



**REQUEST FOR PROPOSALS  
09-02-20-09**

**Janitorial Services  
City of Coconut Creek**

**September 2, 2020**



August 31, 2020

Lorie Messer, Purchasing Analyst  
Purchasing and Contracts Division  
4800 W. Copans Road  
Coconut Creek, FL 33063

Dear Ms. Messer,

Thank you for accepting our proposal for Janitorial Services for the City of Coconut Creek. Sunshine Cleaning Systems was founded 44 years ago in Ft. Lauderdale as a commercial cleaning company. As such, we are very familiar with your fine city and the facilities included in this RFP.

Sunshine has extensive experience performing this exact type of work with dozens of cities and municipalities throughout Broward County and the surrounding region. Longstanding relationships include twenty-five years with the City of West Palm Beach, and nearly thirty years delivering first rate service to various Broward County facilities. Current local work also includes the cities of Pompano Beach, Tamarac, Delray Beach and Deerfield Beach, to name a few.

Over the decades we have gained valuable knowledge delivering high quality services to cities just like Coconut Creek, and every single day hundreds of our valued employees perform the very same tasks outlined in this RFP. With that experience, we feel especially prepared to accept the custodial responsibilities for Coconut Creek and generate solid value for your team.

We truly understand the exceptional opportunity this job represents and look forward to a mutually beneficial relationship with the City. If you have any questions regarding our proposal, please feel free to give me a call.

Sincerely,



Laura Coenen  
President & CEO

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## Section 1: Qualifications and Experience

- **Clearly describe the ability to perform the scope of services proposed including a work plan with an explanation of the methodology to be followed to perform the services required of this proposal.**
- **Provide resume and fact sheet for firm indicating how it meets the Minimum Qualification requirements stipulated above.**
- **Provide resumes for all of firm's employees that will be used in providing the services specified herein.**
- **Include a list of awards or recognitions obtained, bonding capabilities, fieldwork capabilities, green practices, and any other items of interest to support any claim of excellence**

### Qualifications, Fact Sheet & Ability to Perform the Scope of Services

#### Background

Founded in 1976 by Larry Calufetti, Sunshine Cleaning remains a strong, family-owned, Florida-based commercial janitorial services firm with customers throughout the region. Today, as one of the largest regional **woman-owned** commercial cleaning companies, we operate branch offices in Tampa, Orlando, West Palm Beach, Sarasota and Charlotte, North Carolina from our headquarters in Fort Lauderdale.

Founded on the principles of hard work, honesty, loyalty and fairness, we continue to adhere to those values every day. Our unique culture is centered on a bottoms-up approach, where our entry level cleaning technicians are treated as the most important members of our organization. We invest heavily in training, safety, recognition, and employee enhancement programs.

Our strong experience in servicing large facilities enables us to structure custom-designed and executed cleaning and operational plans for our customers. Ensuring that each of our clients receive the finest service possible begins with a robust training curriculum based on the latest knowledge and resources of the top cleaning professional organizations, equipment manufacturers and leading regulatory agencies.



#### Experience

Sunshine is entering its forty-fourth year of providing commercial cleaning services. Much of that time has been spent providing janitorial services to cities and municipalities of an equal or greater magnitude of those specified in the scope of services for this contract. Our team has also had extremely successful experiences with large scale private sector clients. As our service offerings have shifted to a more focused disinfecting model, we take pride in quickly adapting to more demanding service levels.

Examples of our work in similar contracts include providing janitorial services to the City of West Palm Beach for the past 25 years. This work entails cleaning and disinfecting eighteen municipal buildings throughout the city. For the past two years, Sunshine has been cleaning 70 buildings in various locations throughout Manatee County. We have a long history of serving Broward County having cleaned court houses, government centers, public works, community centers, and every library in the county. We currently provide services to the cities of Tamarac, Pompano Beach, Delray Beach, Charlotte, N.C., as well



as Broward County, to name a few. Over the years we have successfully worked with dozens of local and statewide cities and counties. Our team also provides first class service to stadiums, arenas, convention centers, health care facilities, schools and universities, multi-tenant class A office buildings, and more.

Having decades of experience in providing similar services gives our management team and staff a solid level understanding of the specifications in this project. This understanding is an important key to meeting and exceeding the quality standards set forth by Coconut Creek.

Other public work worth mentioning is through our airport division where we have met the challenges in delivering high level services to facilities that host hundreds of thousands of passengers every day. Sunshine has provided janitorial services to Ft. Lauderdale Hollywood International Airport for the past 34 years. Other satisfied Sunshine airport customers include Palm Beach Airport, Columbia Metropolitan Airport, S.C. Tampa International, and Greensboro and Charlotte Douglas International Airports in North Carolina. Between servicing airports and numerous public facilities, we completely understand cleaning for health and safety in high traffic environments.

### Project Support & employees that will be used in providing the services.

The following corporate team members will support this project through the term of the contract.

#### Corporate Leadership

**Laura Coenen, President and CEO**, brings over 30 years of industry leadership and management to Sunshine with a focus on streamlining procedures and processes using technology. She's been President and CEO of Sunshine, a 100% Woman Owned Business, for the last five years. Prior to Sunshine she was Senior VP of Operations for TEAM Software, an ERP Software leader in the janitorial and security market. The technology expertise and leadership she acquired at TEAM Software has been instrumental in helping Sunshine integrate software and technology to improve quality inspections, biometric clocks, communication of deficiencies and action items to Sunshine airport accounts. Her leadership and guidance have allowed Sunshine to increase revenue, cut expenses and become a more profitable organization driving results through strategic goals and teamwork.



**Randy Kierce, Chief Operating Officer**, Randy has over 24 years of industry experience and works closely with Sunshine's janitorial accounts. As head of operations, Randy has extensive experience in contract building maintenance with hands on experience in all phases of janitorial, window cleaning, carpet care, floor care, and pressure cleaning services. Randy plays an instrumental role in the development and ongoing maintenance of our training, safety program, and quality control initiatives, along with job-starts and project management.



**Dave Dyrek, EVP Sales and Marketing**, develops formal bid qualifying proposals and submittal materials for purchasing committees and delivers shortlist presentations. Dave also generates marketing materials, directs employee engagement and development strategies, and assists in establishing corporate policies and objectives. Dave has been involved in various team initiatives and operational enhancements in his twenty-year career at Sunshine.



**Rishi Bajnath, Sunshine's Controller**, assists with all monthly invoicing for Sunshine's Charlotte Airport, regional accounts in the Carolinas division, and other Florida corporate accounts. Rishi prepares monthly utilization reports, monitors and submits subcontractor payroll checks, manages accounting records, produces reports, and ensures all liability certificates are current.



**Krissy Mulder, Human Resources Director**, brings nearly two decades of Human Resources experience to Sunshine, focusing on strategic planning and national employment law expertise. Krissy's progressive technical resources, prolific communications, and robust development programs have led to a significant cost reduction in many areas of operations. She is particularly familiar with employee benefits administration, worker's compensation management, policy and procedure development, progressing company culture, and mediating disputes. Krissy also serves as the Compliance and Safety Officer increasing training, development, and facilitation.



**Mike Woodson, Quality Control Manager**, has been responsible for solidifying Sunshine's Quality Control measures and has made a great impact in working with project managers and supervisors in bolstering QC efforts companywide and in utilizing Sunshine's eHub quality monitoring software package. Mike has over sixteen years of janitorial management, operations, and quality control experience.



### Key Account Personnel

The following team members will have a key role in providing services for the city of Coconut Creek. All have substantial project managerial experience at large public facilities. All are leaders with excellent managerial abilities, are skilled in motivating teams, and understand the value of first-class customer service. They have deep experience in training, scheduling, budgets, equipment usage and maintenance, supply inventories, and all categories of project work. In addition, they all exhibit a high-level of the character and the values Sunshine requires of those in such a position of leadership. Their resumes follow.

**Mike Woodson**  
**Quality Control Manager**

**Work Experience**

***Quality Control Manager***

Sunshine Cleaning Systems, Inc. Ft. Lauderdale, FL

2017 to Present

***Quality Assurance/Sales***

Stockton Maintenance Group

2007 to 2017

***Vice President Business Development***

Armstrong Custom Painting

2005 to 2007

***Regional Manager, Responsible for Sales and Operations***

D&A Building Services

2003 to 2005

1980 to 2003

Regional Manager, Pitney Bowes Management Services

General Manager, BCT Inc.

Store Manager, Winn Dixie Stores Inc.

**Qualifications**

Over 15 years of experience in Custodial Services and over 35 years of management experience.

**Biography**

Mr. Woodson joined Sunshine Cleaning Systems in 2017 bringing with him substantial experience in sales, operations, and quality control /assurance. Mike has distinguished himself in a short period of time, and is responsible for quality control/assurance Company wide.

**Training**

Training in the Building Services industry includes seminars from 3M, Diversey Chemicals, IWCA, ISSA, and BSCAI, as well as managerial training in human resources and project management.

- GBAC Fundamentals, SARS-CoV-2/Covid 19
- ISSA CMI COVID 19 and Disinfection Defense
- ISSA CMI Crisis Management
- Spartan Clean Check
  - Pandemic Disinfection
  - Post Pandemic Disinfection and Clean Up
- IWCA Exterior Window Cleaning Safety Training
- Carpet, Hard Floors, and Marble and Stone Care
- OSHA Certified
- ISSA Standards and Productivity
- 3M Green Cleaning
- Fire prevention and extinguisher



**Bruce Walker, RBSM**  
**Area Manager**

**Work Experience****Sunshine Cleaning Systems, Inc. Ft. Lauderdale, FL****Area Manager**

2015- Present

Oversees all south Florida accounts for the company. Responsible for the performance of regional management and supervisory staff. Accountable for budgets, staffing, equipment and supply inventory, start-ups and transitions, customer relations, and quality control.

**Project Manager- Ft. Lauderdale Hollywood Int. Airport**

2000-2015

- Directed all management supervision and a staff of over 300 custodians at Ft. Lauderdale Hollywood International airport for major multi-year maintenance operation.
- Accountable for all contracted custodial functions including janitorial, window cleaning, pressure cleaning, diamond grinding & polishing of terrazzo floor, high reach work and specialty services.
- Planned and ensured work is completed properly, on time and safely per the contract specifications and meets established quality standards for high profile account.
- Responsible for creating and maintaining budget for \$12 million contract.
- Responsible for allocation of labor, supplies and equipment for over 1.5 million sq. ft. of space.
- Purchased all chemicals, supplies and capital equipment: monitors supply inventory.
- Oversaw hiring, disciplinary action, performance reviews and termination.
- Administered personnel policies, training, safety, inspections, quality control programs, work scheduling and employee relations initiatives.
- Interfaced in a customer service capacity with Broward County Aviation Department administrators, airline representatives, high level government officials and the traveling public.
- Has track record of successful negotiations regarding labor union contracts.

**Manufacturer's Representative****Standard Sanitary Supply Ft. Lauderdale, FL**

1981- 2000

Responsible for sales to major accounts representing a variety of brands of chemicals and equipment selling primarily to janitorial service companies. Promoted to direct and streamline logistical operations and oversee the customer service division.

**Education**

Fairmont State University, West Virginia

- GBAC Fundamentals, SARS-CoV-2/Covid 19
- Spartan Clean Check
  - Pandemic Disinfection
  - Post Pandemic Disinfection and Clean Up
- Registered Building Service Manager (RBSM) since 2003

**Derek Auckland**  
**Regional Sales & Quality Control**

**Work Experience**

Regional Sales & Quality Control

***Regional Sales & Quality Control***

- Sunshine Cleaning Systems, Fort Lauderdale, FL 2016 to present
- Responsible for sales in the Florida market
- Oversees customer relations for region
- Responsible for onsite quality control programs

***Operations Manager***

Sunshine Cleaning Systems, Fort Lauderdale, FL 2010 to 2016

- Manage all janitorial contracts in Broward and North Palm Beach Counties.
- Oversee 75 employees.
- Manage and schedule our internal floor crew. (carpet cleaning, terrazzo polishing, refinishing VCT)
- Complete weekly inspections in janitorial accounts to assure customer satisfaction.
- Manage the budget of hours for each account.

***Customer Service Representative***

Hillsboro Club, Hillsboro Beach, FL 2008 to 2010

***Assistant Job Superintendent***

T.H. Properties, Harleysville, PA 2001 to 2004

- Managed and directed each phase of the homebuilding process.
- Assured that all vendors met deadlines and township inspections.
- Worked closely to our sales agents.
- Knowledgeable of each step of the building process.
- Coordinated walkthroughs during each stage of the construction process.

**Education**

Lancaster College, Lancaster, PA

- GBAC Fundamentals, SARS-CoV-2/Covid 19
- Spartan Clean Check
  - Pandemic Disinfection
  - Post Pandemic Disinfection and Clean Up
- Computer Aided Design (CAD) certified, Gerber Technology, New York, New York

## Summary of Achievements

Sunshine has had the great pleasure of working with many prominent venues and facilities in the state of Florida, including sporting arenas and stadiums, colleges and universities, corporate headquarters, and many local cities and municipalities. Specific examples include:

- Fort Lauderdale and Tampa airports
- Disney World
- Orange County Convention Center
- Kennedy Space Center
- Florida State University stadium
- Nova Southeastern University
- Cities of West Palm Beach, Tamarac, Pompano Beach, Manatee County

Sunshine is also very proud of its excellent reputation. Over the years Sunshine has earned that reputation by completing projects on time, with exceptional quality, and within budgets. This is achieved through great employees, continuous training, and superior management. We are proud of our team members on the front lines. The result of this performance has garnered loyal customers. Long time clients include the Ft. Lauderdale Hollywood International Airport (34 years), City of West Palm Beach (24 years), Tampa International Airport (25 years). Loyal and repeat customers are the most prized and valued recognition we could ask for as a commercial cleaning company.

## Industry Certifications

- **Cleaning Industry Management – Green Building (CIMS-GB) standard certification with honors.** CIMS Applies to management, operations, performance systems and processes. We use Standards to deliver consistent, quality services designed to meet the customer’s specifications. The GB designation in our CIMS certification refers to our commitment to helping customers achieve their Green initiatives. We can help you secure points under the U.S. Green Building Council’s LEED program, if applicable, and can partner with you in developing comprehensive green cleaning policies or help further your existing Green platforms.
- All members of the management team at Sunshine are required to earn the new **Global Biorisk Advisory Council (GBAC) certification**, the worldwide cleaning industry association (ISSA). This training allows us to assist facilities in securing the GBAC STAR™ Accreditation, a program that establishes specific guidelines to assist facilities in their cleaning, disinfecting and infectious disease prevention protocols.

## Examples of Operational Excellence

- **Quality Management System (QMS)** standards necessitate establishing and meeting its customers’, as well as its own, requirements for the project at hand. Sunshine does not just clean, it cleans to meet specifications or certain standards of “clean”. Standards also extend to payroll processes, choosing suppliers, hiring employees, buying vehicles, handling inventory, and all aspects of running our business. Our goal is to deliver excellence in everything we do.
- We use **Team Software**, which is designed specifically for the contract cleaning industry. We manage each job from a pre-established budget, to meet payroll deadlines, produce job tickets with the description of the work to be performed, to track schedules of periodic and project work, and to produce reports that aid our managers in performing the job in a timely manner within budget.
- **Safety** is first at Sunshine, starting with the president and executive team on down.



### Awards

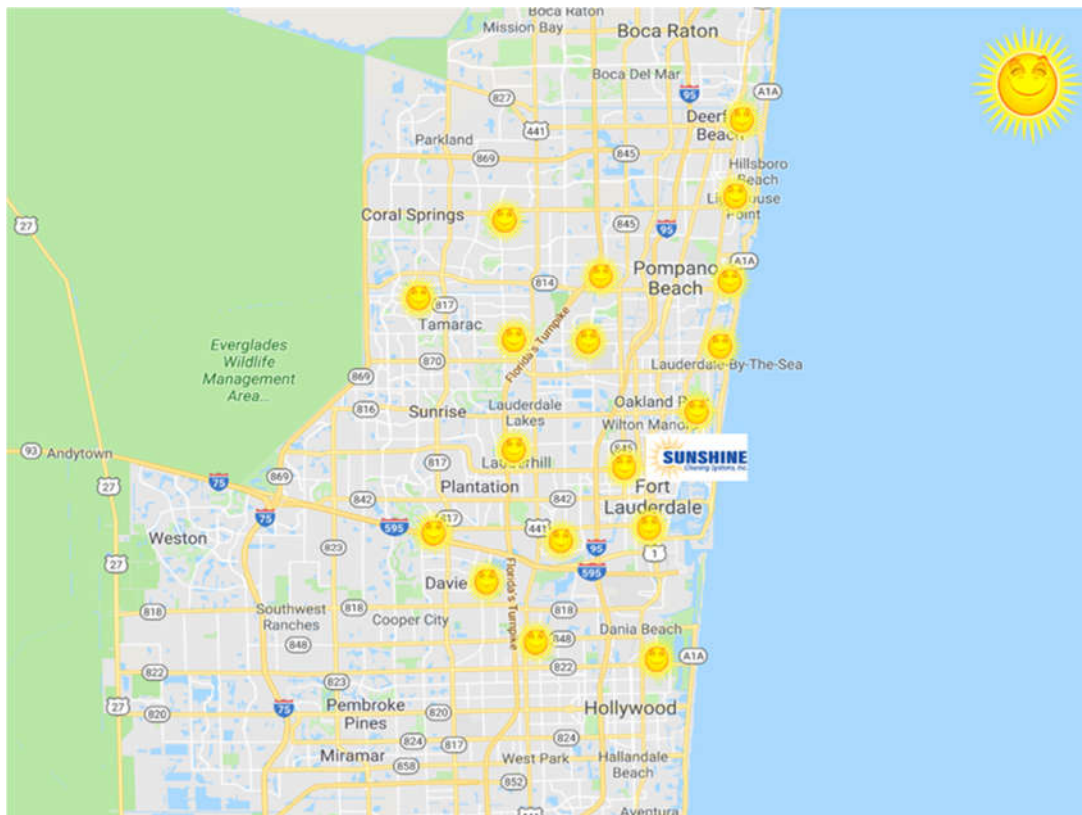
As far as formal awards we've won the most innovative award in our industry for our Employee Security Awareness Program (ESAP) initiative. We were also presented with the "Best Uniform" award for large companies by the Building Service Contractors International Association (BSCAI). In addition, dozens of our employees have received outstanding performance awards over the years presented by customers and local officials. One employee was named Employee of the Year by the BSCAI. These are all accomplishments for which we are proud.

### Bonding Capabilities

Sunshine has bonding capabilities in excess of \$30 mil.

### Fieldwork Capabilities

As noted, Sunshine has worked with a great variety of facilities in the Broward County region. Below is a graphic showing local accounts currently being serviced (denoted by the ☀️). Many are public facilities through city and county accounts. Some are long-term customers representing private facilities. We believe this coverage, as well as the proximity of our headquarters, presents a great advantage for the city of Coconut Creek. We believe having hundreds of employees, numerous equipment warehouses, and top managers in the area can help support our work at the city of Coconut Creek. This is especially true in emergency situations.



## Operational Plan

Sunshine's Operational Plan consists of several steps. It begins with selecting a competent team. Training and development initiatives are vital to the success of our Operational Plan. We expand on that idea in our Shine and Succeed development program. The transition sets the stage for success and each component of the transition is closely adhered to. It is the backbone of our Operational Plan. Our work plan is more specific to the details of fulfilling the scope of services. Within the work plan are stringent quality control measures to make sure our team is on track to meet your expectations. These elements are often refined and retuned as the account matures. As training deepens and methods and equipment improve, we will continue to adjust and customize accordingly.



Sunshine will run its operations from its Ft. Lauderdale Headquarters office. As mentioned above, our top management team members will be involved with this account. In addition to our site manager, our area manager and quality control manager will pay frequent visits. Some of their functions include:

- Scheduled and unscheduled site visits to review performance
- On-going quality control monitoring
- Meet with individual customers and building occupants for feedback
- Ensure that service is delivered in a customer centric manner and meeting the scope of work
- Evaluate mentoring programs, training schedules, equipment, supplies, and performance standards
- Assist with employee engagement initiatives and Shine & Succeed goals

### Step One: Staffing

Our first order of business is to begin the project with a highly trained and capable staff. We will look to retain many of the fine employees currently on the staff and will supply the city with a highly professional management team. An experienced, knowledgeable, and trustworthy Project Manager will lead that team. Our experience has shown that it's the PM who personifies Sunshine's values, sets the example, and motivates everyone on the team. Your confidence in our leadership is a top priority.

### Step Two: Transition

A smooth and orderly transition is especially important to all stakeholders. Our experience in carrying out dozens of large-scale transitions has shown us that a positive start sets the tone for the ongoing performance of the work. We invest the necessary time and resources to ensure this phase is successful. Our proposed transition and work plan are built on 44 years of experience in commercial cleaning.

### Step Three: Work Plan

Our work plan takes into consideration the importance of detailed cleaning and disinfecting high touch point areas, as well as safe and hygienic practices by our staff. Restrooms are also a high concern as many complaints originate from restrooms that are not properly cared for. Having experience working in numerous large and active public facilities we understand the need to concentrate on areas that see lots of foot traffic and high-touch points. We will strive to keep all areas safe, sanitized and free of debris.

The COVID-19 outbreak has amplified our cleaning for health initiatives. Our proprietary program, Sunshine Hygienic Clean, is led by managers and staff trained specifically in Covid-19 infection prevention

and response. We have incorporated these protocols in our other accounts and will do the same for the city of Coconut Creek.

In accordance with the RFP requirements Sunshine is providing a dedicated City Project Supervisors and Day and Night supervision. We have also included dedicated project workers to accomplish the monthly restroom and locker room floor scrubbing through-out the city as well as the quarterly and semi-annual floor care, carpet cleaning and window cleaning requirements.

### Transition

The plan we recommend will result in a renewed and advanced operation at your facility. Each stage is meticulously planned and scheduled and builds a foundation for each successive action. Depending on the complexity of the operation, planning begins many weeks in advance and is tightly scheduled. Sunshine generously budgets dollars and labor hours during the startup phase. We understand that the window of opportunity to start the job correctly is limited. Therefore, our priority is to begin day one from a position of strength and confidence in knowing we are prepared.

Our main goals are to minimize service disruption, maintain continuity and enhance service. Your confidence in our team creates a strong obligation on our part to perform at the highest level possible in this new partnership. Our promise of a successful startup begins with a solid plan that is skillfully executed.

Transition Stages					
Initial facility staff meetings	Sunshine site transition team established	Support personnel assigned roles	Initiate Transition Task Checklist	Comprehensive site and current operation analysis	Staffing Evaluation

### Initial facility staff meetings

Collaborating with the City’s facility departments will begin as soon as possible after the contract is awarded. First, we want to clearly understand your biggest concerns and solve your problems. Facilities are unique and always have idiosyncrasies and trouble spots. We need to know what they are. Second, we want to be perfectly clear in communicating our plan of action as we move through the transition

“Seek first to understand, then be understood.”  
-Stephen Covey-

### These discussions will give us the opportunity to:

- present our approach and transition schedule,
- coordinate proposed activities with the on-going service program, and
- compliment your operations.

These meetings also enable your team to interact with any subcontractors, and allow us to clarify roles, responsibilities, and contractual matters.

### Our experience in large facility transitions allows us to:

- minimize transition issues
- relieve you of the burden day-to-day involvement
- create contingency plans for unexpected issues, such as date changes (we’ve been asked to start large jobs in as little as a week’s time)



**We take responsibility for our work and rarely encounter an issue that does not have an easy solution. We know that a speedy resolution to any conflict is in the best interest of all parties.**

### **Sunshine Site Transition Team**

Your initial planning meeting will include Sunshine's COO, Controller, and managers assigned to the transition team. The rest of the startup team will include seasoned production specialists skilled in training, equipment set-up and maintenance, inventory control, security, safety, H.R., and quality control.

As the leader of the core team, the head of operations will be on location surveying and learning before the start of service and will remain on site until consistent quality standards are achieved.

### **Our on-site staff will:**

- anticipate any potential issues that may crop up in the early part of the project,
- add staff members as needed to ensure the first weeks of service stay on schedule, and
- furnish and arrange office space, storage areas, and employee break room facilities.

### **Support Personnel Roles**

For a larger scale transition several departments are involved ensuring that no transition task is left undone. The goal is to accomplish all the necessary front-end duties as quickly as possible so that more time can be spent on proper onboarding, orientation, and training of our new onsite staff. Our experience has taught us that by coordinating deadlines from a solid work plan and assisting each other, the overall operation becomes very manageable.

### **Transition Task Checklist**

Our proven and concise "Transition Task Checklist" enables our team to complete all work successfully and on time. Below is an example of a general transition schedule, which will be customize according to your needs. This approach allows us to highlight milestones and pertinent dates so that every transition team member's duty is clearly established. As we move through each step, the Transition Task Checklist becomes a working control document. The Checklist is updated by each department lead as the work is completed. Our schedule is available to your team, and progress reports will be communicated to you.

Sunshine Cleaning Systems, Inc. Start-Up Checklist and Timeline										
Tasks	Week 4	Week 3	Week 2	Week 1	Start	Day 1				
<b>Start-up meeting tasks:</b>										
Review contract and specs										
Assign project tasks										
Set date to meet with client to review start-up plan										
Review management personnel choices										
Discuss contingency plan if incumbent doesn't cooperate										
Discuss reporting and communication plan										
Discuss and review inventory control and management										
<b>Human Resource Process</b>										
Assign Sunshine management and supervision team										
Review current inventory of eligible applicants										
Interview incumbent personnel and other applicants										
Place ad for new hires if needed										
Schedule background checks										
Distribute new hire packets										
Select senior new hires including supervisors and leads										
Schedule training										
ID badges										
<b>Set Up Accounting Procedures</b>										
<b>Set Up Time Recording and Payroll Procedures</b>										
<b>Review Equipment/Materials Needs</b>										
Review equipment and uniform needs										
Review supplies and disposables needs										
<b>First Meeting with Client Representatives to:</b>										
Discuss and review start-up plan										
Review job descriptions										
Discuss and review contingency plan										
Review floor plans										
Tour building/meet occupants, if approved										
Occupant surveys										
Discuss reporting and communication										
Discuss and accounting procedures										
<b>Tasks</b>	<b>Week 4</b>	<b>Week 3</b>	<b>Week 2</b>	<b>Week 1</b>						

Approve uniforms										
Develop and set up inspection schedules										
Review invoicing forms and procedures										
<b>Second Start-Up Team Meeting to:</b>										
Review start-up timeline, adjust as required										
Zone floors										
Set up cleaning teams										
Assign project manager and supervisors										
Discuss reporting and communication										
Set up ongoing training schedule										
<b>Purchasing</b>										
Order equipment and uniforms										
Order supplies and disposables										
Order phone lines for Sunshine on-site office										
Order office furniture and delivery										
<b>Second Meeting with Client Representatives to:</b>										
Discuss start-up timeline, adjust as required										
Review specifications and floor plans										
Discuss key control, secure areas and security issues										
Discuss billing										
Discuss loading dock-shipping and receiving										
Discuss training schedule										
Identify storage and janitor's closets										
Review building evacuation and emergency plans										
Identify limited-access areas										
Identify areas not to be serviced										
Discuss reporting and communication										
Discuss cleanable square footage report										
Review new hires and personnel needs										
Discuss and review zoning										
<b>Third Meeting with Client Representatives to:</b>										
Discuss start-up timeline, adjust as required										
Review expectations										
Set periodic schedule										
Discuss monthly building assessment										
<b>Review Final Preparations w/Mgmt Team, include:</b>										
On-the-job-training										
safety										
OSHA										
<b>Tasks</b>	<b>Week 4</b>	<b>Week 3</b>	<b>Week 2</b>	<b>Week 1</b>						





We are always open to retaining the current staff, unless instructed otherwise by the customer. Generally, we collect information and interview the existing staff with the intention of offering employment to as many quality employees as possible.

Sunshine has a comprehensive onboarding program in place where strict background checks, employment screening, and hiring standards must be met. Qualified candidates will be enrolled in Sunshine's Shine & Succeed, our employee engagement and development program discussed in the next section of this proposal.

**The staffing review phase also includes:**

- uniform fitting,
- onboarding paperwork,
- benefits enrollment, orientation,
- badge processing,
- key control systems,
- review of Sunshine's Employee Code of Conduct,
- safety & security training, and
- other contract details specific to staff members.

More in-depth conversations and site tours with the project manager and his leadership team would also take place at this time. If additional labor is required immediate recruitment efforts will take place through our H.R. department.

Through our four decades of experience, Sunshine has developed dozens of customized maintenance programs and have incorporated technology specific to cities and municipal facilities. Our team constantly works with its customers to help refine the specifications to meet facility changes and developments, as well as adopt innovations to improve customer service and efficiencies, and more new demands required of Covid-19 protocols. We view our relationship with our customers as a partnership and exist to help customers reach all their cleaning and service goals.

### Green Practices

Cleaning for Health: Sunshine is a strong proponent of sustainable cleaning. We understand that traditional janitorial cleaning can negatively impact the environment as well as the health and productivity of our employees and facility occupants. The results can increase health care costs, liability and lost time due to illness.

Green cleaning can help reduce those associated costs and make for a healthier environment. Green Cleaning, cleaning to protect health without harming the environment, enhances the reputation and brand of both our company and the facilities we serve.



Sunshine's Green cleaning practices offer benefits to all areas of its operation. As we inspect your facility, we will identify the chemicals, paper/plastic, equipment, tools, and cleaning procedures being used and make the appropriate recommendations. Sunshine has worked with dozens of clients to offer the same customizable green cleaning programs. This will certainly be the case in our work at your facility. Upon notification of award, whatever your sustainability goals are we will adopt those goals and work with you on improving them.

For eight years Sunshine was certified as an ISO 9000 company. This was at a time when very few janitorial companies had such a designation. ISO brought more structure, quality assurance initiatives, and sustainability programs to our team. When the Cleaning Industry Management Standard (CIMS) became available Sunshine earned its CIMS-GB certification with honors. For three years we utilized both certifications taking the best principles from each. Considering that CIMS is industry based and has evolved into a more focused program, we eventually ended our relationship with ISO. The GB in CIMS-GB stands for Green Building and refers to our commitment to helping customers achieve their Green initiatives. We would be glad to incorporate all your environmental initiatives into our cleaning plan. In addition to complying with the Green components of the specifications for this contract, we will share ideas we believe will enhance your green footprint and benefit your facility's employees and visitors.

### Equipment and Supplies

Sunshine is accustomed to working in accordance with the standards promoted by the U.S. Environmental Protection Agency's Environmentally Preferable Purchasing (EPP) program, the Green Seal program, and those standards and practices specified by the U.S. Green Building Council LEED EBOM program. These procedures comprise an entire program affecting our selection of cleaning solutions, equipment, goals for training, and best practices. Our team is committed to practicing environmentally conscious cleaning and sanitation procedures at your facility.



Sunshine's desire with its green initiative is to partner with customers towards achieving the maximum benefit for all. We have experience working with a variety of facilities and meeting each customer's Green objectives. For customers just starting out we offer simple solutions such as introducing environmentally friendly products and equipment. We also have experience designing recycling programs and assisting customers in earning points to advance their LEED certification programs.

A few examples of our strategies include the use of:

- Color coded cloths to reduce cross-contamination
- Micro-fiber mopping systems
- Chemical management/dilution systems to reduce waste and expenses
- HEPA filtration vac systems and the dry method of carpet care
- Green Seal cleaners, CARB VOC compliant and other certified chemicals
- Efficient floor machines using less chemical, water and energy to prolong the life of the surface
- Water-fed pole, chemical-free window cleaning system
- Smart packaging to reduce materials and shipping resources
- Training specific to Sunshine's GCSOP with an emphasis on safety
- Focus on hand hygiene and disinfecting touch points
- Collecting occupant feedback for evaluation and continuous improvement
- Educating, training, and motivating custodial staff to work in an environmentally responsible manner
- Complying with all relevant legislation and industry standards regarding green cleaning

### Hygienic CLEAN

In response to Covid-19 we have launched Sunshine Hygienic CLEAN for immediate Covid-19 prevention and confirmed exposure cleaning. Our specialists are highly trained in Pandemic Disinfecting. We help facilities re-open and maintain clean, safe and healthy facilities and provide operating guidance. In the past, Sunshine has assisted its customers in mitigating viruses such as H1N1, SARS, and other contagions.

The service and commitment required during a virus outbreak has shifted to a much higher standard. Currently, our team is working hard to address the covid-19 pandemic as we continue to adapt to new protocols.

#### Hygienic CLEAN applies the following three levels of service:

- Preventing Outbreaks
- Recovery from Known Infections
- Facility and Business Re-opening

Cleaning to prevent outbreaks is the new normal now required at all facilities, buildings, and businesses. Protecting your employees and guests is a priority. In prevention mode, one of our qualified specialists performs a site assessment collaboratively with the customer. This consultation is critical. It allows us to understand the customer needs and provides an opportunity for us to educate the customer on what is required to fully solve the problem.



If there has been a confirmed contamination we begin with another consultation with our experts. It is imperative that we are completely familiar with all the details on the contamination. We need to know Who? What? Where? When? How? After the contaminated area is closed and a recommended waiting period, we begin with a full forensic disinfecting wipe down. We then proceed with two applications of our Enviroguard electrostatic disinfecting sprayer. We also work with the customer on drafting a post contamination prevention plan, which includes scheduled cleaning using the elements of our preventive service. Our goal is for the facility manager and potential visitors to feel confident that the building is safe and healthy.

#### Covid-19 Education and Training

While we have utilized the components of Sunshine Hygienic CLEAN to some degree in the past, we now have refined our goals more precisely. We have increased our knowledge base and updated our skills with virus specific educational courses. Many of our managers and supervisors have been trained through the Global Biorisk Advisory Council (GBAC), a division of the ISSA. The GBAC training includes preventative measures, response, infection control, and contamination control, emphasizing the novel coronavirus (SARS-CoV-2).



The valuable information that we acquire is communicated with our team and customers. We must continue to educate our customers and team members. The flow of information required to properly address the issue is moving fast, and so are we. Keeping all stakeholders apprised of developments and the steps we are taking is a key to building trust and gaining the confidence that the facilities we serve are safe and healthy for employees and guests.

#### Disaster and Emergency Response

Being residents of Florida, we at Sunshine, are aware of the problems and possible damages associated with our weather. Severe thunderstorms, tornados, hail, tropical storm induced flooding and hurricanes are part of life. In addition, a broken pipe or backup in a sewer system can be damaging to any facility. Sunshine can play an integral role in the preparation, damage control and clean-up phases of these

threatening events. Leading up to predicted weather related incidents at the Coconut Creek facilities, our staff will coordinate with you to provide services that prepare your facility for the storm and to help control damage. Once the storm has passed, we will provide emergency cleaning services to return your facilities back to a normal operational state as quickly as possible. We've been tested many times under these circumstances and know that the key is to have a solid plan and a well-trained team.

Currently, we have offices, warehouses, and storage areas in and around the City. Several are stocked with emergency equipment. With the bulk of our employees stationed in South Florida, our management team can quickly assemble personnel and equipment, have it staged on-site to prepare for clean-up operations. A rapid response reduces down time and damage caused by standing water. Sunshine possesses large portable and truck mounted extracting equipment, drying fans, generators, trucks, and other heavy equipment to assist recovery. We've deployed this service numerous times and understand the urgency required.

### **Pandemic Response**

Sunshine's response to a pandemic is outlined in our Hygienic CLEAN program in this section. We employ specialist that are highly trained in prevention and in responding to confirmed exposure situations. We have been helping a variety of facilities disinfect including schools, airports, businesses, and government facilities. Over the years we have assisted customers with other viruses such as H1N1, SARS, and others. The most important aspect of responding to a pandemic is gathering information. We will work with your team to assess the circumstances and create a response that is specific and comprehensive.

### **Continuity of Services and Recovery**

Our services at the City are essential and we want to continue that performance even in the midst of an emergency. There are many threats to be aware of. Our Continuity Operations Plan incorporates procedures, resources for our team, and processes to effectively work through those threats.

#### **Threats include:**

Accidents	Pandemics
Power failures	Earthquakes
Terrorist activities	Tornadoes
Workplace violence	Hurricanes
Vandalism	Floods
Infrastructure incidents	Fires
Chemical spills	

Prior to an emergency, Sunshine procures equipment, supplies, communications, and other emergency related resources for each region of its operations. We ready an emergency team to support major accounts so as not to deplete the current onsite staffing. We realize that we have a commitment to our customers and an important role to play, especially in during emergencies.

At the beginning of hurricane season, for example, equipment and supplies are assessed and checked so that they are in top working order. A requisition order is completed, and items are repaired or purchased as needed ahead of the season. Debit cards are issued to local managers for emergency supplies and refresher training occurs.

We stay in close contact with customers during emergency events. We communicate our approach with as much forewarning as possible. Our plans dictate who, what, where, and when. We institute a calling

tree plan and a contingency plan if communications are shut down. We will assist your response team in any way possible.

One of the most important aspects of our continuity plan is to first make sure our staff has their own family and property safe and secured. In the case of a predicted storm, for example, we allow managers on the emergency team enough time off to secure their homes and make preparations for their family's wellbeing. We also provision food, water, and fuel at our branch offices for use by our team. For our customers to have our full attention during an emergency our team must have peace of mind that everyone at home is safe. It's not uncommon for us to have emergency assignments at customer facilities that require our assistance for 24 hours and longer.

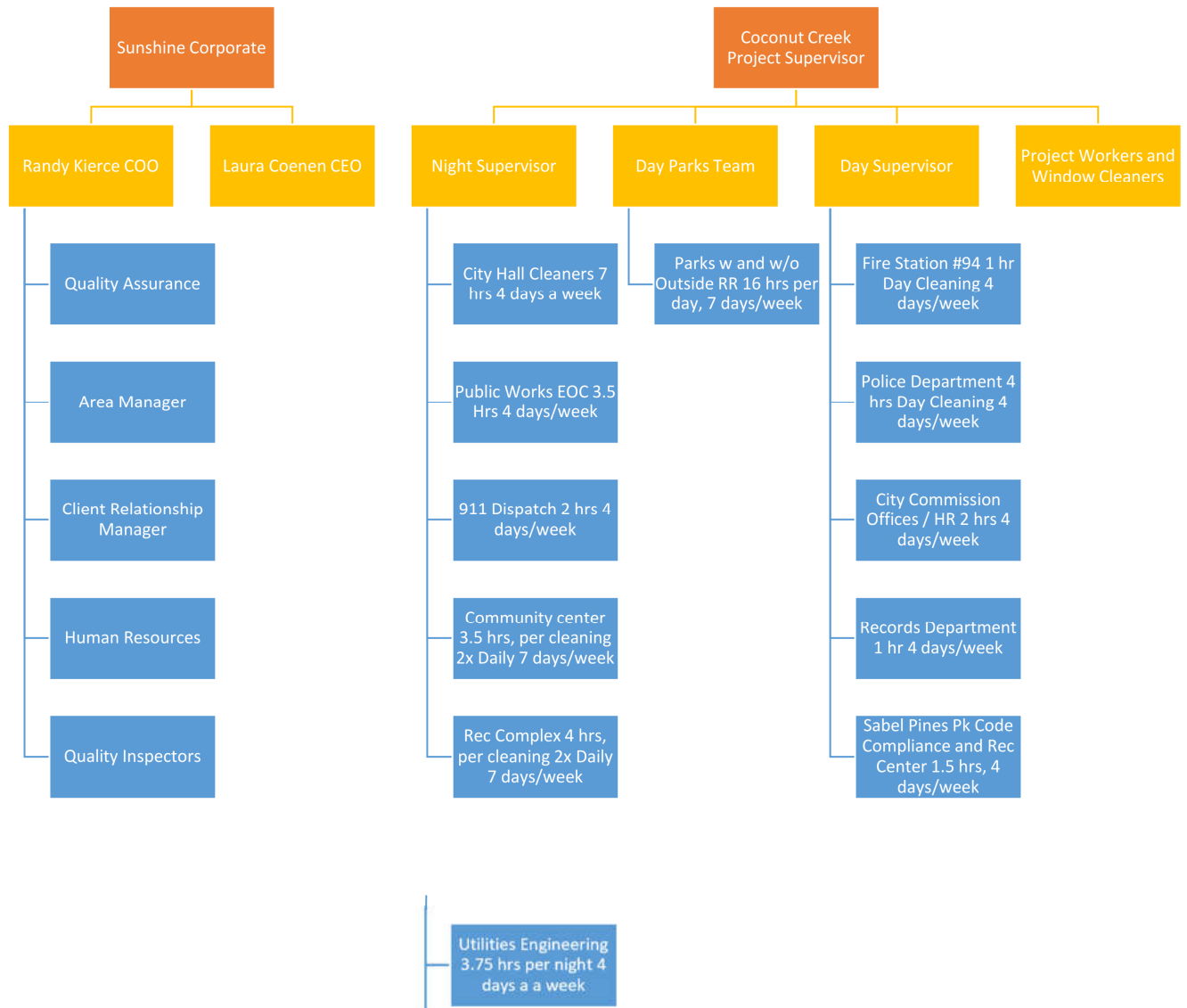


## Section 2: Resources and Availability

**Describe the firm’s management plan to be used, staffing configuration and safety protocols.**

Sunshine’s Operational Plan includes many of the components described in Section 1. We begin with a smooth and complete transition with clear stages. Here we will explain our staffing strategy as well as training, safety protocols, and employee development programs.

### Staffing configuration



Facility Name	Address	Work Days	Cleaning Hours	Projected Number of Cleaning Hours per	Notes
City Hall	4800 W. Copans Rd.	M-TH	6p-6a	7 hrs per night	Sunshine Will utilize team cleaning concept and combine City Hall, 911 Dispatch, Public Works with a nightly crew, four nights a week.
Public Works, E.O.C and I.T.	4900 W. Copans Rd.	M-TH	6p-6a	3.5 hrs per night	
Utilities and Engineering	5295 Johnson Rd.	M-TH	6p-6a	3.75 hrs per night	Dedicated Cleaning staff
911 Dispatch Ctr 2nd floor	4900 W. Copans Rd.	M-SUN	6p-6a	2 hrs per night	
Community Center (exclude FC/Gym)	2x per day	M-SUN	10p-6a, 1p	3.5 hrs per cleaning per night	Dedicated Cleaning Staff, separate from parks route cleaning. Two shifts Day and Night Cleaning
Recreation Complex (exclude FC/Gym)	2x per day	M-SUN	10p-6a, 1p	4 hrs per cleaning per night	Dedicated Cleaning staff, two shifts Day and Night Shifts
Fire Station #94 office	4455 Sol Press Blvd.	M-TH	8a-6 p	1 hr per day	Day cleaning of this facility will coincide with the 1pm cleaning of the Rec Center
Police Department	4800 W. Copans Rd.	M-TH	8a-6 p	4 hrs per day	Police Department, Commission Chambers and Records Dept will be cleaned utilizing Team Cleaning Methods. Sunshine has also accounted for a Day Supervisor
Sabal Pines Parks, code compliance/rec offices	5005 NW 39 Ave.	M-TH	7am -5pm	1.5 hrs per day	Sunshine has accounted for the Daily cleaning of Sabal Pines Park separate from the Parks Route cleaning and will have a dedicated cleaner assigned
Commission Offices, Chambers, and HR Dept	4800 W. Copans Rd.	M-TH	8a-6 p	2 hrs per day	Police Department, Commission Chambers and Records Dept will be cleaned utilizing Team Cleaning Methods. Sunshine has also accounted for a Day Supervisor
Records Department 2nd floor	4900 W. Copans Rd.	M-TH	8a-6 p	1 hr per day	Police Department, Commission Chambers and Records Dept will be cleaned utilizing Team Cleaning Methods. Sunshine has also accounted for a Day Supervisor

<p><b>Parks w restrooms &amp; pavilions</b></p>	<p>Parks with restrooms will be cleaned as part of the daily park Cleaning Route. Sunshine will be providing a company van for all route cleaning and trash removal from all parks without dumpsters. Route team will consist of two FTE's 8 hrs per day seven days a week, all park location.</p>	<p>1100 Lyons Rd. 4455 Sol Press Blvd. 700 Lyons Rd. 4422 Coconut Creek Blvd. 900 NW 43 Ave. 4715 NW 30 St. 5201 NW 49 Ave. 2465 NW 49 Ter. 5005 NW 39 Ave. 5555 Regency Lakes Blvd.</p>	<p>Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route</p>
<p><b>Parks w/o restroom &amp; pavilions</b></p>	<p>Parks w/o restrooms will be cleaned as part of the daily park Cleaning Route. Sunshine will be providing a company van for all route cleaning and trash removal from all parks without dumpsters.</p>	<p>3550 Lyons Rd. 346 Sunshine Drive 4400 NW 22 Rd. 4333 Sol Press Blvd. 4966 NW 10 St. 4870 NW 6 St.</p>	<p>Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route Day Cleaning, Route</p>
<p><b>Project Work Monthly Quarterly and Semi Annual</b></p>	<p>Sunshine will perform all specialty services with a dedicated in-house team. Trained in all concepts of Hard Floor Care, Carpet Care and Window Cleaning. Window Cleaning will be performed utilizing de-ionized water system</p>	<p>Monthly Quarterly Semi-Annual</p>	<p>October and April</p>
<p>Scrub all restroom Floors, outside restrooms floors at Parks, Kitchen Floors, and Locker rooms</p>	<p>Window Cleaning Exterior and Interior All City Locations</p>	<p>Strip, seal and Wax all Resilient Floors, Shampoo Carpets, Strip and Wax VCT</p>	<p>First Week of October, January, April, and July</p>



Sunshine Cleaning Systems, Inc. has been in the commercial cleaning business since 1976. Since then, we have hired and managed thousands of team members. That experience has led to the development of our unique and proven Shine & Succeed program, an integrated training and career growth effort that touches each team member from day one. Our goal is to ensure that each person we hire

feels like a special member of the Sunshine family. All staff member will participate in Shine & Succeed.

Our investment in staff through **Shine & Succeed** results in their higher commitment to you as our valued customer.

The benefits to you are many and include:

- Higher quality service
- More qualified, loyal and conscientious employees
- Lower turnover
- Safer environments

More than a dozen different programs are part of **Shine & Succeed** and center on such core areas as:

- Hiring practices
- Staff development and training
- Management
- Staff recognition
- Career growth



#### THE DETAILED ELEMENTS OF **SHINE & SUCCEED** ARE:

##### **Recruitment and Hiring**

Sunshine begins with identifying the staffing needs of the contract, including the job requirements and specific desires of the client. Our corporate human resources (HR) team then develops a precise recruitment plan along with the local managers who will be responsible for the contract. They discuss job descriptions, skills, experience required, and local labor market and trends.

Our proven recruitment steps are:

1. Post open leadership positions internally
2. Secure listings on job search engines
3. Host job fairs, as necessary

Ideal candidates are:

- Most qualified cleaning staff in the local market
- The best fit for the Sunshine family culture
- Superior attitudes, professionalism, and a solid work ethic
- A genuine desire to grow and develop and are most likely to remain with Sunshine for the long-term.

### Screening and Selection Process

HR and the facility site managers work together to identify the top candidates by pre-screening each candidate, conducting phone interviews, and then scheduling in-person interviews to confidently select quality candidates. We are crystal clear with each candidate regarding our high standards and expectations.



### Pre-Employment Screenings

Once an eligible candidate has been identified and the job offer has been extended, we will then begin the background screening process, which consists of the following:

- Drug Screening
- Criminal Background
- E-verify
- Reference Check



Investigation

### Onboarding and Orientation

- HR and the on-site management team walk the new employee through the new hire procedure and set the training schedule.
- New hire's date to report to work is communicated.
- Specific job functions are clearly explained.
- Baseline for evaluation is established.
- All job descriptions are written specifically based on the RFP to ensure no task is left undone.

Sunshine complies with all federal and state requirements:

- Equal Employment (EEOC) standards
- Fair Credit Reporting Act (FCRA)
- Immigration Reform and Control Act of 1986 (IRCA)

### Development

Our more than four decades of experience clearly demonstrates the benefits of high-quality employee training and career development. Here are just a few of the steps we take in this area:

- Outline a syllabus at the start of a job to train new team members early and often so proper work habits can be established.
- Make a significant investment in the proper training of each employee
- Provide refresher training in order to build on good habits
- Incorporate safety into each training session



Trusworthy  
Respectful  
Teamwork  
Innovative  
Safety

*Well-trained employees feel more appreciated, are happier and do better work – a central tenet at Sunshine for the benefit of our customers.*



## Mentoring and Engagement

Our **Shine & Succeed** Mentoring Program accelerates the employee development process. New hires receive a series of focused training sessions before they start work, a proven process for ensuring their overall future success. Our goal is to make sure each employee is both well-trained and comfortable in their position and environment. Confidence and trust in Sunshine and the management team at that facility are also critical.

The program pairs a manager, supervisor, or experienced employee, with a new hire to:

- Continue training and development of new employees.
- Further orient new employees to their surroundings, tasks and tools.
- Bridge relationships with customers and co-workers.
- Develop both mentees and mentors in such skills as:
  - Leadership
  - Interpersonal Relationships
  - Communications
  - Work Responsibility
- Provide training on other aspects of their position, such as using the eHub employee dashboard and other technology and understanding our comprehensive benefits package,
- Ensure Sunshine's values, such as customer service, respect and teamwork, are being demonstrated on the job
- Build loyalty and team morale
- Reduce turnover
- Evaluate progress and recommend immediate improvement strategies, as needed



*In addition to development benefits the mentee enjoys, our experience shows that new mentors who participate in the program often demonstrate newfound leadership skills, paving their way to advancement and greater responsibilities within the company.*

## Engagement

At the core of our **Shine & Succeed** program is engagement, which starts with recognition and appreciation. Sunshine's success depends on our most valued asset – our employees; therefore, we believe showing appreciation for their hard work strengthens their loyalty and customer satisfaction.

Examples of our recognition programs include:

- Regular distribution of gift cards and certificates for excellence and high achievement.
- Pizza parties for crew members handling demanding jobs, unexpected customer requests or emergency work
- Employee Security Awareness Program (ESAP)
- Moose Award – awarded to individuals exhibiting the characteristics of dedication, customer service and pride, on which our company was founded.



**Team Building Activities Include:**

- Training managers to show respect and compassion for employees and to communicate effectively. We also provide on-going guidance regarding how to develop, praise and guide team members, celebrating both large and small wins along the way.
- Pot-luck meals, raffles, impromptu parties, birthdays and celebrations of other personal milestones
- Supporting local charities through team participation
- Celebrating the wins of team members
- Raising money for employees in need

*Managers play the most crucial role in the engagement process and in enhancing the employee experience. We train managers to respect and show compassion for employees and to communicate effectively. We seize every opportunity to recognize our 24/7/365 team.*

**Path to Success**

All of the components of Shine & Succeed connect to create a high level of trust, loyalty and pride between the company and our team members.

We know that cultivating mutual respect creates a stronger team because we've been using these strategies for decades. Together, with all of our employees at Sunshine, we are a united force striving every day to deliver excellent services to our customers.

Pride in our work is a characteristic we all share at Sunshine Cleaning Systems.



## Employee Security Awareness Program (ESAP)

Since much of our work is in highly secured facilities, we felt the need prepare our staff to be the “extra eyes and ears” of onsite security. We don’t encourage our team to chase anybody down (though that has happened), we just want our staff to recognize when things are amiss: luggage or a package left behind, un-badged personnel in a secure area, a display of behavior out of context. We were early adopters of, “If you see something, say something”, and advance the matter to the proper authorities.



A recent recipient of the ESAP award was Patricia Young. She was attending to her duties in the ladies’ room at the Charlotte Douglass Airport and noticed a loaded handgun in the waste receptacle. She immediately knew what to do. She moved the receptacle into a secured closet, contacted her crew leader, who then notified the Charlotte police to handle the matter. We thank Patricia for her contribution.

Other ESAP award recipients have included incidents involving the return of large sums of cash, reporting of theft, other weapon recoveries, challenging

unauthorized personnel in a secured area and even the apprehension of a felon. The last item refers to an individual climbing an airport perimeter fence and running toward gated aircraft one late evening. A nearby Sunshine team member, who was pressure cleaning at the time, went in full pursuit and subdued the suspect as he was attempting to board a plane. Though we never anticipated, nor would ever encourage an employee to go to such extremes, the employee not only earned an ESAP award, but was officially recognized by airport and county staff.



Although much of our training mirrors that of airport SIDA training, we believe periodic in-service training in this area empowers our employees to feel more comfortable in being proactive. In addition, we use the model at non-airport accounts that have security concerns and our customers have greatly appreciated this extra sense of security. The program has been such a success that our ESAP initiative was awarded top prize as the “Most Innovative Idea” in our industry. Such awards are icing on the cake, just knowing that Sunshine can offer customers greater value along with our services is rewarding in itself.



## Training

Sunshine understands the profound value of training and places emphasis on active learning initiatives. Complete participation is part of our culture and key to increasing the skill level and knowledge base of all team members. Training is time consuming and comes at a cost, but the benefits are crystal clear:

- Improves employee performance, pride, and motivation
- Increases employee satisfaction and morale
- Identifies and improves weaknesses
- Sets a high standard operating procedure
- Increases quality, productivity, and consistency
- Improves safety record
- Substantially reduces costs
- Higher employee retention rates

“Tell me and I forget, teach me and I may remember, **involve me** and I learn.”  
– Benjamin Franklin

## Training Delivery

Sunshine has a variety of custodial and safety training media: bound manuals, CDs, flip cards, posters, etc. Some programs are instructor led and classroom based, some delivered by equipment and supply vendors onsite. The most effective approach, however, is the hands-on sessions. After telling and showing the proper technique, the student must perform, practice and review the activity until it is mastered. Critical reviews are a constant until the required performance levels are achieved.

Classes are led by our in-house trainers, management staff, and safety coordinators. Recurring training takes place on calendar and is delivered at customer facilities throughout the year. Advanced classes are typically web-based training programs, seminars, and various industry conference learning opportunities.

### *Depending on the job topics may include:*

Cleaning for Health	Bloodborne Pathogens
Personal Protective Equipment (PPE)	Ergonomics
OSHA Hazard Communication	Chemical Safety SDS
Driving/Vehicle Safety	Planning for Emergencies
Safety Communications	Equipment and tools maintenance
Carpet & Floor Care	Environmental/GREEN
Restroom Cleaning	Quality Control/Inspections
Incident/Accident Reporting	Personal Safety
Operational/Equipment Safety Training	Specialty Services Training
General Safety Inspection Programs	Customer Service
Pandemic/Post Pandemic Cleaning	Project Work



Sunshine provides both their managerial and production personnel with training programs recognized and certified by the Building Service Contractors Association International, (BSCAI), the International Sanitary Supply Association (ISSA), and industry suppliers and manufacturers. These programs are specifically designed to meet the needs of our industry and keep our personnel educated and informed on all aspects of the contract cleaning business. In addition, Sunshine continuously trains and certifies staff in specific disciplines. These include certifications in carpet and hard floor care, terrazzo and granite restoration, restroom cleaning, safety, traffic control, lift and ladder work, and others.

### New Hire Training

New hire training is a critical phase in the life of a cleaning service employee. After carefully selecting the best candidates, providing them with the proper introduction to their jobs and facility must be done in a clear, personal, and comprehensive manner. Sunshine's orientation procedures are designed to increase the likelihood of successful employment. After the Onboarding is completed the Orientation basics include:

- Complete facility tour
- Introduction to the work site and co-workers
- Detailed review of all responsibilities
- Site specific rules and regulations
- Equipment, tools, and task training
- Initial safety training



Sunshine's Mentoring Program coincides with the Orientation phase. Each employee is assigned a mentor to assist with each step in the progression. The mentor will work closely with the new hire during the first few weeks of employment reinforcing proper work habits, improving efficiencies and techniques, and supporting as needed. We have found that strict focus on the fundamentals creates a lasting impression. Good habits are formed, reliability and self-sufficiency builds. Once the foundational work is successful the mentor will reduce contact time and will follow up with refresher training and continued mentoring on a periodic basis. All training is recorded in a training logbook and copies are kept onsite.

### In-service & On The job Training

Once the employee is comfortable in his/her duties we utilize cross-training as a means of broadening the employee's scope of performance. This keeps the job interesting while allowing Sunshine to secure a workforce that is trained and experienced in most, if not all phases of the service requirements. These sessions apply to advancing education especially when equipment and supplies are updated or changed. This is especially true for technological advances, which can occur frequently.





One of Sunshine's core training initiatives is the Spartan CleanCheck Training System, a web-based learning series that provides instruction on a wide range of cleaning applications, and comes with array of topics on proper cleaning techniques and protocols delivered in the following ways:

- Web- or DVD-based video tutorials
- Web- or paper-based testing
- Training manuals
- On-the-job cards
- Compliance documentation and tracking
- Employee recognition certificates

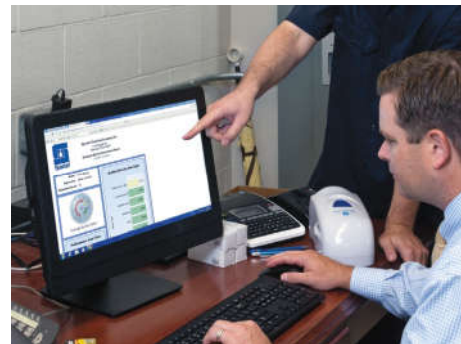


Users are provided with a training manual that allows them to follow along as they watch, as well as procedure cards for use in the field. Programs also incorporate a formal review and test to check for understanding. Initial training of new employees and the retraining of current employees is an important aspect of Sunshine's commitment to provide Quality Service to each of its clients.

### Management & Supervisor Education

The following is a basic outline of available in-house training programs for management and supervisory personnel:

- Account Management
- Client Relations
- Managing People
- Communications in Management
- Train the Trainer
- Staffing and Scheduling
- Conflict Resolution
- Mentoring and Motivation
- Personnel Policies, Evaluation and Professional Development



This is just the core of training available to all supervisory and management personnel. A complete program covers safety, OSHA training, equal employment opportunity laws, discrimination and sexual harassment laws, and program development. Supervisors also receive intense training before starting any new assignment, so they have a complete command of hiring and discipline, payroll issues, customer service, inspection procedures, quality control, and new hire orientation. The goal is for each manager and supervisor to be prepared to lead and manage the account before the start date. We want you to have confidence that providing a first-rate staff is our priority.

### Customer Service & Hospitality Training

Experience has taught us the value of providing excellent customer service. This is especially true at public facilities where the cleaning staff is highly visible. Our focus on providing top-notch customer service, we believe, is the reason for Sunshine's high customer retention rate.



Currently, we offer services to dozens of public facilities, and at this very moment it is likely that someone on one of our facility staffs is interacting with a member of the public, a facility employee, or direct customer. All these groups, as users of the facility, are customers of Sunshine. That's why great service must begin with the front-line staff. Every new hire goes through a rigorous orientation that features specific customer service training. We also require in-service training throughout the year that encompasses several components of customer service.

While our team diligently performs their cleaning duties, visitors and patrons of the facility invariably seek out our staff for some sort of information or assistance. That is why one of our first training modules in orientation, familiarizes our staff with the most common questions. "Where is the nearest restroom?" "Where can I find a ...?" "Can you tell me how to get to...?" In this job we need to know the facility and supply accurate information or know where to find the information.

We will make sure that positions having greater interaction with the public are staffed with personnel well versed in customer service principals and have the proper communication skills. We teach our staff how to listen, understand body language, to know when to engage, to anticipate a customer need, and to take responsibility for a situation. We make our expectations with our employees clear on this topic. They are to be properly dressed in a clean and pressed uniform, be neatly groomed, smile, and be courteous. Most of all, they must continue to carry out Team Sunshine's mission and demonstrate its core values at all times.

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**"Your mission statement may be on the wall, but your core values are displayed in the actions and attitudes of your employees."**

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Much of our customer service training curriculum comes from a program we began over fifteen years ago called, Project SMILE. Project SMILE was originally developed for an airport account to improve communication, language skills, and teach sound customer service principles. We recognized that some of our employees lacked a certain proficiency when interacting with customers, so we used the training time to improve communication and methods of engaging with customers in a pleasing manner.

Much of our adherence to customer service policies, procedures and standards would come in the form of initial training that is positively reinforced. Like any successful learning experience repetition underpins the desired behavior. Starting employees on the correct path is our first goal. Measuring would be in the form of feedback and observation. In other facilities we serve customers use text and email for feedback. This helps in gauging our performance and addressing deficiencies. Supervisors play a strong role in the process of training and monitoring. When we see a break in adherence or receive a report of substandard customer service being administered by one of our employees, corrective action takes place. The same strict guidelines that apply to a cleaning task apply here.

Customer service is not separate from the job description, it is part of it and is mandatory. Sunshine has a reputation for making a positive contribution to the experience of facility staff and visitors in other accounts. We want to continue to enhance that experience for everyone we encounter at your facility. A smile, a kind word or providing information is a simple act. The effect can guarantee a brighter day.

### Annual Training Calendar

	Topic	Date	Topic
Week 1	Orientation	Week 27	Bloodborne Pathogens
Week 2	Customer Service	Week 28	Removing Trash / Ergonomics
Week 3	Personal Safety	Week 29	Customer Service
Week 4	Carpet Care	Week 30	How to Inspect
Week 5	Restroom Care	Week 31	Equipment Safety
Week 6	Customer Service	Week 32	eHub Technology
Week 7	Infection Control	Week 33	Injury Reporting
Week 8	Project Equipment	Week 34	Key Security
Week 9	Hard Floor Care	Week 35	Disaster/Emergency
Week 10	Vacuuming	Week 36	Closet Standards
Week 11	Disaster/Emergency	Week 37	Periodic Cleaning
Week 12	Periodic Cleaning	Week 38	Mentor's Choice
Week 13	Mopping Floors	Week 39	Hard Floor Care
Week 14	Injury Reporting	Week 40	Infection Control
Week 15	Closet Standards	Week 41	Restroom Care
Week 16	How to Inspect	Week 42	Policing
Week 17	Mentor's Choice	Week 43	Safety Topic
Week 18	Stainless Cleaning	Week 44	Injury Reporting
Week 19	Bloodborne Pathogens	Week 45	Bloodborne Pathogens
Week 20	Equipment Safety	Week 46	Customer Service
Week 21	Policing	Week 47	Carpet Care
Week 22	Restroom Care	Week 48	Closet Standards
Week 23	Infection Control	Week 49	Mentor's Choice
Week 24	Vacuuming	Week 50	Safety Topic
Week 25	Carpet Care	Week 51	eHub Technology
Week 26	Chemical Safety	Week 52	Stainless Cleaning

### Safety Training and Awareness

Having skillful employees is only part of the equation. Each job must be performed safely and in a safe environment. At Sunshine, safety is our number one priority.

Our safety measures are not only geared for our team, they are designed for the health and safety of those around us: our customer, facility occupants and visitors. Sunshine’s workplace safety program was created and developed in compliance with all OSHA standards, and in cooperation of industry leaders. All safety regulations are strictly monitored by our safety director, reviewed monthly by our in-house safety committee. All new hires receive safety training as part of their orientation, as well as refresher/in-service safety training on a periodic basis.



### At Sunshine we practice the Five Golden Rules of Safety:

1. Accidents and Injuries are preventable.
2. Each of us has a personal responsibility for safety and the safety of others on and off the job.
3. No business objective is so important that it will be pursued at the sacrifice of safety.
4. Safe conduct of operations is a condition of employment at Sunshine Cleaning Systems.
5. A job is well done only if it is done safely.



Safety is so important that it is part of our Corporate Values Statement. It's part of our DNA because we fully understand all the benefits related to running an operation with a safety-first attitude. According to OSHA, employers pay nearly \$1 billion per week for worker's compensation alone. In addition to worker's comp costs, there are medical expenses, legal fees, accident investigation, hiring and training replacement employees, lost productivity, damage to property or equipment and other associated costs. Injuries on the job negatively affect employee morale and lead to absenteeism that could have been avoided.

Creating a safe environment increases productivity and diminishes claims.

The work we do can be physically demanding and hazardous at times, so our goal is to minimize the probability of accidents. As part of our goal to support a happy and health workforce, we hold periodic safety meetings and distribute a safety manual to prevent unsafe working conditions, whenever and wherever possible.

Our safety program is administered by our in-house safety committee, which works closely with our risk management representatives. Sunshine will assign a risk control specialist, whenever necessary, to inspect conditions at existing work sites, review work techniques, and setup safety training programs specific to our industry. This proactive approach to safety in the workplace has allowed Sunshine to closely monitor and control its general liability and worker's compensation losses. Specific safety courses can be found in the next section.



### Safety Training Topics

- Required PPE personal protective equipment and where and when it is to be used
- General hazards and hazards specific to the job assigned
- Safety rules
- Hazard communication program, including right-to-know policy
- Injury prevention program
- Workers' compensation and accident reporting
- Safety incentive programs
- Substance abuse policy



- Pandemic/virus outbreaks
- Specific job hazards
- Accident and injury prevention
- Use of personal protective equipment
- Use of warning signs (e.g., wet floor)
- Safe lifting procedures and other ergonomic practices
- Accident handling procedures, emergency telephone numbers, and whom to notify
- Location and use of first-aid kits
- Emergency procedures
- Evacuation procedures, including location of exits
- Fire prevention, including location and use of fire extinguishers and fire alarms
- Medical services and first aid
- Use of hand tools
- Use of power tools and equipment
- Respiratory protection
- Hazard communication, including location and review of applicable SDSs
- Bloodborne pathogens
- Fall prevention
- Workplace violence
- Fleet safety
- Equipment lockout and tagging procedures

## Quality Control at Sunshine

We take a multi-pronged approach to comply with the specifications, improve quality, and stay ahead of potential service issues. Our process consists of quantifiable and measurable monitoring procedures and a system that includes:

- frequent field audits,
- a method for identifying missed service items and deficiencies,
- corrective action procedures, and
- a process for closing the loop on reported items.

We achieve outstanding quality by:

- sourcing the proper and most advanced equipment and cleaning products for the job.
- employing highly skilled and experienced leaders.
- providing superior training programs, and
- including excellent H.R. and administrative support.



1   Quality Systems
2   Service Delivery
3   Human Resources
4   Health, Safety & Environment
5   Management Commitment
6   Green Buildings & Service

## Setting a Baseline

For every facility, parameters and a baseline of expectations must be established. Our operations team along with managers, supervisors, and start-up team members, examine the specifications and review individual tasks, locations, and frequencies to document all areas under our responsibility. This forms the baseline for creating each inspection and implementing the work plan.



## Inspection Program

Inspections begin with the front-line staff. We start by hiring the best, providing comprehensive training and engaging them in our positive, supportive company culture.



Each of our team members understands the mandatory cleaning levels and expectations of their job at your facility. Their precise role will be clarified in depth during orientation training. Our team members understand how their jobs impacts the entire operation and just how important they are to the entire organization.

Our multi-level inspection programs include regular walks throughout the facility, modeled after the proven “Manage by Walking Around (MBWA)” philosophy. In general, most quality inspections are performed daily. When a deficiency is discovered, corrective action procedures take priority. In all cases, an immediate response is desirable however, there are times when the correction needs to take place on a later shift. Our goal is zero defects. Quality Control managers are actively involved in these important projects, making sure operations are running smoothly and to the customer’s standards. We rely on the latest technology to keep operations on track.

## eHub – Workforce Management

Our management process and communications are orchestrated through our eHub mobile/desktop application. This technology allows field managers and supervisors to use any mobile device in real time to easily track work orders, perform inspections, address deficiencies, and respond to action items 24/7/365.

Dates, times, locations, and those “owning” the incident are documented for your review. eHub can capture photos and provide custom monitoring and reporting. The password-protected customer interface allows you to submit and monitor action items, perform inspections, view deficiencies and track our team’s progress as it is happening.

With eHub, Sunshine uses a variety of reporting systems to compare actual performance vs. various benchmarks and Key Performance Indicators. Standards and customized inspection reports are stored in a user-friendly format to simplify the process. Most inspections are conducted daily. Each inspection report for this contract will be designed for the area being serviced and based on the specifications. Activities, events, messages, and reporting are reviewed regularly by supervision, project managers, quality control and area managers, as well as Sunshine’s COO and CEO.

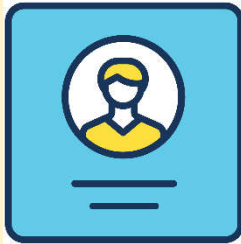
Since every Sunshine employee is an eHub user, we are all connected

## eHub Overview



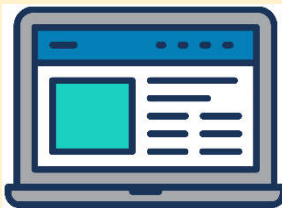
### Workforce Management

Gives Sunshine’s field-based managers access to the tools needed to do their jobs. eHub seamlessly connects the field to the back office, so we always have access to the latest information. We manage budgets, schedules, and timekeeping; create and complete work tickets; and send messages and requests. Plus, we can fill open shifts, capture billable work, and complete and sign off on inspections all through our secure web or mobile app.



### Employee Self-Service

The self-service portal boosts employee engagement and productivity while reducing paper and lost information. eHub gives our employees the tools they need, when—and where—they need them. Our team can view pay stubs, schedules, benefits, job information; messages and tax information, accept open shift offers; and clock in and out on-site, all with the employee self-service features in eHub.



### Customer Self-Service

eHub’s customer self-service portal connects Sunshine with its customers, reducing response time and improving accountability. Customers can access invoices, work schedules, messages, rosters, and time and attendance information on their own. eHub lets you easily request additional work or coverage, complete inspections, and review results.

# eHub Mobile

on the go solution from TEAM

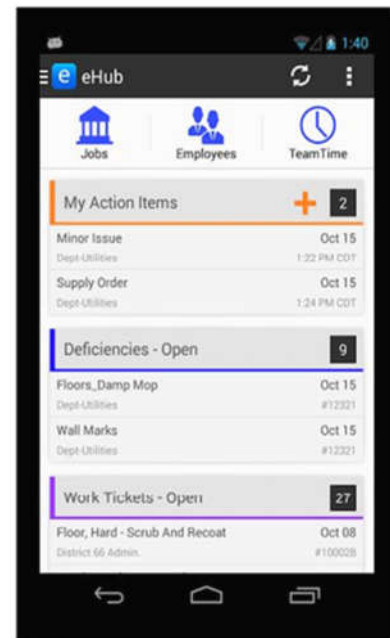


## PROJECT MANAGER FEATURES

- Create, modify & complete work tickets
- View job location & map it
- Perform inspections or surveys on site & add photos & notes
- View inspection/survey results & manage deficiencies
- Clock in to or out of jobs
- Verify employee location using geo-location tracking
- Submit & monitor Action Items, customer requests or supply orders
- Call, text or email directly from the application
- View employee pay stubs & hours/rate info
- Review, modify or approve timekeeping records
- Monitor employee departures & arrivals in real-time

## EMPLOYEE FEATURES

- View timekeeping records
- View paycheck information
- View hourly benefits
- Clock in to or out of jobs
- Access job location information
- Perform inspections & surveys
- View job information, messages, documents, links & events
- Submit Action Items like customer requests or supply orders



## CUSTOMER FEATURES

- Submit & monitor Action Items like complaints or invoice disputes
- Perform job inspections or surveys
- View results & deficiencies
- View work tickets
- View dashboard
- Monitor employee departures & arrivals in real-time

**Sunshine Cleaning Systems, Inc.**



**Templates**

08/28/20 3:35:05 PM

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**Template**

ID	Description	Type	Response System	Active	QO
Section/Area	Scoring Method	Weight	QO	Details	
<b>3</b>	<b>Building Inspection</b>	<b>Inspection</b>	<b>Default Response System</b>	<b>Yes</b>	<b>85%</b>
		<b>eHub</b>	<i>Allow Complete</i>	<b>ESS</b> No	<b>CSS</b> Yes
			<i>Default Publish</i>	No	Yes
<b>Common Area</b>					
	Lobby		2x	85%	
	Door_Framework	Pass Fail	1x	85% Door framework is clean and free of dirt and dust.	
	Door_Glass	Pass Fail	1x	85% Door glass is free of fingerprints, smudges and dirt.	
	Door_Surface	Pass Fail	1x	85% Door surface is clean.	
	Floors_Baseboards	Pass Fail	1x	85% Baseboards are clean and free of dust.	
	Floors_Edging And Corners	Pass Fail	1x	85% Edges and corners of the floor are clean and free of dust and dirt.	
	Floors_Finish Condition	Pass Fail	1x	85% Floor finish is in good condition, clean, free of scuffs and marks.	
	Blinds	Pass Fail	1x	85% Blinds are free of dust and cobwebs.	
	Window Ledges	Pass Fail	1x	85% Window ledges are free of dust and dirt.	
	Walls	Pass Fail	1x	85% Walls are free of marks and spots.	
	Carpet_Baseboards	Pass Fail	1x	85% Carpet baseboards are clean and free of dirt and dust.	
	Carpet_Corners And Edges	Pass Fail	1x	85% Carpet corners and edges are free of dust and dirt.	
	Carpet_Detail Vacuum	Pass Fail	1x	85% Carpet appears to have been detail vacuumed according to specifications.	
	Picture Frames	Pass Fail	1x	85% Picture frames are free of dust and glass is clean.	
	Dusting_Detail	Pass Fail	1x	85% All surfaces are free of dust.	
	Chairs	Pass Fail	1x	85% Chairs are dust free and clean.	
	Tables	Pass Fail	1x	85% Tables are free of dust.	
	Trash Receptacles	Pass Fail	1x	85% Trash receptacles have been emptied and liners are clean.	
	Elevators	Pass Fail	1x	95% Elevators are clean and free of smudges.	
<b>Common Area</b>					
	Break Room		1x	85%	
	Vending	Pass Fail	1x	85% Vending machines are clean.	
	Counters	Pass Fail	1x	85% Counters are clean, free of dust and dirt.	
	Cabinets And Doors	Pass Fail	1x	85% Cabinets and doors are free of fingerprints and dust.	
	Sinks	Pass Fail	1x	85% Sinks are clean and free of debris.	
	Faucets	Pass Fail	1x	85% Faucets are clean and polished.	
	Walls	Pass Fail	1x	85% Walls are free of marks and spots.	
	Floors_Baseboards	Pass Fail	1x	85% Baseboards are clean and free of dust.	
	Floors_Damp Mop	Pass Fail	1x	85% Floors have been damp mopped according to contract specifications.	
	Floors_Edging And Corners	Pass Fail	1x	85% Edges and corners of the floor are clean and free of dust and dirt.	
	Floors_Finish Condition	Pass Fail	1x	85% Floor finish is in good condition, clean, free of scuffs and marks.	
	Trash Receptacles	Pass Fail	1x	85% Trash receptacles have been emptied and liners are clean.	
<b>Office Area</b>					
	Private Offices		1x	85%	
	Walls	Pass Fail	1x	85% Walls are free of marks and spots.	
	Carpet_Baseboards	Pass Fail	1x	85% Carpet baseboards are clean and free of dirt and dust.	
	Carpet_Corners And Edges	Pass Fail	1x	85% Carpet corners and edges are free of dust and dirt.	
	Carpet_Detail Vacuum	Pass Fail	1x	85% Carpet appears to have been detail vacuumed according to specifications.	
	Chairs	Pass Fail	1x	85% Chairs are dust free and clean.	
	Desks	Pass Fail	1x	85% Desks are free of dust.	
	Credenzas	Pass Fail	1x	85% Credenza is free of dust.	
	Telephones	Pass Fail	1x	90% Telephones are clean and free of dust.	
	File Cabinets	Pass Fail	1x	85% File cabinets are clean and free of dust.	
	Trash Receptacles	Pass Fail	1x	85% Trash receptacles have been emptied and liners are clean.	
	Door_Framework	Pass Fail	1x	85% Door framework is clean and free of dirt and dust.	
	Door_Glass	Pass Fail	1x	85% Door glass is free of fingerprints, smudges and dirt.	
	Door_Surface	Pass Fail	1x	85% Door surface is clean.	

**Sunshine Cleaning Systems, Inc.**



**Building Inspection**  
Inspection

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**ID:** 3878  
**Job:** 161044 Palm Beach Services Council of Palm Beach  
**Site:** 1st floor  
**Employee:**  
**Performed By:** Michael Woodson (94455)  
**Date/Time Performed:** 08/27/20 9:06AM

	<u>Actual</u>	<u>Q.O.</u>	<u>Possible</u>
Points	271	234	275
Percentage	99%	85%	100%
↑ 14% Above Target		Deficiencies 1 ⚠	

Area	Result	Actual	Q.O.	Notes	Actual:	QO:
<b>Common Area - Lobby</b>					<b>100%</b>	<b>85%</b>
Door_Framework	Pass (5)	100%	85%			
Door_Glass	Pass (5)	100%	85%			
Door_Surface	Pass (5)	100%	85%			
Floors_Baseboards	Pass (5)	100%	85%			
Floors_Edging And Corners	Pass (5)	100%	85%			
Floors_Finish Condition	Pass (5)	100%	85%			
Blinds	N/A (0)		85%			
Window Ledges	Pass (5)	100%	85%			
Walls	N/A (0)		85%			
Carpet_Baseboards	N/A (0)		85%			
Carpet_Corners And Edges	N/A (0)		85%			
Carpet_Detail Vacuum	N/A (0)		85%			
Picture Frames	N/A (0)		85%			
Dusting_Detail	Pass (5)	100%	85%			
Chairs	Pass (5)	100%	85%			
Tables	Pass (5)	100%	85%			
Trash Receptacles	Pass (5)	100%	85%			
Elevators	Pass (5)	100%	95%			
<b>Common Area - Break Room</b>					<b>93%</b>	<b>85%</b>
Vending	Pass (5)	100%	85%			
Counters	Pass (5)	100%	85%			
Cabinets And Doors	Pass (5)	100%	85%			
Sinks	Pass (5)	100%	85%			
Faucets	Pass (5)	100%	85%			
Walls	Pass (5)	100%	85%			
Floors_Baseboards	Pass (5)	100%	85%			
Floors_Damp Mop	Pass (5)	100%	85%			
⚠ Floors_Edging And Corners	Fail (1)	20%	85%	dust and dirt built up		
Floors_Finish Condition	Pass (5)	100%	85%			
Trash Receptacles	Pass (5)	100%	85%			
<b>Office Area - Private Offices</b>					<b>-%</b>	<b>85%</b>
Walls	N/A (0)		85%			
Carpet_Baseboards	N/A (0)		85%			
Carpet_Corners And Edges	N/A (0)		85%			
Carpet_Detail Vacuum	N/A (0)		85%			



Sunshine Cleaning Systems, Inc.

## Building Inspection

#3624

CPB Public Works Admin (190105)

Performed by: Walker, Gary B. on 6/11/2020 9:54:AM

<b>Points:</b>	<b>Actual</b> 222	<b>Quality Objective</b> 196	<b>Possible</b> 230	<b>Employee:</b>
<b>Percentage:</b>	97 %	85 %	100 %	<b>Deficiencies:</b> 2
<b>Notes:</b>				<b>Result:</b> 12 % Above Target

Description	Actual	Quality Objective	Deficiencies:	Images:
Common Area - Lobby	100 %	85 %	0	0
Common Area - Break Room	NaN	85 %	0	0
Office Area - Private Offices	NaN	85 %	0	0
Office Area - Conference Room	NaN	85 %	0	0
Office Area - Hallway	NaN	95 %	0	0
Safety/Professionalism - Employee Appearance	100 %	90 %	0	0
Restroom - Men's	87 %	95 %	2	1
Restroom - Ladies	NaN	95 %	0	0
Restroom - Family	NaN	95 %	0	0
Janitors Closet	100 %	95 %	0	0

The screenshot displays the 'QA Deficiency Review' window. The main table lists various inspection items, including issues with carpet spots, restroom urinals, sink water stains, faucet rust, and elevator area cleanliness. The interface includes a sidebar with navigation options like 'Areas', 'Reports', and 'Favorites', and a top toolbar with search and filter functions.

### Other Quality Assurance Metrics

A Secret Shopper program is another value tool we use to understand and improve performance. Here's how it works to help us garner both positive and negative feedback:

- A corporate or regional manager, unknown to the local staff members, visits the facility unannounced.



- This person observes the general workflow of the operation and is informed of any recurring issues to note.
- Because our employees are trained to conduct themselves as if the world is watching, we usually discover employees doing exactly what they were trained to do.

We also closely monitor our customer's social media posts, which is often an early revelation by a disgruntled guest of a deficiency. By monitoring Facebook, Twitter and other platforms we are generally able to address the item before it becomes a larger issue. Below is a more in-depth look at the intricacies of the Quality Control Plan proposed for your facility.

### Quality Control Plan

A formal Quality Control Plan (QCP) will be designed for your facility. It will describe all aspects of our proposed standards, assurance processes, procedures and practices, and address several aspects of quality control, including:

- caliber of personnel
- line responsibility
- procedures, inspection, equipment and organization
- capability to perform
- amount of work to be inspected and frequency of inspections
- trend analysis
- process for acceptance, rejection, documentation and resolution of deficiencies
- corrective action to identify substandard performance
- interface with our client's inspectors

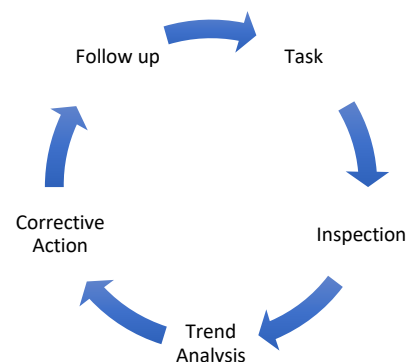


Our QCP process addresses the essential items in sufficient detail to indicate that we have a thorough understanding and reasonable approach to properly managing the work. Sunshine proposes the following as it relates to our QCP:

- it will become a compliance document upon contract award
- it will remain in effect for the life of the contract
- it will be changed or updated as needed

**Responsibility for Surveillance of Work** Area Supervisor and Project Manager are responsible for daily inspections.

- Quality Assurance Manager and Quality Assurance Inspector make regularly scheduled inspections to ensure the level of quality remains consistent with our client's expectations.
- Corporate staff performs random periodic on-site inspections.



### Trend Analysis

Trend analysis identifies substandard work by relying on inspection results and systematic data gathering.

The primary tool is visual inspections of in-progress and completed work with inspection results measured against objective performance standards. The results are then analyzed to identify trends in performance. The appropriate corrective actions are determined

by inspection results and trends identified. Results could be increased inspections, reviewing and improving processes, or substituting personnel.

### **Corrective Action to Identify Substandard Performance**

The keys to the success of this method are identifying and establishing objectives and quantifiable standards upon which performance can be measured. The diversity and quantity of inspections conducted are important and can include:

- formalized checklists
- in-progress inspections
- input from those involved in performing the work

The number of inspections is important because it helps ensure that through over-sampling, performance standards are maintained, and trends can be rapidly identified and corrected. To ensure proper effectiveness of inspections, Sunshine will develop a **Master Inspection Schedule**. This Schedule will provide details and summarize areas to be inspected on a monthly basis, type of inspection to be performed, and frequency of inspection. The schedule also identifies who performs the inspection.

Other processes of our quality measures are found in our overall operations and management plan, such as:

- staffing plan,
- training programs,
- equipment maintenance plan, and
- employee QC roles

### **Corrective Action**

The key elements of Sunshine's corrective action procedure involve:

- Immediately correcting the problem to meet performance standards
- Instituting systematic corrective action to prevent recurrence

Sunshine utilizes inspections and associated surveillance techniques to identify potential problems before they amount to a deficiency. Area Supervisors and Quality Assurance Staff conduct inspections and involve all facility employees into the inspection cycle. This approach drastically reduces the likelihood of a problem going undetected for any period and virtually ensures service output does not fall below established performance standards.

Once a deficiency is identified, our Quality Control Program triggers a procedure for corrective action.

This procedure focuses on three steps:

1. Immediate corrective action,
2. Root-Cause Analysis, and
3. Process Control and Performance Improvement.

Coupled with our aggressive inspection system, the three steps are designed to eliminate reliance on the customer identifying the deficiency.

### **Immediate Corrective Action**

This short-term solution focuses on correcting the deficiency as soon as possible after identification and reestablishing quality levels at or above acceptable performance standards. After correction, the work is immediately re-inspected for adherence to applicable standards.

### **Root-Cause Analysis**

Directly after re-inspection has occurred, our Supervisor performs a Root-Cause Analysis. This analysis simply means that the defect is analyzed to identify the underlying, procedural or systematic cause of the problem. To fully ensure identification, our Supervisor employs a routine, systematic approach to problem resolution, working to eliminate non-contributing factors. We methodically narrow down possibilities so that the contributing cause can be identified.

### **Process Control and Performance Improvement**

Once the root-cause of the problem has been identified, focus is then shifted to developing long-term process control and performance improvement measures that concentrate on preventing reoccurrence, thus continually improve services. The benefit of these measures is that they optimize the process and procedure by eliminating any weak links. Sunshine's approach to effecting suitable preventive and corrective actions relies on developing a customized case-by-case response to the problem. This could entail revising our approach and/or retraining. Once the final method is implemented, the deficient work is incorporated into our inspection system to verify complete elimination of the problem and confirm that service output is at or above acceptable standards.

### **Quality Management System**

As mentioned at the beginning of this section. Sunshine takes the quality of its work seriously. That is why we have taken the time and expense of being certified and earning the Cleaning Industry Management – Green Building (CIMS-GB) standard certification with honors. The GB designation in CIMS refers to our commitment to helping customers achieve their Green initiatives.



CIMS Applies to management, operations, performance systems and processes. We use Standards to help us deliver consistent, quality services designed to meet the customer's specifications. Of the hundreds of thousands of commercial cleaning companies worldwide there are only a few hundred companies CIMS certified. With standards everything is measured with the specifications in mind. We are regularly audited on these processes by independent firms.

**Provide information about the equipment and services at the firm’s disposal.**

**Equipment, Maintenance and Replacement**

Sunshine purchases or leases all major equipment directly from manufacturers. Below are the top companies we typically partner with.

- Kai-Vac
- Windsor Karcher Group
- Whittaker
- Tennant
- Enterprise (vehicles)

Sunshine purchases all major equipment directly from the manufacturers and has national account pricing through its representatives. For this contract it is likely that we will own a majority of our equipment. All equipment that goes into this account will be new with a full maintenance program from the manufacturer. This maintenance plan includes preventive measures as well as regular inspections by equipment technicians. This program assures all equipment will be in top working order. Equipment not meeting these standards will be immediately replaced. All training for major equipment for this account will be provided by the vendor of the equipment onsite upon delivery as well as ongoing training by management and training specialists from Sunshine.

**Equipment List**

Carpet Machine	1.00
20" floor machine	1.00
Windsor Chariot 26" Scrubber	1.00
HEPA Vacuums	6.00
HEPA Back Pack Vacuums	4.00
Maid Carts	4.00
Kai-Vac	1.00
Wet/Dry vacuums	2.00
Trash Carts	5.00
Brutes w/Apron	8.00
Pressure washer	1.00
Fans/Blowers	10.00
Personal protective equipment e.g.,	30.00
Warning cones/signs/barricades	30.00
Miscellaneous tools & equipment e.g., Dusters, Mops, Buckets, mops, Brooms, etc...	15.00
Electrostatic Machine	1.00

## Proposed Equipment



### TENNANT HOT WATER CARPET EXTRACTOR

Deep Extraction Cleaning should be only performed on an annual basis, except in special cases such as flooding or extremely high traffic conditions. Unit is portable to be used in all areas from Jet Bridges to seating areas or any areas in need of deep cleaning.

### HOST CARPET CLEANING

The HOST Liberator ExtractorVac is an all-around high-performance cleaning system that cleans carpet, hard floors and accomplishes other dry vacuuming chores in one easy to use system. The Liberator does Extractor Vacuuming at speeds of up to 6,000 square feet per hour to quickly and cost effectively pile lift and extract deeply embedded dry dirt.



### CHARIOT 2 iVac 24" ATV

This stand-on vacuum is a high-performance, multi-surface cleaning HEPA stand-on commercial vacuum designed for increased productivity and maneuverability on hard and soft floors.

### Whittaker Smart Care TRIO 15" & 20" System

Smart Care CRYSTAL DRY chemistry uses green formulations with no VOCs, so it's safe to use when your facility is occupied.





### ProTeam 15" Upright Vacuums

ProForce 1500XP HEPA and ProForce 1200XP HEPA models are equipped with premium quality on-board tools including a lightweight plastic wand with a super stretch-hose. The ProForce 1200XP HEPA is designed for advanced versatility allowing the 12" powerhead to reach even smaller spaces.



### ProTeam Super Coach Pro 6 HEPA Backpack Vacuum

The Super Coach Pro 6 commercial backpack vacuum delivers unsurpassed power in a new, ergonomically enhanced frame. With a smaller footprint, it's easy to maneuver in tight spaces.

### T12 Compact Battery Ride-On Floor Scrubber

Increases productivity by extending the scrub path with a side-brush and using an integrated vacuum wand for spot-cleaning and spills. Reduces the need to purchase chemicals when you add optional ec-H2O™ technology, which electrically converts water to clean, sanitize and disinfect surfaces.



### T7AMR Micro-Rider Floor Scrubber

For large open areas the T7AMR provides a robotic solution designed to work safely and efficiently alongside employees and traveling public, enabling reallocations of labor for other project work, Reduces the amount of detergent and water needed by using the ec-H2O NanoClean® technology.



**T350 Stand-On Floor Scrubber**

High productivity rates and great maneuverability stand-on scrubber an ideal choice for large or obstructed spaces.



**T500 Walk-Behind Floor Scrubbers**

Walk behind scrubbers for use in nonpublic areas and smaller areas where the larger riding equipment can't be used.

**Tennant Q12 Multi-Surface Cleaner**

Clean multiple surfaces using no touch cleaning machine cleaning tile, concrete, terrazzo and any other hard & soft surfaces.



**Tennant B-10 Riding Burnishers**

The B10 is a new battery powered ride on machine for efficient polishing of medium to large areas. For wide open areas as well as tighter congestion areas such as food courts.



**Tilt Trucks**



**Brute Double Dolly**



**Rubbermaid Microfiber Carts**



**Rubbermaid Restroom Carts**



**General 20" Swing Floor Machines**



**General High Speed Burnishers**



## Section 3: References

Proposer shall provide a list of at least three (3) clients that Proposer has provided similar services in the past three (3) years, at least two (2) of which are governmental entities. For each client reference include:

**Client Name, address, contact person telephone and E-mail address**

**Description of Work**

**Year the project was completed**

**Total cost of the project, estimated and actual**

### **City of Pompano Beach**

1190 N.E. 3<sup>rd</sup> Ave Pompano Beach, FL 33060

George Buenaventura, CCM, FMP, Facilities Maintenance Operations Manager

954 786-4108 George.buenaventura@copbfl.com

Description of work: janitorial, carpet care, hard floor care, and electrostatic disinfecting

Start date: 4/1/2020 Term: 1-year with four 1-year renewals

Cost of project: \$138,007

### **City of Tamarac**

10101 State St. Tamarac, FL 33321

Troy Gies, Budget and Contracts Manager

954 597-3718 Troy.gies@tamarac.org

Description of work: janitorial, window cleaning, carpet care, hard floor care

Start date: 3/1/2020 Term: 3 years with two 2-year renewals

Cost of project: \$295,065

### **Ft. Lauderdale Hollywood Int. Airport/Broward County**

200 Terminal Dr. Ft. Lauderdale, FL 33315

Lori Vassello, Sr. Contract Grant Administrator III

954 359-1265 lvassello@broward.org

Description of work: janitorial services, carpet care, window cleaning, pressure cleaning, and grinding and polishing over 900,000 sq. ft. of decorative terrazzo flooring. We also provide restorative deep cleaning work on 38 escalators.

Start date: 1986 Term: contracted until 2023

Cost of project: \$21 mil.

# Required Documents

## Certificate of Insurance



### CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
08/26/2020

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

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

<b>PRODUCER</b> Keen Battle Mead & Company 7850 Northwest 146th Street Suite 200 Miami Lakes FL 33016		<b>CONTACT NAME:</b> Jane Warren <b>PHONE (A/C, No, Ext):</b> (305) 558-1101 <b>E-MAIL ADDRESS:</b> Jwarren@kbmco.com <b>FAX (A/C, No):</b> (305) 822-4722															
<b>INSURED</b> Sunshine Cleaning Systems, Inc. 3445 NE 12th Terrace Ft Lauderdale FL 33334		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: HDI Global Specialty SE</td> <td>41343</td> </tr> <tr> <td>INSURER B: United States Fire Ins Co</td> <td>21113</td> </tr> <tr> <td>INSURER C: The North River Insurance Company</td> <td>21105</td> </tr> <tr> <td>INSURER D: Berkshire Hathaway Homestate Insurance Company</td> <td>20044</td> </tr> <tr> <td>INSURER E: Travelers Casualty &amp; Surety Co</td> <td>19038</td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: HDI Global Specialty SE	41343	INSURER B: United States Fire Ins Co	21113	INSURER C: The North River Insurance Company	21105	INSURER D: Berkshire Hathaway Homestate Insurance Company	20044	INSURER E: Travelers Casualty & Surety Co	19038	INSURER F:	
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INSURER F:																	

**COVERAGES**      **CERTIFICATE NUMBER:** 20-21      **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR VVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			CAS000515/1900	11/12/2019	11/12/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 50,000 MED EXP (Any one person) \$ EXCLUDED PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COM/OP AGG \$ 2,000,000
B	<b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			133-746745-5	11/12/2019	11/12/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ Medical payments \$ 5,000
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$			582113237-4	11/12/2019	11/12/2020	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 10,000,000
D	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	SUWC138751	03/06/2020	03/06/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
E	Employee Theft including third party			105687333	10/01/2019	11/12/2020	Employee Theft \$300,000 Employee Theft of Client Property \$1,000,000

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

<b>CERTIFICATE HOLDER</b>  City of Coconut Creek Purchasing and Contracts Division 4800 W Copans Rd  Coconut Creek FL 33063	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE  
--	--





# BUSINESS TAX RECEIPT

## CITY OF OAKLAND PARK

### 2019-2020

MAILING ADDRESS

ISSUED DATE: September 25, 2019

SUNSHINE CLEANING SYSTEMS INC  
3449 NE 12 TERRACE  
OAKLAND PARK, FL 33334

NAME AND LOCATION OF LICENSEE

LICENSE NUMBER

2020000149

SUNSHINE CLEANING SYSTEMS INC  
3445 NE 12 TER  
OAKLAND PARK, FL 33334

ORIGINAL NUMBER

8700768

LICENSE EXPIRES

9/30/2020

THE PERSON OR FIRM NAMED ABOVE IS HEREBY LICENSED TO ENGAGE IN THE BUSINESS PROFESSION OR OCCUPATION LISTED BELOW IN THE CITY OF OAKLAND PARK FLORIDA.

BUSINESS CODE

11100

BUSINESS DESCRIPTION

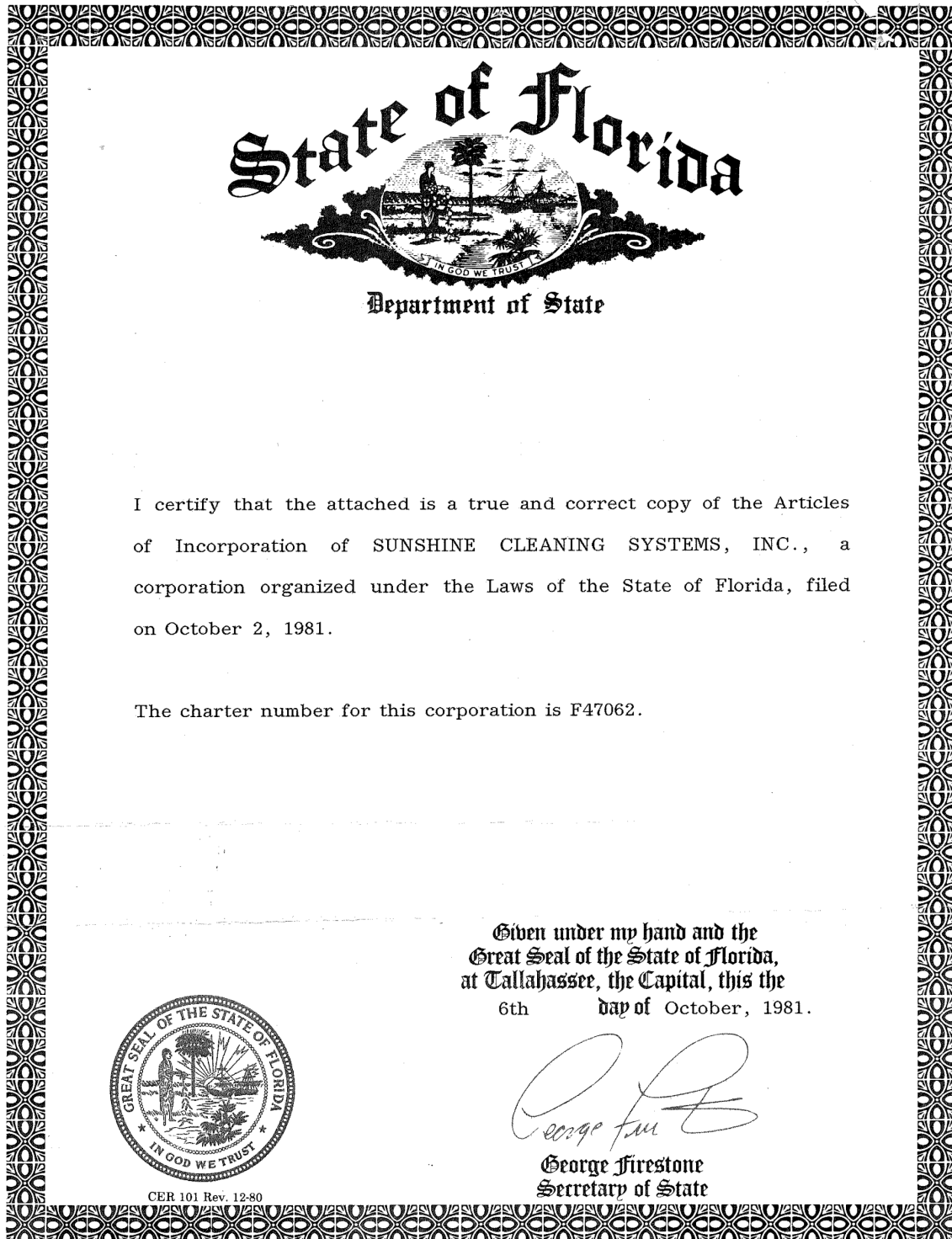
JANITORIAL/WINDOW CLEANING

RESTRICTIONS

OFFICE ONLY

LICENSE MUST BE CONSPICUOUSLY POSTED AT THE PLACE OF BUSINESS SHOWN

Copies of valid state and local licenses





Sunbiz.org Record

**2020 FLORIDA PROFIT CORPORATION ANNUAL REPORT**

DOCUMENT# F47062

**Entity Name:** SUNSHINE CLEANING SYSTEMS, INC.

**Current Principal Place of Business:**

3449-3445 N.E. 12TH TERR.  
OAKLAND PARK, FL 33334

**Current Mailing Address:**

3449-3445 N.E. 12TH TERR.  
OAKLAND PARK, FL 33334

**FEI Number:** 59-2142301

**Certificate of Status Desired:** Yes

**Name and Address of Current Registered Agent:**

COENEN, LAURA  
3449-3445 N.E. 12TH TERR.  
OAKLAND PARK, FL 33334 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:** LAURA COENEN

04/09/2020

Electronic Signature of Registered Agent

Date

**Officer/Director Detail :**

Title SECRETARY  
Name CALUFETTI-SCHUMACHER, ERIN L.  
Address 3445 N.E. 12 TERR  
City-State-Zip: OAKLAND PARK FL 33334

Title PRESIDENT, DIRECTOR  
Name COENEN, LAURA  
Address 3449-3445 N.E. 12TH TERR.  
City-State-Zip: OAKLAND PARK FL 33334

Title VP  
Name KIERCE, RANDALL  
Address 3449-3445 N.E. 12TH TERR.  
City-State-Zip: OAKLAND PARK FL 33334

Title TREASURER  
Name AUCKLAND, JENNA L.  
Address 3449-3445 N.E. 12TH TERR.  
City-State-Zip: OAKLAND PARK FL 33334



Completed W-9 Form

<p>Form <b>W-9</b> (Rev. December 2014) Department of the Treasury Internal Revenue Service</p>	<p><b>Request for Taxpayer Identification Number and Certification</b></p>	<p><b>Give Form to the requester. Do not send to the IRS.</b></p>	
<p>Print or type See Specific Instructions on page 2.</p>	<p><b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. <b>Sunshine Cleaning Systems, Inc.</b></p>		
	<p><b>2</b> Business name/disregarded entity name, if different from above</p>		
	<p><b>3</b> Check appropriate box for federal tax classification; check only <b>one</b> of the following seven boxes:  <input type="checkbox"/> Individual/sole proprietor or single-member LLC  <input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ _____  <input type="checkbox"/> Other (see instructions) ▶ _____  <input type="checkbox"/> C Corporation  <input checked="" type="checkbox"/> S Corporation  <input type="checkbox"/> Partnership  <input type="checkbox"/> Trust/estate</p>		
	<p><b>4</b> 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) _____ <small>(Applies to accounts maintained outside the U.S.)</small></p>		
	<p><b>5</b> Address (number, street, and apt. or suite no.) <b>3445 NE 12 Terrace</b></p>	<p>Requester's name and address (optional) <b>Jacksonville Aviation Authority</b> <b>14201 Pecan Park Road</b> <b>Jacksonville, FL 32218</b></p>	
	<p><b>6</b> City, state, and ZIP code <b>Oakland Park, FL 33334-4527</b></p>		
	<p><b>7</b> List account number(s) here (optional)</p>		

**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.

Social security number									
or									
Employer identification number									
5	9	-	2	1	4	2	3	0	1

**Part II Certification**

Under penalties of perjury, I certify that:

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

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

<b>Sign Here</b>	Signature of U.S. person ▶ <i>Laura J. Coenen</i>	Date ▶
------------------	---	--------

**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/fw9](http://www.irs.gov/fw9).

**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:

- Certify that the TIN you are giving is correct (or you are waiting for a number to be issued).
- Certify that you are not subject to backup withholding, or
- 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
- 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.



## Addendum #1



CITY OF COCONUT CREEK  
FINANCE AND ADMINISTRATIVE SERVICES  
PURCHASING AND CONTRACTS DIVISION  
4800 WEST COPANS ROAD  
COCONUT CREEK, FLORIDA 33063

## ADDENDUM NO. 1

August 24, 2020

RFP No.: 09-02-20-09  
RFP Name: Janitorial Services  
Due Date/Time: September 2, 2020 at 9:00 a.m. EST

Our records indicate that your firm is in receipt of proposal documents for Janitorial Services. This Addendum is hereby made part of the specifications and shall be included with all contract documents.

- Questions and Answers (1 through 42) will be transmitted electronically through the "Questions Tab" of the eBids System.
- REPLACE PAGE: 37 with 37(a)  
Note: Words underlined and **bold** are additions, words ~~marked through~~ are deletions

This addendum acknowledgment sheet must be submitted electronically with your response through the eBid System by the due date and time indicated above. Failure to return this sheet may disqualify Proposer.

  
Proposer's Signature

8/31/20  
Date

Sunshine Cleaning Systems, Inc.  
Company Name

3445 NE 12th Terrace Ft. Lauderdale, FL 33334  
Company Address

(954 ) 772-0884  
Phone Number

(954 ) 566-7329  
Fax Number

LORIE MESSER  
Purchasing Analyst  
[lmesser@coconutcreek.net](mailto:lmesser@coconutcreek.net)

**SECTION IV - REQUIRED DOCUMENTS****Proposal Requirements Checklist**

Proposer has completed the required documents listed in the checklist below. The required documents shall be executed, notarized (if applicable), and submitted as a condition to this Request for Proposals.

Proposer shall "electronically submit" ALL required documents and any other pertinent information electronically through the eBid System. Failure to submit required documents will deem your response as non-responsive.

Required Documents	Yes	No
Proposer Information	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proposal Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Indemnification Clause	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Non-Collusive Affidavit	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proposer's Qualification Statement	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drug-Free Workplace Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sworn Statement on Public Entity Crimes	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Exceptions to the RFP	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Scrutinized Companies Certification Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>
FEMA Certification Regarding Lobbying	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Operational Plan – Scope of Services Proposed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Submitted Pricing through the eBid System "Line Items" Tab	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Proposal (uploaded into the eBid System): (1) Qualifications and Experience (2) Resources and Availability (3) References	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Certificate of Insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Business Tax Receipt	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Copies of Valid State and Local Licenses	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Company's <a href="http://www.Sunbiz.org">www.Sunbiz.org</a> record	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Completed W9 Form	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Addendum (if any needs to be signed and uploaded)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**PROPOSER INFORMATION**

Communications concerning this proposal shall be addressed to:

Company Name: Sunshine Cleaning Systems, Inc.

Social Security/Federal Tax I.D. No.: 592142301

Proposer's Name (Print): Laura Coenen Title: CEO

Address: 3445 NE 12th Terrace

City/State/Zip: Ft. Lauderdale, FL 33334

Phone: 954 772-0884 Fax: 954 566-7329

Email: Laura@sunclean.com

**ACKNOWLEDGEMENT OF ADDENDA**

**Instructions:** Complete Part I or Part II, Whichever Applies

**Part I:**

Proposer has examined copies of all the Contract Documents and of the following Addenda (receipt of all which is hereby acknowledged).

Addendum No: <u>1</u>	Dated: <u>8/24/20</u>
Addendum No: <u>          </u>	Dated: <u>          </u>
Addendum No: <u>          </u>	Dated: <u>          </u>
Addendum No: <u>          </u>	Dated: <u>          </u>
Addendum No: <u>          </u>	Dated: <u>          </u>

**Part II:**

No Addendum was received in connection with this RFP.

It is understood and agreed by Proposer that the City reserves the right to reject any and all proposals, to make awards on all items or any items according to the best interest of the City, and to waive any irregularities in the proposal or in the proposals received as a result of the RFP. It is also understood and agreed by the Proposer that by submitting a proposal, Proposer shall be deemed to understand and agree that no property interest or legal right of any kind shall be created at any point during the aforesaid evaluation/selection process until and unless a contract has been agreed to and signed by both parties.

*Laura J. Coenen*  
Proposer's Authorized Signature

8/24/2020  
Date

Laura Coenen  
Proposer's Printed Name

PROPOSAL CONFIRMATION

In accordance with the requirements to provide Janitorial Services pursuant to RFP 09-02-20-09, the undersigned submits the attached proposal.

Proposer accepts and hereby incorporates by reference in this proposal all of the terms and conditions of the scope of work, including EPA Standards, Motor Vehicle Safety Standards and required warranty and guarantee certificates.

Proposer is fully aware of the scope of work based on these requirements, the legal requirements (federal, state, county and local laws, ordinances, rules and regulations) and the conditions affecting cost, progress or performance of the work and has made such independent investigation as Proposer deems necessary.

This proposal is genuine and not made in the interest of or on behalf of any undisclosed person, firm or corporation and is not submitted in conformity with any agreement or rules of any group, association, organization or corporation; Proposer has not directly or indirectly induced or solicited any other Proposer to submit a false or sham proposal; Proposer has not solicited or induced any person; firm or a corporation to refrain from proposing and Proposer has not sought by collusion to obtain for himself any advantage over any other Proposer or over City.

The Proposer shall acknowledge this Proposal by signing and completing the spaces provided. I hereby submit this Proposal Package for Janitorial Services, RFP No.09-02-20-09 to the City of Coconut Creek with the full understanding of the Request for Proposal, General Terms and Conditions, Special Terms and Conditions, Detailed Requirements, and the entire Proposal Package.

Randy Kierce  
Proposer's Name

[Signature]  
Signature

8/12/20  
Date

State of: Florida

County of: Broward

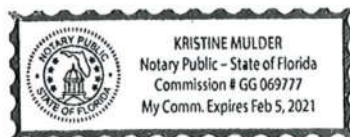
The foregoing instrument was acknowledged before me this 13 day of August, 2020, by Randy Kierce, who is (who are) personally known to me or who has produced \_\_\_\_\_ as identification and who did (did not) take an oath.

[Signature]  
Notary Public Signature

Kristine Mulder  
Notary Name, Printed, Typed or Stamped

Commission Number: GG069777

My Commission Expires: 2/5/21





INDEMNIFICATION CLAUSE  
(Page 1 of 1)

The parties agree that one percent (1%) of the total compensation paid to Contractor for the work of the contract shall constitute specific consideration to Contractor for the indemnification to be provided under the Contract. The Contractor shall indemnify and hold harmless the City Commission, the City of Coconut Creek, and its agents and employees from and against all claims, damages, losses and expenses including attorney's fees arising out of or resulting from the performance of the work provided that any such claim, damage, loss or expense (1) is attributable to bodily injury, sickness, disease or death, or to injury to or destruction of tangible property (other than the work itself) including the loss of use resulting therefrom, and (2) is caused in whole or in part by any negligent act or omission of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, regardless of whether or not it is caused in part by a party indemnified hereunder.

In any and all claims against the City, or any of their agents or employees by any employee of the Contractor, any subcontractor, anyone directly or indirectly employed by any of them or anyone for whose acts any of them may be liable, the indemnification obligation under this Paragraph shall not be limited in any way by any limitation on this amount or type of damages compensation or benefits payable by or for the Contractor or any subcontractor under Workers' Compensation Acts, Disability Benefit Acts or other Employee Benefit Acts. Nothing in this section shall affect the immunities of the City pursuant to Chapter 768, Florida Statutes, as amended from time to time, nor shall it constitute an agreement by the City to indemnify Contractor, its officers, employers, subcontractors or agents against any claim or cause of action. This section shall not be construed as consent to be sued by any third parties in any matter arising out of this Agreement. The foregoing indemnification and release shall survive the termination of this Agreement.

Randy Kiere Contractor's Name      [Signature] Signature      8/12/20 Date

State of: Florida  
County of: Boward

The foregoing instrument was acknowledged before me this 13 day of August, 2020, by Randy Kiere, who is (who are) personally known to me or who has produced \_\_\_\_\_ as identification and who did (did not) take an oath.

K. Mulder  
Notary Public Signature

Kristine Mulder  
Notary Name, Printed, Typed or Stamped

Commission Number: GG069777

My Commission Expires: 2/5/21



NON-COLLUSIVE AFFIDAVIT

State of Florida )  
County of Bayard )ss.

Randy Kierce being first duly sworn, deposes and says that:

- (1) He/she is the VP/COO  
(Owner, Partner, Officer, Representative or Agent)  
of Sunshine Cleaning Systems, Inc. the Proposer that has submitted the attached proposal;
- (2) He/she is fully informed respecting the preparation and contents of the attached proposal and of all pertinent circumstances respecting such proposal;
- (3) Such proposal is genuine and is not a collusive or sham proposal;
- (4) Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties in interest, including this affiant, have 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 work for which the attached proposal has been submitted; or to refrain from bidding in connection with such work; or have in any manner, directly or indirectly, sought by agreement or collusion, or communication, or conference with any Proposer, firm or person to fix the price or prices in the attached proposal of any other Proposer, or to fix an overhead, profit, or cost elements 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 (Recipient), or any person interested in the proposed work;
- (5) 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 other of its agents, representatives, owners, employees or parties in interest, including this affiant.



Signed, sealed and delivered  
in the presence of:

Michael Waldson  
H.K. Walker

By: [Signature]

Randy Kierce  
(Printed Name)

V.P. / COO  
(Title)

ACKNOWLEDGEMENT

State of Florida  
County of Broward

The foregoing instrument was acknowledged before me this 13 day of August, 2020,  
by Randy Kierce, who is personally known to me or who has produced  
as identification and who did (did not) take an oath.

WITNESS my hand and official seal

K. Mulder  
NOTARY PUBLIC

Kristine Mulder  
(Name of Notary Public: Print, Stamp, or  
Type as Commissioned.)



**PROPOSER'S QUALIFICATION STATEMENT**

In order to properly evaluate the proposal submittals, Proposers are expected to complete the questionnaire and include the following documentation. By attesting to this submittal, Proposer guarantees the truth and accuracy of all statements and answers herein contained.

SUBMITTED TO: City of Coconut Creek  
Purchasing and Contracts Division  
4800 West Copans Road  
Coconut Creek, FL 33063

Submitted By: Sunshine Cleaning Systems, Inc.  
Name: Laura Coenen, President & CEO  
Address: 3445 NE 12th Terrace  
City, State, Zip Ft. Lauderdale, FL 33334  
Telephone No. 954 772-0884  
Fax No. 954 566-7329

Check One

- Corporation  
 Partnership  
 Individual  
 Other

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

The correct name of the Proposer is: Sunshine Cleaning Systems, Inc.

The address of the principal place of business is: 3445 NE 12th Terrace  
Ft. Lauderdale, FL 33334

2. If Proposer is a corporation, answer the following:

- a. Date of Incorporation: 1981  
b. State of Incorporation: Florida  
c. President's Name: Laura Coenen  
d. Vice President's Name: Randy Kierce  
e. Secretary's Name: Erin Calufetti  
f. Treasurer's Name: Jenna Auckland  
g. Name and Address of Resident Agent: Laura Coenen

3. If Proposer is an individual or a partnership, answer the following:

- a. Date of Organization: NA  
b. Name, Address and Ownership Units of all Partners: \_\_\_\_\_  
c. State whether general or limited partnership: \_\_\_\_\_

4. If Proposer is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

NA

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5. If Proposer is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute. NA

6. How many years has your organization been in business under its present business name? 44 yrs.

- a. Under what other former name has your organization operated?

NA

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7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this proposal. Please attach certificate of competency and/or state registration.

Tax ID 592142301 Please see copy of state of Florida filed corporate documentation

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8. Litigation/Judgments/Settlements/Debarments/Suspensions:  
Submit information on any pending litigation and any judgments and settlements of court cases relative to providing Janitorial Services that have occurred within the last three (3) years. Also indicate if your firm has been debarred or suspended from bidding or proposing on a procurement project by any government during the last five (5) years.

Sunshine has never been debarred or suspended from bidding/proposing on any project.

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9. Have you ever failed to complete any work awarded to you? If so, state when, where and why?

No

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10. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary).

Please refer to our corporate bios and resumes in Section 1.

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11. State the name of the individual(s) and titles who will personally supervise the work:

Bruce Walker, Area Manager, Mike Woodson, Quality Control & Derek Auckland, Regional Manager

12. State the name and address of the attorney, if any, for the business of the Proposer:

Robert Bulfin 2400 East Commercial Boulevard, Suite 905 Fort Lauderdale, FL 33308

13. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the Proposer's business and indicate the percentage owned of each such business and/or individual:

The business is 100% owned by the Larry A. Calufetti Revocable Trust, with Laura Coenen as trustee

14. State the names, addresses and the type of business of all firms that are partially or wholly owned by Proposer:

NA

15. State the name of Surety Company which will be providing the bond, and the name and address of agent:

D. W. Matson III Matson-Charlton Surety Group 700 South Dixie Highway, Suite 100  
Coral Gables, FL 33146

16. List the following information concerning all Proposer's contracts in progress as of the date of submission and completed projects over the last five (5) years. (In case of any co-venture, list the information for all co-ventures.)

<u>Name of Project</u>	<u>Owner</u>	<u>Total Contract Value</u>	<u>Contracted Date of Completion</u>	<u>% of Completion to Date</u>
Janitorial Services	Ft. Lauderdale Airport	\$100 mil.	2023	15%
Janitorial Services	Broward College	\$1 mil. per year	2022	75%
Janitorial Services	Broward County	\$2.7 mil. per year	2022	60%

We have several dozen more that can be listed. We would be happy to share all if required.

17. Have you personally inspected the site of the proposed work?

Yes  No

18. Do you have a complete set of documents, including drawings and addenda, if applicable?

Yes  No

19. Did you attend the pre-proposal conference if any such conference was held?

Yes  No  No Conference Held

20. Bank References:

Bank	Address/City/State/Zip	Telephone
Kim Cagiano, SVP	515 E. Las Olas Blvd. Ft. Lauderdale, FL 33301	954 765-7512

The Proposer acknowledges and understands that the information contained in response to this Qualification Statement shall be relied upon by City in awarding the contract and such information is warranted by Proposer to be true. The discovery of any omission or misstatement that materially affects the Proposer's qualifications to perform under the contract shall cause the City to reject the proposal, and if after the award, to cancel and terminate the award and /or contract.

  
\_\_\_\_\_  
Proposer's Signature

8/24/2020  
Date

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ACKNOWLEDGEMENT  
PROPOSER'S QUALIFICATION STATEMENT

State of Florida

County of Broward

On this the 13 day of August, 2020, before me, the undersigned Notary Public of the State of Florida, Personally appeared

Randy Kuerce And  
(Name(s) of individual(s) who appeared before notary)

whose name(s) is/are Subscribed to within the instrument, and he/she/they acknowledge that he/she/they executed it.

WITNESS my hand and official seal.

NOTARY PUBLIC

SEAL OF OFFICE:



K Mulder  
NOTARY PUBLIC, STATE OF FLORIDA

Kristine Mulder  
(Name of Notary Public: Print, Stamp, or Type as Commissioned)

- Personally known to me, or
- Produced identification

\_\_\_\_\_  
(Type of Identification Produced)

- DID take an oath, or
- DID NOT take an oath



**DRUG-FREE WORKPLACE FORM**

The undersigned vendor in accordance with Section 287.087, Florida Statutes as may be amended from time to time, hereby certifies that Sunshine Cleaning Systems, Inc. does:  
(Name of Business)

- 1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.
- 2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.
- 3) Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).
- 4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of *Florida Statutes*, Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.
- 5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.
- 6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

  
\_\_\_\_\_  
Proposer's Signature

Sunshine Cleaning Systems, Inc.  
\_\_\_\_\_  
Company Name

8/24/20  
\_\_\_\_\_  
Date

**SWORN STATEMENT  
ON PUBLIC ENTITY CRIMES  
UNDER FLORIDA STATUTES CHAPTER 287.133(3)(a).**

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with RFP No. 09-02-20-09 for Janitorial Services.
2. This sworn statement is submitted by Sunshine Cleaning Systems (name of entity submitting sworn statement) whose business address is 3445 NE 12th Terrace Ft. Lauderdale, FL 33334 and (if applicable) its Federal Employer Identification Number (FEIN) is 592142301. (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: NA.)
3. My name is Randy Kierce and my  
(Please print name of individual signing)  
relationship to the entity named above is COO.
4. I understand that a "public entity crime" as defined in Paragraph 287.133(1)(g), Florida Statutes, means a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or with the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
5. I understand that a "convicted" or "conviction" as defined in Paragraph 287.133(1)(b), Florida Statutes, means a finding of guilt or a conviction of a public entity crime, with or without an adjudication of guilt, in any federal or state trial court of record relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, nonjury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an "affiliate" as defined in Paragraph 287.133(1)(a), Florida Statutes, includes but is not limited to:
  1. A predecessor or successor of a person convicted of a public entity crime: or
  2. An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The Ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding thirty-six (36) months shall be considered an affiliate.
7. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision

of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, who are active, or who have been active, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity within the last five (5) years of this sworn statement.

8. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. **Please check all statements that are applicable.**

Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor any affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989, AND (Please indicate which additional statement applies.)

There has been a proceeding concerning the conviction before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer did not place the person or affiliate on the convicted vendor list. (Please attach a copy of the final order.)

The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in the public interest to remove the person or affiliate from the convicted vendor list. (Please attach a copy of the final order.)

9. Based on information and belief, the statement that I have marked below is true in relation to the entity submitting this sworn statement. **Please check if statement is applicable.**

The person or affiliate has not been placed on the convicted vendor list.  
**(If the box is not checked, please describe any action taken by or pending with the Department of General Services.)**

10. The herein sworn statement shall be subject to and incorporate all the terms and conditions contained in Section 287.133 of the Florida Statutes.

11. Conviction of a public entity crime shall be cause for disqualification.

Sunshine Cleaning Systems, Inc.  
Proposer's Name

*Fluice*  
Signature

Date: 8/12/20

State of: Florida

County of: Broward

The foregoing instrument was acknowledged before me this 13 day of August, 2020, by Randy Kierce, who is (who are) personally known to me or who has produced \_\_\_\_\_ as identification and who did (did not) take an oath.

*K. Mulder*  
Notary Public Signature

Kristine Mulder  
Notary Name, Printed, Typed or Stamped

Commission Number: GG069777

My Commission Expires: 2/5/21







**SCRUTINIZED COMPANIES  
CERTIFICATION PURSUANT TO  
FLORIDA STATUTE § 215.4725 AND § 215.473**

I, Randy Kierce, on behalf of Sunshine Cleaning Systems, Inc.,  
Print Name Company Name

certifies that Sunshine Cleaning Systems, Inc. does not:  
Company Name

1. Participate in a boycott of Israel; and
2. Is not on the Scrutinized Companies that Boycott Israel list; and
3. Is not on the Scrutinized Companies with Activities in Sudan List; and
4. Is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List; and
5. Has not engaged in business operations in Cuba or Syria.

  
Signature

COO  
Title

954 772-0884  
Phone

8/12/20  
Date

**CERTIFICATION REGARDING LOBBYING  
PURSUANT TO APPENDIX A, 44 C.F.R. PART 18**

*The undersigned certifies, to the best of his or her knowledge and belief, that:*

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all sub awards at all tiers (including subcontracts, sub grants, and contracts under grants, loans, and cooperative agreements) and that all sub recipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.



\_\_\_\_\_  
Signature of Contractor's Authorized Official

Randy Kierce, COO  
Name and Title of Contractor's Authorized Official

8/24/20  
Date