



ELECTRONIC CD COPY

RFP RESPONSE
RFP 2018-024, Janitorial Services:
Delray Beach Municipal Golf Club

Created For

CITY OF DELRAY BEACH

Submitted by
United States Service Industries, Inc. (USSSI)
4340 East-West Hwy. Suite 204, Bethesda, MD 20814
Stephanie Nester, CFO
Phone: (202) 824-7412 | Fax: (202) 393-5541 | Email: stephanien@ussiclean.com
FEIN# 52-0897024; DUNS# 049501430

TAB 1—INTRODUCTION

February 02, 2018

City of Delray Beach
City Hall, front lobby reception desk
100 N.W. 1st Street
Delray Beach, FL 33444

Attention: Ja'Anal McAden, Buyer

United States Service Industries, Inc. (USSI) is pleased to submit for review and consideration our response for RFP 2018-024, Janitorial Services: Delray Beach Municipal Golf Club.

Founded in 1912, USSI cleans over 30 million square feet each day and has expanded its presence in the state of Florida by over 8 million square feet of cleanable space since January 2005. We currently manage over 600 locations, including services to both private and public sector. We feel that this growth along with our high rate of customer retention is a testament to the successful teamwork of our employees. No other janitorial company can match the competency and knowledge of our management team. The USSI team members that will be assigned to your project have worked together for many years and understand the unique needs of each contract and the importance of working together to provide superior customer service.

USSI's proposed plan would be the most effective and beneficial to City of Delray Beach for the following reasons:

- USSI has served its clients for 105 years.
- USSI has used E-Verify for over 9 years to ensure that the employees we hire are documented to work in the United States.
- USSI has one of the greenest cleaning services available in the USA and has earned the coveted Green Seal GS-42 certification.
- USSI offers comprehensive training along with a robust quality control program.
- USSI is able to offer its largest clients customized assistance for such functions as web-based access to janitorial payroll records and "mock" invoice generation.
- USSI accepts payments by Visa/MasterCard purchasing cards.
- USSI's proposed management and supervisory teams have an excellent track record of delivering consistently high levels of service. We understand the complexity involved in managing custodial operations across multiple facilities.
- We are committed to delivering the best value to your organization by maintaining the high levels of service that our clients have come to expect from us.

The following personnel are the primary contacts for purposes of negotiating the contract and implementing janitorial services for City of Delray Beach Municipal Golf Club:

Corporate contacts: Danna Hewick
(Primary) Vice President of Business Development
4340 East West Hwy. Suite 204
Bethesda, MD 20814
Email: marketing@ussiclean.com
Direct Phone: (202) 824-7440
Fax: (202) 393-5541

Authorized Signatory: Stephanie Nester
Chief Financial Officer
USSI | 4340 East-West Hwy
Suite 204 | Bethesda MD 20814
P: (202) 824-7412 | F: (202) 393-5541
stephanien@ussiclean.com

Operations contact Efrain Estrada
Sr. Vice President of Operations
USSI | 4340 East-West Hwy
Suite 204 | Bethesda MD 20814
P: (202) 824-7454 | F: (202) 393-5541
Efraine@ussiclean.com

Local Contact: Martha Chica
Operations Manager
USSI | 3665 NW 124th Ave
Coral Springs FL 33065
Email: marthac@ussiclean.com
Cell Phone: (954) 541-6937

USSI is ready to bring our understanding, experience and stability to the Delray Beach Golf Club project.

Thank you for your consideration of our services.

Best Regards,



Stephanie Nester
Chief Financial Officer
USSI | 4340 East-West Hwy
Suite 204 | Bethesda MD 20814

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TAB 3—MINIMUM QUALIFICATIONS

A. Registration State of Florida, Division of Corporations



[Department of State](#) / [Division of Corporations](#) / [Search Records](#) / [Detail By Document Number](#) /

Detail by Entity Name

Foreign Profit Corporation

UNITED STATES SERVICE INDUSTRIES, INC.

Filing Information

Document Number P37332

FEI/EIN Number 52-0897024

Date Filed 02/03/1992

State DE

Status ACTIVE

Principal Address

4340 EAST-WEST HIGHWAY

SUITE 204

BETHESDA, MD 20814

Changed: 05/09/2016

Mailing Address

4340 EAST-WEST HIGHWAY

SUITE 204

BETHESDA, MD 20814

Changed: 05/09/2016

Registered Agent Name & Address

CORPORATION SERVICE COMPANY

1201 HAYS STREET

TALLAHASSEE, FL 32301-2525

Name Changed: 01/30/2015

Address Changed: 01/30/2015

Officer/Director Detail

Name & Address

Title C

MATTHEWS, JAMES

4330 EAST-WEST HIGHWAY SUITE 200

BETHESDA, MD 20184

Title CFO

<http://search.sunbiz.org/Inquiry/CorporationSearch/SearchResultDetail?inquirytype=EntityName&directionType=Initial&searchNameOrder=UNITEDST...> 1/3

7/31/2017

Detail by Entity Name

Nester, Stephanie D
4330 EAST-WEST HIGHWAY
SUITE 200
BETHESDA, MD 20814

Title P

RUBEN, TIM
4330 EAST-WEST HIGHWAY, SUITE 200 BETHESDA
BETHESDA, MD 20814

Annual Reports

Report Year	Filed Date
2016	01/12/2016
2017	01/05/2017
2017	07/24/2017

Document Images

07/24/2017 -- AMENDED ANNUAL REPORT	View image in PDF format
01/05/2017 -- ANNUAL REPORT	View image in PDF format
01/12/2016 -- ANNUAL REPORT	View image in PDF format
02/24/2015 -- ANNUAL REPORT	View image in PDF format
01/30/2015 -- Reg. Agent Change	View image in PDF format
02/05/2014 -- ANNUAL REPORT	View image in PDF format
01/09/2013 -- ANNUAL REPORT	View image in PDF format
01/16/2012 -- ANNUAL REPORT	View image in PDF format
01/05/2011 -- ANNUAL REPORT	View image in PDF format
01/08/2010 -- ANNUAL REPORT	View image in PDF format
07/14/2009 -- ANNUAL REPORT	View image in PDF format
03/10/2009 -- ANNUAL REPORT	View image in PDF format
01/17/2008 -- ANNUAL REPORT	View image in PDF format
01/08/2007 -- ANNUAL REPORT	View image in PDF format
07/05/2006 -- ANNUAL REPORT	View image in PDF format
03/19/2005 -- ANNUAL REPORT	View image in PDF format
04/19/2004 -- ANNUAL REPORT	View image in PDF format
02/27/2003 -- ANNUAL REPORT	View image in PDF format
05/20/2002 -- ANNUAL REPORT	View image in PDF format
05/18/2001 -- ANNUAL REPORT	View image in PDF format
05/17/2000 -- ANNUAL REPORT	View image in PDF format
05/06/1999 -- ANNUAL REPORT	View image in PDF format
05/14/1998 -- ANNUAL REPORT	View image in PDF format
05/15/1997 -- ANNUAL REPORT	View image in PDF format
04/09/1996 -- ANNUAL REPORT	View image in PDF format
04/21/1995 -- ANNUAL REPORT	View image in PDF format

B. Proof of Janitorial Service for a minimum of five (5) clients since 2014
Provide the following information for the five (5) qualifying clients:

- a) **Name of client:** City of Tamarac
- b) **Location (City/State):** Tamarac, Florida
- c) **Client contact name:** Kenneth Bowe
- d) **Contact phone:** (954) 597-3729
- e) **Contact email:** Kennethb@tamarac.org
- f) **Project dates (Start/End):** original contract 01/01/2013 to present with option to renew through 9/30/2019, currently ongoing.

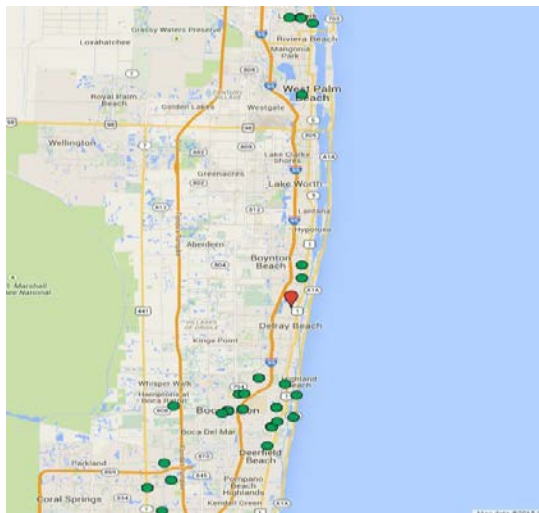
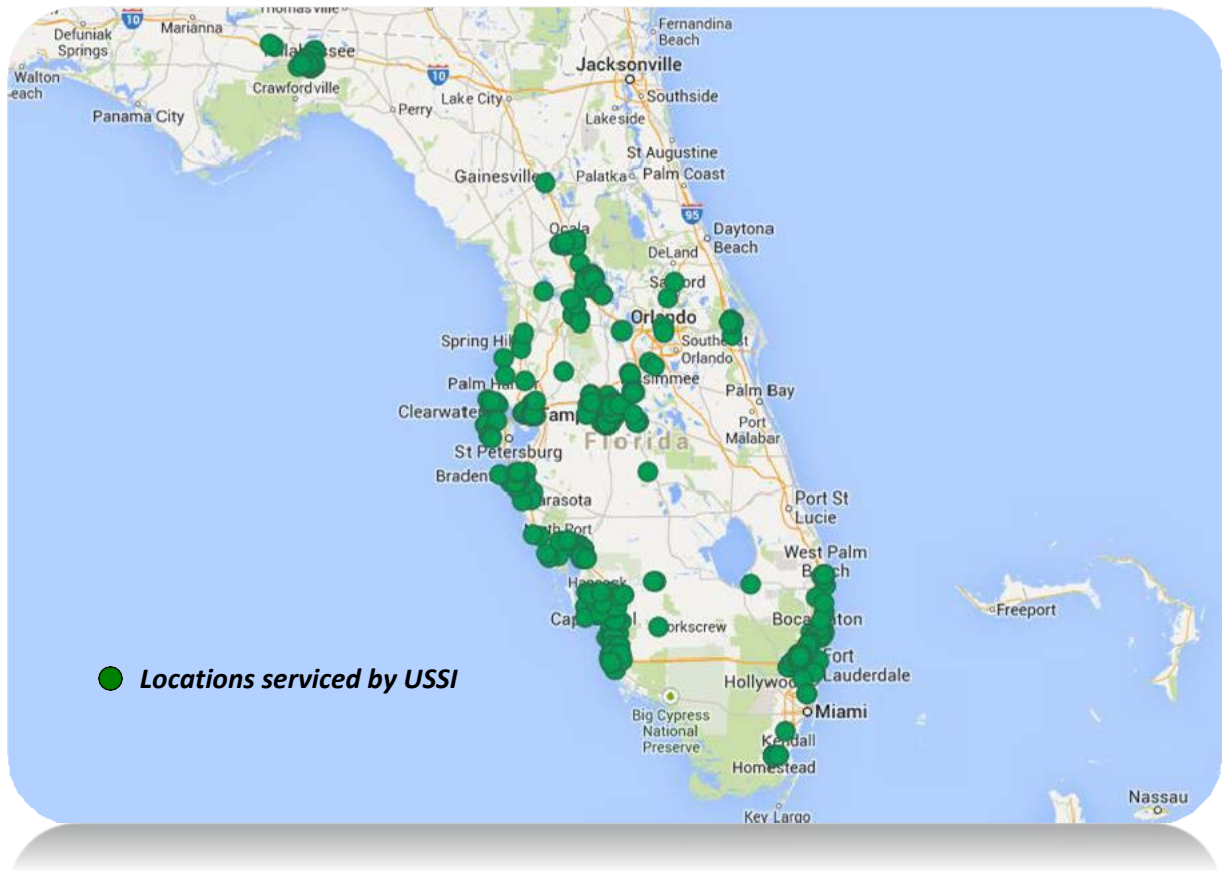
-
- a) **Name of client:** Lee County Board of County Commissioners
 - b) **Location (City/State):** Fort Myers, Florida
 - c) **Client contact name:** Lydia Montgomery
 - d) **Contact phone:** (239) 533-8527
 - e) **Contact email:** lmontgomery@leegov.com
 - f) **Project dates (Start/End)** original contract 05/01/1995 to present with option to renew through 06/2020, currently ongoing.

-
- a) **Name of client:** Lee Health
 - b) **Location (City/State):** Fort Myers, Florida
 - c) **Client contact name:** Wendy Cole
 - d) **Contact phone:** (239) 561-5062
 - e) **Contact email:** wendy.cole@leehealth.org
 - f) **Project dates (Start/End):** 01/06/2006 to present, currently ongoing.
-

- a) **Name of client:** Town of Lake Park
 - b) **Location (City/State):** Lake Park, Florida
 - c) **Client contact name:** David Hunt
 - d) **Contact phone:** (561) 881-3345
 - e) **Contact email:** dhunt@lakeparkflorida.gov
 - f) **Project dates (Start/End):** 01/03/2013 to present, currently ongoing.
-

- a) **Name of client:** City of Tampa
- b) **Location (City/State):** Tampa, Florida
- c) **Client contact name:** Luis Alcantara
- d) **Contact phone:** (813) 348-1047
- e) **Contact email:** LuisAlcantara@ci.tampa.fl.us
- f) **Project dates (Start/End):** 10/01/2007 to present, currently ongoing.

LOCATIONS SERVICED IN FLORIDA



**LOCATIONS SERVICED IN PROXIMITY TO THE
DELRAY BEACH GOLF CLUB**

- City of Delray Beach
- City of Tamarac
- City of Coral Springs
- Town of Lake Park
- City of Fort Lauderdale



Delray Beach Golf Club



Locations currently serviced by USSI

C. Executed copy of the Scrutinized Company Certification form

Inserted on the following page:

**Vendor Certification Regarding
Scrutinized Companies Lists**

Vendor Name: United States Service Industries, Inc. (USSI)
Vendor FEIN: 52-0897024
Vendor's Authorized Representative Name and Title: Stephanie Nester, CFO
Address: 4340 East-West Hwy. Suite 204
City: Bethesda State: Maryland Zip: 20814
Telephone Number: (202) 783-2030 or (202) 824-7412
Email Address: stephanien@ussiclean.com

Section 287.135, Florida Statutes, prohibits agencies from contracting with companies, for goods or services over \$1,000,000, that are on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List, created pursuant to s. 215.473, or are engaged in business operations in Cuba or Syria.

As the person authorized to sign on behalf of the Vendor, I hereby certify that the company identified above in the section entitled "Vendor Name" is not listed on either the Scrutinized Companies with activities in the Iran Petroleum Energy Sector List, and is not engaged in business operations in Cuba or Syria. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject the company to civil penalties, attorney's fees, and/or costs. I further understand that any contract with an agency for goods or services of \$1 million or more may be terminated at the option of the agency if the company is found to have submitted a false certification or has been placed on the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.


*Signature of Authorized Representative

Stephanie Nester, CFO
*Name and Title of Authorized Representative

*This individual must have the authority to bind the Vendor.

D. Proposer has no reported conflict of interest in relation to this RFP.

Disclose the name of any officer, director or agent who is also an employee of the City. Disclose the name of any City employee who owns, directly or indirectly, any interest in the Proposer's firm or any of its branches. If no conflicts of interest are present, Proposer must submit a statement to that effect.

United States Service Industries, Inc. (USSI) affirms there are no conflicts of interest with the City of Delray Beach.

TAB 4—FIRM INFORMATION

A. Legal contracting name including any dba and state of organization or incorporation

The legal contracting name of firm is United States Service Industries, Inc. dba: (USSI).

The following is our address and federal tax identification information.

FEIN #: 52-0897024

B. Ownership structure of Proposer's company

USSI is an "S" corporation established and incorporated in the State of Delaware as of December 1972. At present, USSI has 1 shareholder on record as having ownership of the entire corporation, James Matthews. Company officers: Tim Ruben, President & CEO, and Stephanie Nester, CFO.

C. Executed copy of Proposer's W-9 that includes company federal identification number.

Inserted on the following page



Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
United States Service Industries, Inc

2 Business name/disregarded entity name, if different from above
USSI

3 Check appropriate box for federal tax classification; check only one of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶
☐ Other (see instructions) ▶
☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)
4340 East-West Highway

6 City, state, and ZIP code
Bethesda

7 List account number(s) here (optional)
MD 20814

Requester's name and address (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 Part I Instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.
Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Part II Certification
Under penalties of perjury, I certify that:
1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 on page 3.

Sign Here Signature of U.S. person ▶ *Naghi J. Khan* Date ▶ *01/01/2018*

General Instructions
Section references are to the Internal Revenue Code unless otherwise noted.
Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/w9.

Purpose of Form
An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:
• Form 1099-INT (interest earned or paid)
• Form 1099-DIV (dividends, including those from stocks or mutual funds)
• Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
• Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
• Form 1099-S (proceeds from real estate transactions)
• Form 1099-K (merchant card and third party network transactions)

• Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
• Form 1099-C (canceled debt)
• Form 1099-A (acquisition or abandonment of secured property)
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.
If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.
By signing the filled-out form, you:
1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Cat. No. 10231X Form **W-9** (Rev. 12-2014)

- D. Contact information of proposer's corporate headquarters and any offices in Palm Beach and Broward County to include:

Corporate Headquarters

Address: 4340 East-West Hwy. Suite 204
City, State, Zip: Bethesda, MD 20814
Phone: (202) 783-2030

Broward County Office

Address: 3665 NW 124 Avenue
City, State, Zip: Coral Springs, FL 33065
Phone: (954) 541-6937

- E. Contact information for Proposer's primary and secondary representative during this RFP process

RFP primary contact

Name: Danna Hewick, Vice President of Business Development
Phone: (202) 824-7440
Email: marketing@ussiclean.com
Mailing Address: 4340 East-West Hwy. Suite 204
City, State, Zip: Bethesda, MD 20814

Operations, secondary contact

Name: Efrain Estrada, Sr. Vice President of Operations
Phone: (202) 824-7454; Cell: (202) 295-7511
Email: efraine@ussiclean.com
Mailing Address: 4340 East-West Hwy. Suite 204
City, State, Zip: Bethesda, MD 20814

Authorized signatory

Name: Stephanie Nester, CFO
Phone: (202) 824-7412
Email: stephanien@ussiclean.com
Mailing Address: 4340 East-West Hwy. Suite 204
City, State, Zip: Bethesda, MD 20814

- F. Provide details of any ownership changes to Proposer's organization in the past three (3) years or changes anticipated within six months (36) of the Due Date and Time proposer dare due (e.g. mergers, acquisitions, changes in executive leadership).

Only one change has taken place during the past 3 years. In 2016, United States Service Industries, Inc. was owned by James Matthews, and Michael D. Epstein, and in 2017, James Matthews assumed full ownership. Below are the annual reports evidencing this information. There are no anticipated changes within six months (36) of the Due Date and Time.

2016 FOREIGN PROFIT CORPORATION ANNUAL REPORT		FILED	
DOCUMENT# P37332		Jan 12, 2016	
Entity Name: UNITED STATES SERVICE INDUSTRIES, INC.		Secretary of State	
Current Principal Place of Business:		CC0444544470	
4330 EAST-WEST HIGHWAY SUITE 200 BETHESDA, MD 20814			
Current Mailing Address:			
4330 EAST-WEST HIGHWAY SUITE 200 BETHESDA, MD 20814 US			
FEI Number: 52-0897024		Certificate of Status Desired: Yes	
Name and Address of Current Registered Agent:			
CORPORATION SERVICE COMPANY 1201 HAYS STREET TALLAHASSEE, FL 32301-2525 US			
<small>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.</small>			
SIGNATURE:		Date	
Electronic Signature of Registered Agent			
Officer/Director Detail :			
Title	C	Title	CFO
Name	MATTHEWS, JAMES	Name	NESTER, STEPHANIE D
Address	4330 EAST-WEST HIGHWAY SUITE 200	Address	4330 EAST-WEST HIGHWAY SUITE 200
City-State-Zip:	BETHESDA MD 20814	City-State-Zip:	BETHESDA MD 20814
Title	C	Title	P
Name	EPSTEIN, MICHAEL D	Name	RUBEN, TIM
Address	4330 EAST-WEST HIGHWAY, SUITE 200 BETHESDA	Address	4330 EAST-WEST HIGHWAY, SUITE 200 BETHESDA
City-State-Zip:	BETHESDA MD 20814	City-State-Zip:	BETHESDA MD 20814
<small>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 an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes, and that my name appears above, or on an attachment with all other files empowered.</small>			
SIGNATURE: STEPHANIE NESTER		CHIEF FINANCIAL OFFICER	01/12/2016
Electronic Signature of Signing Officer/Director Detail		Date	

2017 FOREIGN PROFIT CORPORATION AMENDED ANNUAL REPORT

DOCUMENT# P37332

Entity Name: UNITED STATES SERVICE INDUSTRIES, INC.

Current Principal Place of Business:

4340 EAST-WEST HIGHWAY
SUITE 204
BETHESDA, MD 20814

Current Mailing Address:

4340 EAST-WEST HIGHWAY
SUITE 204
BETHESDA, MD 20814 US

FEI Number: 52-0897024

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301-2525 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

Officer/Director Detail :

Title	C	Title	CFO
Name	MATTHEWS, JAMES	Name	NESTER, STEPHANIE D
Address	4330 EAST-WEST HIGHWAY SUITE 200	Address	4330 EAST-WEST HIGHWAY SUITE 200
City-State-Zip:	BETHESDA MD 20184	City-State-Zip:	BETHESDA MD 20814
Title	P		
Name	RUBEN, TIM		
Address	4330 EAST-WEST HIGHWAY, SUITE 200 BETHESDA		
City-State-Zip:	BETHESDA MD 20814		

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 an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 507, Florida Statutes, and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: STEPHANIE NESTER

CFO

07/24/2017

Electronic Signature of Signing Officer/Director Detail

Date

G. Provide the names of the persons who area officers or principals of the company

James Matthews, Owner

Tim Ruben, President & CEO

Stephanie Nester, Chief Financial Officer

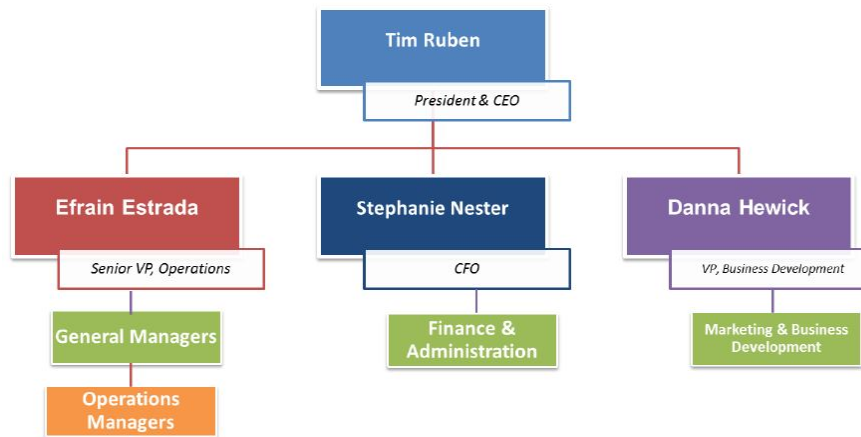
TAB 5—EXPERIENCE AND REFERENCES

A. Years in business

United States Service Industries, Inc. (USSI) has been in business since 1912.

B. Provide a brief description of Proposer's team, the organization, its structure and philosophy

Our management team is comprised of individuals with decades of industry experience, dedicated to delivering the highest levels of service to our clients. With over 1100 full-time and part-time employees in DC, FL, MD and VA, USSI is one of the largest privately-owned commercial cleaning contractors in the region. USSI's philosophy is "to lead our industry with integrity, commitment and reliability, while focusing on doing the right things in the right way, to make a significant difference for our employees and our customers". Below is our organizational structure:



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



Efrain Estrada
Senior Vice President, Operations

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



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

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



Stephanie D. Nester
CFO

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

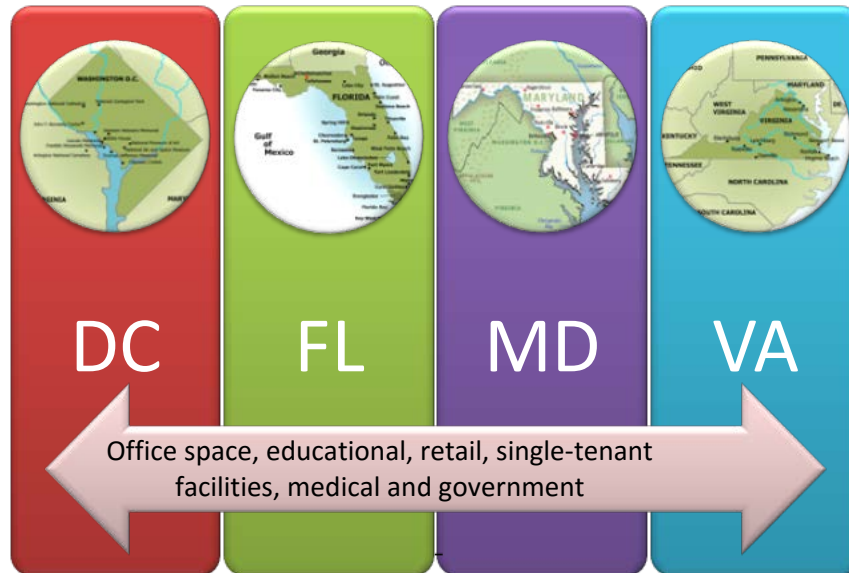


Tim Ruben
President & CEO

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

C. Provide Proposer's years of experience in janitorial services.

USSI has been a leading janitorial service provider for over 105 years servicing both private commercial facilities and state government facilities across 4 states: District of Columbia, Maryland, Virginia and Florida.



Ft. Myers

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

Miami

3665 NW 124 Avenue, Coral Springs, FL 33065

Lady Lake

845 Teague Trail, Suite 10, Lady Lake, FL 32159

Tallahassee

325 John Knox Road, Building D Suite 104, Tallahassee, FL 32303

D. Describe Proposer's experience in janitorial services for other government agencies that included the following and additional services as required/requested:

- a. Sweep and mop all hard surface floors
- b. Vacuum all carpet areas
- c. Wipe clean all furniture and fixtures
- d. Clean glass on entrance doors and all doors to individual rooms
- e. Low Dusting
- f. Clean exterior entrance removing debris, trash and cigarettes
- g. Remove debris from planters – on sight.
- h. High Dusting (over six feet)
- i. Clean A/C vents
- j. Clean chandelier as needed
- k. Spot clean windows
- l. Remove cobwebs

United States Service Industries, Inc. (USSI) has extensive experience providing Janitorial services in facilities with similar scope of services to those desired by City of Delray Beach Municipal Golf Club. We currently clean facilities for City of Delray Beach, City of Coral Springs, City of Tamarac, Town of Lake Park, City of Fort Lauderdale, and many other government facilities throughout the state of Florida with service requirements as those listed above.

In addition to the references listed under TAB 7 of this proposal, below are examples of locations that we have serviced with similar scope to the service required at the Delray Beach Golf Club:



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

- Advisor's R.E. Group
- Agency for Workforce Innovation
- Apria Healthcare
- Associated Area Health Ed. Centers
- Bella Terra Condominium
- Carr Riggs & Ingram CPA's
- CBRE Mgmt.
- Charlotte County
- Charlotte County Airport Authority
- City Furniture
- City of Bartow
- City of Boca Raton
- City of Boynton Beach
- City of Clermont
- City of Coconut Creek
- City of Ft. Myers
- City of Homestead
- City of Largo
- Citizens Property Insurance Corporation
- City of Ocala
- City of Sunrise
- City of Tamarac
- City of Tampa
- City of Titusville
- Gadsden Co. Health Dept.
- Genesis Group, Inc.
- Granite Naples 305 LLC
- Greenberg Traurig LLC
- Harrison Holdings, LLC
- Hawker Beechcraft Corporation
- Heritage Plaza
- Hodges University
- Hospital Mgmt. Services
- HSP Partners LLC
- Lee County
- Lee Memorial Health Plant Operations
- Lee Memorial Health System
- Liberty Property Trust
- Lincoln Harris CSG
- Lincoln Property Co.
- Loeb Partners
- Manatee County
- Continental Fidelity
- Covanta Energy
- Department of Revenue
- Dept. of Economic Opportunity
- Dept. of Juvenile Justice
- Elman Tallahassee Associates
- Enterprise Florida
- Environmental Consulting & Technology
- Exceptional Education Facility at Edgewater High
- EZ-GO, Jacksonville
- FL Dept. of Children and Families
- Fla Dept. of Economic Opportunity
- Flag Federal Credit Union
- Florida Cancer Specialists
- Florida Dept. of Economic Opportunity
- Florida Dept. of Transportation
- Florida Gulf Coast University
- Florida Sports Foundation
- Florida Workers' Comp. Insurance Guaranty Association
- Florida's Blood Centers
- St. John Neumann High School
- Structure Property Mgmt., LLC
- Sumter County
- Sumter Landing Comm. Dev. District
- SW FL Workforce Dev. Board
- Tallahassee Highpoint Partners
- Tallahassee Land Management
- The Florida Bar Assoc.
- The Ford Bldg., LLC
- St. Joe Land Co. / Advisor's R.E.
- The City Commercial Property Mgmt.
- Thomas C. Chase, P.A.
- Titusville, FL Police Dept.
- Town of Lake Park
- Tracey McMaken-Vasquez
- Triple B Inspections
- Investar
- ITT Technical Institute
- Lakeland Area Mass Transit District
- Lee County Toll Plazas

- Marquis Software Development
- Mary Kneece
- Municipal Code Corporation
- North Port OVM
- Northside Office Ctr. Condo
- Oertel-Hoffman Harrison Holdings
- Osceola Historical Society
- Palm Beach Health Dept.
- Rasmussen College
- Research Mgmt. Corp
- Urban America
- Veterans Tribute and Museum of Osceola
- Village Center Community Dev. District
- Village Sq. of Tallahassee
- Visconti Family LTD Partnership
- Water Quality Administration Lab
- Webb Diversified, LLC
- Westcott / Advantis Property Mgmt.
- Woodcrest LLC

- E. Identify and include information regarding experience and qualifications of Proposer's staff to be assigned to the Project. Include their names, certifications and/or licenses, and services the individuals will provide to the City.

KEY PROJECT PERSONNEL

The following key personnel will be directly responsible for this project:

- Ms. Mauren Martelo, Project Supervisor
- Ms. Martha Chica, Proposed Operations Manager
- Mr. Efrain Estrada, Senior Vice President of Operations

PROJECT MANAGEMENT & SUPERVISION

The Operations Manager is the liaison between City of Delray Beach and USSI's cleaning crew. For this project, the individual responsible for the overall project will be Ms. Martha Chica. Ms. Chica will report to Mr. Efrain Estrada, Sr. Vice President of Operations. Ms. Chica will provide an exceedingly objective view of the operational performance with the best interest of City of Delray Beach always in mind. Ms. Chica will be available for immediate communication with City representatives at all times by carrying a fully functional and operating cellular phone. In addition, Mr. Estrada will be ready to provide Ms. Chica with any resources necessary from USSI's portfolio of employees and equipment.

Ms. Chica will coordinate with City of Delray Beach representatives to receive reports (if any) of cleaning discrepancies, project work, special event requirements or other related information. She will be responsible for the overall management and the continuity in all scheduling concerning your facilities. She will handle day to day management under the contract and will be the primary point of contact for all issues. She will make regular written inspection reports and advise the USSI cleaning supervisors of her observations. Ms. Chica will meet with City of Delray Beach representatives regularly to ensure proper communication.

Ms. Chica will work closely with Ms. Mauren Martelo, Project Supervisor, who will check periodically and before leaving for the day with City representatives to discuss current issues and day and/or evening's cleaning activities. Ms. Martelo will be responsible for the scheduling and completion of all daily cleaning tasks.

PROJECT SUPERVISOR DUTIES:

- Responsible for the smooth and orderly running of the project, including strict adherence to cleaning specifications, employee selection, and ordering of materials, supplies and equipment.
- Responsible for resolving complaints and handling emergency situations.
- Manages the USSI cleaners in the completion of housekeeping functions.
- Ensures that USSI employees comply with all project regulations, security requirements, badge controls, uniforms, etc.
- Responsible for updating the Safety Data Sheets and ensuring USSI personnel are conscientious in their use of materials and supplies.
- Assumes ultimate responsibility for all USSI employees on-site, the control of materials and equipment, and inventory maintenance of all paper products.
- Responsible for project inspections and quality control.
- Oversees the receiving, documentation, security and proper inventory of all materials, equipment and paper products.

The following are the qualifications of our key personnel:

MARTHA CHICA

Proposed Operations Manager

Summary of Experience

Dependable, motivated, take charge individual with approximately ten years of experience in supervisory and managerial positions in the service industry with emphasis on great customer service.

Key qualifications include:

- Recruitment/Development Skills
- Personnel Management
- Risk Management Site Audit
- Purchasing/ Allocation of Supplies
- Budget Analysis/Payroll
- Teamwork Oriented Professional
- Spanish/ English bilingual

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC. (USSI)
Operations Manager

January 2016- Present

- Establishes, maintains and promotes an on-going work responsive relationship with the management staff of our clients.
- Manages, and supervises all day and evening janitorial cleaning staff.
- Responsible for contract compliance, and operations at specific sites.

- Responsible for ensuring the proper opening, closing, and securing of all facilities.
- Engages in budget analysis, labor distribution, field reports, and other records.
- Operates all types of janitorial machinery and equipment.
- Conducts building walk-through with supervisors and complete facility inspection reports
- Monitors facility supply orders
- Monitors the scheduling of associates to ensure that each facility is within budgeted hours
- Keeps supply and equipment, and ensures proper use through the training and development of supervisors and associates.
- Completes special projects or additional duties as required.
- Adheres to company guidelines for discipline and termination procedures.

ALLSTATE MARKETING FOR CARE MEDICAL CENTER
Social Coordinator

July 2015 – December 2015

- Primary objective to coordinate and execute internal and external processes and assisting in new patient – onboarding.
- Handle incoming calls and outbound calls to assist patients with enrollment procedures.

SYSTEMAX SERVICES INC. (TIGER DIRECT)
Customer Service

October 2014 – January 2015

- Handle incoming calls and outbound calls to prevent fraud.
- Verify online orders were not fraud.
- Calling the banks to verify customers' bank information was not stolen by a third party.
- Update customers billing information and shipping address.

CALDER CASINO AND RACE COURSE (UGL CONTRACT)
Safety & Housekeeping Account Manager

October 2009 – March 2014

- Manage the day to day activities of the housekeeping department.
- Conduct pre-shift meeting and review all information pertinent to the day's activities.
- Proven ability to operate the department within the budget by appropriately forecasting and scheduling staff members.
- Proven ability to select, train, evaluate, and discipline as needed.
- Proven ability to lead, guide, direct, develop and motivate employees at all levels.
- Strong working knowledge of all Housekeeping administrative functions to include scheduling, status, payroll and other clerical areas.
- Ensuring accuracy with all Housekeeping Job Descriptions.
- Extensive knowledge of the proper use and storage of cleaning chemicals.
- Great working knowledge of material control to include purchasing requisitioning of departmental supplies.
- Participate in the preparation of the annual departmental operating budget and financial plans which support the overall objectives of the casino.

- Develop and implement procedures for managing quality of housekeeping services.
- Promote teamwork and quality service through daily communication and coordination with other departments.
- Ability to align two different entities to deliver expectations and understating of worksite culture.
- Assist with deep cleaning projects and assist housekeeping staff during unanticipated rush periods.
- Ability to work under pressure and meet established goals and objectives
- Proven compliance with OSHA and Risk Management procedures.

SAWGRASS MILLS MALL (UGL CONTRACT)

May 2008 – October 2009

Housekeeping Assistant Account Manager

- Responsible for the overall housekeeping staff supervision.
- Interviewed applicants and hired qualified candidates.
- Motivated employees to provide superior customer service to mall guests.
- Executed and issued notices of disciplinary action and positive feedback.
- Ensured all team members follow mall policies and procedures.
- Expedited and oversaw special deep cleaning requests from critical areas/venues.
- Inventory knowledge of cleaning chemicals.
- Monitored the day to day operations of scheduling functions.
- Employee training (Public Areas, Houseman, Overnight cleaning procedures)

MIAMI INTERNATIONAL MALL (UGL CONTRACT)

October 2006 – May 2008

Housekeeping Manager

- Supervised a group of 60 employees; assisting all housekeeping staff as needed and coordinating all daily operations of housekeeping services to ensure all areas were kept in a clean and orderly condition.
- Executed interviews, trainings and development of staff.
- Assisted in the development of annual business plans relating to the housekeeping department.
- Responsible for the allocation of supplies and equipment for use in accordance with Annual Operating Budget.
- Coordinated required procedures for hurricane preparation.
- Conducted site inspections to ensure risk management compliance and landscape quality assurance.

PARRILLO PROPERTIES

March 1996 – October 2006

Estate Manager

- Conducted inspections of facilities, building exteriors and landscape, and recommends repairs and upgrades when/ if needed.
- Prepared annual business plans and budgets; prepared monthly/ quarterly reports for owners.

- Maintain vendor relationships and monitor contract performance, and collaborated with engineers to anticipate needs and provide service on concerns.
- Purchased supplies and equipment for use on properties in accordance with owners operating budget.
- Managed building security and coordinated building events, including hurricane preparation and post hurricane systems realignment
- Performed other duties as assigned; worked with minimum direct supervision; operated effectively.

Education: High School Diploma, Anglo Americano, National School of Technology

MAUREEN MARTELO

Proposed Project Manager

Summary of Qualifications

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

Other areas of expertise include:

Multi-Tasking

Analysis

Team Player

Deadline-Oriented

Problem Solver

Quality Focused

Professional Experience

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

Project Manager Assistant

2015 – present

Cleaning Supervisor

2013 – 2015

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

STOCKTON MAINTENANCE GROUP, Palm Beach, Florida

Cleaning Supervisor

2009 – 2013

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

THE SAGEMONT SCHOOL

Cleaning Supervisor

2007

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

WAL-MART

Cashier

2007

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

HANES BRANDS INC.

Receiver in Warehouse

2002 – 2007

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

LA NACIONAL DE SEGUROS, COLOMBIA

Different positions

1981- 1999

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

Education

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

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

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

Special Skills

Computer experience, Cash Register, Operation System AS400MS.

Bilingual: English and Spanish oral and written fluency.

EFRAIN ESTRADA

Senior Vice President of Operations

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC. 2008 - Present

Senior Vice President of Operations

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

UNICCO INTEGRATED FACILITIES SERVICES 2002-2007

Operations Manager

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

UNICCO INTEGRATED FACILITIES SERVICES 2000-2002

Project Manager

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

H&A GENERAL MAINTENANCE 1997-2000

Operations Manager

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

F. Describe any significant or unique awards received or accomplishments in previous similar projects.

See above.

G. Provide information on any lawsuits pending or any judgments, in the last five (5) years, which are concerned directly with the firm, the staff, or any part of the Proposer's organization, which are proposed to perform on this contract.

United States Service Industries, Inc. (USSI) affirms that there are no pending lawsuits or judgments.

H. Provide a minimum of five client references for projects with similar scope who are agreeable to responding to an inquiry by the City. References should include the following information:

- a. Client name: Lee County Board of Commissioners
- b. Client address: 1500 Monroe Street, Fort Myers, FL 33901
- c. Client contact name: Lydia Montgomery
- d. Client contact phone and fax numbers: (239) 533-8527/8547; Fax: (239) 485-2944
- e. Client contact email address: lmontgomery@leegov.com
- f. Description of all services provided: Janitorial Services for Various Downtown Facilities
USSI provides general daytime and evening janitorial services to over 20 separate downtown facilities housing offices of Lee County government.
- g. Performance period: 05/01/1995 to present
- h. Total amount of contract: approximately \$805,885.00/annually.

-
- a. Client name: Lee Health
 - b. Client address: 12801 Westlinks Drive, Suite 102, Fort Myers, FL 33913
 - c. Client contact name: Wendy Cole
 - d. Client contact phone and fax numbers: (239) 561-5062; Fax: (239) 561-5069
 - e. Client contact email address: Wendy.Cole@LeeHealth.org
 - f. Description of all services provided: USSI provides general evening and daytime janitorial services throughout Lee County, Collier County, and Charlotte County totaling in excess of 651,000 SF
 - g. Performance period: 01/06/2006 to present
 - h. Total amount of contract: approximately \$1,267,656.00/annually.
-

-
- a. Client name: City of Tamarac
 - b. Client address: 7525 NW 88th Avenue, Tamarac, FL 33321
 - c. Client contact name: Kenneth Bowe
 - d. Client contact phone and fax numbers: (954) 597-3729; Fax: (954) 597-3720
 - e. Client contact email address: kennethb@tamarac.org
 - f. Description of all services provided: USSi provides general daytime and evening janitorial services to approx. 10 miscellaneous locations (City Hall, Rec. Ct., Aquatic Ct, Community Ct., Parks Adm. Bldg., Public Works, Utilities, Water Treatment, Fire Station).
 - g. Performance period: 01/01/2013 to present
 - h. Total amount of contract: approximately \$216,000/annually
-

- a. Client name: Town of Lake Park
 - b. Client address: 535 Park Avenue, Lake Park, FL 33403
 - c. Client contact name: David Hunt
 - d. Client contact phone and fax numbers: (561) 881-3345; Fax (561) 881-3349
 - e. Client contact email address: dhunt@lakeparkflorida.gov
 - f. Description of all services provided: USSi provides general evening janitorial services to 7 locations for the Town of Lake Park (Town Hall, PBSO Substation, Public Works Dept., Lake Park Harbor Marina, Lake Shore Park Restrooms, Library)
 - g. Performance period: 01/03/2013 to present
 - h. Total amount of contract: approximately \$39,060.00/annually
-

- a. Client name: City of Coral Springs
 - b. Client address: 9551 West Sample Road, Coral Springs, FL 33065
 - c. Client contact name: Juan Robby
 - d. Client contact phone and fax numbers: (954) 345-2161; Fax: (954) 344-1186
 - e. Client contact email address: jrobb@coralsprings.org
 - f. Description of all services provided: Green Cleaning services at miscellaneous facilities, approx. 17 locations
 - g. Performance period: 08/01/2015 to present
 - h. Total amount of contract: approximately \$78,891.48/annually
-

TAB 6—APPROACH AND CAPACITY

- i. Provide a narrative of the proposed approach and methodology for engaging with City representatives while in the course of performing the duties.

Our operations managers begin with a basic plan consisting of the following steps:

1. Identify all project tasks and determine who will perform them.
2. Develop work and time estimates for each task.
3. Determine task dependencies such as equipment needed, ensuring one task is not dependent on another being completed.
4. Determine task constraints such as cleaning an area prior to a special event or while clients are working late.

The methodology includes:

- Tracking project progress, comparing data to original estimates, and Key Performance Indicators (KPI's).
- Reviewing resources, scope and schedule factors to balance priorities.
- Identifying problems that could knock the project off schedule.
- Analyzing resource requirements throughout the project, making sure, for example, that no team member is overloaded with work.
- Make midstream changes to help reach project goals sooner.

Evaluation:

Evaluation of work and performance results are conducted by all levels of our management ranks. Where applicable, our supervisors audit hourly employees' performance against service checklists to determine problem areas. The results of the inspections and performance metrics are maintained and shared with client management upon request. Through these metrics, USSI can identify and address root causes to raise our performance targets and promote continuous improvement.

Client-Customer Communications:

Our quality control program is based on open client-vendor communication, a mutual understanding of performance expectations and a shared commitment to the program success. Before service begins, we advocate establishing the channels of communication and defining the standards by which our success will be measured. Our clients together with our on-site management will define reporting procedures, delineate baseline requirements and quantify performance criteria (e.g., quality of work, responsiveness, and productivity improvements).

Through our quality control program USSI strives to remain attuned to the customer's service expectations, eliminate impediments to performance in delivering quality service solutions and achieving full customer satisfaction. In addition to our internal processes, we embrace and support client sponsored initiatives to ensure our service solutions are directly tied to your business objectives and goals.

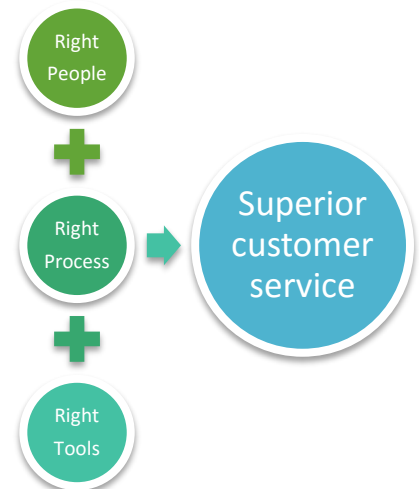
- ii. The overall approach to delivering the Scope of Services, and any strategies Proposer proposes to implement.

SCOPE OF SERVICES

Your facilities are unique and so is our cleaning.

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

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



SUPPORT SYSTEMS

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

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

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

ACCOUNTING & BILLING

As an industry leader in automation, USSI electronically bills (e-bills) all contracts as standard practice on or about the 1st of each month. Where requested, USSI also provides a hard copy as back-up.

For supplemental work, Operations submits a "BI" or Billing Instructions to the Accounts Receivable department within 5 working days of performance of such work. Accounts Receivables, in turn, e-bills or sends out hard copies of bills within 5 days of receipt of BIs. Our standard payment terms are net 30 days.

HIRING PROCESS

The hiring process at USSI is a 5-step process:

The first step in the hiring process begins with advertising for specific job functions and roles. Advertisements are posted in local newspapers, ethnic radio, internet job boards and on our website. Other sources include referrals and job fairs.

Job applications are received either at our local office, or on-site at specified buildings. Applications are reviewed and qualified candidates are identified and interviewed. Prospective employees are evaluated on experience, education, background information, and location preferences.

The hiring process involves employees submitting I-9 form information, tax information, as well as authorizing USSI to conduct background checks, where required, and mandatory, third-party drug testing. Additionally, all employees are informed of USSI's Equal Employment Opportunity, affirmative action policy, substance abuse policy and our policy against discrimination and sexual harassment.

Once hired, employees report to work sites to undergo preliminary orientation by supervisors. Additional training on work rules, operational procedures and job-specific skills is an on-going responsibility of site supervisors and operations management.

Through a process that involves careful screening and training, USSI ensures that we hire the best employees to deliver the highest level of service.



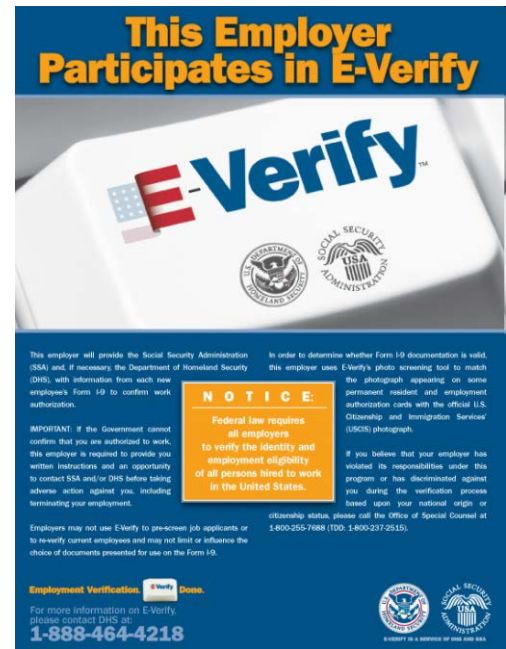
DRUG-FREE WORKPLACE

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

EMPLOYEE ELIGIBILITY VERIFICATION- E-VERIFY/MOU

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

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



Key benefits of using the E-Verify system include:

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

At the request of our clients, USSI is able to provide a copy of USSI's E-Verify MOU electronic signature page as proof of enrollment.

BACKGROUND CHECKS

Once a decision has been made regarding interest in hiring an applicant, an offer will be made contingent upon satisfactory completion of reference checks and criminal background checks.

USSI will conduct background checks at levels determined by the City to meet the specific requirements of each facility.

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



BUILDING # _____ PERIOD END DATE: _____ TODAY'S DATE: _____

[illegible]

TECHNOLOGICAL ADVANCES

In addition, the project staff will be using our automated telephone timekeeping system, Kronos. This accurate and reliable method of timekeeping will be vital to maintaining a successful project. This system ensures accuracy in payroll and shift hours while giving our managers comprehensive data on each shift at each location cleaned by USSI. To supplement our Kronos system, USSI piloted a new face recognition system (FINDD), and it is currently being rolled out company wide.

When requested, USSI can share the attendance reports generated by the Kronos and/or the FINDD system with your organization's key representatives. Below is an overview of the Kronos system:



Key steps in logging, recording and processing employee payroll using the Kronos system are summarized below:

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

UNIFORMS & IDENTIFICATION

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



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



SECURITY & KEY CONTROL PROCEDURES

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



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

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

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

START-UP ORIENTATION



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

EMPLOYEES AFTER START-UP ORIENTATION

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

CHEMICALS & EQUIPMENT

USSI utilizes the best tools and chemicals suited for each facility, based on the specific requirements of that building. Our commitment to preserving the environment is reflected in the use of Green Seal certified chemicals, wherever possible, in our routine cleaning operations. Ergonomic tools, such as the ProTeam SuperCoach Backpack vacuum are not only designed to safeguard the health and well-being of our employees, but are also proven to improve indoor air quality (IAQ).

CORE CHEMICALS

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



Clean by Peroxy #15
General Purpose Cleaner



Lite'n Foamy Sunflower Fresh
hand, hair and body wash



Meets California Code of Regulations VOC Levels

SparCreme:
Deep cleanser



Crew® Bathroom Cleaner & Scale Remover



Spartan Green Solutions
Floor Seal & Finish

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

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

- **Cleaning products** that meet one of the following criteria:
 - Green Seal GS-37 for general-purpose, bathroom, glass and carpet cleaners
 - Environmental Choice CCD-110 for cleaning and degreasing compounds
 - Environmental Choice CCD-146 for hard surface cleaners
 - Environmental Choice CCD-148 for carpet and upholstery care

- ***Disinfectants, metal polish, floor finishes, strippers or other products*** not addressed by the above standards meet one or more of the following standards:
 - Green Seal GS-40 for industrial and institutional floor care products
 - Environmental Choice CCD-112 for digestion additives and odor control
 - Environmental Choice CCD-113 for drain or grease traps additives
 - Environmental Choice CCD-115 for odor control additives
 - Environmental Choice CCD-147 for hard floor care
 - California Code of Regulations maximum allowable VOC levels for specific product category
- ***Disposable janitorial paper products and trash bags*** meet the minimum requirements of one or more of the following:
 - US EPA Comprehensive Procurement Guidelines for janitorial paper and plastic trash can liners
 - Green Seal GS-09, for paper towels and napkins
 - Green Seal GS-01 for tissue paper
 - Environmental Choice CCD-082 for toilet tissue
 - Environmental Choice CCD-086 for hand towels
 - Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers



Renown Green Seal-certified toilet tissue



***Renown Select Green Seal-certified
embossed roll towels***

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

SUSTAINABLE EQUIPMENT

USSI utilizes state-of-the art, ergonomic equipment to ensure optimal employee productivity and safety. All new powered cleaning equipment purchased and used at the facility will comply with the criteria outlined below. All new cleaning equipment (by cost or number) will meet the requirements, as indicated below:

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

CORE EQUIPMENT

The following are samples of core equipment or comparable equipment used by USSI in routine janitorial operations:



Backpack Vacuum Cleaner:
ProTeam SuperCoach



Auto Scrubber:
Windsor Chariot iScrub 24



Trash Barrels:
Brute



Carpet Spotter:
Viper Wolf



Carpet Extractor:
Viper Venom VN1500



Carpet Dryer:
Viper Whiptail



Pressure Washer:
Simpson Honda GX200



Floor Buffers: Low Speed Floor & High Speed
Viper Venom VN1715 & Viper Venom VN1500



Wet/Dry Vacuum:
Windsor Titan

GREEN CLEANING PROGRAM

USSI's Green Cleaning Program is a high-performance cleaning program focused on promoting sustainable cleaning practices that protect human health, building finishes, building systems and the environment. An effective implementation of the green cleaning program results in minimizing the impact of the janitorial operations on the environment, protecting health and contributing to any current or future sustainability initiatives at your facilities.

Our green cleaning program addresses the following key custodial areas that have a direct impact on human health and environment:

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

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



Cleaning operations are an integral sub-system of the overall sustainability efforts at a facility, that require coordinated interaction of people, processes and products to ensure the success of green cleaning.

Additional benefits of a green program include:

1. Improved indoor air quality
2. Healthier facilities for tenants and cleaning crew
3. Minimized exposure to aggressive chemicals
4. Reduced water and air pollution

By actively partnering with our vendors and suppliers, we can implement a green program at your facilities, without significant cost overruns.

GREENSEAL (GS-42) CERTIFICATION

USSI achieved Green Seal certification after being evaluated by Green Seal to comply with the rigorous environmental and performance requirements of the Green Seal Environmental Standard for Cleaning Services (GS-42, 2006). Green Seal is an independent, non-profit organization that provides science-based environmental certification standards for hundreds of products and services.



TRAINING PROGRAM

Employee training is at the core of service delivery at USSI. A combination of continuing on-the-job training and formalized class-room style approach helps USSI's employees upgrade their skills on a regular basis. It is our policy to conduct training in-house and train all on-site for managers, supervisors and cleaning crew. USSI leverages our strong vendor partnerships to perform on-site training for employees using various methods including:

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

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

- Green cleaning procedures
- Green cleaning chemicals and handling
- Personal Protective Equipment (PPE)
- Building Safety
- Cleaning for health
- Complaints, tools, steps, safety tips
- Job Safety Analysis
- Preventive maintenance
- Job Cards
- Door Dots,
- Safety Program/SDS



USSI employee during a training session

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

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

SPECIALIZED TRAINING -TEAM CLEANING

Based on time and motion studies and industry standards (ISSA) for production rates, we can estimate the number of hours it takes to perform a task in a specific area.

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

We customize schedules based on specific facility requirements. In general, we use the Team Cleaning approach to scheduling and work loading.

The first step is to identify the following:

- The areas that need to be cleaned. This includes identification of the actual physical areas, as well as the types of surface that are included in the area (example carpet, tile, glass, wood, metal etc.)
- The times and dates that cleaning is to be performed
- The frequencies and specific tasks to be performed in those areas at the specified times.
- We also factor other variables such as high traffic areas, special considerations and security requirements.

Then, we deploy trained cleaning specialists to perform the identified tasks in the specified areas. USSI employees are trained to be specialists through specific training programs and use of ergonomic equipment. Team Cleaning specialist positions include:

- **Light-duty specialist**
- **Vacuum Specialist**
- **Rest-room specialist**
- **Utility Specialist**



LIGHT DUTY SPECIALIST

The light duty position focuses on emptying trash, reinstalling liners, dusting all horizontal and vertical surfaces, picking up debris from the floor (i.e.: paper clips, pencils, and paper), and spot cleaning door glass. After the trash is collected, the light duty person places the trash bags in a strategic location for the utility person to pick up and take to the dumpster.

VACUUM SPECIALIST

The vacuum position focuses on vacuuming all areas. The vacuum person removes crumbs, ashes or other spills on the furniture. After vacuuming, the vacuum person is responsible for repositioning all the furniture correctly, turning out the lights and securing the area as required.

RESTROOM SPECIALIST

The worker performing the duties of the restroom position is responsible for refilling all paper dispensers, emptying trash, disinfecting fixtures and mirrors, and spot-cleaning all partitions and doors. Finally, the floors are swept and disinfected.

UTILITY SPECIALIST

The Utility person is multi-faceted. Many times, the cleaning lead performs utility tasks. The routine tasks for the utility worker are to polish stairs, vacuum stairwells, clean glass, polish brass, pick up trash on specific floors or in specific areas, spot-clean high-visibility area and haul trash to the dumpster. The utility position is also responsible for scheduled floor and carpet maintenance.

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

CUSTODIAL TASK DESCRIPTIONS AND METRICS

LIGHT DUTY TASKS	
Key Functions	Productivity Metrics
<ul style="list-style-type: none"> • Empty trash, recycling bins & re-install liners • Dust all appropriate horizontal and vertical surfaces-high to low • Pick up paper clips, paper and pencils from floor • Spot clean surfaces-door, push plates and glass • Spot clean wall and fixture marks and dirt. 	Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), a trained Light Duty Specialist, with tools and chemicals, as specified in the cleaning process, can clean 10,000 Square feet per hour. (Refer ISSA publication "612 Cleaning Times")

VACUUMING TASKS	
Key Functions:	Productivity Metrics
<ul style="list-style-type: none"> • Check the trash can in each office • Vacuum all traffic areas • Spot vacuum all other areas • Vacuum crumbs, ashes, other spills on furniture • Reposition all furniture correctly • Turn out lights upon completion of a room • Secure area as required 	Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), a trained Vacuum Specialist, with tools and chemicals, as specified in the cleaning process, can clean 10,000 Square feet per hour. (Refer ISSA publication "612 Cleaning Times")

RESTROOM CLEANING TASKS	
Key Functions	Productivity Metrics
<ul style="list-style-type: none"> • Refill toilet tissue • Refill all other dispensers • Empty restroom trash • Clean and disinfect all fixtures, mirrors and drinking fountains • Spot clean and disinfect partitions and doors • Sweep and mop floors • Turn out the lights 	Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), a trained Restroom Specialist, with tools and chemicals, as specified in the cleaning process, can clean and disinfect 1 restroom fixture in 3 minutes. (Refer ISSA publication "612 Cleaning Times")

GENERAL CLEANING TASKS	
Key Functions	Productivity Metrics
<ul style="list-style-type: none"> • Polish stairs and vacuum stairwells • Clean glass • Polish brass • Pick up trash on specified floors • Spot carpet • Clean 1st impression areas • Clean high-visibility carpet • Haul trash to dumpster • Floor care 	Based on time and motion studies conducted by industry professionals in a study conducted by the International Sanitary Suppliers Association (ISSA), one trained Utility Specialist, with tools and chemicals, as specified in the cleaning process, is required for approximately 25,000 square feet of typical office space. (Refer ISSA publication "612 Cleaning Times")

GENERAL TRAINING

In addition to the specialized training that each employee receives, USSI also provides general training to ensure all janitorial staff are well informed in all areas of their jobs and capable of moving up and assisting others. The benefits promote a healthy work atmosphere, increased production and sincere ownership in each task completed.

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

Training continues after employment or when new procedures, methods, equipment or chemicals are introduced.

General training includes:

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

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



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

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

SAFETY PROGRAM

USSI's policy is to inform all employees of the hazards associated with the materials that they use on the job. USSI has implemented the *Beyond Compliance* program to ensure the proper safety and education of our cleaners.

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

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

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

- A written safety policy, which is updated periodically
- Mandatory employee training regarding OSHA regulations and SDS
- Periodic audits and inventory checks of chemicals in the facility

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

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



QUALITY ASSURANCE & INSPECTIONS PROGRAM

Our quality control program utilizes a defined structure, clear responsibilities, a formal schedule, appropriate analytical procedures, strong documentation requirements and required corrective action plans, if necessary.

Supervision & Inspection

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

City of Delray Beach facilities will enjoy multiple levels of quality assurance, including:

- Weekly inspections by Project Supervisor
- Regular inspections by the Operations Manager
- Periodic reviews by upper management



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

Client Communications:

Our quality control program is based on open client-vendor communication, a mutual understanding of performance expectations and a shared commitment to the program success. Before service begins, we advocate establishing the channels of communication and mutually defining the standards by which our success will be measured. Our clients together with our on-site management will define reporting procedures, delineate baseline requirements and quantify performance criteria (e.g., quality of work, responsiveness, and productivity improvements).

Through our quality control program USSI strives to remain attuned to the customer's service expectations, eliminate impediments to performance in delivering quality service solutions and achieving full customer satisfaction. In addition to our internal processes, we embrace and support client sponsored initiatives to ensure our service solutions are directly tied to your business objectives and goals.

A sample of the form available to our supervisors and managers to complete their inspections is shown on the next page.



Inspection Form

Building: _____

Date: _____

Lobbies & Waiting Rooms:

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

Observations

- () _____
- () _____
- () _____
- () _____
- () _____
- () _____
- () _____

Elevators:

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

- () _____
- () _____
- () _____
- () _____
- () _____

Hallways:

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

- () _____
- () _____
- () _____

Kitchen:

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

- () _____
- () _____
- () _____
- () _____
- () _____
- () _____

Offices:

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

- () _____
- () _____
- () _____
- () _____
- () _____
- () _____
- () _____
- () _____
- () _____

Bathroom:

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

- () _____
- () _____
- () _____
- () _____
- () _____
- () _____

INTERNAL QUALITY CONTROL

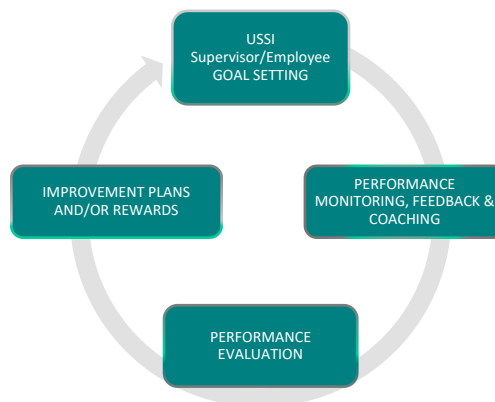
To achieve the highest quality possible, we have numerous metrics in place to measure and verify employee performance. Benchmarking tools are critical in maintaining consistent service while staying cost neutral. All projects are carried out at high levels of standards, ranking top in specific performance areas.

Employees are evaluated with regards to industry standard Key Performance Indicators such as:

- Cleaning standards
- Attendance
- Productivity ratios
- Customer service
- Adherence to safety standards
- Presentation & uniforms

PERFORMANCE REVIEW PROCESS AND CORRECTIVE ACTION PROCEDURES

USSI's supervisors meet with employees regularly to review their work assignments and performance goals. Employee performance is monitored by the Supervisor, and evaluated based on feedback received from building occupants and clients. Quarterly performance evaluations are conducted, and plans for improvements are discussed with the employees.



Corrective Action Procedures include:

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Paid Leave/Counseling Session, (d) Termination, (e) Other.

iii. Details of implementation plan and schedule.

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

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

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

Below is a description of the various activities that would be planned during the transition phase prior to contract start date and after the start of the contract.

TASK DESCRIPTION

C Service commencement day.

C - Contract Start Date minus (-) number of days prior contract start date.

C+ Contract Start Date plus (+) number of days after contract start date.

C-30 Notification of Contract Award.

C-29 USSI's Project Management team develops plan for reassignment of existing experienced USSI employees from other buildings to the City of Delray Beach locations.

C-25 USSI's Project Management team commences screening of existing site employees for possible hiring by USSI.

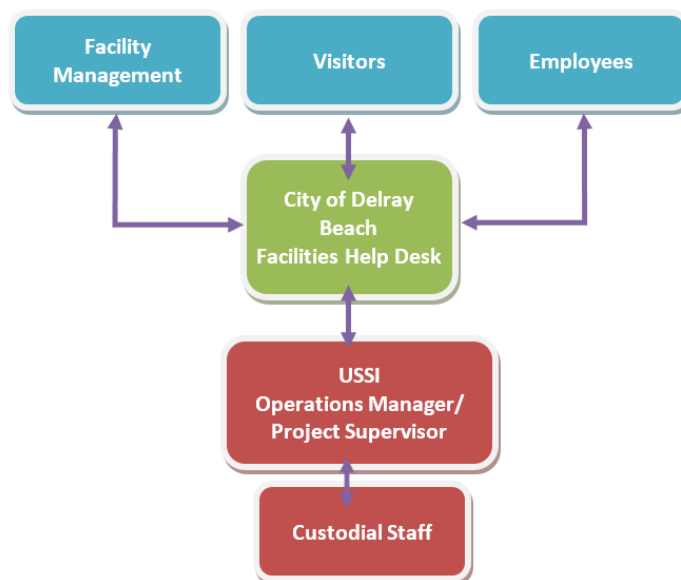
C-23 USSI's Project Management team commences recruiting and screening new employees.

- C-22 USSI's VP of Operations, Operations Manager and Project Supervisor meet with City of Delray Beach representatives to tour sites, review requirements, and develop a list of priority items and/or issues that need to be addressed immediately.
- C-20 Operations Manager orders all supplies including chemicals, equipment, key boxes, trash stickers, start-up kit & uniforms/cobblers.
- C-15 Operations Manager develops Day Porter schedules.
- C-10 USSI Operations finalizes draft cleaning plan for complex.
- C-5 USSI Operations coordinates two nights of training of USSI employees.
- C-3 USSI Operations finalizes roster of night cleaners.
- C-2 USSI Operations completes final review of complex.
- C-1 Supplies arrive.
- C Custodial cleaning operations start.
- C+1 Assuming cleaning starts on a Friday, intend to continue cleaning through the weekend as necessary to get the City of Delray Beach facilities up to set standards.
- C+5 USSI's Operations Manager and City of Delray Beach Representative conduct walk-through inspection.
- C+7 USSI's Operations Manager walk-through inspection for correction of C+5 cleaning issues and follow up on tenant requirements identified prior to start up.
- C+12 USSI Operations Manager and City of Delray Beach Representative walk-through inspection.
- C+14 USSI Operations Manager walk-through inspection of correction of C+12 cleaning issues.
- C+18 USSI Operations Manager and City of Delray Beach Representative walk-through inspection
- C+21 USSI Operations Manager walk-through inspection of C+18 cleaning issues.
- C+26 USSI Operations Manager and City of Delray Beach Representative walk-through inspection.
- C+28 USSI VP walk-through inspection of C+26 cleaning issues.
- C+30 USSI Quality inspections continue at a frequency determined by the City.

iv. Proposer shall thoroughly explain:

- a. Its accessibility in the areas of availability for meetings, general communications, coordination, and supervision.

In a multi-occupant environment, such as City of Delray Beach Municipal Golf Club, effective communication is the key to communication, coordination, supervision, and resolving occupant complaints. City of Delray Beach representatives play a central role in coordinating complaints and service requests through our proposed Operations Manager. The proposed flow of communication between club occupants and the resolution of complaints can be illustrated as below:



Routine complaints and service requests are communicated by club occupants to City of Delray Beach via email, phone or other established method of communication. City of Delray Beach representatives prioritize the complaints and notify the operations manager of the specific issues that need to be managed. The operations manager directs project supervisor and staff members regarding the tasks required to resolve the tenant complaint. Once the task is completed to the tenant's satisfaction, the operations manager or project supervisor updates City of Delray Beach representatives of the status of the complaint.

In addition to the system described above, USSI representatives will be available to meet personally, and do walk-throughs with City representatives upon request.

To ensure full customer satisfaction, any unresolved complaints will be highlighted to understand the reason why the complaint was not addressed and steps should be taken to address the issue. Recurring complaints, if any, need to be identified and a plan to address the complaint should be incorporated into the routine operations plan.

COMMUNICATIONS

USSI believes that good communication is the heart of any quality assurance program. As such, City of Delray Beach representatives will have 24/7 access via cell phone to USSI management and supervisory staff.

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

Effective flow of communication between facility management, custodial staff and building occupants will facilitate ongoing improvements, resolve recurring complaints and result in a safer work environment.



EMERGENCY OPERATIONS



USSI is ready for any emergency and will respond within the specified time frame as per our agreement with City of Delray Beach. USSI employees are available to perform emergency cleaning services on a twenty-four (24) hours a day, seven (7) days a week basis to respond to urgent calls or emergency situations such as, but not limited to spills, flooding, overflows, and other potential safety and health hazards requiring an immediate response.

SERVICE PLAN DURING MANDATORY EVACUATIONS

During and after a public emergency, disaster, or hurricane, your facilities will be given a “first priority” basis for any clean up services required. It is vital and imperative that the majority of citizens are protected from any emergency, which threatens public health and safety, as determined by City of Delray Beach. USSI recruits staff and maintains contact information for those employees available to provide services during mandatory evacuations. USSI agrees to provide services to City of Delray Beach or other clients as opposed to a private citizen, on a priority basis. USSI shall furnish City of Delray Beach a contact list of the phone numbers for all personnel available “24 hours” a day in the event of a mandatory evacuation emergency.

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

b. How the proposer physically plans on attending pre-scheduled meetings.

Meetings may be scheduled by contacting USSI's project personnel via cell phone or email.

All pre-scheduled meetings will be physically attended by the project supervisor and/or operations manager. The operations manager maintains a local office, and manages multiple projects in close proximity to the facilities at Delray Beach Municipal Golf Club. Even in the event of an emergency meeting, response time is approximately within one hour.

c. How the proposer plans on ensuring accessibility and availability during the term of the Agreement.

USSI's key project personnel will provide City of Delray Beach cell phone numbers and/or other contact information and City representatives will be able to reach them by phone or email. In addition, USSI office support staff maintain regular business hours, and they can be reached to assist City representatives with any questions and/or concerns during the term of the agreement.

USSI main line is monitored by an answering service that provides live personnel 24/7, they are able to reach specific contacts within our organization, USSI's emergency line: (202) 783-2030.

d. Submit details of Proposer's staffing resources, at the location that will provide services to the City as wells corporately; by discipline and the number of personnel within each discipline.

USSI counts with a support staff in the following disciplines: (1) Administrative- Accounting (purchasing, billing, payroll), IT, Human Resources, Operations, Marketing & Business Development, Contracts Management, and Executive staff. (2) Janitorial Staff.

The following chart includes the number of resources at each location:

USSI current number of employees per office

Office	Worker Type	Sum of FT	Sum of PT	Count of Employee Number
Bethesda	Administrative	13	0	13
	Janitorial	53	226	279
Bethesda Total		66	226	292
Ft Myers	Administrative	13	4	17
	Janitorial	141	296	437
Ft Myers Total		154	300	454
Lady Lake	Administrative	6	0	6
	Janitorial	25	104	129
Lady Lake Total		31	104	135
Coral Springs	Administrative	5	0	5
	Janitorial	30	120	150
Miami Total		35	120	155
Tallahassee	Administrative	2	2	4
	Janitorial	16	137	153
Tallahassee Total		18	139	157

Total: 1,193

- e. If Proposer's staffing resources includes sub-consultants, submit the name of the firm(s) who will perform each discipline. If more than one firm is listed for a discipline, then label which firm is the primary firm for that discipline. Firms may perform more than one discipline.

USSI intends to self-perform if awarded the contract for janitorial services at Delray Beach Municipal Golf Club. No subcontractors will be utilized during the performance of this agreement.

- f. Submit an organizational diagram clearly identifying key personnel as well as other staffing resources who are designated to provide services to the City and indicate their functional relationship to each other.

To ensure the highest levels of service at City of Delray Beach Municipal Golf Club, we propose an operations structure as illustrated below:



The custodial team for this project will be headed by USSI's proposed operations manager, Ms. Martha Chica who will oversee training, safety, management, and building inspections. Ms. Mauren Martelo will be the project supervisor and her responsibilities will include ordering supplies, ensuring availability of equipment and handling special tenant requests.

The cleaning staff will report directly to USSI's project supervisor who is responsible for hiring, training, payroll and administrative duties related to the project. USSI's Senior VP, Operations supports the operations manager and project supervisor and is responsible for ensuring consistent service delivery, inventory management, reporting and compliance with contract specifications. Overhead support to the project from HR, IT, billing and payroll is provided to ensure consistency of service.

TAB 7—SIMILAR PROJECTS COMPLETED

Provide a list of up to five (5) janitorial service projects which proposer has *successfully completed* since August 1, 2012, include the following information:

- a. Organization/Owner name: City Coral Springs
- b. Address (City/State): Coral Springs, Florida
- c. Project date (Start/End): last service term from 08/01/2015 to 07/31/2017 successfully completed. Contract was renewed and service continues.
- d. Proposer's role in the project: janitorial service provider
- e. Scope of work (Brief description): Green Cleaning for miscellaneous City facilities.
- f. Total project costs: \$78,891.48/annually.

-
- a. Organization/Owner name: City of Tampa
 - b. Address (City/State): Tampa, Florida
 - c. Project date (Start/End): last service term from 05/01/2016 to 04/30/2017 successfully completed. Contract was renewed and service continues.
 - d. Proposer's role in the project: janitorial service provider
 - e. Scope of work (Brief description): citywide janitorial service for miscellaneous City facilities.
 - f. Total project costs: \$731,961.32/annually.

-
- a. Organization/Owner name: Manatee County
 - b. Address (City/State): 1112 Manatee Avenue West, Bradenton, FL
 - c. Project date (Start/End): last service term from 09/01/2014 to 8/31/2016 successfully completed. Contract was renewed and service continues.
 - d. Proposer's role in the project: janitorial service provider
 - e. Scope of work (Brief description): evening and daytime janitorial services to approx. 20 facilities housing offices of Manatee county government.
 - f. Total project costs: \$147,203.80/annually.

-
- a. Organization/Owner name: City of Sunrise
 - b. Address (City/State): City of Sunrise, Florida
 - c. Project date (Start/End): contract originally started in March 01, 2013, and with option to renew. Last term from 03/01/2016 to 02/28/2017 was successfully completed with no additional renewal term.
 - d. Proposer's role in the project: janitorial service provider
 - e. Scope of work (Brief description): janitorial service, LOTS I- VII, 36 locations including: General Fund, Gas Dept., Utilities Dept., Leisure Service, Fire Station, Public Safety Complex, and Public Works.
 - f. Total project costs: \$343,779.88/annually.

-
- a. Organization/Owner name: City of Boca Raton
 - b. Address (City/State): Boca Raton, Florida
 - c. Project date (Start/End): original term 04/15/2011 with option to renew. Last term 10/01/2015 through 10/15/2017 successfully completed.
 - d. Proposer's role in the project: janitorial service provider
 - e. Scope of work (Brief description): Custodial Maintenance and Cleaning Services multiple facilities.
 - f. Total project costs: approximately \$360,000/annually.

TAB 8—ATTACHMENTS

SECTION 8 PRICING INFORMATION

FORMS INSERTED ON THE FOLLOWING PAGE

SECTION 8 PRICING INFORMATION

8.1 PRICING PROPOSAL

Proposers must state the prices, fees, and rates that will be charged to the City for performing the proposed services. The pricing information provided should include janitorial services and any other fees or prices the Proposer will charge the City for janitorial services

The pricing information shall be clear and unambiguous to allow the City's Selection Committee/Evaluation Team to compare the prices from the different Proposers as "apples to apples". Pricing that is unclear and ambiguous may be determined by the City to be grounds for rejection of the proposal.

	LOCATION / AREA	UNIT PRICE PER MONTH		COST PER YEAR
1	BAR	\$ 341.01	x 12 =	\$ 4,092.07
2	DINING / BANQUET ROOMS	\$ 1,250.35	x 12 =	\$ 15,004.26
3	KITCHEN / GALLEYS	\$ 568.34	x 12 =	\$ 6,820.12
4	LOBBY / COMMON AREA	\$ 227.34	x 12 =	\$ 2,728.05
5	LOCKER ROOMS / RESTROOMS	\$ 682.01	x 12 =	\$ 8,184.14
6	OFFICE	\$ 341.01	x 12 =	\$ 4,092.07
7	PATIO	\$ 341.01	x 12 =	\$ 4,092.07
8	PRO SHOP	\$ 341.01	x 12 =	\$ 4,092.07
9	WINDOWS	\$ 300.13	x 12 =	\$ 3,601.56

MONTHLY BID PRICE (Items 1 thru 9) YEARLY BID PRICE

\$ 4,092.07	x 12 =	\$ 49,104.84
-------------	--------	--------------

ADDITIONAL SERVICES AS REQUIRED/REQUESTED

1	CARPET CLEANING; includes large spills (Per Cleaning)	\$ 2,287.00
2	RESTROOM DEEP CLEANING; Includes: Floor, Fixtures and Showers (Per Cleaning)	\$ 250.00

SECTION 9 PROPOSAL SUBMITTALS

FORMS INSERTED ON THE FOLLOWING PAGE

- a. Acknowledgement of Addenda
- b. Proposal Submittal Signature Page
- c. Conflict of Interest Disclosure Form
- d. Notification of Public Entity Crimes Law
- e. Notification of Public Records Law
- f. Drug-Free Work Place
- g. Non-Collusion Affidavit
- h. Truth-In-Negotiation Certificate
- i. Sample Performance Bond Format (if required, will be requested from the Proposer recommended for award)
- j. Sample Payment Bond Format (if required, will be requested from the Proposer recommended for award)
- k. Sample Letter of Credit Format (if required, will be requested from the Proposer recommended for award)

City of Delray Beach
RFP 2018-024, Janitorial Services: Delray Beach Municipal Golf Club

SECTION 9 PROPOSAL SUBMITTALS

9.1 FORMS

The forms listed below must be completed by an official having legal authorization to contractually bind the company or firm. Each signature represents a binding commitment upon the Proposer to provide the goods and/or services offered to the City if the Proposer is determined to be the most responsive and responsible Proposer.

- a. Acknowledgment of Addenda
- b. Proposal Submittal Signature Page
- c. Conflict of Interest Disclosure Form
- d. Notification of Public Entity Crimes Law
- e. Notification of Public Records Law
- f. Drug-Free Work Place
- g. Non-Collusion Affidavit
- h. Truth-In-Negotiation Certificate
- i. Sample Performance Bond Format (if required, will be requested from the Proposer recommended for award)
- j. Sample Payment Bond Format (if required, will be requested from the Proposer recommended for award)
- k. Sample Letter of Credit Format (if required, will be requested from the Proposer recommended for award)

City of Delray Beach
RFP 2018-024, Janitorial Services: Delray Beach Municipal Golf Club

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 January 18, 2018Addendum #2, Dated January 23, 2018

Addendum #3, Dated _____

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

United States Service Industries, Inc. (USSI)

Firm Name


SignatureStephanie Nester, CFO

Name and Title (Print or Type)

February 02, 2018

Date

City of Delray Beach
RFP 2018-024, Janitorial Services: Delray Beach Municipal Golf Club

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: United States Service Industries, Inc. (USSI)

Street Address: 4340 East-West Hwy. Suite 204, Bethesda, MD 20814

Mailing Address (if different from Street Address): Same

Telephone Number(s): Main (202) 783-2030 | Stephanie Nester: (202) 824-7412

Fax Number(s): (202) 393-5541

Email Address: marketing@ussiclean.com | stephanien@ussiclean.com

Federal Employer Identification Number: 52-0897024

Prompt Payment Terms: 0 % - days' net 30 days

Signature: 
(Signature of authorized agent)

Print Name: Stephanie Nester

Title: CFO

Date: 02/02/2018

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 90 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:

United States Service Industries, Inc. (USSI)

Firm Name

Signature

Stephanie Nester, CFO

Name and Title (Print or Type)

02/02/2018

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:

United States Service Industries, Inc. (USSI)

Firm Name



Signature

Stephanie Nester, CFO

Name and Title (Print or Type)

02/02/2018

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 STREET, DELRAY BEACH, FLORIDA 33444, PHONE NUMBER (561) 243-7000, EMAIL ADDRESS: WYNNK@MYDELRAYBEACH.COM.

Acknowledged:

United States Service Industries, Inc. (USSI)

Firm Name**Signature****Name and Title (Print or Type)**

Stephanie Nester, CFO

Date

02/02/2018

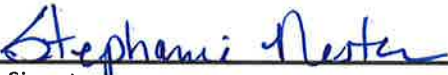
DRUG-FREE WORKPLACE

United States Service Industries, Inc. (USSI) 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:

United States Service Industries, Inc. (USSI)

Firm Name


SignatureStephanie Nester, CFO

Name and Title (Print or Type)

02/02/2018

Date

City of Delray Beach
RFP2018-024, Janitorial Services: Delray Beach Municipal Golf Club

NON-COLLUSION AFFIDAVIT

STATE OF Maryland
COUNTY OF Montgomery

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

- a. He/She is CFO of United States Service Industries, Inc. (USSI), the Proposer that has submitted a Proposal to perform work for the following:

RFP No.: 2018-024

Title: Janitorial Services: Delray Beach Municipal Golf Club

- 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.

Stephanie Nester

Signature

Subscribed and sworn to (or affirmed) before me this 02 day of February, 2018, by Stephanie Nester, who is personally known to me or who has produced personally known as identification.

SEAL

Notary Signature Livia G. Zablach
Notary Name: Livia G. Zablach
Notary Public (State): Maryland
My Commission No: _____
Expires on: January 4, 2022

LIVIA G ZABLAH
Notary Public - Maryland
Montgomery County
My Commission Expires
January 04, 2022

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: Stephanie Nester

Title: Chief Financial Officer

Date: 02/02/2018

Signature: 

SAMPLE PERFORMANCE BOND FORMAT

KNOW ALL MEN BY THESE PRESENTS: that - _____

(Insert full name and address or legal title of successful Bidder)

as Principal, hereinafter called Contractor, and _____
(Name of Insurer)

as Surety, hereinafter called Surety, are held and firmly bound unto the City of Delray Beach, Palm Beach County, Florida.

As Obligee, hereinafter called the City, in the amount of _____

(\$ _____), for the payment whereof, Contractor and Surety bind themselves, their heirs, executors, administrators, successors, and assigns, jointly and severably, firmly by the presents.

WHEREAS, Contractor has by written agreement dated _____, 20__, entered into Contract No. _____ with the City in accordance with the Solicitation specifications prepared by the City, which Contract is by reference made a part hereof and is hereinafter referred as the Contract, for the performance of the following Work:

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that, if Contractor shall promptly and faithfully perform said Contract, then this obligation shall be null and void; otherwise, it shall remain in full force and effect.

The Surety hereby waives notice of any alteration or extension of time made by the City.

Whenever Contractor shall be and declared by the City to be in default under the Contract, the City having performed City's obligations thereunder, the Surety may promptly remedy the default or shall promptly:

- a. Complete the Contract in accordance with its terms and conditions; or
- b. Obtain a Bid or Bids for completing the Contract in accordance with its terms and conditions, and upon determination by Surety of the most responsible Bidder, or if the City elects, upon determination by the City and the Surety jointly of the most responsible Bidder, arrange for a Contract between such Bidder and the City, and make available as work progresses (even though there should be a default or a succession of defaults under the contract or contracts of completion arranged under this paragraph) sufficient funds to pay the cost of completion less the balance of the contract price; but not exceeding, including other costs and damages for which the Surety may be liable hereunder, the amount set forth in the first paragraph hereof. The term "balance of the contract price", as used in this paragraph, shall mean the total amount payable by the City to Contractor under the contract and any amendments thereto, less the amount properly paid by the City to the Contractor.

Any suit under this bond must be instituted before the expiration of twenty-five (25) months from the date on which final payment under the Contract falls due.

No right of action shall accrue on this bond to or for the use of any person or corporation other than the City named herein or the heirs, executors, administrators, or successors of the City.

Signed and sealed this _____ day of _____, 20__.

(Principal)

(Seal)

(Witness)

(Title)

(Name of Insurer)

Surety

(Seal)

(Witness)

By: _____

(Attorney-in-Fact)

SAMPLE PAYMENT BOND FORMAT

KNOW ALL MEN BY THESE PRESENTS: that - _____

(Insert full name and address or legal title of successful Bidder)

as Principal, hereinafter called Contractor, and _____
(Name of Insurer)

as Surety, hereinafter called Surety, are held and firmly bound unto the City of Delray Beach, Palm Beach County, Florida.

As Obligee, hereinafter called the City, in the amount of _____
(\$ _____), for the payment whereof, Contractor and Surety bind themselves, their heirs, executors, administrators, successors, and assigns, jointly and severably, firmly by the presents.

WHEREAS, Contractor has by written agreement dated _____, 20__, entered into Contract No. _____ with the City in accordance with the Solicitation specifications prepared by the City, which Contract is by reference made a part hereof and is hereinafter referred as the Contract, for the performance of the following Work:

NOW, THEREFORE, THE CONDITION OF THIS OBLIGATION is such that, if said Contractor and all subcontractors to whom any portion of the work provided for in said Contract is sublet and all assignees of said Contract and of such subcontractors shall promptly make payments to all persons supplying him or them with labor, products, services, or supplies for or in the prosecution of the work provided for in such Contract, or in any amendment or extension of or addition to said Contract, and for the payment of reasonable attorney's fees, incurred by the claimants in suits on this bond, then the above obligation shall be void; otherwise, it shall remain in full force and effect.

HOWEVER, this bond is subject to the following conditions and limitations:

a) Any person, firm or corporation that has furnished labor, products, or supplies for or in the prosecution of the work provided for in said Contract shall have a direct right of action against the Contractor and Surety on this bond, which right of action shall be asserted in a proceeding, instituted in the county in which the work provided for in said Contract is to be performed or in any county in which Contractor or Surety does business. Such right of action shall be asserted in proceedings instituted in the name of the claimant or claimants for his or their use and benefit against said Contractor and Surety or either of them (but not later than one year after the final settlement of said Contract) in which action such claim or claims shall be adjudicated and judgment rendered thereon.

b) The Principal and Surety hereby designate and appoint _____
_____ as the agent of each of them to receive and accept service of process or other pleading issued or filed in any proceeding instituted on this bond and hereby consent that such service shall be the same as personal service on the Contractor and/or Surety.

City of Delray Beach
RFP2018-024, Janitorial Services: Delray Beach Municipal Golf Club

c) In no event shall the Surety be liable for a greater sum than the penalty of this bond, or subject to any suit, action or proceeding thereon that is instituted later than one year after the final settlement of said Contract.

d) This bond is given pursuant to and in accordance with the provisions of Florida Statutes, and all the provisions of the law referring to this character of bond as set forth in any sections or as may be hereinafter enacted, and these are hereby made a part hereof to the same extent as if set out herein in full.

Any suit under this bond must be instituted before the expiration of twenty-five (25) months from the date on which final payment under the Contract falls due.

No right of action shall accrue on this bond to or for the use of any person or corporation other than the City named herein or the heirs, executors, administrators, or successors of the City.

Signed and sealed this _____ day of _____, 20__.

(Principal)

(Seal)

(Witness)

(Title)

(Name of Insurer)

Surety

(Seal)

(Witness)

By: _____

(Attorney-in-Fact)

City of Delray Beach
RFP2018-024, Janitorial Services: Delray Beach Municipal Golf Club

SAMPLE LETTER OF CREDIT FORMAT

LETTER OF CREDIT NO.: _____
ISSUANCE DATE: _____

APPLICANT:

{Name of Corporation} _____
{Address} _____
{City, State, Zip} _____

BENEFICIARY:

CITY OF DELRAY BEACH
100 NW 1st AVENUE
DELRAY BEACH, FLORIDA 33444

FOR U.S.D. \$ _____
DATE OF EXPIRATION: _____

WE HEREBY ESTABLISH OUR IRREVOCABLE LETTER OF CREDIT NO. _____ IN FAVOR OF THE BENEFICIARY, THE CITY OF DELRAY BEACH, FLORIDA (HEREINAFTER "PBG") FOR THE ACCOUNT OF THE ABOVE-REFERENCED APPLICANT, AVAILABLE BY YOUR DRAFTS DRAWN ON {Insert name of Bank} PAYABLE AT SIGHT FOR ANY SUM OF MONEY NOT TO EXCEED A TOTAL OF {Insert the amount of money}, THE AMOUNT REFERENCED ABOVE.

DEMANDS OF THE LETTER OF CREDIT MUST BE ACCOMPANIED BY A STATEMENT FROM THE CITY MANAGER OF THE CITY OF DELRAY BEACH CERTIFYING EITHER: (1) THAT SAID LETTER OF CREDIT IS ABOUT TO EXPIRE AND HAS NOT BEEN RENEWED, OR (2) THAT WORK HAS NOT BEEN COMPLETED IN ACCORDANCE WITH THE PLANS, SPECIFICATIONS, AND AGREEMENTS (INCLUDING ANY AMENDMENTS THEREOF) FOR THE FOLLOWING PROJECT: **{Name of Project}** _____ (THE 'PROJECT').

IT IS A CONDITION OF THIS LETTER OF CREDIT THAT IT WILL BE AUTOMATICALLY EXTENDED FOR PERIODS OF ONE YEAR FROM EXPIRY DATE HEREOF, OR ANY FUTURE EXPIRATION DATE, WITHOUT ANY AMENDMENT, UNLESS THIRTY (30) DAYS BUT NO MORE THAN SIXTY (60) DAYS PRIOR TO ANY EXPIRATION DATE WE SHALL NOTIFY PBG IN WRITING BY CERTIFIED MAIL RETURN RECEIPT REQUESTED, OR BY COURIER VIA HAND DELIVERY AT THE ABOVE-LISTED ADDRESS, THAT WE ELECT NOT TO CONSIDER THIS LETTER OF CREDIT RENEWED FOR ANY SUCH ADDITIONAL PERIOD.

WE HEREBY AGREE WITH THE DRAWERS, ENDORSERS, AND BONA FIDE HOLDERS OF ALL DRAFTS DRAWN UNDER AND IN COMPLIANCE WITH THE TERMS OF THE CREDIT THAT SUCH DRAFTS WILL BE DULY HONORED UPON PRESENTATION TO **{Name of Bank}** _____ (THE 'BANK'), WHICH IS DULY AUTHORIZED TO CONDUCT BUSINESS IN THE STATE OF FLORIDA IN ACCORDANCE WITH THE TERMS HEREOF. IF A DRAFT, AS DESCRIBED IN THIS LETTER OF CREDIT, IS PRESENTED PRIOR TO THE EXPIRATION DATE AND IN CONFORMITY WITH THE TERMS OF THIS LETTER OF CREDIT AND UPON PRESENTATION IT IS WRONGFULLY DISHONORED BY THE BANK, THE BANK AGREES TO PAY REASONABLE ATTORNEYS FEES AND COSTS, INCLUDING FEES AND COSTS ON APPEAL, INCURRED BY THE CITY OF DELRAY BEACH TO ENFORCE THIS LETTER OF CREDIT SHOULD PBG PREVAIL.

City of Delray Beach
RFP2018-024, Janitorial Services: Delray Beach Municipal Golf Club

DOCUMENTS MUST BE PRESENTED FOR PAYMENT TO:

{Name of Bank Branch} _____

{Address} _____

{City, State, Zip} _____

ATTN: {Department} _____

ALL DRAWINGS UNDER THIS LETTER OF CREDIT MUST BE ACCOMPANIED BY THE ORIGINAL LETTER OF CREDIT INSTRUMENT WHICH WILL BE RETURNED TO THE BENEFICIARY AFTER ENDORSING THE BACK OF SAME WITH THE AMOUNT OF EACH DRAWING BY US.

PARTIAL DRAWINGS ARE PERMITTED.

THE AMOUNT OF ANY DRAFT DRAWN UNDER THIS CREDIT MUST BE ENDORSED ON THE REVERSE OF THE ORIGINAL CREDIT. ALL DRAFTS MUST BE MARKED "DRAWN UNDER {Name of Bank} _____ LETTER OF CREDIT NUMBER _____ DATED _____, 20__."

THIS CREDIT IS SUBJECT TO THE "UNIFORM CUSTOMS AND PRACTICE FOR DOCUMENTARY CREDITS, (2007 REVISION), INTERNATIONAL CHAMBER OF COMMERCE PUBLICATION NO. 600", AND TO THE PROVISIONS OF FLORIDA LAW. IF A CONFLICT BETWEEN THE UNIFORM CUSTOMS AND PRACTICE FOR DOCUMENTARY CREDITS AND FLORIDA LAW SHOULD ARISE, FLORIDA LAW SHALL PREVAIL. IF A CONFLICT BETWEEN THE LAW OF ANOTHER STATE OR COUNTRY AND FLORIDA LAW SHOULD ARISE, FLORIDA LAW SHALL PREVAIL. VENUE FOR ANY DISPUTES RELATING TO THE ENFORCEMENT OF THIS LETTER OF CREDIT SHALL BE PALM BEACH COUNTY, FLORIDA.

{Name of Bank} _____

BY: _____

{Name} _____

{Title} _____

SECTION 10 SAMPLE AGREEMENT FORMAT

Below is the standard agreement format for this Request for Proposals. This is a sample agreement only and is subject to revisions. **PLEASE DO NOT COMPLETE.**

AGREEMENT

THIS AGREEMENT is made and entered into by and between the City of Delray Beach, a Florida municipal corporation ("City"), whose address is 100 NW 1st Avenue, Delray Beach, Florida 33444, and - _____, a corporation (hereafter referred to as "Contractor"), whose address is _____.

WHEREAS, the City desires to retain the services of the Contractor to provide the goods and services in accordance with the City's Request for Proposals No. 2018-024 and the Contractor's response thereto, all of which are incorporated herein by reference.

NOW, THEREFORE, in consideration of the mutual covenants and promises hereafter set forth, the Contractor and the City agree as follows:

ARTICLE 1. INCORPORATION OF REQUEST FOR PROPOSALS

The terms and conditions of this Agreement shall include and incorporate the terms, conditions, and specifications set forth in the City's Request for Proposals No. 2018-024 and the Contractor's response thereto, including all documentation required thereunder.

ARTICLE 2. DESCRIPTION OF GOODS OR SCOPE OF SERVICES

The Contractor shall provide the goods and/or perform those services identified in the specifications accompanying the City's Request for Proposals, which are incorporated herein by reference.

ARTICLE 3. COMPENSATION

The City shall pay to the Contractor, in compliance with the Pricing Schedule attached hereto and incorporated herein, according to the terms and specifications of the referenced Invitation to Bid.

ARTICLE 4. MISCELLANEOUS PROVISIONS

a. **Notice Format.** All notices or other written communications required, contemplated, or permitted under this Agreement shall be in writing and shall be hand delivered, telecommunicated, or mailed by registered or certified mail (postage prepaid), return receipt requested, to the following addresses:

- i. As to the City:
 - City of Delray Beach
 - 100 NW 1st Street
 - Delray Beach, Florida 33444
 - Attn: City Manager
 - Email: lauzier@mydelraybeach.com

City of Delray Beach
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ii. with a copy to: City of Delray Beach
200 NW 1st Street
Delray Beach, Florida 33444
Attn: City Attorney
Email: LohmanM@mydelraybeach.com

iii. As to the Contractor: _____

Attn.: _____
Email: _____

b. Headings. The headings contained in this Agreement are for convenience of reference only, and shall not limit or otherwise affect in any way the meaning or interpretation of this Agreement.

c. Effective Date. The effective date of this Agreement shall be as of the date it has been executed by both the parties hereto.

ARTICLE 5. CONTRACT TERM

The Contract and Agreement shall be effective for _____ (__) years as of the effective date of this Agreement, and shall expire on _____, _____.

(The remainder of this page is intentionally left blank)

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IN WITNESS WHEREOF, the parties have executed this Agreement on the dates hereinafter written.

CITY OF DELRAY BEACH, FLORIDA

[SEAL]

By: _____
Cary D. Glickstein, City Mayor

ATTEST:

By: _____
Kimberly Wynn, Interim City Clerk

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

By: _____
R. Max Lohman, City Attorney

CONTRACTOR

[SEAL]

By: _____

Printed Name

Title

STATE OF _____
COUNTY OF _____

The foregoing instrument was acknowledged before me this ____ day of _____, 2017,
by _____, as _____ (name of officer or agent, title of officer
or agent), of _____ (name of corporation acknowledging), a
_____ (state or place of incorporation) corporation, on behalf of the corporation.
He/She is personally known to me or has produced _____ (type
of identification) as identification

Notary Public – State of <state>

SECTION 11
EXHIBITS

INTENTIONALLY OMITTED

SECTION 12 SOLICITATION SUMMARY

FORMS INSERTED ON THE FOLLOWING PAGE

City of Delray Beach
RFP2018-024, Janitorial Services: Delray Beach Municipal Golf Club

SECTION 12 SOLICITATION SUMMARY

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


PURCHASING DEPARTMENT

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:	RFP2018-024
Title:	Janitorial Services: Delray Beach Municipal Golf Club
Due Date and Time:	February 6, 2018, 2:00 P.M., ET
Name of Proposer:	<u>United States Service Industries, Inc. (USSI)</u>
Address:	<u>4340 East-West Hwy, Suite 204, Bethesda, MD 20814</u>
Contact Person:	<u>Stephanie Nester, CFO</u>
Authorized Signature:	<u></u>
Date:	<u>02/02/2018</u>

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 ORIGINAL HARDCOPY IN THE ENVELOPE CONTAINING YOUR PROPOSAL.