



E-20-21 Addendum 1

Sunshine Cleaning Systems, Inc

Supplier Response

Event Information

Number: E-20-21 Addendum 1
 Title: Janitorial Services
 Type: Request for Proposals
 Issue Date: 5/10/2021
 Deadline: 6/29/2021 02:00 PM (ET)
 Notes: The City of Pompano Beach (City) is seeking proposals from qualified firms to provide Janitorial Services to the City for City Hall, Commission Chambers, and various buildings located throughout the City. Proposals submitted shall include the costs of all labor, supervision, equipment, cleaning supplies, and materials required to maintain a clean and sanitary environment in the various City facilities, as specified herein.

The City will receive sealed proposals until **2:00:00 p.m. (local), June 14, 2021**. Proposals must be submitted electronically through the eBid System on or before the due date/time, as specified herein. Any proposal received after the due date and time specified, will not be considered. Any uncertainty regarding the time a proposal is received will be resolved against the Proposer.

Proposer must be registered on the City's eBid System in order to view the solicitation documents and respond to this solicitation. The complete solicitation documents can be downloaded for free from the eBid System as a pdf at: <https://pompanobeachfl.ionwave.net>. The City is not responsible for the accuracy or completeness of any documentation the Proposer receives from any source other than from the eBid System. Proposer is solely responsible for downloading all

required documents. A list of Proposers will be read aloud in a public forum. To attend the virtual public meeting, go to <https://pompanobeachfl.gov/pages/meetings> to find the zoom link.

MANDATORY PRE-PROPOSAL CONFERENCE

A mandatory pre-proposal conference and will be held on **May 19, 2021 at 2:00 P.M. (local)** via Zoom. Due to the COVID-19 mandate restrictions and in the interest of social distancing, the pre-proposal conference will be held as a Zoom Meeting with instructions given once the meeting begins, in addition to those instructions provided herein. To attend the virtual public meeting, go to <https://pompanobeachfl.gov/pages/meetings> to find the link.

Proposals will not be accepted from firms that do not attend the pre-proposal conference.

In an effort to present an orderly and time efficient pre-proposal conference, a responsive email should be sent to Jeff English, Purchasing Agent of Record, at purchasing@copbfl.com 24 hours prior to the pre-proposal conference, confirming your intent for participation. The email from the potential proposer is to include your company name, representative name/s, email address/es and contact phone number/s. Your information will be added to the list of potential proposers attending, which the Purchasing Agent of Record will publicly acknowledge. Those potential proposers attending without providing prior email notice will be acknowledged by the Purchasing Agent of Record after the reading of the list.

Contact Information

Contact: Jeff English
Address: Purchasing
1190 NE 3rd Avenue
Building C
Pompano Beach, FL 33060
Phone: (954) 786-4098
Fax: (954) 786-4168
Email: purchasing@copbfl.com

Sunshine Cleaning Systems, Inc Information

Contact: Derek Auckland
 Address: Sunshine Cleaning Systems, Inc
 3445 N.E. 12th Terrace
 Ft. lauderdale, FL 33334
 Phone: (954) 772-0884
 Fax: (954) 566-7329
 Email: derek@sunclean.com
 Web Address: www.sunclean.com

By submitting this Response I affirm I have received, read and agree to the all terms and conditions as set forth herein. I hereby recognize and agree that upon execution by an authorized officer of the City of Pompano Beach, this Response, together with all documents prepared by or on behalf of the City of Pompano Beach for this solicitation, and the resulting Contract shall become a binding agreement between the parties for the products and services to be provided in accordance with the terms and conditions set forth herein. I further affirm that all information and documentation contained within this response to be true and correct, and that I have the legal authority to submit this response on behalf of the named Supplier (Offeror).

Randy Kierce

Signature

Submitted at 6/28/2021 3:09:07 PM

randy@sunclean.com

Email

Requested Attachments

Proposal Submission

Sunshine Cleaning Systems City of Pompano Beach Proposal Submission.pdf

Electronic version of proposal must be uploaded to the Response Attachments tab. The file size for uploads is limited to 250 MB. If the file size exceeds 250 MB the response must be split and uploaded as two (2) separate files.

Tier 1/ Tier 2 Local Business Form

T1_T2_Form.pdf

Complete the Tier 1/ Tier 2 Local Business form from the attachments tab, and upload it here.

Local Business Program Forms

Local Business Program Forms (1).pdf

Local Business Program Forms from the attachments tab are to be completed and uploaded to this tab.

Bid Attributes

1 Terms & Conditions

Check the box indicating you agree to the terms and conditions of this solicitation.

Agree (Agree)

2 Acknowledgement of Addenda

Check this box to acknowledge that you have reviewed all addenda issued for this solicitation.

Yes (Yes)

3 Local Business Participation Percentage

If you have indicated local business participation on the Local Business Participation Form Exhibit A enter the percentage of the contract that will be performed by local Pompano Beach businesses.

4 Vendor Certification Regarding Scrutinized Companies Lists (Any Dollar Amount)

Section 215.4725, Florida Statutes, prohibits agencies from contracting (at any dollar amount) with companies on the Scrutinized Companies that Boycott Israel List, or with companies that are engaged in a boycott of Israel. As the person authorized to electronically sign on behalf of Respondent, I hereby certify by selecting the box below that the company responding to this solicitation is not listed on the Scrutinized Companies that Boycott Israel List. I also certify that the company responding to this solicitation is not participating in a boycott of Israel, and is not engaged in business operations in Syria or Cuba. I understand that pursuant to sections 287.135 and 215.4725, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorney's fees, and/or costs. Select yes for Agree, No for disagree on the drop down menu.

5 Drug-Free Workplace

Whenever two or more bids which are equal with respect to price, quality, and service are received for the procurement of commodities or contractual service, a bid received from a business that certifies that it has implemented a Drug-free Workplace Program shall be given preference in the award process. If bidder's company has a Drug-free Workplace Program as outlined in General Conditions, section 32., indicate that by selecting yes in the drop down menu.

6 Conflict of Interest

For purposes of determining any possible conflict of interest, all bidders must disclose if any City of Pompano Beach employee is also an owner, corporate officer, or employee of their business. Indicate either "Yes" (a City employee is also associated with your business), or "No". (Note: If answer is "Yes", you must file a statement with the Supervisor of Elections, pursuant to Florida Statutes 112.313.) Indicate yes or no below with the drop down menu.

Bid Lines

1 GROUP I

City Hall Four Story Building 100 West Atlantic Boulevard Pompano Beach, Florida 33060. (1st) floor.

Description: Conference Room, Mail Room, Snack Room, Restrooms (2), Elevators (2.), Office Areas, Main Lobby. Services to be performed (4) days per week. Monday through Thursday. Between 6:00 p.m. and 7:00 a.m.

Quantity: UOM: Unit Cost: Total:

Item Notes: 15,175 Sq. Ft. Hours of Operation: Monday-Thursday 7am-6pm

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

2 GROUP I

City Hall (2nd) floor.

Description: Conference Room, Restrooms (2), Elevators (2), Office Areas. Services to be performed (4) days per week. Monday through Thursday. Between 6:00 p.m. and 7:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 15,175 Sq. Ft. Hours of Operation: Monday-Thursday 7am-6pm

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

3 GROUP I

City Hall (3rd) floor.

Description: Conference Room, Restrooms (2), Elevators (2), Office Areas. Services to be performed (4) days per week. Monday through Thursday. Between 6:00 p.m. and 7:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 15,175 Sq. Ft. Hours of Operation: Monday-Thursday 7am-6pm

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

\$16459.49

3. Annual Cost (2023-2024)

\$17474.83

4. Annual Cost (2024-2025)

\$18490.17

5. Annual Cost (2025-2026)

\$19550.77

4 GROUP I

City Hall (4th) floor.

Description: Conference Room, Restrooms (2), Elevators (2), Office Areas. Services to be performed (4) days per week. Monday through Thursday. Between 6:00 p.m. and 7:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: \$1,263.90 Total: \$15,166.80

Item Notes: 15,175 Sq. Ft. Hours of Operation: Monday-Thursday 7am-6pm

Item Attributes

1. Annual Cost (2021-2022)

\$15166.84

2. Annual Cost (2022-2023)

\$16459.49

3. Annual Cost (2023-2024)

\$17474.83

4. Annual Cost (2024-2025)

\$18490.17

5. Annual Cost (2025-2026)

\$19550.77

5 GROUP I**Commission Chambers One Story Building 100 West Atlantic Boulevard Pompano Beach, Florida 33060r.**

Description: Commission Chamber, 1 conference room, men's restroom (2). Women's restroom (2). Kitchen Areas (2). Services for the Commission Chambers to be performed (4) days per week, Monday through Thursday. Between 6:00 p.m. and 8:00 a.m. When Commission meeting are held (2nd Tuesday, 3rd Tuesday, and 4th Tuesday of each month), the vendor must perform services before the meetings start (4:00 p.m. - 5:00 p.m.).

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 7,208 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

6 GROUP I**Fire Training 180 S.W. 3rd Street.**

Description: Office Areas, Restrooms (2). Services to be performed Monday through Thursday between 5:00 p.m. and 8:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 5,550 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

\$5757.77

4. Annual Cost (2024-2025)

\$6092.31

5. Annual Cost (2025-2026)

\$6441.77

7 GROUP I**Fire Administration 120 S.W. 3rd Street.**

Description: Office Areas, Restrooms (2). Training Tower: Office Areas, Restrooms (2), and Training Room. Services to be performed Monday through Thursday between 6:00 p.m. and 7:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: \$333.15 Total: \$3,997.80

Item Notes: 1,500 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

\$3997.85

2. Annual Cost (2022-2023)

\$4338.58

3. Annual Cost (2023-2024)

\$4606.22

4. Annual Cost (2024-2025)

\$4873.85

5. Annual Cost (2025-2026)

\$5153.42

8 GROUP I**Fire Logistics 1654 SW 5th Court, Suite #1641.**

Description: Lobby, Offices (9), Restrooms (2), Break Room, and Conference Room. Services to be performed Monday through Friday between 9:00 a.m. and 11:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: \$831.27 Total: \$9,975.24

Item Notes: 2,736 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

\$9975.24

2. Annual Cost (2022-2023)

\$10834.68

3. Annual Cost (2023-2024)

\$11549.52

4. Annual Cost (2024-2025)

\$12243.84

5. Annual Cost (2025-2026)

\$12723.60

9 GROUP II**Purchasing Office 1190 N.E. 3rd Avenue, Building C.**

Description: Central Stores including an Office area, Restrooms (3), Shower, and a Snack Area. Purchasing Office: Office Areas, Copier Room, Storage Room, and a Conference Room. Graphics including the Print Shop, and sink. For this entire building, services to be performed Monday through Thursday between 3:00 a.m. and 5:00 p.m.

Quantity: 12 UOM: mo. Unit Cost: \$333.15 Total: \$3,997.80

Item Notes: 2,000 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

\$3997.85

2. Annual Cost (2022-2023)

\$4338.58

3. Annual Cost (2023-2024)

\$4606.22

4. Annual Cost (2024-2025)

\$4873.85

5. Annual Cost (2025-2026)

\$5153.42

1
0
GROUP II**Air park Tower 1001 N.E. 10th Street.**

Description: Office Areas, Lobby, Restrooms (2), Janitorial Closet, and Snack Area. Services to be performed Monday-Thursday between 5:30 p.m. and 7:00 a.m. .

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 5,159 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

1
1
GROUP II**Public Works Administration/Engineering 1201 N.E. 5th Avenue.**

Description: Office Areas, Conference Room, Restrooms (3), and a Lunch Room. Services to be performed Monday through Thursday between 5:00 p.m. and 7:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 7,170 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

\$9212.43

4. Annual Cost (2024-2025)

\$9747.70

5. Annual Cost (2025-2026)

\$10306.83

1
2

GROUP II

Public Works Garage 1190 N.E. 3rd Avenue, Building A.

Description: Office Areas, Break Room, Restrooms (2), Library, Locker Room, and Associated Hallways. The Manager's office is carpeted and the remaining floor areas are tiled. Services to be performed Monday through Thursday between 5:30 p.m. and 7:00 a.m..

Quantity: 12 UOM: mo. Unit Cost: \$333.15 Total: \$3,997.80

Item Notes: 1,590 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

\$3997.85

2. Annual Cost (2022-2023)

\$4338.58

3. Annual Cost (2023-2024)

\$4606.22

4. Annual Cost (2024-2025)

\$4873.85

5. Annual Cost (2025-2026)

\$5153.42

1
3

GROUP II

Public Works Offices 1190 N.E. 3rd Avenue, Building B.

Description: West end of the building consists of an Office Area, Men's Restroom (2), Women's Restrooms (2), and an Employee Lunch Room. The East end of the building has a Welding shop that has a small office, a building maintenance office, and (3) restrooms. Services to be performed Monday through Thursday between 5:30 p.m. and 8:00 a.m.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 8,750 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

1
4

GROUP II

Membrane Building: 1205 N.E. 5th Avenue, Pompano Beach, Florida, 33060.

Description: First Floor: Office areas, Lobby and Hallways, Laboratory and Control Room, Elevator, Restrooms (2) Locker/Shower Rooms.

Second Floor: Office Areas and Hallways, Restrooms (2), and Conference Room with Kitchen Area. Services to be performed Monday-Thursday 7am-2pm.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 8,636 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

1
5

GROUP II

High Service/Filter Building: 301 N.E. 12th Street, Pompano Beach, Florida, 33060.

Description: First Floor: Hallway (leading to) Lunchroom, Kitchen, Restroom (1) Break Room.

Second Floor: Office Areas and Vestibule, Hallways, Computer Training Area, Laboratory and Restrooms (2), Stairs to First Floor, Entry Door at Second Level. Services to be performed Monday-Thursday 7am-3:30pm.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 2,596 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

1
6

GROUP II

Maintenance Shop/Chemical Building: Next to 1205 N.E. 5th Avenue, Pompano Beach, Florida, 33060.

Description: First Floor: Restrooms (2) Locker Room, Shower, Control Room, Lunch Room Area. Second Floor: Supervisor's Office. Services to be performed Monday-Thursday 7am-3:30pm.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 1,793 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

1
7

GROUP II

Utilities Field Office: 1201 NE 3rd Avenue, Pompano Beach, Florida, 33060.

Description: Restrooms (4), Locker room (2), Breakroom. Services to be performed Monday-Thursday 7:30 am-3:30.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 6,808 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

1
8

GROUP II

Solid Waste Offices 1190 NE 3rd Avenue Trailers, Pompano Beach, FL. 33060.

Description: Restrooms (4), Offices, (7), Kitchenette, Lunch Room Area. Services to be performed Monday-Thursday after 5pm.

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 2,600 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

1
9

GROUP II

Reuse Water Treatment Plant: 1799 North Federal Highway, Pompano Beach, Florida, 33060.

Description: Restroom (1), Control room, Laboratory and Hallways. Services to be performed Monday/Wednesday/Thursday Between 7:30 a.m. and 2:30 p.m

NOTE: Due to security issues, cleaning may only be performed between the hours of 7:30 a.m. and 2:30 p.m., Monday through Thursday (four days/week.)

Quantity: 12 UOM: mo. Unit Cost: Total:

Item Notes: 2,016 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

2
0

ALT-GROUP I

Semi-Annual Services for Group I Per Specifications

Quantity: 2 UOM: Half Year Unit Cost: Total:

Item Notes: 77,694 Sq. Ft.

Item Attributes

1. Annual Cost (2021-2022)

2. Annual Cost (2022-2023)

3. Annual Cost (2023-2024)

4. Annual Cost (2024-2025)

5. Annual Cost (2025-2026)

2
1

ALT-GROUP II

Semi-Annual Services for Group II Per Specifications

Quantity: 2 UOM: Half Year Unit Cost: Total:

Item Notes: 49,118 Sq. Ft.

Item Attributes**1. Annual Cost (2021-2022)**

\$15985.42

2. Annual Cost (2022-2023)

\$16385.05

3. Annual Cost (2023-2024)

\$16876.61

4. Annual Cost (2024-2025)

\$17298.52

5. Annual Cost (2025-2026)

\$17817.48

Response Total: \$187,026.58

COMPLETE THE PROPOSER INFORMATION FORM ON THE ATTACHMENTS TAB IN THE EBID SYSTEM. PROPOSERS ARE TO COMPLETE FORM IN ITS ENTIRETY AND INCLUDE THE FORM IN YOUR PROPOSAL THAT MUST BE UPLOADED TO THE RESPONSE ATTACHMENTS TAB FOR THE RFP IN THE EBID SYSTEM.

PROPOSER INFORMATION PAGE

RFP E-20-21, Janitorial Services
 (number) (RFP name)

To: The City of Pompano Beach, Florida

The below named company hereby agrees to furnish the proposed services under the terms stated subject to all instructions, terms, conditions, specifications, addenda, legal advertisement, and conditions contained in the RFP. I have read the RFP and all attachments, including the specifications, and fully understand what is required. By submitting this proposal, I will accept a contract if approved by the City and such acceptance covers all terms, conditions, and specifications of this proposal.

Proposal submitted by:

Name (printed) Randy Kierce Title COO

Company (Legal Registered) Sunshine Cleaning Systems, Inc.

Federal Tax Identification Number 592142301

Address 3445 NE 12th Terrace

City/State/Zip Ft. Lauderdale, FL 33334

Telephone No. 954 772-0884 Fax No. 954 566-7329

Email Address randy@sunclean.com

Bidder Company Name Sunshine Cleaning Systems, Inc.**Qualifications Of Bidders**

To demonstrate qualifications to perform the work, and to be considered for award, each bidder shall submit at least three (3) business customer references. Provide information for business customers for whom you have performed work of this nature which you list as references, excluding the City of Pompano Beach. (Use an attachment if necessary.)

1. Name and address of customer: City of Coconut Creek
4900 West Copans Rd Coconut Creek Fl 33063
 Contact person name, telephone number and email address: John Tetteris,
Public Works Superintendent 954 973-6780 jtetteris@oconutcreek.net
 Description of services provided and date(s) of service: Day and night janitorial cleaning, window
cleaning, carpet care, floor care, and high touch point disinfecting. Also responsible for
park restroom daily cleaning and Hygienic Clean electrostatic disinfecting services. Start date: Dec 2020.

2. Name and address of customer: Ft. Lauderdale Hollywood Int. Airport
200 Terminal Dr. Ft. Lauderdale, FL 33315
 Contact person name, telephone number and email address: Lori Vassello, Director
of Maintenance 954 359-1215 Lvassello@broward.org
 Description of services provided and date(s) of service: 24/7/365 operation with over 400
employees. Provide Janitorial services, window cleaning, pressure cleaning, and
terrazzo maintenance. We are in our 33rd year of service to FLL. 1986 - present

3. Name and address of customer: City of Tamarac
6011 Nob Hill Rd. Tamarac, FL 33321
 Contact person name, telephone number and email address: Troy Gies, Budget and
Contracts Manager 954-597-3718troyg@tamarac.org
 Description of services provided and date(s) of service: Day and night janitorial cleaning,
window cleaning, carpet care, floor care, and high touch point disinfecting.
March 2020- Feb 2023



CITY OF POMPANO BEACH

**Request for Proposals
E-20-21**

**Janitorial Services
June 29, 2021**

Sunshine Cleaning Systems, Inc.
3445 NE 12th Terrace Ft. Lauderdale, FL 33334
954 772-0884

Contact: Randy Kierce Randy@sunclean.com



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Letter of Transmittal

Thank you for accepting our proposal for Janitorial Services for the City of Pompano Beach. Sunshine is proud to be the current cleaning contractor for the City of Pompano Beach and would be privileged to continue that partnership. Our main office/corporate headquarters is located at 3445 NE 12th Terrace in Ft. Lauderdale, Florida. The person authorized to make representations for our firm is Randy Kierce, COO of Sunshine. Randy can be reached at 954 772-0884 or Randy@sunclean.com

In July, Sunshine Cleaning Systems, Inc. will be celebrating its 45th year in the commercial cleaning industry. Having been a Pompano Beach neighbor for four and a half decades, and with direct experience as the current vendor, Sunshine is thoroughly familiar with every single task and responsibility of this bid. We believe we have been performing at a high level and are anxious to continue that work. George Buenaventura, the Facilities Director for the City is familiar with our work and could serve as a reference.

Sunshine was founded in 1976 in Fort Lauderdale and has grown to be one of the largest regional woman owned commercial cleaning companies. In addition to our Ft. Lauderdale HQ, we serve customers through offices in West Palm Beach, Sarasota, St. Petersburg, FL, and Charlotte, North Carolina. Our team of well-trained technicians offer a full range of commercial cleaning services including janitorial, pressure cleaning, carpet cleaning, terrazzo and hard floor maintenance, parking lot sweeping, specialty escalator cleaning, and Hygienic Clean[™] Disinfecting Services.

Sunshine has worked with dozens of cities and municipalities over the years and has gained vast experience in providing first class cleaning services to a variety of public facilities. Sunshine is accustomed to providing services to the exact facility types in this RFP. Our expert commercial cleaning management team and staff have experience cleaning park facilities, government centers, community centers, libraries, rec centers, police and fire department compounds, utilities, beach areas, courthouses, and just about every other type of public facility and space imaginable.

Sunshine will continue to place quality and customer service at the forefront of its efforts. Quality performance is so important to us that we've expended the time and resources to become certified by earning the Cleaning Industry Management – Green Building (CIMS-GB) standard certification with honors. 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. With standards everything is measured with the specifications in mind. We are audited every year on these processes by independent firms. The GB designation in CIMS refers to our commitment to helping customers achieve their Green initiatives. More specifically, we help you secure points under the U.S. Green Building Council's LEED program, if applicable. We will partner with you in developing comprehensive green cleaning policies or help further your existing Green platforms.

Since Sunshine submitted its last proposal for this contract in 2019, a lot has occurred. With the pandemic, Sunshine wasted no time in enhancing its operations team to address the issue. Below are some highlights:

- Earned the GBAC (Global Biorisk Advisory Council) STAR Accreditation at Sunshine HQ facility. The GBAC STAR Accreditation program creates practices, protocols, procedures, and systems to control risks associated with infectious agents such as COVID-19. We've made our facility safer and can do the same for yours.





- All Manager are required to take the GBAC Fundamentals training course. This course teaches cleaning professionals to prepare for, respond to and recover from biohazards in the workplace. The focus is on infection and contamination control measures for infectious disease outbreak situations such as the novel coronavirus (SARS-CoV-2).
- We've created multi-level pandemic response plans through our Hygienic Clean program. This program helps facilities establish a comprehensive system of cleaning, disinfection, and infectious disease prevention. It allows us to continue to assist customers in navigating through the crisis.
- Launched Shine and Succeed, an employee career development and engagement initiative that puts our employees first through focused training, mentoring, and targeting involvement in the work they have chosen.
- Upgraded technology to improve employee recruitment, job oversite, and customer satisfaction.



If Sunshine is awarded the contract, a large-scale transition will not be required, nor will a lengthy and costly apprenticeship period with an unfamiliar company occur. We believe this is advantageous to the City and will guarantee no service interruptions. It will also allow staff to devote precious monetary and personnel resources towards goals with greater needs.

Because of its direct experience and keen insight as the current vendor, Sunshine believes it is the most qualified company and the best choice to be awarded this contract. Sunshine is confident in its ability to meet all requirements in this RFP and is fully committed to performing the work as specified. We feel especially prepared to accept the service responsibilities for the City of Pompano.



Fees and Costs

	Location	# Of Days/week	Hours/day	# of cleaners	Projected hours	Monthly Fee
1	City Hall	4 days/week				
	First Floor		4.0	1	95	\$ 1,263.90
	Second Floor		4.0	1	95	\$ 1,263.90
	Thlrd Floor		4.0	1	95	\$ 1,263.90
	Fourth Floor		4.0	1	95	\$ 1,263.90
2	Commission Chambers	4 days / week	2.0	1	45	\$ 667.05
3	Fire Training	4 days / week	1.25	1	35	\$ 416.44
3a	Fire Admin	4 days / week	1	1	8.5	\$ 333.15
13	Fire Logistics	5 days / week	2.0	1	18	\$ 831.27
	Group One Semi-Annual Services					\$ 12,209.94
4	Air Park	4 days / week	1.50	1	32	\$ 499.78
5a	Public Works Admin Bldg A	4 days / week	2	1	44	\$ 666.31
5b	Public works Garage Bldg B	4 days / week	1.0	1	9.5	\$ 333.15
5c	Public Works Office Bldg C	4 days / week	2.0	1	54	\$ 666.31
6	Purchasing Office AM cleaning	4 days / week	1	1	12.5	\$ 333.15
7	Membrane Building AM Cleaning	4 days / week	2	1	54	\$ 666.31
8	High Service Filter Building AM Cleaning	4 days / week	1	1	16	\$ 333.15
9	Maintenance Shop AM cleaning	4 days / week	1	1	11	\$ 333.15
10	Reuse Water Treatment Plant AM Cleaning	4 days / week	1	1	12.5	\$ 250.67
11	Solid Waste Offices (Trailers)	4 days / week	1	1	12.5	\$ 333.15
12	Utilities Field Office AM Cleaning	4 days / week	1.5	1	42.5	\$ 499.80
	Group Two Semi-Annual Services					\$ 7,992.71
			37.25			

Projected wage increases due to minimum wage law.

2022 Monthly Increase due to minimum wage law
Initial Increase \$8.65 per hour to \$10.00 per hour

Facility	Current 2020	Proposed 2021-2022	Variance
City Hall 1st floor	\$1,181.64	\$1,263.90	\$ 82.26 6.96%
City Hall 2nd floor	\$1,181.67	\$1,263.90	\$ 82.23 6.96%
City Hall 3rd floor	\$1,181.67	\$1,263.90	\$ 82.23 6.96%
City Hall 4th Floor	\$1,181.67	\$1,263.90	\$ 82.23 6.96%
Commission Chambers	\$ 623.65	\$ 667.05	\$ 43.40 6.96%
Fire Training	\$ 389.35	\$ 416.44	\$ 27.09 6.96%
Fire Admin	\$ 311.48	\$ 333.15	\$ 21.67 6.96%
Fire Logistics 1641	\$ 777.18	\$ 831.27	\$ 54.09 6.96%
	\$6,828.31	\$7,303.53	\$475.22
Air Park tower (new build out)	\$ 467.26	\$ 499.78	\$ 32.52 6.96%
Public Works Admin	\$ 622.96	\$ 666.31	\$ 43.35 6.96%
Public Works Garage	\$ 311.48	\$ 333.15	\$ 21.67 6.96%
Public Works Office	\$ 622.96	\$ 666.31	\$ 43.35 6.96%
Purchasing Office early AM cleaning	\$ 311.48	\$ 333.15	\$ 21.67 6.96%
Membrane building day cleaning	\$ 622.96	\$ 666.31	\$ 43.35 6.96%
High service Filter Bldg. day cleaning	\$ 311.48	\$ 333.15	\$ 21.67 6.96%
Maint. Shop chemical bldg. day cleaning	\$ 311.48	\$ 333.15	\$ 21.67 6.96%
Reuse water treatment plant Day Cleaning	\$ 234.60	\$ 250.67	\$ 16.07 6.85%
Solid Waste office (trailers)	\$ 311.48	\$ 333.15	\$ 21.67 6.96%
Utilities Field office day Cleaning	\$ 467.29	\$ 499.80	\$ 32.51 6.96%
	\$4,595.43	\$4,914.95	\$319.52



**2022 Monthly Increase due to minimum wage law
\$10.00 per hour to \$11.00 per hour**

Facility	Current	Proposed	Variance	
	2021-2022	2022-2023		
City Hall 1st floor	\$1,251.72	\$1,371.62	\$119.90	9.6%
City Hall 2nd floor	\$1,251.72	\$1,371.62	\$119.90	9.6%
City Hall 3rd floor	\$1,251.72	\$1,371.62	\$119.90	9.6%
City Hall 4th Floor	\$1,251.72	\$1,371.62	\$119.90	9.6%
Commission Chambers	\$ 660.62	\$ 723.90	\$ 63.28	9.6%
Fire Training	\$ 412.43	\$ 451.94	\$ 39.51	9.6%
Fire Admin	\$ 329.94	\$ 361.55	\$ 31.61	9.6%
Fire Logistics 1641	\$ 823.81	\$ 902.89	\$ 79.08	9.6%
	\$7,233.68	\$7,926.77	\$693.09	
Air Park tower (new build out)	\$ 494.96	\$ 542.38	\$ 47.42	9.6%
Public Works Admin	\$ 659.89	\$ 723.10	\$ 63.21	9.6%
Public Works Garage	\$ 329.94	\$ 361.55	\$ 31.61	9.6%
Public Works Office	\$ 659.89	\$ 723.10	\$ 63.21	9.6%
Purchasing Office early AM cleaning	\$ 329.94	\$ 361.55	\$ 31.61	9.6%
Membrane building day cleaning	\$ 659.89	\$ 723.10	\$ 63.21	9.6%
High service Filter Bldg. day cleaning	\$ 329.94	\$ 361.55	\$ 31.61	9.6%
Maint. Shop chemical bldg. day cleaning	\$ 329.94	\$ 361.55	\$ 31.61	9.6%
Reuse water treatment plant Day Cleaning	\$ 248.27	\$ 272.04	\$ 23.77	9.6%
Solid Waste office (trailers)	\$ 329.94	\$ 361.55	\$ 31.61	9.6%
Utilities Field office day Cleaning	\$ 494.99	\$ 542.40	\$ 47.41	9.6%
	\$4,867.59	\$5,333.85	\$466.26	

**2023 Monthly Increase due to minimum wage law
\$11.00 per hour to \$12.00 per hour**

Facility	Current	Proposed	Variance	
	2022-2023	2023-2024		
City Hall 1st floor	\$1,371.13	\$1,456.24	\$ 85.11	6.21%
City Hall 2nd floor	\$1,371.13	\$1,456.24	\$ 85.11	6.21%
City Hall 3rd floor	\$1,371.13	\$1,456.24	\$ 85.11	6.21%
City Hall 4th Floor	\$1,371.13	\$1,456.24	\$ 85.11	6.21%
Commission Chambers	\$ 723.64	\$ 768.56	\$ 44.92	6.21%
Fire Training	\$ 451.77	\$ 479.81	\$ 28.04	6.21%
Fire Admin	\$ 361.42	\$ 383.85	\$ 22.43	6.21%
Fire Logistics 1641	\$ 906.19	\$ 962.46	\$ 56.27	6.21%
	\$7,927.54	\$8,419.62	\$492.08	
Air Park tower (new build out)	\$ 542.18	\$ 575.83	\$ 33.65	6.21%
Public Works Admin	\$ 722.83	\$ 767.70	\$ 44.87	6.21%
Public Works Garage	\$ 361.42	\$ 383.85	\$ 22.43	6.21%
Public Works Office	\$ 722.83	\$ 767.70	\$ 44.87	6.21%
Purchasing Office early AM cleaning	\$ 361.42	\$ 383.85	\$ 22.43	6.21%
Membrane building day cleaning	\$ 722.83	\$ 767.70	\$ 44.87	6.21%
High service Filter Bldg. day cleaning	\$ 361.42	\$ 383.85	\$ 22.43	6.21%
Maint. Shop chemical bldg. day cleaning	\$ 361.42	\$ 383.85	\$ 22.43	6.21%
Reuse water treatment plant Day Cleaning	\$ 271.96	\$ 288.82	\$ 16.86	6.20%
Solid Waste office (trailers)	\$ 361.42	\$ 383.85	\$ 22.43	6.21%
Utilities Field office day Cleaning	\$ 542.21	\$ 575.86	\$ 33.65	6.21%
	\$5,331.94	\$5,662.88	\$330.94	



**2024 Monthly Increase due to minimum wage law
\$12.00 per hour to \$13.00 per hour**

Facility	Current	Proposed	Variance	
	2023-2024	2024-2025		
City Hall 1st floor	\$1,464.15	\$1,540.85	\$ 76.70	5.24%
City Hall 2nd floor	\$1,464.15	\$1,540.85	\$ 76.70	5.24%
City Hall 3rd floor	\$1,464.15	\$1,540.85	\$ 76.70	5.24%
City Hall 4th Floor	\$1,464.15	\$1,540.85	\$ 76.70	5.24%
Commission Chambers	\$ 772.73	\$ 813.21	\$ 40.48	5.24%
Fire Training	\$ 482.42	\$ 507.69	\$ 25.27	5.24%
Fire Admin	\$ 385.94	\$ 406.15	\$ 20.21	5.24%
Fire Logistics 1641	\$ 969.62	\$1,020.32	\$ 50.70	5.23%
	\$8,467.31	\$8,910.77	\$443.46	
Air Park tower (new build out)	\$ 578.96	\$ 609.29	\$ 30.33	5.24%
Public Works Admin	\$ 771.88	\$ 812.31	\$ 40.43	5.24%
Public Works Garage	\$ 385.94	\$ 406.15	\$ 20.21	5.24%
Public Works Office	\$ 771.88	\$ 812.31	\$ 40.43	5.24%
Purchasing Office early AM cleaning	\$ 385.94	\$ 406.15	\$ 20.21	5.24%
Membrane building day cleaning	\$ 771.84	\$ 812.31	\$ 40.47	5.24%
High service Filter Bldg. day cleaning	\$ 384.94	\$ 406.15	\$ 21.21	5.51%
Maint. Shop chemical bldg. day cleaning	\$ 384.94	\$ 406.15	\$ 21.21	5.51%
Reuse water treatment plant Day Cleaning	\$ 290.41	\$ 305.60	\$ 15.19	5.23%
Solid Waste office (trailers)	\$ 384.94	\$ 406.15	\$ 21.21	5.51%
Utilities Field office day Cleaning	\$ 578.99	\$ 609.32	\$ 30.33	5.24%
	\$5,690.66	\$5,991.91	\$301.25	

**2025 Monthly Increase due to minimum wage law
\$13.00 per hour to \$14.00 per hour**

Facility	Current	Proposed	Variance	
	2024-2025	2025-2026		
City Hall 1st floor	\$1,565.03	\$1,629.23	\$ 64.20	4.10%
City Hall 2nd floor	\$1,565.03	\$1,629.23	\$ 64.20	4.10%
City Hall 3rd floor	\$1,565.03	\$1,629.23	\$ 64.20	4.10%
City Hall 4th Floor	\$1,565.03	\$1,629.23	\$ 64.20	4.10%
Commission Chambers	\$ 825.97	\$ 859.86	\$ 33.89	4.10%
Fire Training	\$ 515.66	\$ 536.81	\$ 21.15	4.10%
Fire Admin	\$ 412.53	\$ 429.45	\$ 16.92	4.10%
Fire Logistics 1641	\$1,018.54	\$1,060.30	\$ 41.76	4.10%
	\$9,403.35	\$9,403.35	\$370.53	
Air Park tower (new build out)	\$ 618.85	\$644.24	\$ 25.39	4.10%
Public Works Admin	\$ 825.06	\$858.90	\$ 33.84	4.10%
Public Works Garage	\$ 412.53	\$429.45	\$ 16.92	4.10%
Public Works Office	\$ 825.06	\$858.90	\$ 33.84	4.10%
Purchasing Office early AM cleaning	\$ 412.53	\$429.45	\$ 16.92	4.10%
Membrane building day cleaning	\$ 825.06	\$858.90	\$ 33.84	4.10%
High service Filter Bldg. day cleaning	\$ 412.53	\$429.45	\$ 16.92	4.10%
Maint. Shop chemical bldg. day cleaning	\$ 412.53	\$429.45	\$ 16.92	4.10%
Reuse water treatment plant Day Cleaning	\$ 310.42	\$323.13	\$ 12.71	4.09%
Solid Waste office (trailers)	\$ 412.53	\$429.45	\$ 16.92	4.10%
Utilities Field office day Cleaning	\$ 618.88	\$644.27	\$ 25.39	4.10%
	\$6,085.98	\$6,335.61	\$249.63	



Schedule

Proposed Approach

Sunshine intends to comply with and meet the anticipated deliverables as detailed in this solicitation by completely understanding the contract, specifications and continuously striving to make incremental improvements in its performance standards. High quality standards and customer satisfaction will always be guiding principles that will be achieved through strong management and well-trained and experienced personnel. Our aim is to take full responsibility for this contract so your team can concentrate on other important matters.

Because Sunshine is the current vendor for this contract, the approach will be different than if a full transition and learning period were required. That doesn't mean complacency on the part of Team Sunshine. On the contrary, our operations team and management staff will continually work to perfect its performance by reevaluating the specifications and all facilities under this procurement. We are fully aware of the tenuous nature of the reopening of facilities at this stage of the pandemic. As previously mentioned, Sunshine has increased its knowledge and understanding of cleaning and disinfecting in the environment in which we are currently living. We continue to work with customers to make each building clean and healthy. Our objective is to manage our cleaning responsibilities to the highest level and instill confidence in the occupants and visitors to each facility that their safety is our number one concern.

Our team will continue to monitor and inspect the work we do for the City. We believe inspections and documentation will become even more critical as we move forward. Our approach will also include periodic retuning of our approach to gain efficiencies and greater production resulting in greater customer satisfaction. Increased training to all levels of the organization will also occur to improve service delivery. We still believe that our focus on the training and development of our front-line workers is critical to the success of this project.

Management Plan

Sunshine's management plan adheres to the specifications and the high-quality standards required on a daily basis. Providing service that is prompt and courteous with a customer centric fashion is always part of our management plan and quality control platform. As described in our Quality Control section, we will rely a great deal on eHub technology to help employ and monitor the scope of services. The Project Manager will always be aware of the work being performed via detailed work schedules and our eHub technology.

Our PM will also physically move around each facility to monitor work performance and standards. We strongly believe in Management by Walking Around (MBWA). This process will be relied upon to make sure the scope of services is being carried out and that all service requirements are being reported.

Inspections will continue to play a big role in our management of this contract. Responsibility for daily inspection/surveillance of workmanship will rest with our Area Managers and Project Manager. Our Quality Assurance Manager and Quality Assurance Inspector will continue to make regularly scheduled inspections to ensure the level of quality remains consistent with our client's expectations.

Transition

While retaining Sunshine would obviate the need for an extensive transition, a new contract would not simply result in another day at the office for us. We will immediately proceed to administer many elements of our standard transition in a very structured manner. This would include:



-
- renewed commitment to the City of Pompano and its staff
 - renewed commitment to Sunshine Team Members through Shine and Succeed
 - refresher training in all aspects of our service
 - updating of equipment
 - continually refining customer service initiatives

There are always improvements to be made in an operation of this complexity and an account this important to our team. The most important aspects are our obligation to the work, setting high standards, and reassuring all stakeholders at the City of our dedication to your service needs and goals. We will continue to field a well-trained staff and work to enhance our team's experience through engagement.



Key Personnel

Derek Auckland Florida Operations Manager

Work Experience

Florida Operations Manager

Sunshine Cleaning Systems, Fort Lauderdale, FL 2020 to present

- Responsible for all operations throughout the state of Florida

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



JOSEPH V. BROMLEY
Area Manager Broward County

Work Experience:

Sunshine Cleaning Systems, Inc. Ft. Lauderdale, FL

Area Manager

2019- Present

- Oversees operations including area managers and supervision of all government facilities
- Responsible for all compliance of contracts
- Responsible for eHub time keeping systems within all accounts
- Develops, implements and monitors programs that support Sunshine's mission and vision
- Oversees training initiatives of all management and supervision on all shifts

Sodexo

2014 – 2018

Director of Environmental Services, Transportation, and SRC at the University of Miami Hospital.

- Provided overall direction and manages performance for all 230 employees, ensuring employee development, engagement and compliance with human resource related policies and standards.
- Developed, implemented and monitored programs that support the hospital's mission and vision and assured compliance with all applicable codes and standards.
- Interacted with Client Management and maintained effective client and customer relations
- Ensured compliance with appropriate infection prevention, safety, OSHA, Joint Commission and regulatory standards
- Developed operational component forecasts and analyzed variances
- Ensured compliance with all contract obligations.

Memorial Healthcare System

1992 - 2014

Director of Environmental Services, Memorial Hospital West

2013 - 2014

- Provided administration and leadership for a staff of 132 employees
- Developed, implemented and monitored all programs that support the hospital's mission and vision and assure compliance with all applicable codes and standards

Director of Environmental Services for 680 bed acute care facility

2000 – 2013

- Provided administration and leadership for a staff of 174 people and budget of over \$5 million
- Responsible for twenty-two remote care units
- Responsible for J.C.A.H.O inspection score of 97%

Petty Officer U.S. Navy

1981 – 1991

EDUCATION

- Memorial University
- Executive Housekeeping Course (330-hour program)
- Leadership Training in Preventive Maintenance for Environmental Services, November 1995.
- Current Issues in Healthcare Environmental Services from The National Executive Housekeeper Association, April 1995

PROFESSIONAL AFFILIATIONS

- Florida Society for Healthcare Environmental Services (FSHES) Board Member
- American Hospital Association
- Member National Executive Housekeeping Association (N.E.H.A.) Gold C



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



Corporate Management Team

Various members of Sunshine's corporate level staff will be active in the operations and team performance of this account. Our proposed Project Manager will have the full support of our corporate team throughout the term of the contract.

Project Manager

Our management plan has the Project Manager reporting to the Area Manager, who reports directly to the Chief Operating Officer. During the early stages of the project communication between the Project Manager and various heads of departments at corporate will take place frequently.

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, since 2016. 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 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 25 years of industry experience and works closely with all of Sunshine's divisions and service 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, oversees sales and marketing programs for the company. He develops formal bid qualifying proposals and submittal materials for purchasing committees and delivers shortlist presentations. Dave develops sales strategies, customer retention initiatives, generates marketing materials, directs employee engagement and development programs, and assists in establishing corporate policies and objectives. Throughout his career, Dave has been involved in team initiatives and operational enhancements to foster growth for the company.





Rishi Bajnath, Sunshine's Controller, assists with monthly invoicing for Sunshine's airports, regional accounts in the Carolinas division, and other 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, Dir. Sales & Quality Control, 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.





Shine and Succeed



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 members 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



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)

Training and Development

Our four and a half 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

Note: See Training and Customer Service Section for further details.



VALUES

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 Selection, Training and Retention Programs

Below are elements of our approach to hiring, training and development. This section includes training, employee enhancement programs, specialized programs, and our transition plan.

Approach to Hiring, Training & Development

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, vendors, and safety coordinators. Recurring training of core skills and primary tasks take 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
Pandemic/Post Pandemic Cleaning	Ergonomics
Personal Protective Equipment (PPE)	Chemical Safety SDS
OSHA Hazard Communication	Planning for Emergencies
Driving/Vehicle Safety	Equipment and tools maintenance
Safety Communications	Environmental/GREEN
Carpet & Floor Care	Quality Control/Inspections
Restroom Cleaning	Personal Safety
Incident/Accident Reporting	Specialty Services Training
Operational/Equipment Safety Training	Customer Service
General Safety Inspection Programs	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 Orientation Training

Onboarding and Orientation training are critical phases 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 basic task training
- Initial safety training



Sunshine's Mentoring Program through Shine and Succeed 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 range 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 modified. This is especially true for technological advances, which can occur frequently.



Safety and accident prevention training is also an integral part of recurring training. As safety is our number one requirement for a job well done, it natural lends itself to a more consistent and efficient



faithfulness to the scope of service. We must, therefore, ensure a safe workplace for our customers, employees, and facility patrons.

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.



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 is 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 are as follows:



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 MSDSs
- Bloodborne pathogens
- Fall prevention
- Workplace violence
- Fleet safety
- Equipment lockout and tagging procedures



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 thorough 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 ...?" "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.

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

The same courtesy and respect that is paid to the visitors of the facility will be paid to your employees, other vendors, security personnel, and anybody else on the property. Our goal is to enhance our customers' experience in any way we can, while still fulfilling our core mission and commitment to you, our customer. These days, life can be stressful. If we can help smooth the journey, we've done our job.

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 a mandatory part of it. 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.

Cleaning for Health

Sunshine understands that utilizing best cleaning practices is the only way to minimize and control the spread of contagious viruses. Studies have shown that proper cleaning can reduce exposure by 80 to 90 percent. Recognizing these principles is essential as the safety of our customers and employees could not be more important.



Sunshine has put into place a training program designed to address these issues. The program begins by outlining how viruses and bacteria materialize in and around a facility. It details hotspots and high touch areas that need greater attention and emphasizes detailed cleaning procedures required to contain the spread of infection. Whether it's an airport, school, office complex, health facility, or government facility, our entire team understands the protocol.

While frequent disinfecting has been standard in healthcare settings, it has now become a priority in nearly all the facilities we serve. In addition to adopting more stringent procedures, Sunshine has increased its reliance on treating facilities with hospital grade cleaners and disinfectants. More and more requests are being made for our EnviroGuard Electrostatic Disinfecting Services. EnviroGuard uses an electronic spray treatment system that disinfects, sanitizes, and deodorizes various surfaces and is 99.999% effective against a variety of bacteria and viruses. Our hospital grade disinfectant is registered with the EPA and safe for users and building occupant.

The proper cleaning process for effectiveness is two-fold: thoroughly clean surfaces to remove visible grime and soil, then disinfect the same surfaces. The first cleaning will allow the disinfectant application to work properly, taking full advantage of the dwell time required for maximum effect. The training in this series also includes lessons in employee/occupant safety, adjusting frequencies, and techniques to avoid cross-contamination.



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.

Education and Training Education

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). Sunshine's headquarters is also a GBAC STAR Accredited facility so we know what it takes to keep a building safe.



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.



Security Training

Sunshine developed its award-winning Employee Security Awareness Program (ESAP) in response to heightened security threats in the facilities we serve. The idea was simple: provide additional training to Sunshine employees to be more aware of their surroundings, and reward those who exemplify this awareness.

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.





Record Keeping for Training

Below is a sample training syllabus that would be administered on a weekly basis throughout the year. A custom schedule would be created for the specifications directly relating to this account. Record keeping is completed by using a training logbook located onsite that lists topics, dates, participants, and training instructors. Documentation used to present the material is also kept in the logbook or training library for future reference and is available to all personnel and customers.

Sample Training Calendar

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



Team Sunshine Training Log

Basic Cleaning Tasks

Trainer:

TYPE OF TRAINING		Trash Removal	Dusting	Vacuuming	Restroom Cleaning	Mopping	Carpet Care	Gum Removal	Hard Floor Care	Bright Work / Stainless Steel	Window cleaning	Safety	BBP -Blood Bourne pathogens	Policing	Sweeping
Employee Name	Int	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date



Quality Control

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

Our goal is simple: TO MEET AND EXCEED YOUR STANDARDS FOR QUALITY.

Green Excellence

Sunshine was an ISO 9000 certified company for eight years. Beginning in 2014, we earned the Cleaning Industry Management Systems – Green Building (CIMS-GB) certification with Honors. Both of these excellent Quality Systems organizations have helped shape our business and refined corporate operating and service delivery systems.

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.

Technology - 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

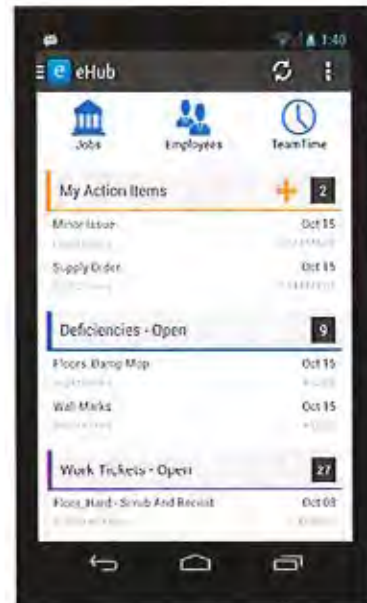


PROJECT MANAGER FEATURES

- 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



Sample QC Reports

Quality Assurance

From Date: 06/22/2019 To Date: 06/22/2019 Job Number: [blank] Open Status Only

Checkpoint ID	Status	Performed On	Job	Job Description	Template Type	Score	Area	Item	Notes	Assigned Work Tickets	Employee #	Employee Name
3714	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Jantry 2	Ceprt	None		4702	Oliver, Cynthia
3715	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Urinals	Urine back on bottom		4702	Oliver, Cynthia
3716	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Shp	Urine back on bottom		4702	Oliver, Cynthia
3717	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Facets	Urine back on bottom		4702	Oliver, Cynthia
3718	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Urinals	Urine back on bottom		4702	Oliver, Cynthia
3719	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Facets	Urine back on bottom		4702	Oliver, Cynthia
3720	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3721	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3722	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3723	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3724	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3725	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3726	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3727	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3728	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3729	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3730	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3731	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3732	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3733	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3734	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3735	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3736	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3737	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3738	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3739	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3740	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3741	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia
3742	Open	06/22/2019	128705	FTL Report Group 1	Inspection	Fail (3)	Restroom - Men's	Dispensers_Sock	Urine back on bottom		4702	Oliver, Cynthia

QA Deficiency Review

From Date: 03/02/2021 To Date: 03/02/2021 Job Number: 128705 Open Status Only

Checkpoint ID	Status	Performed On	Job	Job Description	Template Type	Score	Area	Item	Notes	Assigned Work Tickets	Employee #	Employee Name
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Lobby	Floors_Baseboard	dust along edges			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Lobby	Window Ledges	dust along bottom			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Commodos	some toilets need			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Dispensers_Sock	soap dispenser n			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Dusting_High	tops of partitions			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Partitions	dust accumulation			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Urinals	urine back on bot			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Interior Stairwells	Stairwells	dust in corners of			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Hallways	Floor	dust along edge			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Hallways	Floor_Dust And D	dust bunnies			
4624	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Hallways	Floors_Edging An	behind doors			
4625	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Urinals	some urine backs			
4625	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Floors_Edging An	dirt/built up in cor			
4625	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Interior Stairwells	Stairwells	carpet spots and			
4626	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Lobby	Window Ledges	dust on bottom le			
4626	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Hallways	Floor	dust along edges			
4626	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Hallways	Floor_Dust And D	dust along edges			
4626	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Hallways	Floor_Baseboard	dust built up			
4626	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Hallways	Floors_Edging An	dust behind doors			
4627	Closed	01/06/2021	128705	Broward College - Centr	Inspection	Fail (1)	Restroom - Men's	Urinals	need attention			



Sunshine Cleaning Systems, Inc.



Building Inspection
Inspection

08/28/20 3:45:36 PM Page 1 of 16

ID: 3878
 Job: 161046 Childrens Services Council of Palm Beach
 Site: 1st floor
 Employee:
 Performed By: Michael Woodson (94455)
 Date/Time Performed: 08/27/20 9:06AM

	Actual	Q.O.	Possible
Points	271	234	275
Percentage	99%	85%	100%
14% Above Target		Deficiencies 1	

Area	Result	Actual	Q.O.	Notes	Actual:	QO:
Common Area - Lobby					100%	85%
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%			
Common Area - Break Room					93%	85%
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%	rust and dirt built up		
Floors_Finish Condition	Pass (5)	100%	85%			
Trash Receptacles	Pass (5)	100%	85%			
Office Area - Private Offices					-%	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%			



Goal vs. Actual Performance Measures

Group areas by SOW

9:08 LTE

Deficiencies
Broward College - Central Campus #123705

Open Closed

Shower curtains	Feb 26	Closed
Carpet_Corners And Edges	Feb 26	Closed
Door_Framework	Feb 26	Closed
Commodies	Feb 26	Closed
Door_Framework	Feb 26	Closed
Sinks	Feb 26	Closed
Urinals	Feb 26	Closed
Door_Surface	Feb 26	Closed
Dusting_Detail	Feb 26	Closed
Door_Surface	Feb 26	Closed
Dusting_High	Feb 26	Closed
Stairwells	Feb 25	Closed
Dusting_High	Feb 18	Closed
Vents diffusers speakers	Feb 18	Closed

Send photos of problem areas

9:08 LTE

Deficiency
Broward College - Central Campus #123705

Dusting_Detail: All surfaces are free of dust.

Michelle Jones - 2/20/2020 10:09:02 AM - Dusted and clean

Audland, Derek Alan #90489

February 18, 2020

Dust the wall above the doors from the stairwell entering the 3rd floor

Building 17

Common Area

Lobby

Share action items

9:09 LTE

Action Item
January 17, 2020 11:40 AM

Michelle Jones #5661

DESCRIPTION

Blide, 17 3rd floor handicapped stall has broken missing electrical plate behind toilet, needs reported right away

Broward College - Central Campus

Major Issue

Done

DESCRIPTION

"reported to maintenance"

Submitted - Done

"I sent it to Larry? Joseph Bromley"



Findd Biometric and Facial Recognition Time Tracking

We use a biometric facial recognition time recording systems for all of our accounts. This technology has enabled each employee to be responsible for their own clock ins and outs, allowing for seamless transmission of timekeeping data for payroll processing accuracy. In seeking better and more efficient methods of managing our accounts, we are in the process of upgrading our time tracking system with facial recognition technology. This technology has proven to be more accurate, convenient, and easier to use with any tablet, laptop, or smartphone, no proprietary hardware needed. It is a far more advanced technology than finger or hand punch readers and eliminates false punches, mistaken identity, or ghost employees.



Knowing Who, Where and When about employees at all times, frees up management to concentrate on getting the work completed for the customer.

Kwantek Applicant Tracking System

Another quality measure that is often overlooked is in recruiting efficiencies. Sunshine has adopted technologies to achieve proficiencies in hiring and onboarding. These tools maximize the work our HR team devotes to this aspect of our business which assists tremendously in delivering first-rate service to our customers.

Sunshine understands the inherent challenges in hiring excellent employees in the cleaning industry where turnover rates can be high. Kwantek, our applicant tracking system, provides tools to generate more applicants, screens for a better fit, and manages the compliance aspects of onboarding. We've automated key processes that allows our HR team to help find and hire the right cleaners efficiently to reduce cost, risk and errors. This affords our HR experts more time to devote to employee engagement and development programs such as Shine and Succeed.



Kwantek allows our team to take what is typically a challenging and lengthy process and simplifies it. We can post jobs to popular job boards automatically, direct applicants to simple bilingual and mobile applications on our own dedicated web portal and do it all with less paper and fewer manual processes. We engage applicants with automated communications tools, schedule interviews, follow up seamlessly, and easily integrate comprehensive background checks. Having more time to dedicate to improving training delivery and team building provides a great advantage for Sunshine and its customers.



Employee Pre- Shift Questionnaire

Due to Covid-19 we have the ability to administer questions to all employees as they arrive to the worksite via an app from one of our technology partners. As long as there is a threat of infection this precaution will continue for the safety of our staff, our customers, building occupants and visitors.





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. In the case of deficiencies, the issues are immediately addressed.

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, Instagram, and other platforms we are generally able to address the item before it becomes a larger issue.

Of course, any email or text from facility visitors and customers that alert our team to pertinent issues are immediately investigated. These can also come in the form of messages sent via other facility technology interfaces that we may be using such as Restroom Alert and Traf-Sys, for example. Optionally, we can conduct customer surveys, often a source of constructive evaluation of our work.

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



Highlights of the QCP are:

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.

Sunshine's 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 a specification or a certain standard of "clean".



Having undergone a comprehensive assessment of its management structure and green cleaning operations by an independent accredited CIMS-GB assessor

Sunshine Cleaning Systems, Inc.

is hereby CERTIFIED WITH HONORS to
the ISSA Cleaning Industry Management Standard
Green Building Criteria

and has successfully demonstrated a commitment to the delivery of environmentally preferable services designed to meet customer needs and expectations.

This Certification is valid October 15, 2020 through October 15, 2022.



A handwritten signature in black ink, appearing to read "John Barrett".

John Barrett, Executive Director
ISSA



Emergency Response

Being coastal residents, 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. Sunshine self performs these disaster services.

Leading up to predicted weather related incidents in the region, 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.

With stock warehouses, 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 have 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 our training 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

We have always viewed our services as 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	Chemical spills
Power failures	Pandemics
Terrorist activities	Earthquakes
Workplace violence	Tornadoes
Vandalism	Hurricanes
Infrastructure incidents	Floods
	Fires

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 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. Emergency supplies and equipment include:



Satellite phones	Fuel reserves
Satellite radios	Shutter boards
Fans and carpet dryers	PPE
Truck mounted extraction units	Foul weather gear
Floor squeegees	Additional uniforms
Buckets and mops	Flash/flood lights
Response vehicles	Air compressors
Water and food supplies	Batteries
Generators	Chainsaws
Water pumps	

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, when, and how. 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.

Safeguard Sunshine Team Members

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 prepare 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 the peace of mind that everyone at home is safe. It is not uncommon for us to have emergency assignments at customer facilities that require our assistance for 24 hours and longer.



References

The reference form has been uploaded to the eBid System per instructions.

Sunshine Cleaning Systems, Inc. is the current vendor for the City of Pompano Beach.



Local Business

Completed Local Business program forms have been uploaded to the eBid System per instructions.

Sunshine is seeking Tier 2 Local Vendor status. The Tier 1/Tier 2 Compliance Form has been uploaded to the eBid System per instructions.



Litigation

Sunshine has pending and prior litigation. Having been in business for over forty-five years and working primarily in large public facilities it is difficult to completely avoid any type of litigation. We are in control the number of cases and view these incidents as the cost of doing business for companies of our size in this industry. All of the cases are manageable and have not and will not affect the performance of our services to the City. Litigation cases have been uploaded to the eBid System.



City Forms

All forms have been uploaded to the eBid System as instructed per instructions.



Sunshine Litigation History

1. Case Parties: Carmen I Morales v. Sunshine Cleaning Systems Inc. Case Number: CACE-19-003568
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Torts/Negligence, Premises Liability
Disposition: Pending
2. Case Parties: Carolyn Gaten v. Sunshine Cleaning Systems Inc. Case Number: CACE-18-026889
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Torts/Negligence, Premises Liability
Disposition: Pending
3. Case Parties: Mary Bouery v. Sunshine Cleaning Systems Inc. Case Number: CACE-18-015814
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Torts/Negligence, Premises Liability
Disposition: Pending
4. Case Parties: Shellie Edwards v. Broward County, et al. Case Number: CACE-18-027374
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Torts/Negligence, Premises Liability
Disposition: Pending
5. Case Parties: Mirlyn Toussaint v. Sunshine Cleaning Systems, Inc. Case Number: CACE-21-007988
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Premises Liability Commercial
Disposition: Pending
6. Case Parties: Daisy Barroso v. Sunshine Cleaning System, Inc. Case Number: CACE-21-005759
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Premises Liability Commercial
Disposition: Pending
7. Case Parties: Raymond Cothias v. Sunshine Cleaning Systems, Inc. Case Number: CACE-21-002273
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Discrimination Employment
Disposition: Pending
8. Case Parties: Savanna Averiette v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-021718
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Premises Liability Commercial
Disposition: Pending
9. Case Parties: Sandra Thompson v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-019794
Venue: 17th Judicial Circuit Court in and for Broward County, Florida
Description of Claim, action or litigation: Premises Liability Commercial
Disposition: Pending



10. Case Parties: Alma Cruz v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-018911
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
11. Case Parties: Rolin Duverny v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-015618
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Other
 Disposition: Disposed
12. Case Parties: Emma Sellers v. Sunshine Cleaning Systems, Inc., et al. Case Number: CACE-20-014555
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
13. Case Parties: Dawn Sarwan v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-013947
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
14. Case Parties: Quawiy Ali v. Sunshine Cleaning Systems, Inc., et al. Case Number: CACE-20-013301
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
15. Case Parties: Bibi Khan v. Sunshine Cleaning Systems, Inc., et al. Case Number: CACE-20-010630
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
16. Case Parties: Norma Toulme v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-010498
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Disposed
17. Case Parties: Susan Moskowitz v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-006777
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
18. Case Parties: Kamel Kasdi v. Sunshine Cleaning Systems, Inc. Case Number: COSO-20-001943
 Venue: 17th Judicial County Court in and for Broward County, Florida
 Description of Claim, action or litigation: Damages >\$15,000 - \$30,000
 Disposition: Pending
19. Case Parties: Trisha Nunes v. Sunshine Cleaning Systems, Inc. Case Number: CACE-20-001697



- Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence
 Disposition: Disposed
20. Case Parties: Richard Romain v. Sunshine Cleaning Systems, Inc. Case Number: CACE-19-022962
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
21. Case Parties: Ian Francis v. Sunshine Cleaning Systems, Inc. Case Number: CACE-19-016006
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Disposed
22. Case Parties: Sunshine v. Florida Department of Revenue Case Number: CACE-19-007986
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Other
 Disposition: Disposed
23. Case Parties: Zoya Bennett-Williams v. Sunshine Case Number: CACE-19-005269
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Disposed
24. Case Parties: Randi Boyer v. Sunshine Cleaning Systems, Inc., et al. Case Number: CACE-19-004967
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability Commercial
 Disposition: Pending
25. Case Parties: Sunshine v. Florida Department of Revenue Case Number: CACE-18-016864
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Other
 Disposition: Disposed
26. Case Parties: Andres Martinez v. Sunshine Cleaning Systems, Inc. Case Number: CACE-18-007641
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Pending
27. Case Parties: Anna Perroncello v. Sunshine Cleaning Systems Inc. Case Number: CACE-17-018635
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Pending
28. Case Parties: Beida Casanova v. Sunshine Cleaning Systems Inc. Case Number: CACE-17-018038
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability



Disposition: Dismissed with prejudice

29. Case Parties: Beatriz Correa v. Sunshine Cleaning Systems Inc. Case Number: CACE-17-015506
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Dismissed with prejudice
30. Case Parties: Blanca Paz v. Sunshine Cleaning Systems Inc. Case Number: CACE-17-019028
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Pending
31. Case Parties: Boldizar, Lina v. Palm Beach County Depart of Airports Case Number: 2017-CA-005055
 Venue: 15th Judicial Circuit Court in and for Palm Beach County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Dismissed with prejudice
32. Case Parties: Dora Rebecca Gaither v. Broward County, et al. Case Number: CACE-18-001896
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Pending
33. Case Parties: Geraldine Hotchkiss, et al. v. Sunshine Case Number: CACE-17-022092
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Pending
34. Case Parties: Johnson, Kelly Marie v. Sunshine Case Number: 2018-CA-000729-0
 Venue: 9th Judicial Circuit Court in and for Orange County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Motor Vehicle
 Disposition: Dismissed with Prejudice
35. Case Parties: Marilyn Eldridge v. Broward County, et al. Case Number: CACE-17-004530
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Torts/Negligence, Premises Liability
 Disposition: Dismissed with Prejudice
36. Case Parties: Maria Alvarado v. Broward County, et al. Case Number: CACE-16-001226
 Venue: 17th Judicial Circuit Court in and for Broward County, Florida
 Description of Claim, action or litigation: Premises Liability/Commercial
 Disposition: Pending

LOCAL BUSINESS EXHIBIT "A"
 CITY OF POMPANO BEACH, FLORIDA
 LOCAL BUSINESS PARTICIPATION FORM

Solicitation Number & Title: E-20-21 Janitorial Services

Prime Contractor's Name: Sunshine Cleaning Systems

Name of Firm, Address	Contact Person, Telephone Number	Type of Work to be Performed/Material to be Purchased	Contract Amount or %
Home Depot	Paul Logiudice 954-234-0452	Equipment, Chemicals and misc supplies	10%
Enterprise Fleet Leasing	Ashley Reed 954-354-5418	Sunshine Leases all their fleet vehicles from Enterprise Leasing	15%
		Actual Fleet leasing amount exceed contract value, Sunshine	
		is applying only the value of the vehicles utilized in the execution	
		of this contract.	

LOCAL BUSINESS EXHIBIT "A"

LOCAL BUSINESS EXHIBIT "C"

LOCAL BUSINESS
UNAVAILABILITY FORM

BID # E-20-21 Janitorial Services

I, Randy Kierce COO
(Name and Title)

of Sunshine Cleaning Systems, certify that on the 28th day of
June, 2021, I invited the following LOCAL BUSINESSES to bid work
items to be performed in the City of Pompano Beach:

Business Name, Address	Work Items Sought	Form of Bid Sought (i.e., Unit Price, Materials/Labor, Labor Only, etc.)
Janitorial Five Star	Labor, equipment and supplies	Unit Price
1961 NE 25th Ave		
Pompano Beach Fl 33062		

Sunshine Cleaning Systems is the current provider for the City of Pompano Beach Janitorial Services

Sunshine qualifies as a Tier 2 Local Business, located in Broward County, and has contacted Janitorial Five star Services

in an effort to maintain the current relationship, Janitorial Five Star has declined our invitation to participate as a Tier 1 local vendor.

Said Local Businesses:

- Did not bid in response to the invitation
- Submitted a bid which was not the low responsible bid
- xx Other: Tier 1 local vendor declined

Name and Title: Randy Kierce COO

Date: June 28th, 2021

Note: Attach additional documents as available.

LOCAL BUSINESS EXHIBIT "D"
GOOD FAITH EFFORT REPORT
LOCAL BUSINESS PARTICIPATION

BID # E-20-21 Janitorial Services

1. What portions of the contract have you identified as Local Business opportunities?

Sunshine identified all locations

Equipment, Supplies and chemicals all locations

Fleet Leasing company wide

2. Did you provide adequate information to identified Local Businesses? Please comment on how you provided this information.

Sunshine Cleaning Systems is the current provider for the

City of Pompano Beach Janitorial Services

Attempted to maintain relationship with current Tier 1 provider

3. Did you send written notices to Local Businesses?

 Yes xx No

If yes, please include copy of the notice and the list of individuals who were forwarded copies of the notices.

4. Did you advertise in local publications?

 Yes xx No

If yes, please attach copies of the ads, including name and dates of publication.

5. What type of efforts did you make to assist Local Businesses in contracting with you ?

7. List the Local Businesses you will utilize and subcontract amount.

Home Depot \$ 16,000 annually

Enterprise Leasing \$ 21,600 annually

_____ \$ _____

8. Other comments: Sunshine meets Tier 2 Local Business Requirements and is utilizing

two Tier 1 Businesses, Home Depot and Enterprise Fleet Leasing.

LOCAL BUSINESS EXHIBIT "D" – Page 2

TIER 1/TIER 2 COMPLIANCE FORM

IN ORDER FOR YOUR FIRM TO COMPLY WITH THE CITY'S LOCAL BUSINESS PROGRAM AS A TIER 1 OR TIER 2 VENDOR, BIDDERS MUST COMPLETE THE INFORMATION BELOW AND UPLOAD THE FORM TO THE RESPONSE ATTACHMENTS TAB IN THE EBID SYSTEM.

TIER 1 LOCAL VENDOR

My firm has maintained a permanent place of business within the city limits and maintains a staffing level, within this local office, of at least 10 % who are residents of the City of Pompano Beach.

And/Or

My firm has maintained a permanent place of business within the city limits and my submittal includes subcontracting commitments to Local Vendors Subcontractors for at least 10 % of the contract value.

Or

My firm does not qualify as a Tier 1 Vendor.

TIER 2 LOCAL VENDOR

My firm has maintained a permanent place of business within Broward County and maintains a staffing level, within this local office, of at least 15% who are residents of the City of Pompano Beach

And/Or

My firm has maintained a permanent place of business within Broward County and my submittal includes subcontracting commitments to Local Vendors Subcontractors for at least 20% of the contract value.

Or

My firm does not qualify as a Tier 2 Vendor.

I certify that the above information is true to the best of my knowledge.

6/8/2021

(Date)

Sunshine Cleaning Systems, Inc.

(Name of Firm)

BY: Randy Kierce, COO

(Name)