320 rpm
Pressure Cleaner	
3000 PSI 1.1 GPM Electric Pressure Washer	
	<ul style="list-style-type: none"> • Ryobi 3000 PSI 1.1 GPM • 13 Amp Electric Motor • Gun/Wand Assembly with quick connects • 20' Ultra Flex Hose
Floor Fans	
Advance AM2400D Air Mover	
	<ul style="list-style-type: none"> • Three speed settings • Power outlet for daisy chaining • Circuit breaker • Ergonomic carrying handle • Durable rotomold housing • Powerful motor supplies up to 2,400 CFM airflow
Floor HEPA Vacuum	
CleanMax CMNR-QD	
	<ul style="list-style-type: none"> • HEPA Filter • 107 CFM • Power Cord Length 40 Feet • 40', SJT, 3-wire pigtail power cord

General Equipment Utilized Companywide	
Electrostatic Sprayer	
Clorox® Total 360® System - Electrostatic Sprayer	
	<ul style="list-style-type: none"> • 100% Coverage on all surfaces • Kills C. diff in 5 minutes and 38 additional bacteria, viruses and fungi in 1 minute • Inhibits the growth of mold and mildew for up to 7 days • Low odor, no added fragrance
	<p>Litter Toter with storage options</p>
	<p>Rubbermaid Maid Cart</p>
	<p>Rubbermaid WaveBrake® 35 Qt. Yellow Mop Bucket with Down Press Wringer and Red Dirty Water Bucket</p>

Floor Care Equipment Utilized by Floor Care Team

Pressure Cleaner

Landa mhps 3500 trailer mounted



- Weight - 1,000 lb
- 15" white-rimmed wheels, 1,000 lb
- Axle - Single-axis
- Water tank - 330 gallons

Burnishers

Nilfisk Advance Advolution



- Per speed - 1,500 rpm
- Pad Motor - 1.5 hp
- Cord - 75 ft
- Pad Driver - 20 in pad drive
- Weight - 85 lb

Extractor

Viper wolf carpet spotter



- 30 PSI pump, 85" of water lift
- Comes w/ 8' hose & carpet grooming tool
- 1 gallon solution / 1 gallon recovery
- Weighs - 24 lbs

Wet / Dry Vacuum

Ettore 90007 window cleaners



- Single 1.17 HP vacuum motor
- 18 gallon recovery capacity
- 95 CFM, 110" of water lift
- 9' x 1.5" recovery hose
- Comes with a front mount squeegee & accessory kit

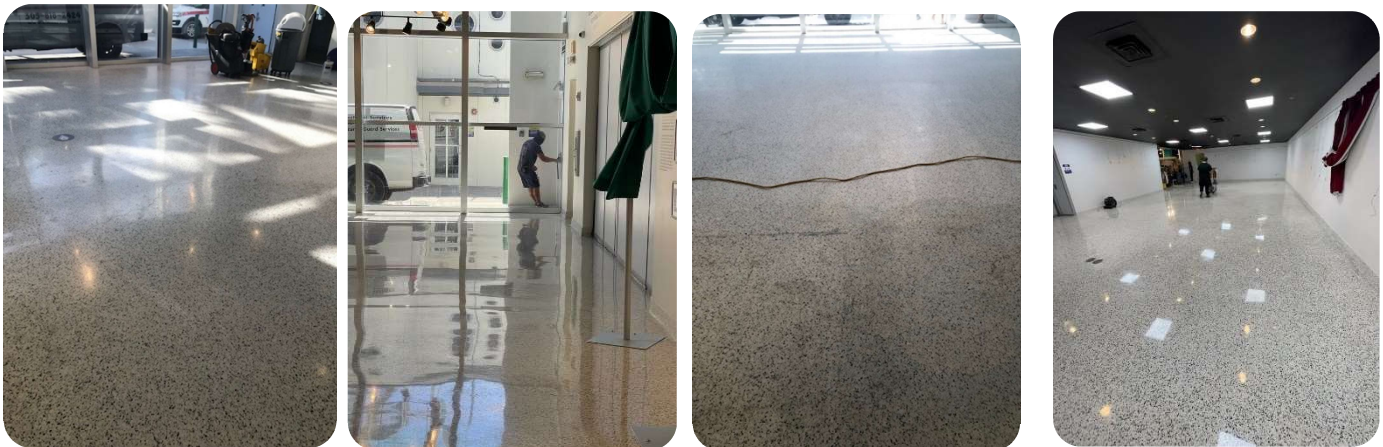
FLOOR CARE

SFM's Floor Care Program specializes in providing quality floor cleaning services for all types of floor surfaces, including carpet, terrazzo, VCT, concrete, and more. Our dedicated team of experienced professionals use the latest techniques and equipment to deliver exceptional results.

Below is an example of SFM's five-step process to restore Terrazzo and Marbel floors.

1. Stripping
In this process waxes, sealer, and residue are removed.
2. Repair
The repair process includes filling in chips, nail holes, smooth and remove stains from the surface.
3. Grinding
The grinding process proceeds with a series of increasingly fine diamonds until the floor is smooth and free of virtually all surface imperfections.
4. Polishing
Acid powder is distributed across the floor, which is then mixed with water and polished by a specialized machine. This method effectively ingrains the polish onto the surface of the terrazzo floor below and keeps the surface smooth and level.
5. Crystallization
The crystallization process provides a high gloss finish on the marble/terrazzo surface.

Below are actual before and after projects completed by the SFM Floor Care Team.



Terrazzo Restoration

Floor Care Equipment



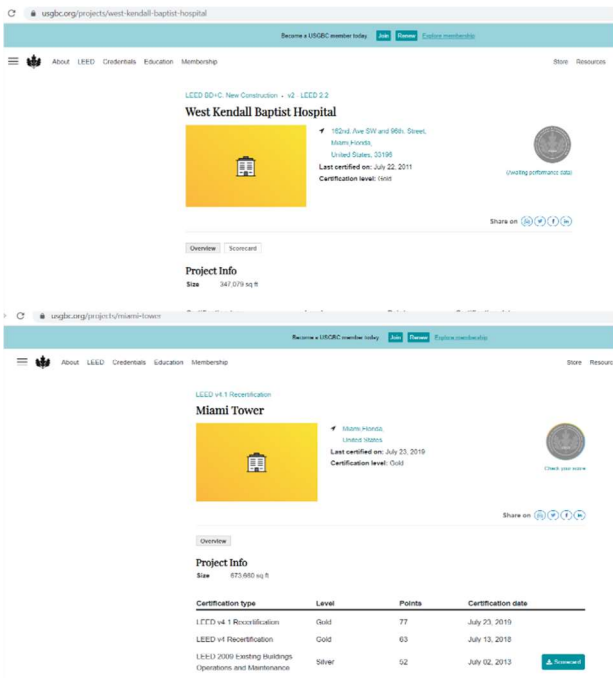
SUSTAINABILITY AND RESILIENCY STEWARDSHIP

SFM is the ideal partner to promote and enhance its Environmental Policy. Not only do we offer Green Seal-certified chemicals and cleaning methods as part of our standard janitorial service, but we've also helped our clients achieve their environmental goals.

SFM has been providing 'green' focused cleaning services to the South Florida area for over 20 years and is considered a **leader in green and sustainable janitorial services**. At SFM, we believe everyone can do their part in saving the environment. Therefore, SFM supervisors and crew members are trained to implement and carryout LEED-based cleaning best practices. These best practices include:

- Use of micro-fiber tools to capture and remove dirt, germs, and bacteria from surfaces and to prevent cross-contamination.
- Training and supervision of SFM crews in the use of environmentally preferred products and sustainable practices.
- Utilization of CRI labeled vacuums with HEPA filters.
- Use of environmentally preferred & third-party certified products such as Green Seal, EcoLogo, DfE, and GREENGUARD.
- Monitor compliance and efficiency through monthly site surveys.
- Support of recycling programs.
- Preference for rapidly renewable or recycled paper products with Green Seal, EcoLogo and/or Chlorine Free Product Certifications.
- Encourage use of entryway matting made of recycled materials to reduce soil entering a facility, thereby reducing airborne contaminants.
- Use of floor care solutions and finishes that are environmentally friendly.

SFM has serviced some of the largest LEED buildings in South Florida, including the 347K SF Baptist West Kendall Hospital. SFM currently services the 674k SF Miami Tower, one of the tallest high-rise buildings in Florida. We also service LEED municipal buildings like the City of Coral Gables Public Safety Building.



usgbc.org/projects/west-kendall-baptist-hospital

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About LEED Credentials Education Membership Store Resources

LEED BD+C: New Construction - v2 - LEED 2.2

West Kendall Baptist Hospital

15201 Ave SW and 96th Street, Miami, Florida, United States, 33156

Last certified on: July 22, 2011

Certification level: Gold

Check your score

Share on [Facebook](#) [Twitter](#) [LinkedIn](#) [Google+](#)

Overview Scorecard

Project Info

Size 347,079 sq ft

Certification type	Level	Points	Certification date
LEED v4.1 Recertification	Gold	77	July 23, 2019
LEED v4 Recertification	Gold	63	July 13, 2018
LEED 2009 Existing Buildings Operations and Maintenance	Silver	52	July 02, 2013

[Download](#)



usgbc.org/projects/city-coral-gables-public-safety-bldg

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About LEED Credentials Education Membership Store Resources

LEED BD+C: New Construction - v4 - LEED v4

City of Coral Gables Public Safety Bldg

2151 Salzedo Street, Coral Gables, Florida, United States, 33134

Check your score

Overview Scorecard

Project Info

Size 189,000 sq ft

SFM is committed to minimizing our impact on the environment and promoting sustainable practices throughout our operations. This Sustainability and Resiliency Plan outlines our commitment to utilizing environmentally preferable cleaning practices, chemicals, equipment, and supplies, ensuring that we maximize their efficiency and impact.

Environmentally Preferable Cleaning Practices

1. **Water Conservation:** We prioritize water conservation by implementing measures such as low-flow fixtures, waterless urinals, and high-efficiency vacuum systems.
2. **Energy Efficiency:** We invest in energy-efficient equipment, such as LED lighting, Energy Star-rated appliances, and programmable thermostats.
3. **Waste Reduction:** We promote recycling and composting programs to reduce our waste output. Additionally, we utilize biodegradable and recyclable supplies and containers whenever possible.
4. **Eco-Friendly Products:** We prioritize the use of eco-friendly cleaning products that are safe for people and the planet.
5. **Green Cleaning Techniques:** We incorporate green cleaning techniques such as microfiber cloths, HEPA filters, and electrostatic sprayers to minimize chemical usage.
6. **Chemical Management:** We adhere to strict chemical management protocols, including proper handling, storage, and disposal of hazardous and non-hazardous substances.

Environmentally Preferable Chemicals

1. **Green Seal Certified Products:** We prioritize the use of Green Seal-certified chemicals, which represent the highest standard for environmental sustainability and human health.
2. **Non-Toxic and Low VOC:** We select cleaning products that are non-toxic and have low volatile organic compounds (VOCs), reducing their environmental impact.
3. **Recyclable Packaging:** We prioritize the use of recyclable packaging for our chemicals, minimizing waste and promoting a circular economy.

Environmentally Preferable Equipment and Supplies

1. **Energy-Efficient Equipment:** We invest in energy-efficient equipment, such as Energy Star-rated vacuum cleaners and scrubber dryers, to reduce our energy consumption.
2. **Reusable and Refillable Supplies:** We opt for reusable or refillable supplies, such as spray bottles and mop buckets, to minimize waste and promote a circular economy.
3. **Biodegradable Materials:** We prioritize the use of biodegradable materials, such as microfiber cloths and compostable bin liners, to reduce our ecological footprint.

POLICIES & PROCEDURES

HUMAN RESOURCES PROGRAM

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

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

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

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



SFM'S HIRING FORMAT

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

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



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

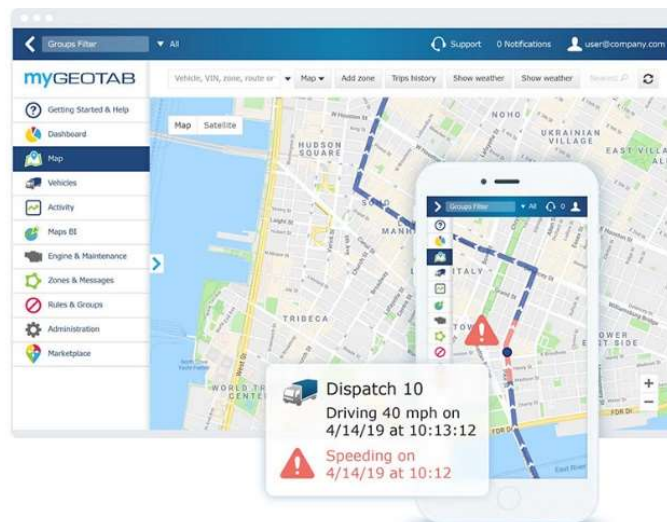
- ✓ Social Security Number Verification
- ✓ Criminal History Search (7 years)
- ✓ Terrorist Watch List
- ✓ Employment Verification
- ✓ Violent Sexual Offender Registry Search
- ✓ DMV Records (7 years)
- ✓ Florida HRS Abuse Registry



EMPLOYEE TRACKING

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

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



HIRING METHODOLOGY

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

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

Step 3: Hire supervision.

Step 4: Employee application review and job orientation.

Step 5: Criminal background check and Drug screening.


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

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

Assurance Personnel Availability

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

BACKGROUND CHECKS

As a standard practice, our Team will run level 1 & 2 federal background checks (nationwide check involving all states) on all its new hires as required.  Employees requiring access to federally regulated secure areas will undergo individual background screening. When it comes to assuming a client's staff or filling an open position for them, we are flexible. We have found that background research standards often vary by client choice. Some clients are involved in specialized hiring program initiatives. In these situations, we first consult the client as to the depth of report desired (city, county, state or federal) and run reports upon mutual agreement with the client. We have utilized the same FCRA (Fair Credit Reporting Act) compliant provider for over 5 years and have had no incidents of incorrect or false information. For this contract SFM will not hire any employee who:

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

EMPLOYEE SATISFACTION AND RECOGNITION PROGRAM

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

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



SFM employees are offered the following benefits:

Immediately

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

After the 90-Day probation period.

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

After 1-Year of employment.

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



DRUG FREE WORKPLACE PROGRAM

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

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



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

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

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

Objectives/ Goals

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



To achieve these goals, SFM Services conducts:

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

EMPLOYEE IDENTIFICATION & UNIFORMS

We realize the importance that a properly identified employee can have working in a government building and public spaces. For this reason, SFM provides uniforms that are easily identifiable and professional. Janitorial employees wear orange-colored t-shirts with our logo clearly visible on both sides. This color makes identification even easier. Shirts are made of a polyester-cotton blend that makes it easy for our cleaning staff to keep them clean. We issue three sets to each employee and mend or replace them as needed.

Should you wish a different type of uniform, we can provide shirts, slacks, windbreakers, and parkas, all labeled with the SFM logo. By request, we can provide uniforms tailored to represent you, matching colors, and logos.



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

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



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



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

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

Biometric Fingerprint Equipped Time Clocks

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

Mobile Time Tracking App

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

Telephone Time Tracking

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

Real Time Alerts

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

QUALITY ASSURANCE PLAN

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

We have an in-house programming team that will customize programs that reflect the specific needs and requirements of your facility. We will work with you to develop a report in a format that fits your needs. The frequency of inspections is determined based on fixed or roving assignments which can range from monthly to quarterly. Some of the benefits from this inspection program are detailed within this section.

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

Our quality control program delivers customer satisfaction.

Program Objectives:

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

This software allows the SFM Quality control officers to:

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

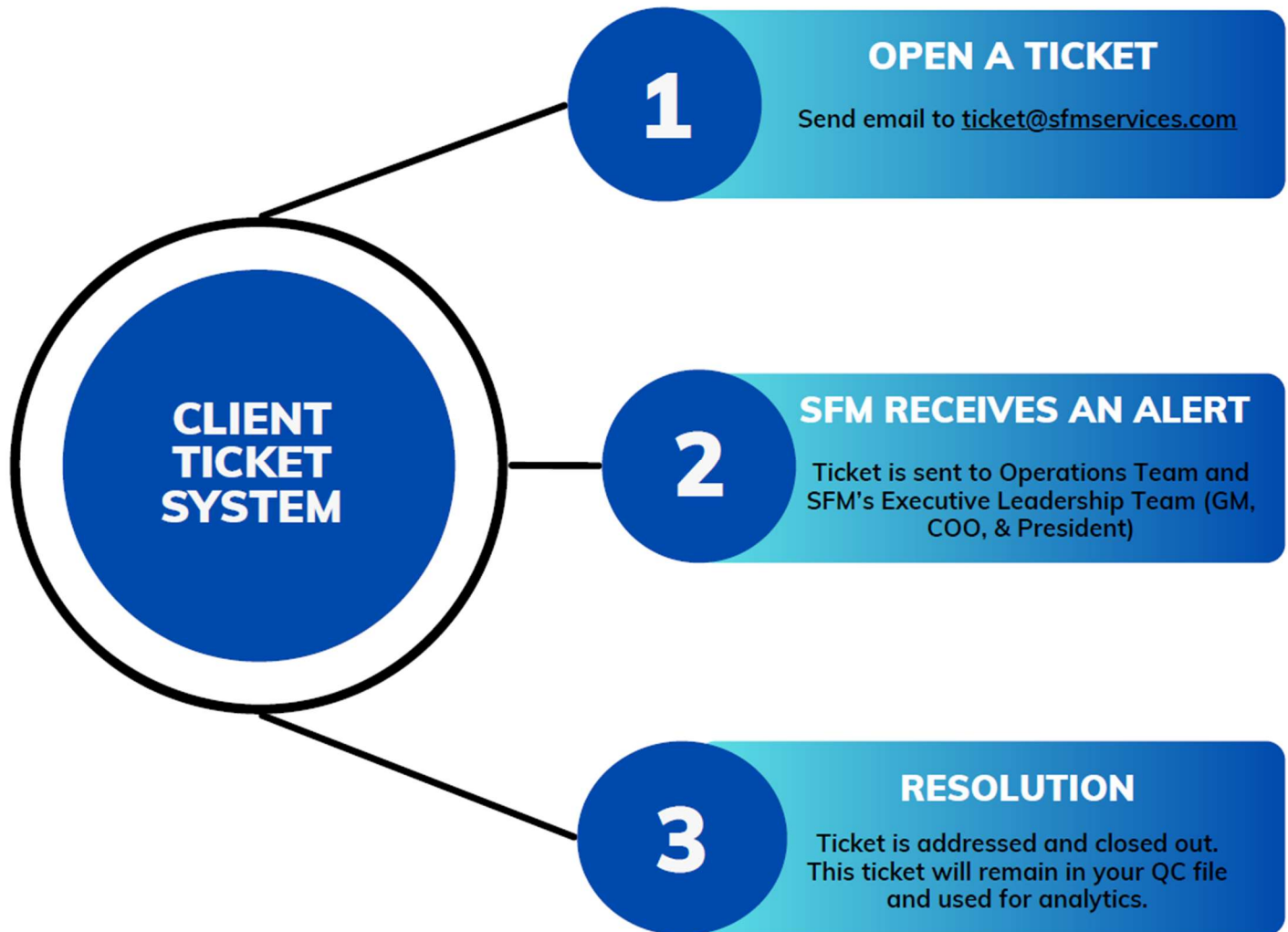
The SFM Quality Control Program consists of two mutually supporting modules:

1. **Quality Control Plan** – establish standards, supporting processes, performance objectives and performance indicators to meet all performance requirements.
2. **Quality Control Monitoring Plan** – implement SFM QC to provide a structured approach to performance monitoring, deficiency avoidance, corrective actions, and reporting.

CLIENT TICKET SYSTEM

Through our Quality Control software, we ask our clients to use the “Ticket System”. This feature helps us document and keep track of the quality of our services.

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



1. TICKET CREATED BY CITY OF MIAMI BEACH

From: Delgado, Steve <SteveDelgado@miamibeachfl.gov>

Sent: Thursday, December 21, 2023 7:10:31 PM

To: Ticket <ticket@sfmservices.com>;

Subject: G-9 (1661 Pennsylvania Ave)

Good evening,

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

Thank you.

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

2. TICKET ACKNOWLEDGED BY SFM WITHIN 9 MINUTES

From: Pedro Reus <preus@sfmservices.com>

Sent: Thursday, December 21, 2023 7:19:33 PM

To: Delgado, Steve <SteveDelgado@miamibeachfl.gov>

Subject: Re: G-9 (1661 Pennsylvania Ave)

Good evening Steve,

I'm sending the crew right now.

Regards.

Pedro P. Reus

ACTUAL
CLIENT TICKET



3. TICKET CLOSED WITHIN THE HOUR

From: Pedro Reus <preus@sfmservices.com>

Date: December 21, 2023 at 8:14:51 PM EST

To: "Delgado, Steve" <SteveDelgado@miamibeachfl.gov>**Subject:** Re: G-9 (1661 Pennsylvania Ave)Good evening Steve,

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

Regards.

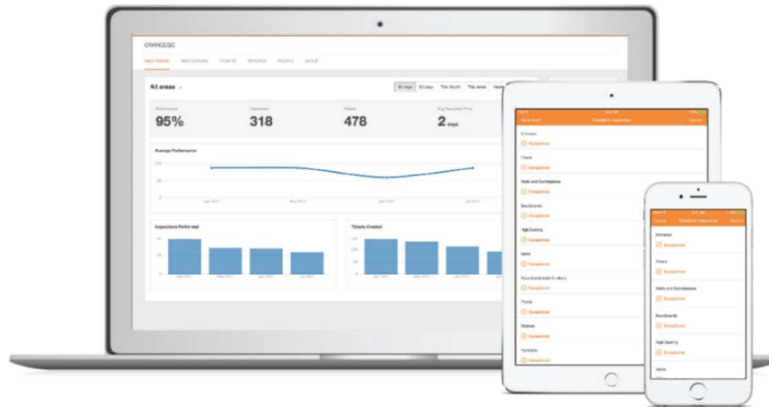
Pedro P. Reus



MEASUREMENT TOOLS

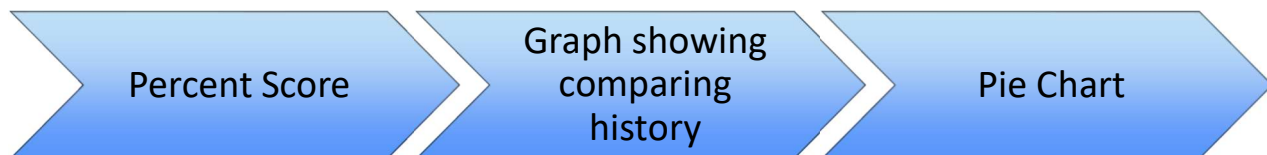
Email notifications are configured to notify SFM managers about the QC performance. The QC officer's iPad automatically synchronizes via a wireless network connection, so QC inspections can be tracked in real-time. Corrective action requests are immediately communicated to the relevant person.

All quality control inspections have precise timestamps to ensure frequency of monitoring and a clear indication of the date, time, area, and results of the monitoring process.



CLIENT ANALYTICS

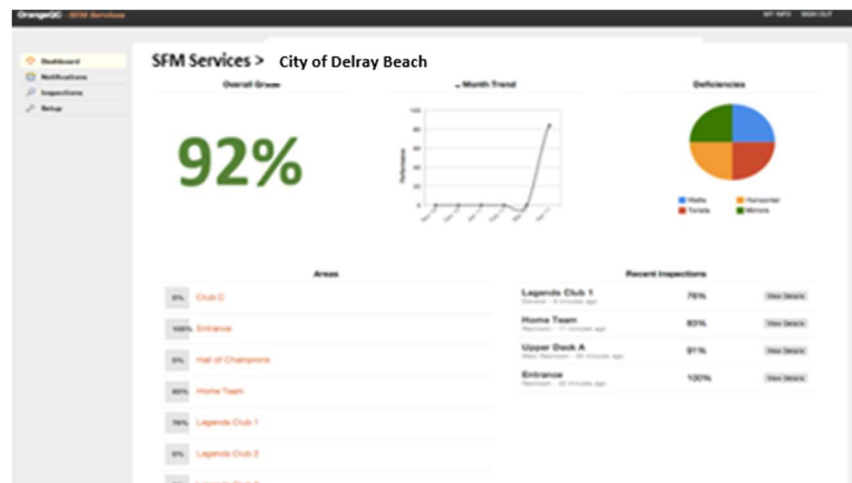
Below is report provided to client that will show the evaluation of progress in 3 forms which include:



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

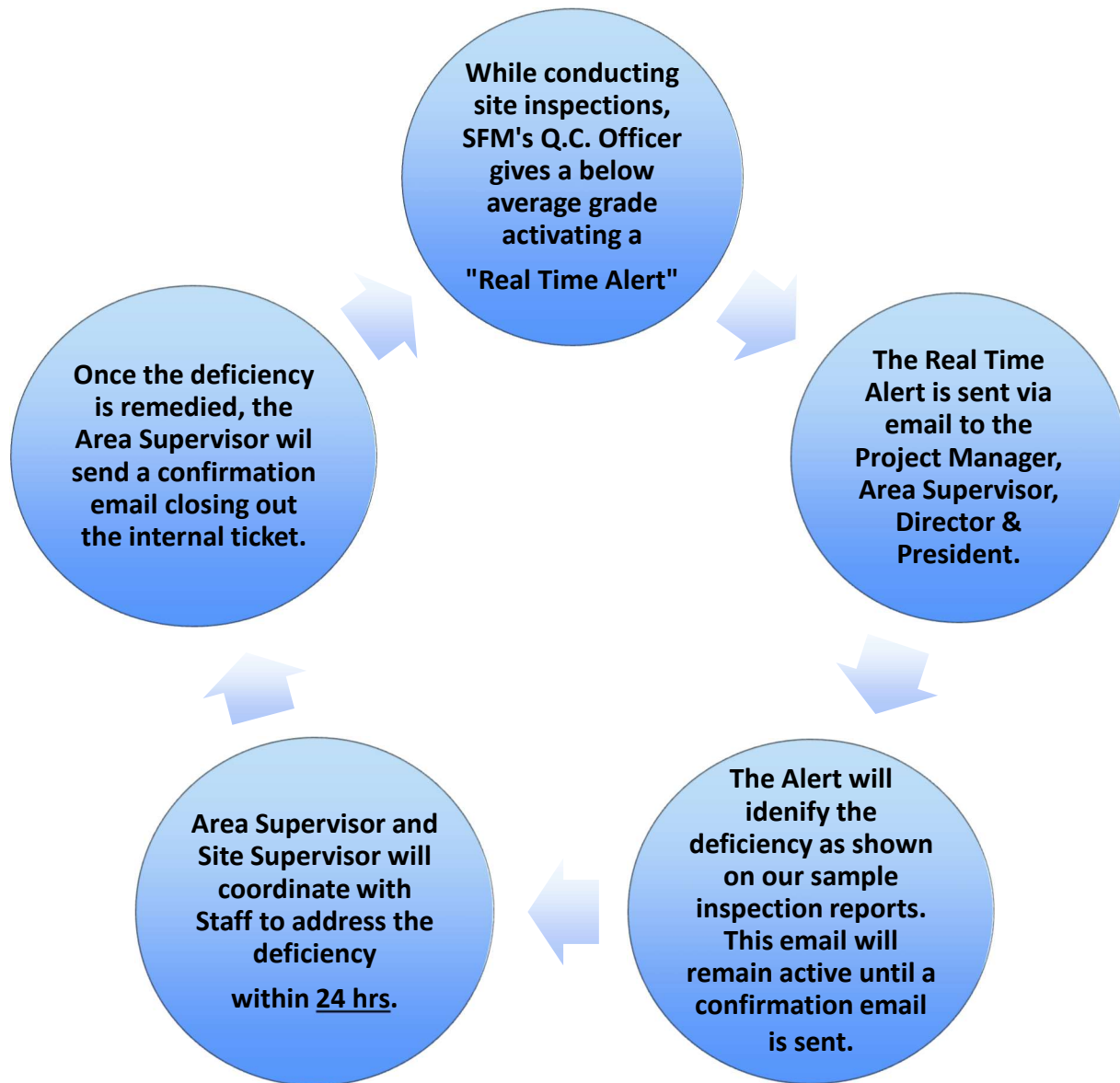
Management reports contain the following:

- Labor budget
- Supplies budget
- Equipment budget
- Sales



SFM'S INTERNAL COMMUNICATION SYSTEM

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



INSPECTION REPORTS

Reports are
time-stamped.

#9677750

JANITORIAL SFM CLOSET


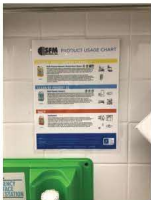




Location: (43570) MIA Bldg-702 (2261 NW 66 AVE)(Restricted) / Floor-M / SFM Janitor Closet

Inspector: Lazaro Gonzalez

Completed: 2023-08-22 8:21pm

Score: 100%

Line Item	Rating	Score
Floors Clean	Excellent	100%
 <p>1</p>		
Mop Sink Clean	Excellent	100%
Organization Organized	Excellent	100%
Equipment Cart Clean and Organized	Excellent	100%
Product Usage Chart For Chemicals Used Visual Display	Excellent	100%
 <p>2</p>		
SDS Sheet Chemicals Breakdown Sheet	Excellent	100%
 <p>3</p>		
NOTES		
First Aid Kit	Excellent	100%
Eye wash station	Excellent	100%

Line Item	Rating	Score
 <p>4</p>		
	Chemical Dispenser/Gun Dispenser	Excellent
	1 - NABC	Excellent
	15 - Peroxy	Excellent
	17 - Tri-Base	Excellent
	Halt Disinfectant	Excellent
	Location	North Tower M Floor

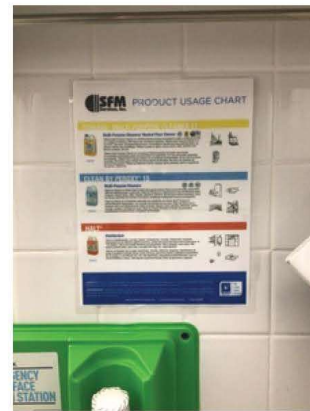
#9677750
Photo Appendix



1
In-app Photo
2023-08-22 8:20pm



2
In-app Photo
2023-08-22 8:20pm



3
In-app Photo
2023-08-22 8:20pm

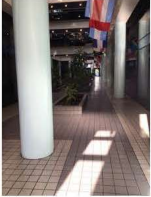



4
In-app Photo
2023-08-22 8:20pm

#8165025
ENTRANCE AREAS



Location: (43570) MIA Bldg-845 AKA-100 (5600 NW 36 ST)(5pm to 10pm) / 1ST FLOOR
Inspector: Lazaro Gonzalez
Completed: 2022-07-28 6:14pm
Score: 100%

Line Item	Rating	Score
Floors	Excellent	100%
 <p>1</p>		
Thresholds	Excellent	100%
Glass Window	Excellent	100%
 <p>2</p>		
Glass Doors	Excellent	100%
Trash Containers	Excellent	100%
Ash Trays	Excellent	100%
Seating Area	Excellent	100%
NOTES		
Location		
Wall	Excellent	100%

#8165025
Photo Appendix



1
In-app Photo
2022-07-28 6:13pm





2
In-app Photo
2022-07-28 6:14pm



#8165296
HALLWAY



Location: (43570) MIA Bldg-845 AKA-100 (5600 NW 36 ST)(5pm to 10pm) / 4TH FLOOR
Inspector: Lazaro Gonzalez
Completed: 2022-07-28 7:58pm
Score: 100%

Line Item	Rating	Score
Water Fountain	Excellent	100%
 <p>1</p>		
Elevators	Excellent	100%
Floor	Excellent	100%
Baseboard	Excellent	100%
Walls	Excellent	100%
Air Vents	Excellent	100%
Doors	Excellent	100%
Restrooms	Excellent	100%
 <p>2</p>		
Windows	Excellent	100%
Stairs	Excellent	100%
Notes		
Bulletin Boards	Excellent	100%
Waiting Area/Furniture	Excellent	100%
Lobby	Excellent	100%
Location	North Side	
Employees lounge	Excellent	100%
Picture frame	Excellent	100%
Sink	Excellent	100%
Line Item	Rating	Score
Countertop	Excellent	100%
Locker Rooms	Excellent	100%





1
In-app Photo
2022-07-28 7:57pm






2
In-app Photo
2022-07-28 7:58pm

#8925169

JANITORIAL SFM CLOSET



Location: (43570) MIA Bldg-719 AKA-Customs Clearance 6601 NW 25 ST (2:30pm to 10:30pm) / 2nd Floor
 Inspector: Orlando Reyes
 Completed: 2023-02-16 2:25pm
 Score: 100%

Line Item	Rating	Score
Floors Clean	Excellent	100%
<div style="display: flex; justify-content: space-around;">   </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> 1 2 </div>		
Organization Organized	Excellent	100%
<div style="display: flex; justify-content: space-around;">  </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> 3 </div>		
Equipment Cart Clean and Organized	Excellent	100%
NOTES		

#8925169

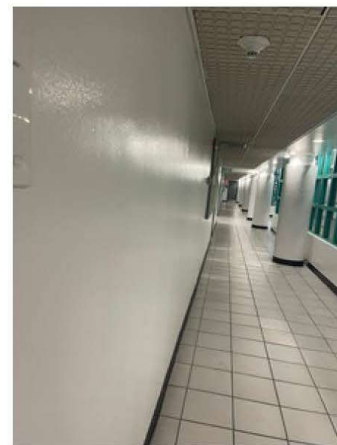
Photo Appendix



1
Photo from Gallery
2023-02-16 2:24pm



2
Photo from Gallery
2023-02-16 2:25pm



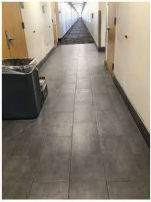

3
Photo from Gallery
2023-02-16 2:25pm



#9163543
HALLWAY



Location: (43570) MIA Bldg-706 AKA-Western U (1651 NW 68 AVE) / Floor-M
Inspector: Lazaro Gonzalez
Completed: 2023-04-13 6:17pm
Score: 98%

Line Item	Rating	Score
Water Fountain	Excellent	100%
Elevators	Excellent	100%
Floor	Below Average	70%
🗨️ Area under construction but need mopping		
<div style="display: flex; justify-content: space-around; align-items: center;">   </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> 1 2 </div>		
Baseboard	Excellent	100%
Walls	Excellent	100%
Air Vents	Excellent	100%
Doors	Excellent	100%
Restrooms	Excellent	100%
Windows	Excellent	100%
Stairs	Excellent	100%
Notes		
Bulletin Boards	Excellent	100%
Waiting Area/Furniture	Excellent	100%
Lobby	Excellent	100%
Location	North Central M floor	
Employees lounge	Excellent	100%
Picture frame	Excellent	100%
Sink	Excellent	100%
Countertop	Excellent	100%
Locker Rooms	Excellent	100%





1
In-app Photo
2023-04-13 6:16pm



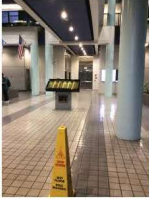
2
In-app Photo
2023-04-13 6:16pm

#8339354

ENTRANCE AREAS

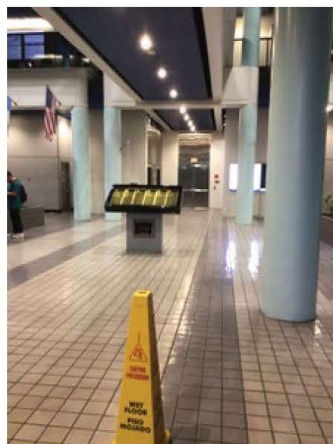


Location: (43570) MIA Bldg-845 AKA-100 (5600 NW 36 ST)(5pm to 10pm) / 1ST FLOOR
 Inspector: Marta Gonzalez
 Completed: 2022-09-15 7:01pm
 Score: 100%

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

#8339354

Photo Appendix



1
 In-app Photo
 2022-09-15 7:00pm

CITY OF DELRAY BEACH



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

We then train them to meet our high standards and make certain they understand that nothing stands in the way of customer satisfaction. The training is conducted by SFM's Risk and Safety Manager, Luis Sanchez. Mr. Sanchez is an OSHA 501 certified instructor with the State of Florida. This is a competitive advantage SFM has over other janitorial companies. It gives SFM the ability to train and retrain employees as necessary throughout the year. Our program consists of extensive classroom and hands on training procedures.

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

1. Classroom teaching is based on research and personal experiences.
2. Professional participation by experts in the field of the subject.
3. Practical exercises discussed and acted in role plays in class.
4. Situational Exercises where specific issues are presented and resolved in class by the student and further discussed in a group setting.
5. Testing and Quizzes of materials shared in class.
6. Providing training materials when necessary for further evaluation and study.



SFM In-House OSHA certified trainer.

TRAINING TOPICS

EMERGENCY AND EVACUATION PROCEDURES

SFM will work closely with Delray to learn its desired procedures:

- Comfort staff and visitors without divulging unnecessary information. Direct any media to your manager.
- Assist public, where do they exit & when to do so?
- Employee evacuation route-what does an associate take when leaving the facility?
- Evacuation meeting point-where do employees gather after exiting the facility?



SLIPS, TRIPS AND FALLS

Employees are trained to be aware of the following situations:

- ✓ Slippery Spots (oil, water, snow, ice, or grease)
- ✓ Mats, rugs, or carpeting (check to make sure they are flat and in good condition and not buckling)
- ✓ Uneven surfaces or cracks (worn carpet, cracked tile, sidewalks, parking areas, and employee entrances)
- ✓ Anything that has been dropped on the floor or anything stored in a walkway cleaned. Over spray landing on floors while cleaning
- ✓ Loose or missing handrails on the stairs
- ✓ Broken or burned-out lights or poor lighting



Since water and chemicals are frequently used in common areas it is important to take special precautions when cleaning. Even when not cleaning, wet weather makes all public entrances potential fall zones. Signs should be put out whenever areas are exposed to being wet regardless of the time of day or night (even when the building is closed). Take caution to spray cleaning chemicals onto a cleaning rag, not the item to be cleaned. Over spray landing on floors while cleaning lobby fixtures/furniture is a leading cause of slip and falls. Rinse surfaces carefully to remove residue from any chemical. Make sure that you leave the bathroom floors dry and free from any debris.

Always clean up after yourself. Use “wet floor” signs when necessary.

Show employees where the “wet floor” signs are usually stored on an account and how to get them when needed. Point out potential slips and trip hazards in the housekeeping area. Show the employees the proper way to spray chemicals on the appropriate cleaning rags to clean. And, how to fold rags when cleaning instead of bunching them.



The employee’s role in preventing slips, trips and falls includes:

- ! Cleaning up all spills immediately
- ! Using “Wet Floor” signs to mark the area and warn people
- ! Using spill stations and mopping floors regularly in areas likely to get wet
- ! Notifying supervisor and/or engineering of uneven surfaces to be repaired
- ! Picking up anything that has been dropped on the floor
- ! Keeping stairways and ramps well-lit and clear of obstacles
- ! Wearing the appropriate slip resistant shoes
- ! Keeping electrical cords to one side while vacuuming
- ! Cleaning walls, windows or doors appropriately, not standing on chairs or other inappropriate items



ACCIDENT REPORTING

Always report an accident (no matter how minor) to your supervisor or manager immediately after it occurs. Failure to report an accident immediately may result in disciplinary action up to and including termination. Show employees example of an accident report along with the medical refusal form.

What happens after you report an injury?

- We send you to medical treatment nearby
- You will be evaluated by a licensed health care practitioner
- Depending on severity of injury, you may receive limitations on the job duties you can perform
- If restrictions are required, we will assign duties which fit your limitations until you are healthy again

BLOODBORNE PATHOGENS

Objective: To educate our staff on what Bloodborne Pathogens are, why they are so important, how to recognize potential exposure and what to do when they encounter blood or other bodily fluids at work or in public.

Although OSHA requires employers and most public facilities to have a plan to minimize the risk of exposure to bloodborne pathogens, very few do.

Our Team is very serious about this training and an on-location plan at its accounts. We are sure that you have an extensive plan for Bloodborne Pathogens, and we will work closely with you to master it.



Our team has a number of
certified trainers in Bloodborne
Pathogens and CPR

Employees are taught that they can be exposed to Bloodborne Pathogens (BBP) when there is the presence of any blood or bodily fluids. They are instructed that an exposure incident occurs when you have contact with blood or bodily fluid through your mouth, eyes or nose, a break or puncture in the skin. And, that they should always assume that any bodily fluid is contaminated or infected and take the proper care and caution.

AWARENESS & ACTION - We stress that staff be “Aware” of their environment and the possibility of coming into contact with bloodborne pathogens to minimize exposure. They are taught that contaminated fluids can be anywhere and, in any form, (blood, vomit, feces, urine) and on any surface: Bathrooms, concession areas, holding area seats, child play areas Offices, break rooms, kitchens, cafeterias, Public areas, corridors, elevators, escalators, people movers, shuttle trains, stairwells, garages Trash, dumpsters, including syringes and needles, razor blades, broken glass, first aid supplies

Our supervisors receive extensive training in handling exposure incidents and cleaning staff are instructed to report to the supervisor immediately. If working by themselves, they are instructed to contact their area supervisor immediately. As with other aspects of our training program, the instruction and materials provided are far more extensive than as we are touching upon in this document. Employees are also required to sign off on each segment of the training.

HAZARDOUS MATERIALS TRAINING

SFM offers a comprehensive training program designed to educate employees about the importance of hazardous materials and its safe handling, storage, and transportation. In this document, we will provide an overview of the key components of SFM's training program.

Program Objectives

The primary objectives of SFM's training program on hazardous materials are as follows:

- To equip employees with the necessary knowledge and skills to identify hazardous materials and understand their hazards.
- To teach employees how to properly handle, store, and dispose of hazardous materials to prevent accidents and injuries.
- To enhance employees' awareness of emergency response procedures in case of accidental releases or spills of hazardous materials.
- To ensure compliance with regulatory requirements related to hazardous materials.

Training Program Components

1. Introduction to Hazardous Materials

This component provides an overview of the different types of hazardous materials, their classification, and the risks associated with each type. Employees learn about proper labeling, handling techniques, and emergency procedures.

2. Safety Measures and Personal Protective Equipment (PPE)

This component focuses on safety measures and PPE required for handling hazardous materials. Employees learn how to select and use appropriate PPE, including gloves, goggles, respirators, and protective clothing.

3. Storage and Handling Practices

This component covers best practices for storing and handling hazardous materials. Employees learn proper storage methods, including segregation, containment, and temperature control. They are also taught about emergency procedures in case of spills or releases.

4. Transportation and Shipment

This component focuses on the transportation of hazardous materials, including compliance with shipping regulations and proper packaging. Employees learn how to prepare hazardous materials for shipment, identify potential hazards during transit, and respond to emergencies.

5. Emergency Preparedness and Response

This component equips employees with the necessary knowledge and skills to respond to emergencies involving hazardous materials. Employees learn about evacuation plans, emergency notification systems, and containment and cleanup procedures.

6. Compliance and Regulatory Requirements

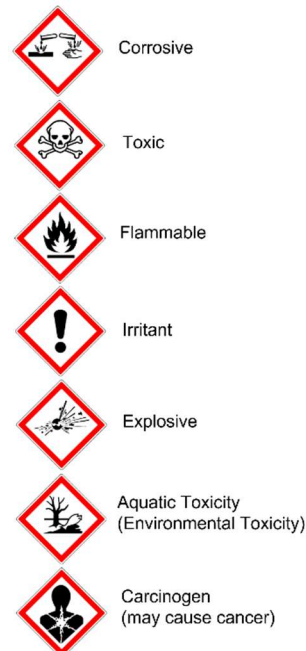
This component covers compliance with regulatory requirements related to hazardous materials. Employees learn about relevant laws, regulations, and industry guidelines, including OSHA and DOT regulations.

One example topic on hazardous materials training would be on Chemical Safety.

To ensure safety when using chemicals, our accounts have complete information about every chemical used at a given account on a Safety Data Sheet (SDS). A SDS will tell you: the name of the chemical, whether it can be mixed with any other chemical, if there are any health hazards associated with the chemical, what Personal Protective Equipment (PPE) items should be worn when using the chemical and first aid procedures to be used if the chemical is splashed or spilled on anyone.

Some basic rules of chemical cleaning products:

- Never use a chemical product that you are not familiar with.
- Never mix chemicals.
- Always label spray bottles.
- Never pour a chemical into a can, bottle, or jar that once held food or drinks.
- Always replace the cap on a chemical after use.
- Use caution when removing a chemical from a shelf overhead in case the cap is loose.
- Never put your nose up to a chemical container opening to smell it.



SFM uses the Spartan Dilution Chemical Dispenser to safely mix and/or dilute chemicals.

Even when being careful, accidents can happen. You can be exposed to chemicals by absorbing the chemical through your skin or eyes, breathing in the chemical fumes, or swallowing a chemical. If you come into contact with a chemical, the normal first aid treatment is to flush the area with water for 15 minutes. You should notify your supervisor immediately so that you can get the appropriate medical attention.

Show the employees where the eye wash stations, and the first aid kits are located.

ELECTRICAL AWARENESS TRAINING

Electrocutions are the 4th leading cause of industrial fatalities in the United States. About 600 people die a year of electrical causes; most of these accidents involve low voltage (600 watts or less).

Avoid the following unsafe acts:

- ✦ Use of defective or unsafe tools
- ✦ Removing the third prong to make a 3-prong plug fit 2 prong outlet
- ✦ Overloading outlets with too many items
- ✦ Using an electrical cord to raise or lower equipment



PERSONAL PROTECTIVE EQUIPMENT TRAINING

PPE's (personal protective equipment) will be provided by our Team to ensure the employee's safety. The following equipment will be provided to all staff members:

- Chemical Splash Goggles/ Full face Shield
- Protective Shoe Covers
- Disposable Gloves
- Gowns/ Tyvek Suit
- N-95 Mask



Train employees on proper use of Level 1 PPE

PROPER LIFTING TECHNIQUES AND BACK SAFETY

The importance of stretching before each shift or before lifting any object is taught and demonstrated. Employees participate.

Common sense techniques are discussed... How to test the load before lifting any object by pushing the object lightly with your hands or feet to see how easily the object moves to determine if the object can be managed alone or with if help is needed.

Demonstrate how a poorly packed box can be dangerous by picking up the box that is only partially full. Employees are instructed to make sure that the weight is balanced and packed, so the contents of the box do not move around. Emphasize that very heavy objects should not be lifted without assistance and that the associate should call for assistance before moving a heavy item. Heavy items that a housekeeper or house person may encounter are reviewed. The importance of proper grip, and to avoid hurried, jerking, or twisting movements while lifting to prevent straining the back muscles.



The importance of your body facing the object while lifting and how keeping the load close to your body makes it easier. How easy it is to get hurt by reaching out to lift and carry an object and much more. Various situations are created in the classroom for the staff to actually participate in as opposed to all written instruction.

Overexertion & bodily reaction, which includes injuries from heavy lifting, & improper handling of heavy objects is a leading cause of janitor injury across the country.

KEYS /RADIO PROCEDURES

Employees requiring access to a key and/or radio for work MUST adhere to the following procedure:

Keys

- ➔ Keys must be signed in and out every day no exceptions.
- ➔ Keys must never be given to a co-worker and/or supervisor at any time.
- ➔ A lost key is an automatic suspension for the first offense. Losing a key again will result in termination. Returning a key within 2 hours of shift will result in a written warning.



Radio

- 📻 Losing a radio will result in automatic suspension.
- 📻 Radios that are taken home and returned within 2 hours will result in a verbal warning.
- 📻 Radios taken home and not returned within 2 hours will result in a written warning.

CELL PHONE POLICY

Employees will be equipped with smart phones and tablets while on shift to efficiently carry out their daily tasks. Each device will be programmed with our Quality Control and Smart Restroom Technology software.

Generally, personal cell phones cannot be in your possession while you are clocked in. Cell phones are allowed for use during breaks. Any employee found using a personal cell phone while working will be documented and may lead to termination. Supervisors are generally issued company cell phones and employees use radios to communicate with supervision. Emergency calls to employees are routed through the on-location supervisor.



TEAM STANDARDS & POLICIES

Review the importance of our standards:

1. Ensure your appearance is neat and professional throughout your shift.
2. Project a warm and friendly attitude with everyone you encounter. Smile and greet everyone while maintaining eye contact.
3. Identify your priorities at the start of each day. Demonstrate a sense of timeliness and urgency.
4. Attention to detail is a priority not only with your work but, be sure to report any damage, unusual or items/areas needing repair or special attention to your supervisor upon finding them. Don't wait until the end of the shift.
5. Work safe and deliver a clean environment.

ATTENDANCE POLICY

If an employee is unable to work, they are required to call their immediate supervisor/manager at least 2 hours in advance of their scheduled shift. Failure to follow this procedure will result in immediate documentation. Three no call/no shows will result in immediate termination.

Employees calling off three days consecutively will be required to bring in documentation to their immediate supervisor/manager before being allowed to return to work. Habitual call offs from work will not be tolerated. Three call offs in a month period without documentation will result in disciplinary action.

LOST AND PHONED POLICY

SFM understands how frustrating it can be to misplace a cell phone. For that reason, SFM employees who find misplaced phones will make a reasonable attempt to return the phone to its owner. If an SFM employee is unable to identify its owner, our employee will take the following actions:

1. Place a notice near the found location saying a phone has been found.
2. Using our web-based QC program, SFM employee will create a "lost phone" ticket.
3. The phone will be placed under lock and key in a dedicated lost and found locker.
4. After 60 days, SFM will donate to a local charity.



CLEAR BAG POLICY

SFM believes in Transparency!

The implementation of the Clear Bag Policy sends a clear message that the safety and wellbeing of SFM employees and clients is a top priority. Not only is the clear bag policy a positive, comprehensive approach to employee security, it is recommended by TSA as a best practice and supports the Department of Homeland Security's "If You See Something, Say Something" campaign.

Review the following policies and ensure all employees sign off on each.



And that was only the first day of training!

There is much more in the following days:

- | | |
|---|---|
| ✓ Proper use, care, and repair of various equipment | ✓ Emergency procedures |
| ✓ Cleaning techniques | ✓ Sexual and unlawful harassment |
| ✓ Chemical usage | ✓ Workplace violence prevention |
| ✓ Availability of Safety Data Sheets | ✓ How to use Safety Data Sheets (SDS) |
| ✓ OSHA regulations | ✓ Tools and equipment operation and safety |
| ✓ First aid and CPR | ✓ Safety issues, compliance with OSHA |
| ✓ HAZCOM and the right to work | ✓ Blood-borne pathogen safety program |
| ✓ Conduct and etiquette training | ✓ Recycling program(s) |
| ✓ Conflicts of interest | ✓ HIPPA |
| ✓ Customer Service Training | ✓ Security related issues |
| ✓ Terrorist/disaster situations | ✓ General orientation areas of responsibility |

SFM shall, on an ongoing basis, provide effective customer service training for all personnel having public contact using corporate developed programs.

THE UNIVERSITY OF
ALABAMA

OSHA TRAINING INSTITUTE EDUCATION CENTER

Certifies that

Luis G. Sanchez

Has attended and successfully completed the

OSHA 501 Trainer Course in General Industry

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

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

28 Contact Hours

2.8 Continuing Education Units (CEUs) earned

Your Trainer Status Expires: 12/1/2026



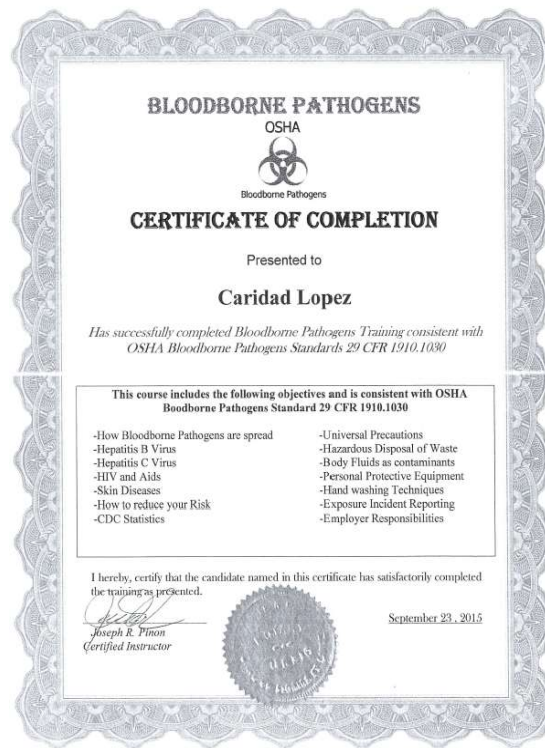
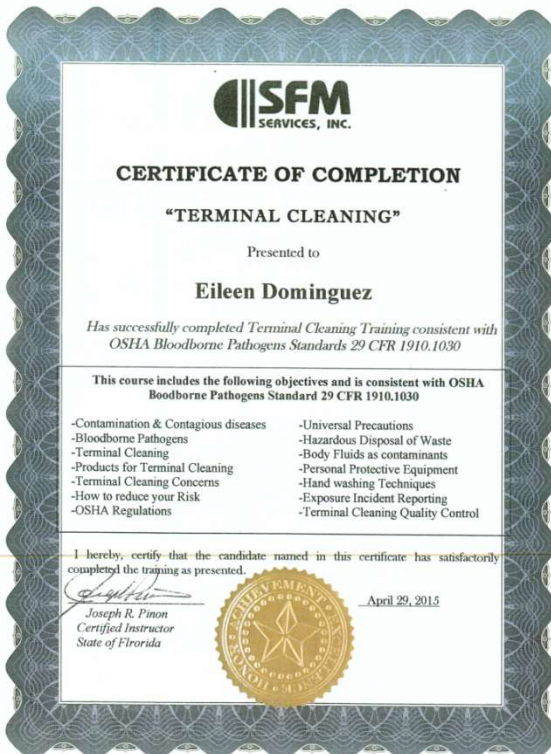
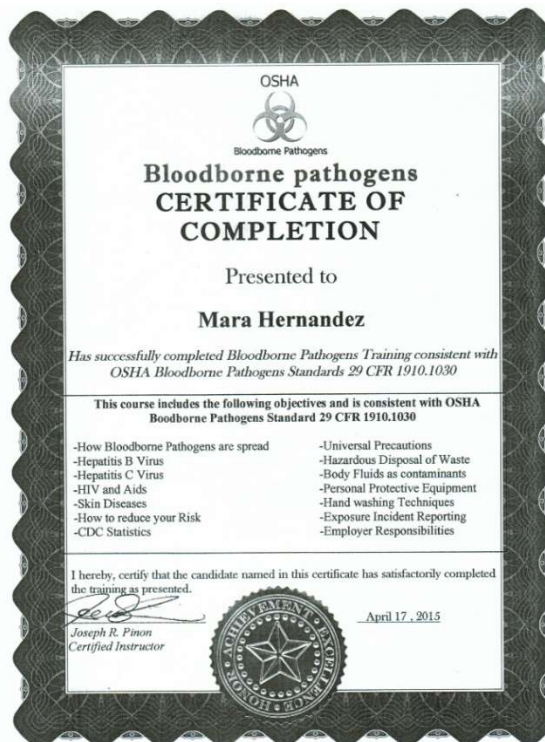
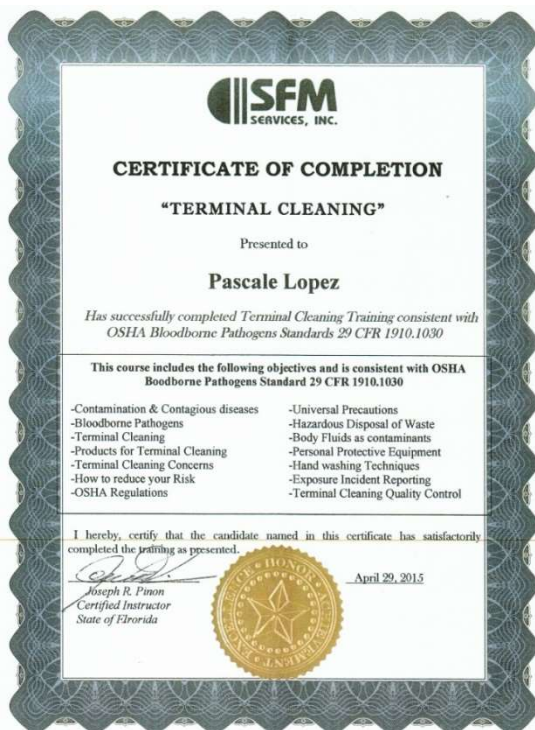
Robert Murphy, Director
Office of Training & Education
OSHA



Sheryl Foucher, Director
OSHA Training Institute Education Center
The University of Alabama

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





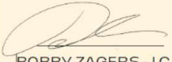
CERTIFICATE

Of Completion For

Pascale Lopez

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




BOBBY ZAGERS - I.C.E.
GEM Supply Company
NOVEMBER 2023




DAVID THOMPSON
Director -
Academy of Cleaning Excellence

Certificate of Achievement

Presented to:
Pascale Lopez

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

Test name:

1.27.20 Best Practices for Electrostatic and Other Sprayer Technology Roundtable

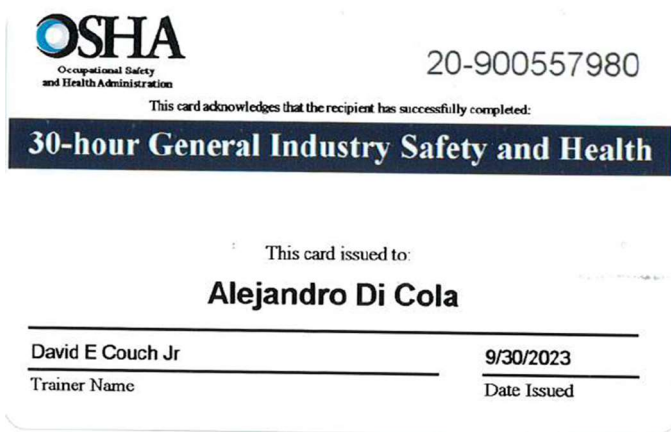
Score: 100% 5 / 5



Trade Press Media Group, Inc.

Thu 28th Jan 2021







Pedro Reus

has completed the CleanCheck module for Classroom Cleaning ;
has proven dedicated to professionalism in his/her work;
has demonstrated outstanding product knowledge and safety precautions;
and has mastered the details of Classroom Cleaning .

Be it hereby known that
SPARTAN CHEMICAL COMPANY, INC.
proudly certifies

Pedro Reus

as a CleanCheck Professional of Classroom Cleaning .



[Signature]
Director of Training

1/24/2019
Date



Pedro Reus

has completed the CleanCheck module for Fitness Facilities ;
has proven dedicated to professionalism in his/her work;
has demonstrated outstanding product knowledge and safety precautions;
and has mastered the details of Fitness Facilities .

Be it hereby known that
SPARTAN CHEMICAL COMPANY, INC.
proudly certifies

Pedro Reus

as a CleanCheck Professional of Fitness Facilities .



[Signature]
Director of Training

1/24/2019
Date



Pedro Reus

has completed the CleanCheck module for Hard Floor Care ;
has proven dedicated to professionalism in his/her work;
has demonstrated outstanding product knowledge and safety precautions;
and has mastered the details of Hard Floor Care .

Be it hereby known that
SPARTAN CHEMICAL COMPANY, INC.
proudly certifies

Pedro Reus

as a CleanCheck Professional of Hard Floor Care .



[Signature]
Director of Training

1/24/2019
Date



Pedro Reus

has completed the CleanCheck module for Kitchen Sanitation ;
has proven dedicated to professionalism in his/her work;
has demonstrated outstanding product knowledge and safety precautions;
and has mastered the details of Kitchen Sanitation .

Be it hereby known that
SPARTAN CHEMICAL COMPANY, INC.
proudly certifies

Pedro Reus

as a CleanCheck Professional of Kitchen Sanitation .



[Signature]
Director of Training

1/24/2019
Date



Pedro Reus

has completed the CleanCheck module for Carpet Care ;
has proven dedicated to professionalism in his/her work;
has demonstrated outstanding product knowledge and safety precautions;
and has mastered the details of Carpet Care .

Be it hereby known that
SPARTAN CHEMICAL COMPANY, INC.
proudly certifies

Pedro Reus

as a CleanCheck Professional of Carpet Care .



[Signature]
Director of Training

1/23/2019
Date

7. PAST PERFORMANCE



Proudly Serviced Since 2023

Client Name	Miami-Dade County
Contract name	Janitorial Services for Various ISD Buildings
Contract Term	2023 to present
Contract Size	Approx. 775,278 sq. ft.
Scope of Work	SFM provides janitorial services to interior and exterior building space 7 days a week. Scope includes but not limited to: day and night nightly cleaning of offices, restrooms, elevators, escalators, windows, fountains, hardscapes, kitchens, conference rooms, common areas, food retail and more. Specialized floor care including carpet cleaning, stripping & refinishing floors, high pressure cleaning, and other special cleaning services.
Contact	Daniel O. Borges P: 786.493.1431 E: daniel.borges@miamidade.gov 111 NW 1 St., Miami FL 33128



Proudly Serviced Since 1991

Client Name	City of Coral Gables
Contract Name	RFP No. 2021-005 - Janitorial Maintenance Services
Contract Term	2016 to present & 1991 to 2006
Contract Size	Approx. 250,000 sq. ft.
Scope of Work	janitorial services to all City owned facilities including nightly cleaning of offices, restrooms, common areas. Daily porter services to restrooms and common areas, carpet cleaning, stripping & refinishing floors, high pressure cleaning, electrostatic disinfection services, and other special cleaning services. SFM cleans approximately 12 sites in this contract. SFM also performs Special Event Cleaning.
Client Contact	Ralph Rodriguez P: 305.460.5014 E: RRodriguez1@coralgables.com 2800 SW 72nd Avenue Miami, Florida 33155



Proudly Serviced Since 2019

Client Name	City of Miami Beach
Contract Name	RFP 2017-070-JC Janitorial Services
Contract Term	2019 to present
Contract Size	Approx. 2.4 million sq. ft.
Scope of Work	Janitorial services are performed throughout the City at all city owned facilities, parking garages, public restrooms, and park restrooms. SFM cleans approximately 63 sites in this contract. SFM also performs Special Event Cleaning.
Client Contact	Elizabeth Miro P: 305.673.7000 x.22925 E: ElizabethMiro@miamibeachfl.gov 1833 Bay Rd., 2nd Floor, Miami Beach, FL 33139



Proudly Serviced Since 2020

Client Name	Miami-Dade County Aviation Department
Contract name	FB-01167 Janitorial Services for MIA & General Aviation Airports Zone 4
Contract Term	2020 to present
Contract Size	Approx. 1.5 million sq. ft.
Scope of Work	Janitorial Services for the Miami-Dade Aviation Department. Services are exclusive to all non-terminal buildings, airport properties, and other outlying buildings at Miami International and General Aviation Airports defined as Zone 4. SFM cleans approximately 27 sites in this contract.
Contact	Ultimo De Oliveira P: 305.876.8447 E: UDeOliveira@miami-airport.com Facilities Management & Engineering Division P.O. Box 025504 Miami, FL 33102-5504



Proudly Serviced Since 2023

Client Name	City of Hialeah
Contract Name	RFP 2022-23-8500-36-039 Citywide Janitorial Services
Contract Term	2023 to present
Contract Size	Approx. 900,000 sq. ft.
Scope of Work	janitorial services at City facilities including nightly cleaning of offices, restrooms, and common areas. Porter service during the day to clean the Mayor’s suite of offices, restrooms, and common areas. Additional Services such as: carpet cleaning, stripping & refinishing floors, high-pressure cleaning, degreasing of concrete floors, water extraction, graffiti removal, cleaning of canopies/awnings, and other special cleaning services.
Client Contact	Luis Suarez P: 305.883.5988 E: LASuarez@hialeahfl.gov 501 Palm Avenue Hialeah, FL 33010



Proudly Serviced Since 2023

Client Name	Town of Cutler Bay
Contract Name	23-01 Professional Janitorial Maintenance Services
Contract Term	2023 to present
Contract Size	Approx. 24,500 sq. ft.
Scope of Work	janitorial services to all City owned facilities including nightly cleaning of offices, restrooms, common areas. Daily porter services to restrooms and common areas, carpet cleaning, stripping & refinishing floors, high pressure cleaning, electrostatic disinfection services, and other special cleaning services.
Client Contact	Jazmin Gonzalez P: 786.573.5504 E: JGonzalez@cutlerbay-fl.gov 10720 Caribbean Blvd., Suite 210 Cutler Bay, Florida 33189



Proudly Serviced Since 2022

Client Name	Village of Palmetto Bay
Contract Name	2022-11-008 Janitorial Services
Contract Term	2022 to present
Contract Size	Approx. 26,000 sq. ft.
Scope of Work	janitorial services to Village Hall and Public Service Building including nightly cleaning of offices, restrooms, common areas. Daily porter services to restrooms and common areas, carpet cleaning, stripping & refinishing floors, high pressure cleaning, electrostatic disinfection services, and other special cleaning services.
Client Contact	Karla Morales P: 786.354.5546 E: kmorales@palmettobay-fl.gov 9705 East Hibiscus Street Palmetto Bay, FL 33157



Proudly Serviced Since 2020

Client Name	The Underline
Contract name	Porter, Pressure Washing, and Grounds Maintenance Services
Contract Term	2020 to present
Contract Size	Approx. 10 miles long
Scope of Work	<p>SFM provides Pressure Washing, Grounds Maintenance and Porter services to the Brickell Backyard. This ½ mile stretch of public space is comprised of a bike trail, pedestrian path, high use program spaces, gardens, and more. Scope includes daily landscape maintenance, litter control, cleaning, disinfecting and deodorization of trash and recycling bins, cleaning of all furniture, and columns, water fountains, equipment, signage, fences, etc., weekly power washing of pedestrian path and bike trail, gum and graffiti removal, and more.</p>
Contact	<p>Patrice Gillespie Smith P: 786.897.1386 E: patrice.gillespiesmith@theunderline.org</p> <p>1800 SW 1st Ave., Suite 504 Miami, FL 33129</p>



Proudly Serviced Since 1978

Client Name	Miami-Dade County Youth Fair and Exposition
Contract name	Cleaning Services
Contract Term	1978 to present
Contract Size	Approx. 200,000 sq. ft. of building + 80 Acres of Fairgrounds
Scope of Work	SFM provides cleaning services before, during, and after to one of the Nation's largest annual fairs. The Miami-Dade County Youth Fair and Exposition brings in over half a million attendees yearly. The fairground is composed of 80 Acres of Fairgrounds and 5 exhibition buildings that approximate 200,000 sq. ft.
Contact	Rosa M Madruga P: 305.223.7060 E: rmadruga@fairexpo.com 10901 Coral Way Miami, FL 33165



Proudly Serviced From 2017 to 2023

Client Name	Broward Health
Contract name	Offsite Janitorial Services
Contract Term	2017 to 2023
Contract Size	Approx. 200,000 sq. ft.
Scope of Work	janitorial services at various locations throughout its system. Services include daytime and nighttime porter services, floor care, and consumables. Additional services requested may include high dusting, pressure cleaning, and garage cleaning. SFM cleaned approximately 14 sites in this contract.
Contact	Doug Fennema P: 954.355.5976 E: dfennema@browardhealth.org 1608 SE 3rd Ave Fort Lauderdale, FL 33316

REFERENCE LETTERS

From: Rodriguez, Ralph <rrodriguez1@coralgables.com>

Sent: Monday, November 6, 2023 1:24 PM

To: Pascale Lopez <plopez@sfmtservices.com>; Christian Infante <CInfante@sfmtservices.com>

Subject: Letter of recommendation and appreciation.

Dear Christian:

I just want to thank you and inform you, of how pleased we are with the janitorial services SFM has been providing. Your staff is always well trained and courteous, and a pleasure to work with. SFM is responsible for over 230,00 square feet of facilities, plus handles all our special events. A testament to the service SFM provides is the working relationship you've had with the city for over 20 years. Again thank you.



Ralph Rodriguez; NCIDQ,ENVsp

Chief, General Services Administration Division

City of Coral Gables Public Works Department

2800 SW 72nd Avenue / Miami, Florida 33155

(305) 460-5014 /rrodriguez1@coralgables.com

"simplicity is about subtracting the obvious, and adding the meaningful"

MIAMIBEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, Florida 33139, www.miamibeachfl.gov
PROPERTY MANAGEMENT DEPARTMENT

December 17, 2019

To Whom It May Concern:

Please allow this letter to confirm SFM Services, Inc. is the janitorial service provider for the City of Miami Beach. Their janitorial contract has a complex scope of work and schedules and many of the facilities are serviced 24/7. Janitorial services are performed throughout the City at all city-owned facilities, parking garages, public restrooms, and park restrooms. It is my understanding they currently employ approximately 65 employees to perform this work. The total square footage cleaned by SFM on a daily basis is approximately 2,454,335 square feet.

Sincerely,



Adrian Morales
Director, Property Management



BHE Real Estate & Development Corp.

8500 S.W. 117 Avenue
Suite 101
Miami, FL 33183

March 23, 2018

Christian Infante
SFM Services, Inc.
9700 NW 79th Ave.
Hialeah Gardens, FL 33016

Dear Christian:

This letter is to document how pleased we are with the janitorial services your firm, SFM, has been providing for us at the Baptist Medical Arts Buildings for the past several years. Your team certainly has their work cut out for them with more than 240,000 square feet of medical office space between the two buildings, which also includes "Terminal Cleaning" services provided for our operating rooms in the surgery center.

The high level of quality service that is expected and required at our medical facilities can only be delivered by a highly experienced contractor such as yourself. Having your team trained to work in a specialized medical facility such as ours is greatly appreciated and has not gone unnoticed.

Thank you and your team for all the hard work. Please feel free to list me a reference.

Erica L. Bailey-Agostini
Property Manager



Baptist Health Enterprises

Real Estate & Development

BAPTIST HEALTH SOUTH FLORIDA

8950 N. Kendall Drive, Suite 100W

Miami, FL 33176

Tel: 786.596.7498

Fax: 305.270.6088

Email: EricaBa@baptisthealth.net

"To be a valued business partner, providing healthcare real estate solutions"

8. WORKLOAD

SFM understands the importance of ensuring the highest standards of quality and reliability in fulfilling the scope of your janitorial contract.

While our firm currently manages several ongoing janitorial contracts, we want to assure you that our operational capacity, team expertise, and resource management strategies are designed to effectively scale to meet additional demands.

Client	Contract Scope	Annual Contract Budget	Duration
City of Coral Gables	Janitorial Services	Approx. \$1.5M	5 yr.
City of Hialeah	Janitorial Services	Approx. \$1.2	5 yr.
City of Miami Beach	Janitorial Services	Approx. \$3M	5 yr.
City of Miami Gardens	Janitorial Services	Approx. \$400K	5 yr.
City of Pompano Beach	Janitorial Services	Approx. \$147K	5 yr.
Village of Palmetto Bay	Janitorial Services	Approx. \$60K	5 yr.
Town of Cutler Bay	Janitorial Services	Approx. \$75K	5 yr.
The Underline	Janitorial Services	Approx. \$300K	5 yr.
Miami-Dade County Aviation Department	Janitorial Services	Approx. \$3M	5 yr.
City of Fort Lauderdale	Street Sweeping Lot Clearing Pressure Washing	Approx. \$200K	5 yr.
City of Hollywood	Street Sweeping	Approx. \$50K	5 yr.

9. PROPOSAL PRICING

Addendum 2 Exhibit I City of Delray Beach RFP 2025-008 Janitorial Services

Count	Location	Annual Bid Amount with Consumables
1	City Hall	\$ 133,362.33
2	IT Building	\$ 8,950.50
3	City Attorney	\$ 8,630.45
4	Economic Development	\$ 2,163.98
5	Records Storage	\$ 7,518.85
6	NRC	\$ 7,504.64
7	Police Department – Includes Gym	\$ 84,418.63
8	Police Department – Includes Gym- PORTER	\$ 58,953.55
9	Fire Station #1	\$ 36,883.25
10	SOC - Administration	\$ 31,855.91
11	SOC - Building A – office areas, break areas and bathrooms/locker rooms	\$ 16,461.12
12	SOC - Building B – office areas, break areas and bathrooms/locker rooms	\$ 9,145.07
13	SOC - Building C – office areas, break areas and bathrooms/locker rooms	\$ 4,572.53
14	Water Treatment Plant – Control Room, Lab, Bathrooms, Lunchroom, Locker Rooms	\$ 3,845.46
15	Water Treatment Lab (Administration) – Office areas, bathrooms	\$ 12,305.49
16	Ocean Rescue Headquarters	\$ 8,901.95
17	OSS - Public Restrooms- PORTER	\$ 67,049.00
18	Sarah Gleason Bath House – Public Restrooms- PORTER	\$ 67,049.00
19	City Marina	\$ 3,190.95
20	Employee Wellness Center/Human Resources	\$ 22,681.18
21	Crest Theatre	\$ 16,301.65

22	Municipal Golf Course	
	Bar Area	\$ 11,036.00
	Dinning and Banquet Room	\$ 1,576.00
	Kitchen and Gallery	\$ 16,554.00
	Lobby Common Area	\$ 1,419.00
	Locker Rooms	\$ 14,924.00
	Office Area	\$ 394.00
	Patio	\$ 1,655.00
	Proshop	\$ 237.00
	Proshop Restroom	\$ 43.00
23	Lakeview Golf Course	\$ 13,251.17
24	SOC-Building E	\$ 3,675.33
25	Fuel Island Station	\$ 371.33

Total (Items 1-25) \$676,881.32

Additional Work

26	Hot water Extraction Carpet Cleaning	\$ 0.25
27	Grout Cleaning Title Floor	\$ 0.30
28	Machine Scrubbing Hard Floor	\$ 0.40
29	Stripping Sealing/Refinishing Hard Floor	\$ 0.55
30	Porter Services (Per Porter) (Special Events)	\$ 32.00

10. ATTACHMENTS

City of Delray Beach
RFP 2025-008 Janitorial Services

ACKNOWLEDGEMENT OF ADDENDA

INSTRUCTIONS: COMPLETE PART I OR PART II, WHICHEVER APPLIES

PART I:

List below the dates of issue for each addendum received in connection with this solicitation:

Addendum #1, Dated 01/27/2025

Addendum #2, Dated 2.3.2025

Addendum #3, Dated 2.4.2025 + Communication

Addendum #4, Dated _____

Addendum #5, Dated _____

Addendum #6, Dated _____

Addendum #7, Dated _____

Addendum #8, Dated _____

Addendum #9, Dated _____

Addendum #10, Dated _____

PART II:

☐ NO ADDENDUM WAS RECEIVED IN CONNECTION WITH THIS SOLICITATION

SFM Janitorial Services, LLC.

Firm Name

Signature

Christian Infante, Manager

Name and Title (Print or Type)

Date

PROPOSAL SUBMITTAL SIGNATURE PAGE

By signing this Proposal, the Proposer certifies that it satisfies all legal requirements as an entity to do business with the City, including all Conflict of Interest and Code of Ethics provisions.

Firm Name:

SFM Janitorial Services, LLC.

Street Address:

5612 NW 8 Street Margate, FL 33063

Mailing Address (if different from Street Address):

7500 NW 74 Avenue Medley, FL 33166

Telephone Number(s): 305.818.2424 x. 1117

Fax Number(s): 305.818.3510

Email Address: cinfante@sfmservices.com

Federal Employer Identification Number: 20-4908937

Signature: _____

(Signature of authorized agent)

Print Name: Christian Infante

Title: Manager

Date: 01/31/2025

By signing this document, the Proposer agrees to all terms and conditions of this solicitation and the resulting contract/agreement.

THE EXECUTION OF THIS FORM CONSTITUTES THE UNEQUIVOCAL OFFER OF PROPOSER TO BE BOUND BY THE TERMS OF ITS PROPOSAL, FOR NOT LESS THAN 120 DAYS, AND THE PROPOSER'S UNEQUIVOCAL OFFER TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH IN THIS SOLICITATION. FAILURE TO SIGN THIS SOLICITATION WHERE INDICATED ABOVE, BY AN AUTHORIZED REPRESENTATIVE, SHALL RENDER THE PROPOSAL NON-RESPONSIVE. THE CITY MAY, HOWEVER, IN ITS SOLE DISCRETION, ACCEPT ANY PROPOSAL THAT INCLUDES AN EXECUTED DOCUMENT WHICH UNEQUIVOCALLY BINDS THE PROPOSER TO THE TERMS OF ITS PROPOSAL.

CONFLICT OF INTEREST DISCLOSURE FORM

The award of this contract is subject to the provisions of Chapter 112, *Florida Statutes*. All Proposers must disclose within their Proposal: the name of any officer, director, or agent who is also an employee of the City of Delray Beach.

Furthermore, all Proposers must disclose the name of any City employee who owns, directly or indirectly, an interest of more than five percent (5%) in the Proposer's firm or any of its branches.

The purpose of this disclosure form is to give the City the information needed to identify potential conflicts of interest for evaluation team members and other key personnel involved in the award of this contract.

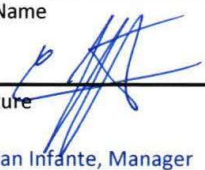
The term "conflict of interest" refers to situations in which financial or other personal considerations may adversely affect, or have the appearance of adversely affecting, an employee's professional judgment in exercising any City duty or responsibility in administration, management, instruction, research, or other professional activities.

Please check one of the following statements and attach additional documentation if necessary:

- ☒ To the best of our knowledge, the undersigned firm has no potential conflict of interest due to any other Cities, Counties, contracts, or property interest for this Proposal.
- ☐ The undersigned firm, by attachment to this form, submits information which may be a potential conflict of interest due to other Cities, Counties, contracts, or property interest for this Proposal.

Acknowledged by:

SFM Janitorial Services, LLC.
Firm Name


Signature

Christian Infante, Manager
Name and Title (Print or Type)

01/31/2025
Date

NOTIFICATION OF PUBLIC ENTITY CRIMES LAW

Pursuant to Section 287.133, *Florida Statutes*, you are hereby notified that a person or affiliate who has been placed on the convicted contractors list following a conviction for a public entity crime may not submit a Proposal on a contract to provide any goods or services to a public entity; may not submit a Proposal on a contract with a public entity for the construction or repair of a public building or public work; may not submit Proposals on leases or real property to a public entity; may not be awarded or perform work as a contractor, supplier, sub-Proposer, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017 [F.S.] for Category Two [\$35,000.00] for a period of thirty-six (36) months from the date of being placed on the convicted contractors list.

Acknowledged by:

SFM Janitorial Services, LLC.

Firm Name

Signature

Christian Infante, Manager

Name and Title (Print or Type)

01/31/2025

Date

**Notification of Public Records Law Pertaining to Public Contracts and Requests
for Contractor Records Pursuant to Chapter 119, *Florida Statutes***

Pursuant to Chapter 119, *Florida Statutes*, Contractor shall comply with the public records law by keeping and maintaining public records required by the City of Delray Beach in order to perform the service. Upon request from the City of Delray Beach' custodian of public records, contract shall provide the City of Delray Beach with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Chapter 119, *Florida Statutes* or as otherwise provided by law. Contractor shall ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract. If the Contractor does not transfer the records to the City of Delray Beach. Contractor upon completion of the contract, shall transfer, at no cost, to the City of Delray Beach all public records in possession of the Contractor or keep and maintain public records required by the City of Delray Beach in order to perform the service. If the Contractor transfers all public records to the City of Delray Beach upon completion of the contract, the Contractor shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the Contractor keeps and maintains public records upon completion of the contract, the Contractor shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the City of Delray Beach, upon request from the City of Delray Beach' custodian of public records, in a format that is compatible with the information technology systems of the City of Delray Beach.

IF CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, *FLORIDA STATUTES*, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT OFFICE OF THE CITY CLERK LOCATED AT 100 NW 1ST AVENUE, DELRAY BEACH, FLORIDA 33444, PHONE NUMBER (561) 243-7000, EMAIL ADDRESS: CITYCLERK@MYDELRAYBEACH.COM.

Acknowledged:

SFM Janitorial Services, LLC.

Firm Name

Signature

Christian Infante, Manager 01/31/2025
Name and Title (Print or Type)

Date

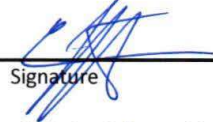
DRUG-FREE WORKPLACE

SFM Janitorial Services, LLC. is a drug-free workplace and has
(Company Name)
a substance abuse policy in accordance with and pursuant to Section 440.102, *Florida Statutes*.

Acknowledged by:

SFM Janitorial Services, LLC.

Firm Name



Signature

Christian Infante, Manager

Name and Title (Print or Type)

01/31/2025

Date

NON-COLLUSION AFFIDAVIT

STATE OF FLORIDA
COUNTY OF MIAMI-DADE

Before me, the undersigned authority, personally appeared Christian Infante, who, after being by me first duly sworn, deposes and says of his/her personal knowledge that:

- a. He/She is Manager/ Owner of SFM Janitorial Services, LLC., the Proposer that has submitted a Proposal to perform work for the following:

RFP No.: 2025-008 Title: Janitorial Services

- b. He/She is fully informed respecting the preparation and contents of the attached Request for Proposals, and of all pertinent circumstances respecting such solicitation.

Such Proposal is genuine and is not a collusive or sham Proposal.

- c. Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived, or agreed, directly or indirectly, with any other Proposer, firm, or person to submit a collusive or sham Proposal in connection with the solicitation and contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such solicitation and contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Proposer, firm, or person to fix the price or prices in the attached Proposal or any other Proposer, or to fix any overhead, profit, or cost element of the Proposal price or the Proposal price of any other Proposer, or to secure through any collusion, conspiracy, connivance, or unlawful agreement any advantage against the City or any person interested in the proposed contract.
- d. The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.


Signature

STATE OF FLORIDA
COUNTY OF MIAMI-DADE

The foregoing instrument was acknowledged before me by means of ☒ physical presence or ☐ online notarization, this 31 day of January, 2025, by Christian Infante (name of person acknowledging).

Personally known ☒ OR Produced Identification
Type of Identification Produced N/A


Notary Public - State of Florida



TRUTH – IN – NEGOTIATION CERTIFICATE

The undersigned warrants (i) that it has not employed or retained any company or person, other than bona fide employees working solely for the undersigned, to solicit or secure the Agreement and (ii) that it has not paid or agreed to pay any person, company, corporation, individual, or firm other than its bona fide employees working solely for the undersigned or agreed to pay any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of the Agreement.

The undersigned certifies that the wage rates and other factual unit costs used to determine the compensation provided for in the Agreement are accurate, complete, and current as of the date of the Agreement.

(This document must be executed by a Corporate Officer.)

Name: Christian Infante

Title: Manager

Date: 01/31/2025

Signature: 

Affidavit Regarding the Use of Coercion for Labor and Services


Vendor Name: SFM Janitorial Services, LLC.
Vendor FEIN: 20-4908937
Vendor's
Authorized
Representative
Name and Title: Christian Infante, Manager
Address: 5612 NW 8 Street
City: Margate State: FL Zip: 33063
Phone Number: 305.818.2424 x.1117
Email Address: cinfante@sfmservices.com

Florida Statute §787.06(13) requires all nongovernmental entities executing, renewing, or extending a contract with a governmental entity to provide an affidavit signed by an officer or representative of the nongovernmental entity under penalty of perjury that the nongovernmental entity does not use coercion for labor or services as defined in that statute. The City of Delray Beach, Florida is a governmental entity for the purposes of this statute.

As the officer or representative of the company, I certify that the company identified above does not:

- Use or threaten to use physical force against any person;
- Restrain, isolate, or confine or threaten to restrain, isolate, or confine any person without lawful authority and against his or her will;
- Use lending or other credit methods to establish a debt by any person when labor or services are pledged as a security for the debt, if the value of the labor or services as reasonably assessed is not applied towards the liquidation of the debt, the length and nature of the labor or services are not respectively limited and defined;
- Destroy, conceal, remove, confiscate, withhold, or possess any actual or purported passport, visa, or other immigration document, or any other actual or purported government identification, of any person;
- Cause or threaten to cause financial harm to any person;
- Entice or lure any person by fraud or deceit;
- Provide controlled substances as outlined in Schedule I or Schedule II of Florida State Statute §893.03 to any person for the purpose of exploitation of that person.

Under penalties of perjury, I declare that I have read the foregoing document and the at the facts stated in it are true.

Signature:  _____
(Authorized Signature)

Print Name
and Title: Christian Infante, Manager

Date: 01/31/2025