



TAB 1 -RFP TITLE

RFP NUMBER 18-02: JANITORIAL SERVICES AT INNOVATION PARK

Prepared for

Leon County Research and Development Authority

Delivered to

Leon County R&D Authority
Attn: Ron Miller
1736 W. Paul Dirac Drive
Tallahassee, FL 32310

Submitted by

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FEIN# 52-0897024; DUNS# 049501430
<http://www.ussiclean.com>

SUBMISSION DEADLINE: JULY 02, 2018 @ 1:00 P.M.

COPY



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TAB 3 -APPROACH TO SCOPE OF SERVICE

Founded in 1912, USSI is one of the largest cleaning contractors in the area. Our 1,100 employees provide exceptional janitorial services, cleaning more than 30 million square feet in approximately 600 locations each day. USSI has the capabilities, qualifications and resources to offer Leon County Research and Development Authority the high levels of consistent and reliable janitorial services that our clients have come to expect from us.

USSI is unique among the bidders in that:

- USSI has served its clients for over 105 years.
- USSI has used E-Verify for over 10 years to ensure that employees hired by USSI are documented to work in the U.S.
- USSI has one of one of the greenest cleaning services available in the region and has earned the coveted Green Seal GS-42 certification.
- USSI offers a robust Quality Control program based on thorough inspections and constant client communications.
- USSI is able to offer its largest clients customized assistance for such functions as web-based access to janitorial payroll records so clients can verify the actual hours the staff is cleaning each week and "mock" invoice generation.

USSI has expanded its presence in the state of Florida by over 8 million square feet of cleanable space since January 2005. We feel that this growth along with our high rate of customer retention are testaments to the successful teamwork of our employees. No other janitorial company can match the competency and knowledge of our management team. The USSI team members have worked in the janitorial industry for many years and understand the unique needs of each contract and the importance of working together to provide superior customer service.

We feel that our ability to manage and plan for performing at your facilities is directly tied to our organization's experience and capabilities in the janitorial business. Our extensive pool of employees in the area allows us to pull personnel and other resources quickly and efficiently during emergency situations and/or critical times.

ADDITIONAL SERVICES

We offer the following additional services which may be not be included in the scope of work of standard janitorial contracts:

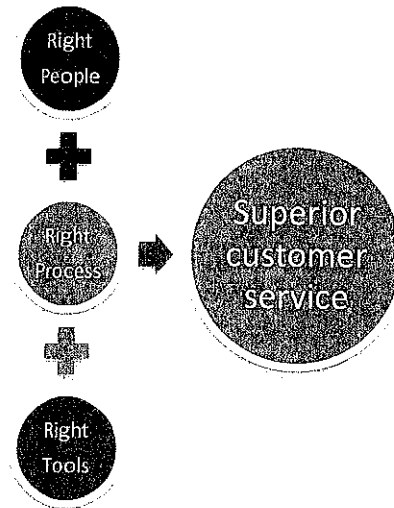
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| • Emergency flood clean-up | • Kitchen/serving area cleaning | • Post-construction clean up |
| • Carpet cleaning and maintenance | • Porter/ Matron Service | • High pressure washing |
| • Upholstery cleaning and maintenance | • Glass partition cleaning | • Hard surface floor maintenance |
| | • Pre and post function set up and tear down | • Detail cleaning services |
| | | • Specialized waste removal |

OPERATIONS APPROACH

Your facilities are unique and so is our cleaning.

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

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



HIRING PROCESS & STAFFING

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

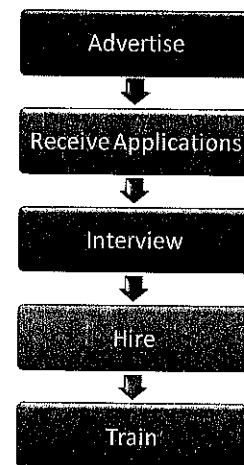
The first step in the hiring process begins with advertising for specific job functions and roles. Advertisements are posted in local newspapers, some radio stations, internet job boards and on our website. Other sources include referrals and job fairs.

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

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

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

Through a process that involves careful screening and training, USSI ensures that we hire the best employees to deliver the highest level of service. USSI will maintain the necessary staff to provide the agreed upon services, as per specifications.



EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

POLICY 100 Equal Employment Opportunity Statement

USSI provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, citizenship status (as permitted), age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. USSI complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

USSI expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status. Improper interference with the ability of USSI employees to perform their expected job duties is absolutely not tolerated.

Any communication from an applicant for employment, an employee, a government agency, or an attorney concerning any equal employment opportunity matter should be referred to the human resources department. While overall authority for implementing this policy is assigned to the human resources department, an effective equal employment opportunity program cannot be achieved without the support of managerial personnel and employees at all levels. Any employee who has a complaint, question or concern about the application or administration of this policy, or suspects a violation of this policy should immediately contact human resources without fear of reprisal. Any manager or supervisor who becomes aware of any suspected violation of this policy must report it to human resources immediately, or if the matter involves human resources, the CEO. To the extent possible, all complaints will be handled with immediacy and confidentiality. Employees are required to cooperate in any investigation. The company will not tolerate retaliation against anyone who makes a good faith complaint of discrimination or harassment or who provides information or participates in any investigation of a complaint of discrimination or harassment. If you feel that you have been subjected to retaliation for reporting discrimination or harassment or for participating in the investigation of such a complaint, you should report this to human resources immediately at 800-796-1367.

MANAGEMENT & SUPPORT SYSTEMS

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

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

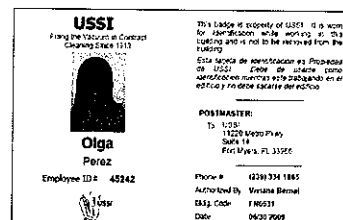
While we pride ourselves on our cleaning operations, we distinguish our services based on the support system that we offer our clients. USSI has focused on providing consistent, high-quality service, increasing means for communication with clients, establishing quantitative methods for performing each individual task, and creating a system for overall project accountability. USSI's operations and general managers meet with clients on a regular basis to understand individual requirements, ensure tenant satisfaction and add value in our role as a proactive partner. Our project-to-corporate structure will be responsive to your requests, and will provide Leon County Research and Development Authority ample feedback and oversight by corporate management.

UNIFORMS & IDENTIFICATION

The appearance of the front-line employees reflects directly upon Leon County Research and Development Authority. Therefore it is vital to portray the proper image at every location. At your discretion, we recommend the below uniform standards be used.



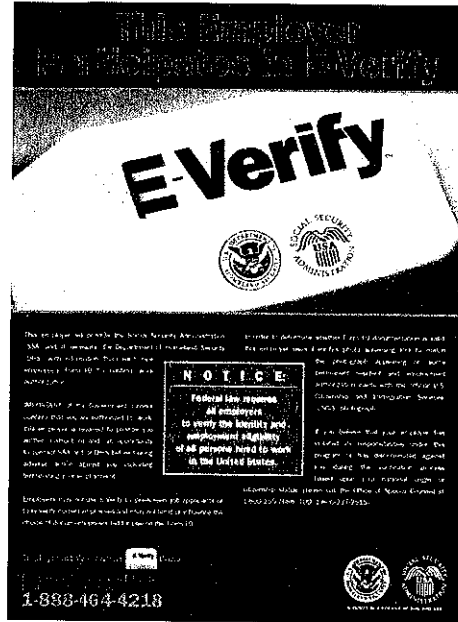
We also issue picture IDs to our employees for easy identification. A sample is shown below:



E-VERIFY

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

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



Key benefits of using the E-Verify system include:

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

DRUG-FREE WORKPLACE

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

BILLING PROCESSES

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

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

BACKGROUND CHECKS

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

USSI will conduct background checks at levels determined by Leon County Research and Development Authority for each facility.

Background check investigations are also available to USSI through Global Investigative Services. Below is a summary and description of services provided.



DESCRIPTION OF SERVICES

CRIMINAL & CIVIL BACKGROUND CHECKS

Search Type	Description	Turnaround Time
Countywide Criminal	This is a comprehensive search of seven or 10 years of criminal histories retrieved directly from the source. When more than one misdemeanor court exists in one jurisdiction, multiple locations are visited to conduct expanded misdemeanor research. Contents vary by jurisdiction, but typically contain information about felony convictions and misdemeanors not reported at the federal level.	1-3 business days
Statewide Criminal	A statewide criminal records search is generally conducted through a central repository that includes information from the state's participating jurisdictions. A state's central repository primarily houses information provided by county courts and law enforcement. The quality and completeness of the statewide criminal records data relies entirely on what information is reported, how it is reported, and when it is reported by the local authority. County level searches are also recommended in combination with the statewide search in order to compensate for any missing information.	1-3 business days
Federal Criminal	Search for cases by the U.S. government against your applicant who has allegedly broken federal criminal laws. Federal crimes can include mail fraud, interstate drug trafficking, civil rights violations, and crimes committed on federal property. This search is recommended in conjunction with a countywide or statewide search.	1-3 business days
Metropolitan Market Criminal	Search several contiguous counties and cities in the United States, which will provide a larger search area.	1-3 business days
National Criminal Database	A multi-jurisdictional search of state and county criminal records from all 50 states and the District of Columbia. This search includes felony and misdemeanor records, sex offender registries, inmate or Department of Corrections records and arrest information. There are over 260 million records in this database.	Same day
Criminal Monitoring	Proactively identify risk post-hire and reduce your organization's exposure to liability. Leveraging the National Criminal Database Search, manage enrolled employees on an ongoing basis, alerting you to new criminal information as well as changes to existing records.	Annual monitoring
Global WatchList (coagles with U.S. Patent Act)	Quickly and efficiently examine a multitude of sources covering sanctions imposed by a number of U.S. government and international agencies such as the U.S. Department of Treasury Office of Foreign Assets Control (OFAC) and Specially Designated Nationals (SDN) as well as Interpol and numerous other lists which are regularly updated from key sources.	Same day



USSI
UNIVERSITY STUDENT SERVICES
INSTITUTIONAL SUPPORT SERVICES

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

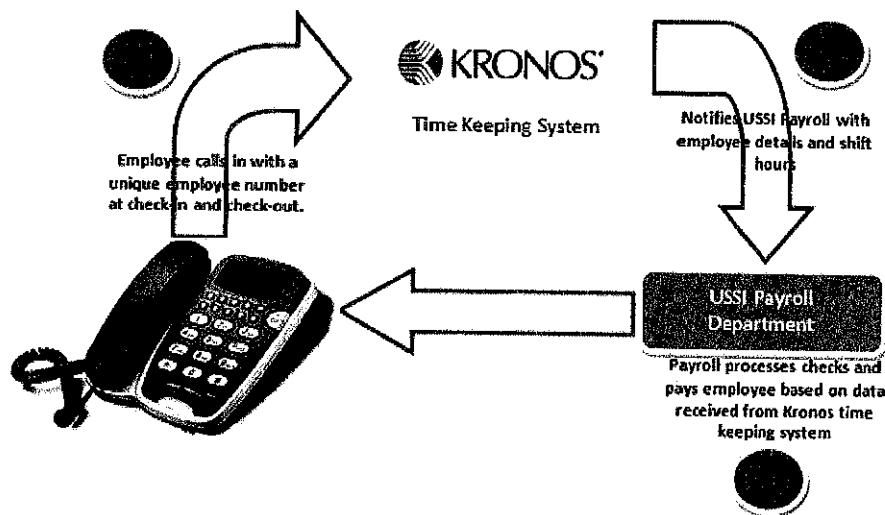
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PAYROLL & TIMEKEEPING

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

When requested, USSI can share the attendance reports generated by the Kronos and/or the FINDD system with Leon County Research and Development Authority's representatives. Below is an overview of the Kronos system:



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

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

KEY CONTROL POLICY & PROCEDURES

Because USSI understands the importance of safety and security at each location that we service, we've developed a policy to ensure proper distribution and handling of all keys for each facility. Access to locked facilities and other areas required for the performance of an employee's assigned tasks will be provided through the issuance of an appropriate key required for entry into the authorized area or areas. USSI will ensure compliance with Leon County Research and Development Authority's security, access and key control specifications.



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

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

- will not lend or otherwise permit key(s) to be used by any other person,
- will not duplicate or alter the key(s) and will not allow others to do so,
- will report the loss or theft of key(s) immediately to supervisor or operations manager,
- will return issued key(s) that are no longer needed to the supervisor,
- will return issued key(s) to supervisor upon termination of employment and obtain a clearance form from USSI indicating all keys have been returned;
- will hand deliver key(s) being returned and will not send keys through the U.S. or internal mail;
- will use keys issued to gain access only to the assigned work area to perform USSI's services;
- will enter offices and secure offices according to USSI's Door Dot System, where applicable, or as instructed per agreement with clients; and
- will ensure the door(s) to an assigned work area are properly locked when leaving the area or at the conclusion of work.

TRAINING PROGRAM

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

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

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

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



USSI employee during a training session

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

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

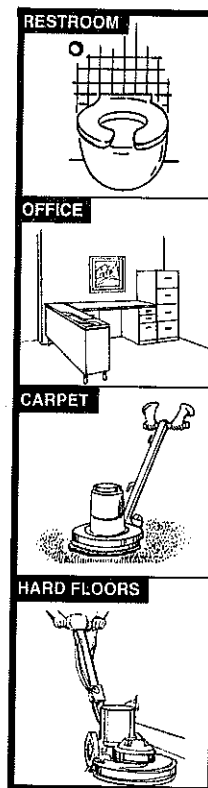
In addition to initial training, custodial staff members are trained in proper chemical handling, maintenance and use of equipment and cleaning procedures. Supervisors and managers responsible for ordering supplies are trained in selection of sustainable cleaning products and materials.

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

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

USSI's training also addresses several technical aspects of the cleaning process including:

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



CROSS CONTAMINATION & CONTROL OF BLOOD PATHOGENS

USSI is committed to protecting our employees and our clients from cross contamination and the spread of bacteria, infection, and disease. We emphasize the following basic principles to avoid cross-contamination in our training and daily cleaning operations

We also enforce the OSHA Bloodborne Pathogens standard, 29CFR 1910.1030, to protect janitorial workers who have occupational exposure to bloodborne pathogens such as Human Immunodeficiency Virus (HIV) and Hepatitis B Virus (HBV), United States Service Industries (USSI) has developed the following exposure control plan:

This plan shall identify the engineering controls, work practice controls, and personal protective equipment available to all employees. This plan shall also identify the training requirements for all employees exposed to blood and other potentially infectious materials.

This plan shall cover all employees who may be reasonably anticipated to come into contact with blood and other potentially infectious materials while performing their jobs. This plan shall be reviewed and updated if needed annually, and/or whenever necessary, shall reflect new or modified tasks and procedures that affect occupational exposure, and shall reflect -new or revised employee jobs with occupational exposure.



Monthly Safety Training: August 2016

Blood borne Pathogens

- ✓ **What Are Blood borne Pathogens?** Blood borne pathogens are microorganisms such as viruses or bacteria that are carried in blood and can cause disease in people. The blood borne pathogens of primary concern is hepatitis B (you can get a vaccine to avoid it), hepatitis C (no vaccine) and HIV (no vaccine).
- ✓ **How are those pathogens spread primarily?**
 - **Direct contact:** Infected blood or body fluid from one person enters another person's body at a correct entry site, such as infected blood splashing in the eye.
 - **Indirect contact:** A person's skin touches an object that contains the blood or body fluid of an infected person, such as picking up soiled dressings contaminated with an infected person's blood or body fluid.
 - **Respiratory droplet transmission:** A person inhales droplets from an infected person, such as through a cough or sneeze.
 - **Vector-borne transmission:** A person's skin is penetrated by an infectious source, such as an insect bite.

You can get those diseases when you are doing the clean-up of body substances (blood, urine, vomit, fecal matter) that are potentially infected. In order to avoid them, please follow these steps:

1. Wear gloves, glasses, masks before cleaning them
2. Close the area so you avoid people step on it
3. Use Crew Bottle (water up to fill line, add one pump of the concentrated Crew) to clean/disinfect/decontaminate the infected area (floors, sinks, toilets, etc) Note: you can use a granular absorbent if there is too much liquid - blood- to pick up.



3. Remove/throw away gloves and wash your hands. Note: gloves and other infected items used on the process must go in special containers.

Thank you for working safely!!!

EMPLOYEE EXPOSURE DETERMINATION

Job and building classifications in which all employees have occupational exposure: BUILDINGS WITH MEDICAL FACILITIES INCLUDING DENTAL OFFICES

- Day porter(s)
- Supervisors
- Cleaning Staff
- Project Management Staff

METHODS OF COMPLIANCE

Universal precautions will be observed at all work sites to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious material will be considered infectious regardless of the perceived status of the source individual.

WORK PRACTICE CONTROLS

Work practice controls shall be used to eliminate or minimize employee exposure:

- Where occupational exposure remains after institution of these controls, personal protective equipment shall also be used.
- Engineering controls shall be examined and maintained or replaced on a regular schedule to ensure their effectiveness.
- Handwashing facilities are provided and readily accessible to all employees.
- All employees shall wash their hands immediately or as soon as feasible after removal of gloves or other personal protective equipment.
- All employees shall wash their hands and any other skin with soap and water, or flush mucous membranes with water immediately or as soon as feasible following contact of such body areas with blood or other potentially infectious materials.
- Contaminated needles and other contaminated sharps shall not be bent or recapped.
- Do not dispose of any contaminated sharps with regular trash. Put contaminated sharps in puncture resistant, leak-proof, labeled or color-coded containers.
- Never touch contaminated sharps with your hands, use broom and dustpans.
- Never pack trash with your hands, use bottom of small trash can or other object to push down contents.
- Eating, drinking, smoking, applying cosmetics or lip balm, and handling contact lenses are prohibited in work areas where there is a reasonable likelihood of occupational exposure.
- These areas include any area in a building not designated as a break area.
- Food and drink shall not be kept in refrigerators, freezers, shelves, cabinets or on countertops or benchtops where blood or other potentially infectious materials are present.

-
- All procedures involving blood or other potentially infectious materials shall be performed in such a manner as to minimize splashing, spraying, spattering, and generation of droplets of these substances.
 - Wringers shall not be used in conjunction with a blood cleanup.
 - Equipment which may become contaminated with blood or other potentially infectious materials shall be examined prior to servicing or shipping and shall be decontaminated as necessary unless doing so is not feasible.
 - If any equipment remains contaminated, the equipment shall be properly labeled in a readily observable place stating which portions remain contaminated.
 - USSI shall be responsible to ensure that this information is conveyed to all affected employees, the servicing representative, and/or the manufacturer, as appropriate, prior to handling, servicing, or shipping so that appropriate precautions will be taken.

PERSONAL PROTECTIVE EQUIPMENT

When there is occupational exposure, personal protective equipment (PPE) shall be provided to the employee at no cost:

- The PPE shall include, but is not limited to, gloves, gowns, laboratory coats, face shields or masks and eye protection, and mouthpieces, resuscitation bags, pocket masks, or other ventilation devices.
- PPE will be considered "appropriate" only if it does not permit blood or other potentially infectious materials to pass through to or reach the employee's work clothes, street clothes, undergarments, skin, eyes, mouth, or other mucous membranes under normal conditions of use and for the duration of time which the protective equipment will be used.
- USSI shall ensure that appropriate PPE in the appropriate sizes is readily accessible at the worksite. If any employee is allergic to the gloves normally provided, alternatives shall be readily accessible.
- USSI shall clean, launder, and dispose of PPE in the appropriate manner at no cost to the employee.
- USSI shall repair or replace PPE as needed to maintain its effectiveness, at no cost to the employee.
- If a garment is penetrated by blood or other potentially infectious materials, the garment shall be removed immediately or as soon as feasible.
- All PPE shall be removed prior to leaving the work area.
- When PPE is removed, it shall be placed in an appropriately designated area or container for storage, washing, decontamination or disposal.

- Gloves shall be worn when it can be reasonably anticipated that the employee may have hand contact with blood, other potentially infectious materials mucous membranes, and non-intact skin; and when handling or touching contaminated items or surfaces. Gloves shall be replaced as soon as practical when contaminated or as soon as feasible if they are torn, punctured, or when their ability to function as a barrier is compromised.
- Gloves shall not be washed or decontaminated for reuse.
- Masks in combination with eye protection devices, such as goggles or glasses with solid side shields, or chin length face shields shall be worn whenever splashes, spray, spatter, or droplets of blood or other potentially infectious materials may be generated and eye, nose, or mouth contamination can be reasonably anticipated.
- Appropriated protective clothing such as, but not limited to, gowns, aprons, lab coats, clinic jackets, or similar outer garments shall be worn in occupational exposure situations. The type and characteristics will depend upon the task and degree of exposure anticipated.
- Surgical caps or hoods and/or shoe covers of boots shall be worn in instances when gross contamination can reasonably be anticipated.

REGULATED WASTE

Contaminated sharps and all other regulated waste shall be discarded immediately or as soon as feasible in containers that are: closable, puncture resistant, leak proof on sides and bottom and labeled or color coded appropriately.

When moving containers of contaminated sharps from the area of use, the container shall be:

- Closed immediately prior to removal or replacement to prevent spillage or protrusion of contents during handling, storage, transport, or shipping.
- Placed in a secondary container if leakage is possible. The second container shall meet all requirements of the first.

Disposal of all regulated waste shall be in accordance with regulations of the appropriate state, county, and local authorities.

- Contaminated laundry shall be handled as little as possible with a minimum of agitations.
- USSI shall not handle, sort, or wash contaminated laundry.
- USSI shall use only disposable protective clothing for any and all incidents involving the cleanup of potentially infectious blood spills.

COMMUNICATION OF HAZARDS TO EMPLOYEES

Warning labels shall be affixed to containers of regulated waste, refrigerators and freezers containing blood or other potentially infectious material; and other containers used to store, transport or ship blood or other potentially infectious materials.

- Labels shall include the Biohazard Warning label legend.
- These labels shall be fluorescent orange or orange-red or predominately so, with lettering or symbols in a contrasting color.
- The labels shall either be an integral part of the container or shall be affixed as close as feasible to the container by string, wire, adhesive, or other method that prevents their loss or unintentional removal.
- Red bags or red containers may be substituted for the labels.
- Individual containers of blood or other potentially infectious materials that are placed in a labeled container during storage, transport, shipment or disposal are exempted from the labeling requirement.
- Labels for contaminated equipment shall also state which portions of the -equipment remain contaminated.

SAFETY PROGRAM

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

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

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

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

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

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

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



GHS

The
Globally Harmonized System
of Classification and Labeling of Chemicals

SAFETY GUIDELINES

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

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

START-UP ORIENTATION

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

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



EMPLOYEES AFTER START-UP ORIENTATION

Typically, this is done during the first weekend prior to start-up. This allows us to perform an initial clean-up of the building and identify any areas of concern. During the week before start-up, another meeting will be held with Leon County Research and Development Authority's representatives to discuss any changes and requirements under the new agreement. Quality inspections will begin within two weeks of start-up and cleaning schedules will be adjusted as needed.

TRANSITION PLAN

A seamless transition is critical to the success of ongoing cleaning operations at Leon County Research and Development Authority locations. Assuming we have a 30-day notification of award, the first step is to put together a transition team, typically headed by the general manager assigned to your account. We will meet with you to discuss any specific issues you would like to address including:

- Staffing related
- Tenant related
- Policies and procedures related, and special requirements

We create a building-specific profile based on your feedback. The most important aspect of the transition period is making sure we have the right people on board. We identify staff that management would like to retain and make job offers early ensuring we retain the best people at the building. We utilize E-verify to ensure a legally documented workforce. Any background check/security clearance forms that need to be submitted are handled early in the transition period. In addition, we review the janitorial equipment that is required to determine if any equipment needs to be purchased. Our pricing considers that we will have the equipment necessary to complete the contract requirements without adding this to the startup costs. Key tasks, activities and timelines leading up to the start-up are shown below:

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

GREEN CLEANING

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

Green cleaning is defined as a process that allows the reduction in the overall impacts on human health and the environment, and one that take a holistic view of a facility, its mission and the activities that take place within that facility. Simply replacing traditional cleaning products and equipment with environmentally preferable products does not, by itself, constitute green cleaning. Cleaning operations are an integral sub-system of the overall sustainability efforts at a facility, that require coordinated interaction of people, processes and products to ensure the success of green cleaning.

GREENSEAL (GS-42) CERTIFICATION

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



Green Seal, Inc. Proudly Presents Certification to United States Service Industries (USSI)

Green Seal, Inc. certifies that the following program complies with the Green Seal Standard for Commercial and Institutional Cleaning Services (GS-42) and is licensed to use the Green Seal Certification Mark:

GreenLead Program

Certified August 24, 2009.
Renewed February 3, 2017.

Mary Swanson, Vice President of Certification

CHEMICALS & SUPPLIES

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

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



**Clean by Peroxy
15 General
Purpose Cleaner**



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



*Meets California
Code of
Regulations VOC
Levels*

SparCreme:
Deep cleanser



**Crew® Bathroom
Cleaner & Scale
Remover**



**Spartan Green
Solutions**
Floor Seal & Finish

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

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

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

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



Renown Green Seal-certified toilet tissue



Renown Select Green Seal-certified embossed roll towels

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

SAMPLE SUPPLY LIST

USSI is able to furnish the necessary amounts of supplies, and all other supplies and materials necessary for the performance of this contract. Supplies ordered would be compatible with existing facilities and dispensers.

The following is a sample list of products available as part of the contract or for purchase through USSI:

	PRODUCT TYPE	BRAND/ MODEL	QUANTITY
Paper Products	Tissue 2PLY Single Roll Bath Tissue	REN06125-WB	As Needed
	Multifold Towels White	REN06116-WB	As Needed
	Roll Towels White	REN06131-WB	As Needed
Plastic Liners Clear and containing a min. of 25% post-consumer recycle content	24X33 15GL HD 8 MIC 1000BX NATL LINER	REN11510-CA	As Needed
	30X37 30GL 13MC NATL HI-D LINER	REN12506-CA	As Needed
	40X48 45GL 16MC NATL HI-D LINER	REN14540-CA	As Needed
	Heavy Duty Liners for Exterior Trash cans	Preferred Brand	As Needed
Toilet Seat Covers & Sanitary Dispenser Liners		TBD	As needed
*USSI will provide all other supplies and materials necessary to perform the requirements of the contract, as needed including: Mops, brooms, ladders, trash barrels, trash carts, dusting materials, cleaning chemicals, disinfectants, deodorizers, rags, brushes, steel wool, and all other supplies required.			

SUSTAINABLE EQUIPMENT

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

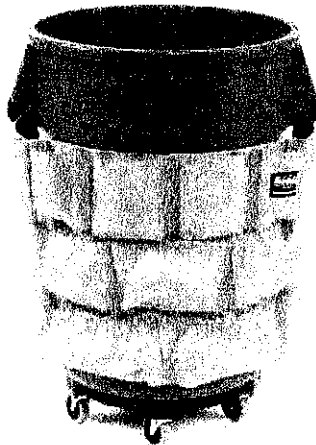
- ***Vacuum cleaners*** are certified by the Carpet & Rug Institute "Green Label" Testing Program and operate with a sound level less than 70dba.
- ***Carpet extraction equipment*** used for restorative deep cleaning is certified by the Carpet & Rug Institute "Seal of Approval" testing program for deep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

CORE EQUIPMENT

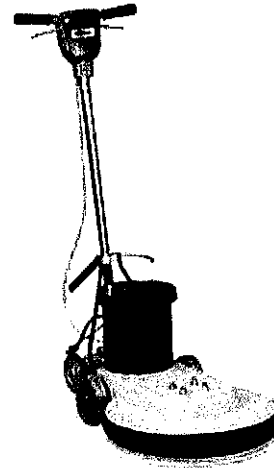
The following core equipment of equal or comparable brands is used by USSI in routine janitorial operations:



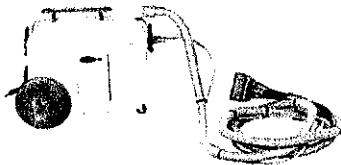
Backpack Vacuum Cleaner:
ProTeam SuperCoach



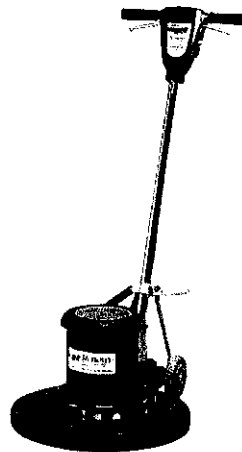
Trash Barrels:
Brute



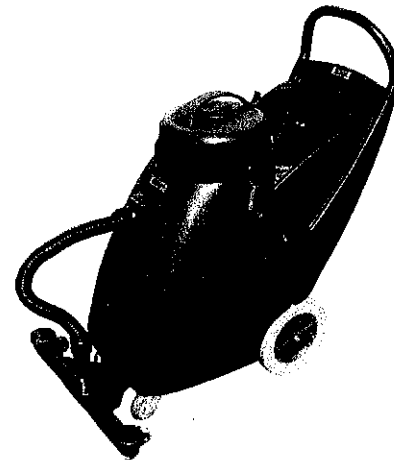
High Speed Floor Buffer:
Viper Venom VN1500



Carpet Spotter:
Viper Wolf



Low Speed Floor Buffer:
Renown RENO8002

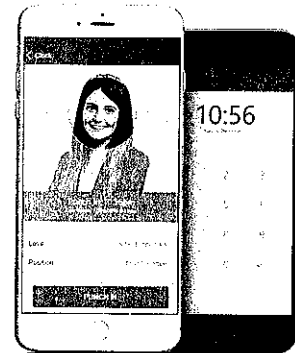


Wet/Dry Vacuum:
Renown RENO8012-VP

TECHNOLOGY & COMMUNICATIONS

USSI strives to stay up to date with new technological advances that impact the building services industry. In addition, USSI employs a full-time IT specialist fully dedicated to developing and customizing proprietary programs for the company as well as assisting with the implementation and troubleshooting of new programs. USSI has recently launched the FINDD Facial Recognition Time Tracking program. With Findd's mobile facial recognition, state-of-the-art biometrics are obtained on any mobile device-smartphone and tablets, and it is used to accurately track employee attendance. The many benefits of this system include:

- Facial Recognition- preventing employees from clocking others, and eliminating the risks of processing payroll for ghost employees.
- Easy to link to and supplement other timekeeping programs such as the Kronos Timekeeping program which is currently in use at all USSI cleaned locations.
- Facial recognition is considered superior to fingerprint readers, hand readers, or other biometric systems.
- Employees can punch in every time which means more time to concentrate on work and less on the time keeping system.
- It's easy! No training required. Nearly everyone knows how to take a selfie.



COMMUNICATIONS

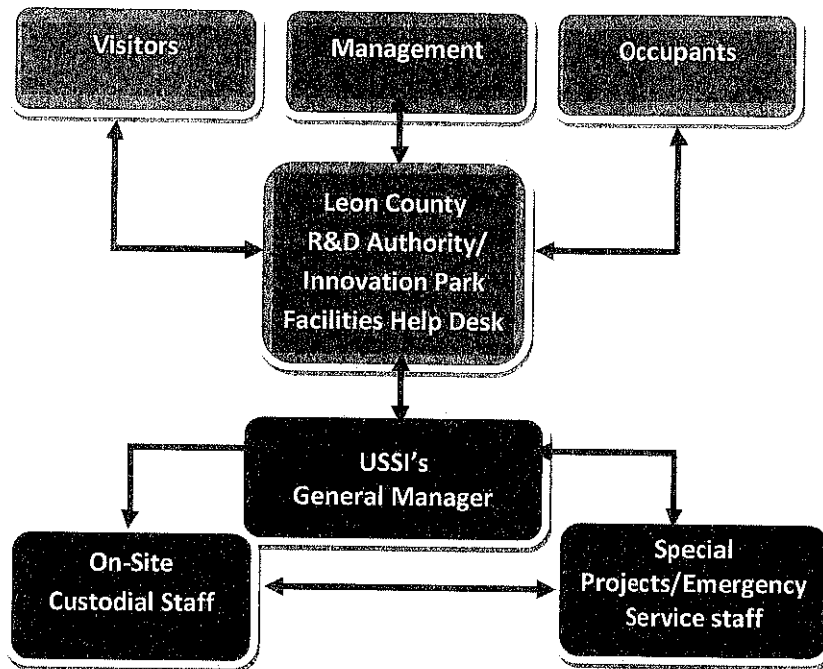
USSI believes that good communication is the heart of any quality assurance program. As such, Leon County Research and Development Authority's representatives will have 24/7 access via cell phone to USSI management and supervisory staff.

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

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

COMMUNICATION SYSTEMS

In a multi-occupant environment, effective communication is the key to resolving occupant complaints. Leon County Research and Development Authority's representatives play a central role in coordinating complaints through our operations manager. The flow of communication between building occupants and the resolution of complaints can be illustrated as below:



Routine complaints are communicated by facility occupants and/or staff to the facilities help desk via email, phone or other established method of communication. Leon County Research and Development Authority's representatives prioritize the complaints and notify the general manager of the specific issues that need to be managed. The general manager directs staff members regarding the tasks required to resolve the tenant complaint. Once the task is completed to the tenant's satisfaction, the general manager updates client representatives on the status of the complaint.

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

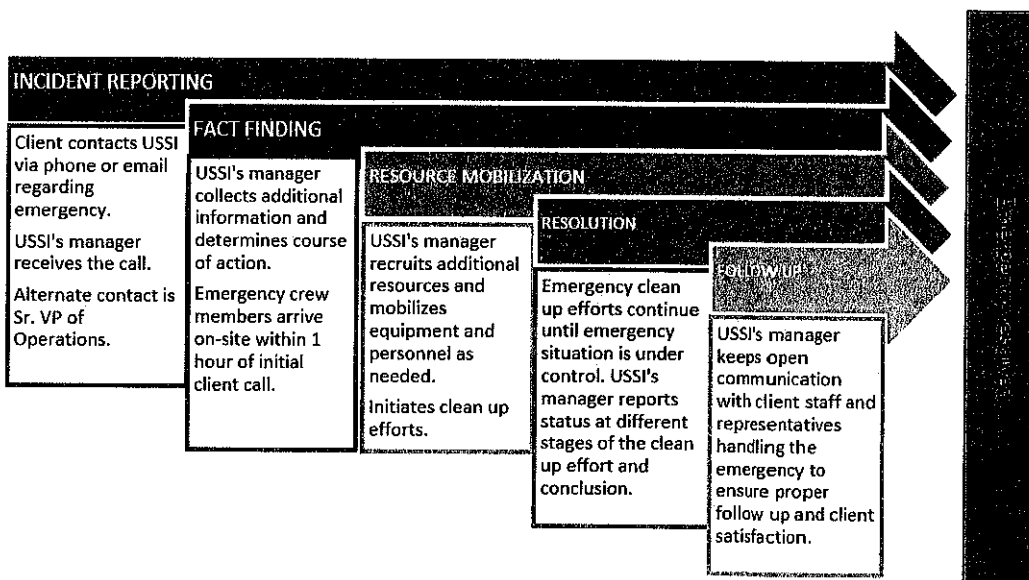
EMERGENCY OPERATIONS



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

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

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

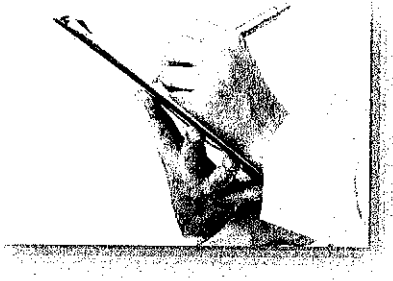


QUALITY ASSURANCE & INSPECTIONS

Supervision & Inspection

Our Quality Control program utilizes a defined structure, clear responsibilities, a formal schedule, appropriate analytical procedures, strong documentation requirements and required corrective action plans, if necessary. One of the key features of USSI's Quality Control program is maintenance of management reports.

Our clients enjoy multiple levels of quality assurance, including inspection frequencies determined by project representatives or at minimum:



- Daily or weekly inspections by lead or supervisory staff.
- Regular Inspections by general manager.
- Periodic reviews by upper management.

In addition, our process incorporates several controls, measures and a reporting system to ensure scheduled maintenance is performed on a regular basis. USSI aims at correcting all deficiencies within 24 hours of notification.

Reporting

USSI is able to efficiently:

- Perform detailed inspections.
- Correct deficiencies.
- Customize schedules to unique areas in each location, and
- Prove our performance to our clients.

Quality Control Measures

- Inspect all serviced areas to ensure custodial services are being provided based upon established performance standards.
- Document inspection findings, make recommendations for corrective actions necessary in deficient areas, and enter appropriate observations into custodial inspection sheets.
- Ensure that the cleaning standards are maintained and determine training needs.
- Provide on-the-job training to improve/correct job performance.
- Conduct training sessions for custodians in proper equipment use, chemical use, safety, proper cleaning methods, and trouble shooting.
- Assist in planning, organizing and implementing the summer cleaning effort and other special events.
- Gather and dispose of potentially toxic and bio-hazardous materials.
- Perform periodic inspections to ensure that OSHA standards and environmental standards are adhered to and maintained by custodial staff.
- Respond to emergencies relating to facility damage in a timely manner and supervise clean-up operations.
- Inspect custodial equipment to ensure it is in proper working condition and that it is maintained properly. Ensure general repairs such as changing belts, bags, filters, hoses, etc., are performed as necessary.
- Review and evaluate new cleaning methods, products and literature as needed.
- Evaluate and maintain custodial cleaning products to be used.

In addition to tracking the resolution of service deficiencies, we can also develop customized reports and schedules which will be unique to each facility and the periodic services you require per the contract. The USSI project management team will be able to set up reminders for periodically scheduled services, if any, so that we can be sure these items are being completed as required.

CUSTODIAL SERVICES STANDARD INSPECTION FORM

Below is a sample of the custodial services inspection form that is available to our supervisory and management staff. After completion, USSI's representatives will follow up on each item until each item is resolved to client's satisfaction :



Inspection Form

Building: _____

Date: _____

Lobbies & Waiting Rooms:

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

Observations

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

Elevators:

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

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

Hallways:

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

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

Kitchen:

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

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

Offices:

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

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

Bathroom:

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

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

INTERNAL QUALITY CONTROL

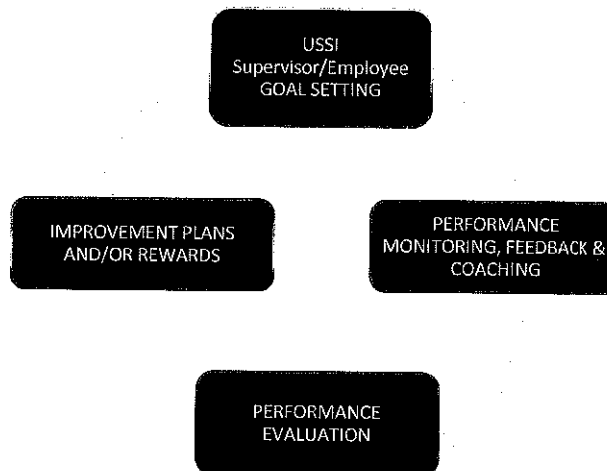
To achieve the highest quality possible, we have numerous metrics in place to measure and verify employee performance. Benchmarking tools are critical in maintaining consistent service while staying cost neutral. All our projects have been carried out at high levels of standards, ranking top in specific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

Employees are evaluated with regards to industry standard KPI's such as:

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

PERFORMANCE REVIEW PROCESS AND CORRECTIVE ACTION PROCEDURES

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



Corrective Action Procedures include:

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

SAMPLE PERFORMANCE MEASURES

KPI's	Excellent	Good	Average	Poor	Very Poor
Cleaning Standard/ Quality Control	The standard of clean as observed on regular inspection this month is excellent, no issues to rectify. Always the same high standard.	The standard of clean as observed on regular inspection this month is very good, few issues to action. Usually a consistent high standard.	The standard of clean as observed on regular inspection this month is acceptable, few issues to action. Consistently to an acceptable standard.	The standard of clean as observed on regular inspection this month is below standard, numerous issues to rectify. Inconsistent, often a lot of issues to deal with.	The standard of clean as observed on regular inspection this month is very poor standard, building was noticeably unclean. Very inconsistent usually a poor standard.
Customer Service	We receive compliments from public, client and tenants but no complaints.	Very few complaints or none, from the public, client or tenants.	Few complaints from the public, client or tenants and promptly attended to.	Some complaints from the public, client or tenants.	Constant complaints from public, client or tenants.
Safety Evaluations	Excellent safety program in place. Includes up to date training records. Clear signs of successful implementation.	Very good safety program, includes training records. Clear signs of implementation.	Acceptable safety program. Documentation is complete and safe work practices are observed.	Safety program is incomplete or needs improvement. Doubts over implementation.	Inadequate safety program. Definite signs of non-implementation. Unsafe work practices are observed.
Incident Reports	Proactive; very low number of claims.	Very low number of claims. Cleaners fill in statements when required.	Low number of claims; cleaners promptly attend spills and fill in statements.	Too many claims; slow to action. Slow or poor statements.	Poor handling of spills; many claims. Poor compliance with statements.
Staffing levels Supervisors & Staff	Expert supervisor and Operations Managers, with no changes. Few site staff changes.	Very good supervisor and general mgr; changes are rare. Few site staff changes.	Site supervisor / Operations Managers do not change often. Site staff reasonably stable.	Too many changes to senior staff. Many changes to site staff.	Site supervisor and/or Operations Manager change frequently. Many changes to site staff.
Presentation & Uniforms	All staff are well presented, in perfect uniform and equipped at all times.	All staff are well presented, in uniforms almost all the time, few exceptions.	Occasional exceptions but promptly rectified. Overall acceptable.	Often a staff member unacceptable.	Many people often out of uniform or look untidy or not equipped.

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

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

The methodology includes:

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

Evaluation:

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

Client-Customer Communications:

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

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

TAB 4 -QUALIFICATIONS

The following are our headquarters and local office addresses along with our federal tax identification information.

USSI CORPORATE HEADQUARTERS
4340 East-West Hwy.
Suite 204
Bethesda, MD 20814
Phone: (202) 783-2030

FEIN # 52-0897024

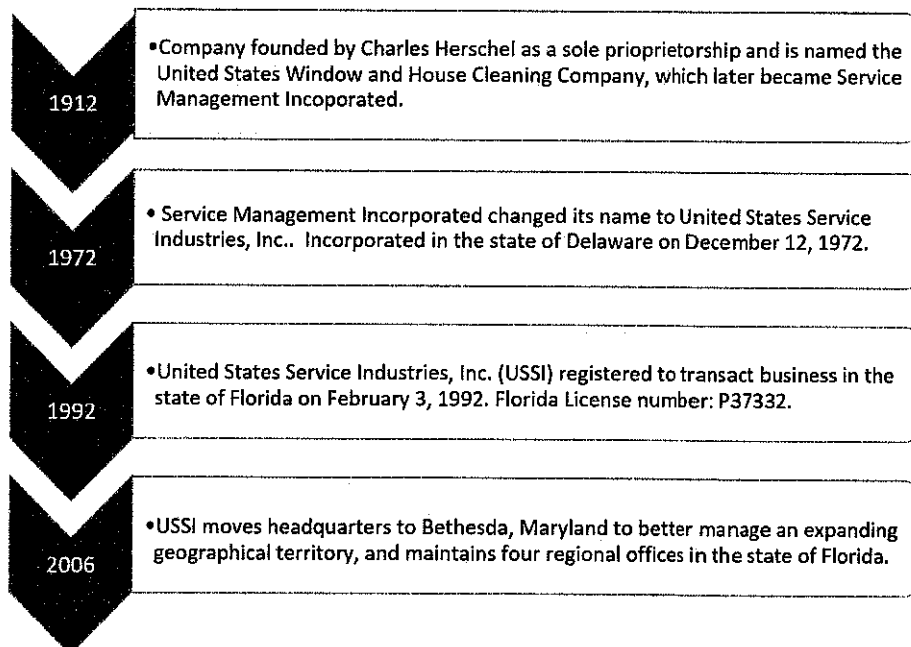
USSI TALLAHASSEE REGIONAL OFFICE
325 John Knox Road
Suite D-104
Tallahassee, FL 32303

Lester Drummer, General manager
Cell Phone: (850) 508-7117



CORPORATE HISTORY

USSI has been providing janitorial and custodial related services to our customers for over 105 years. USSI has evolved over this period, as a result of several changes to the legal formation of the company. In its present legal status, the corporation was established in December of 1972. To better understand the development of USSI, the following is a chronological history for your review.

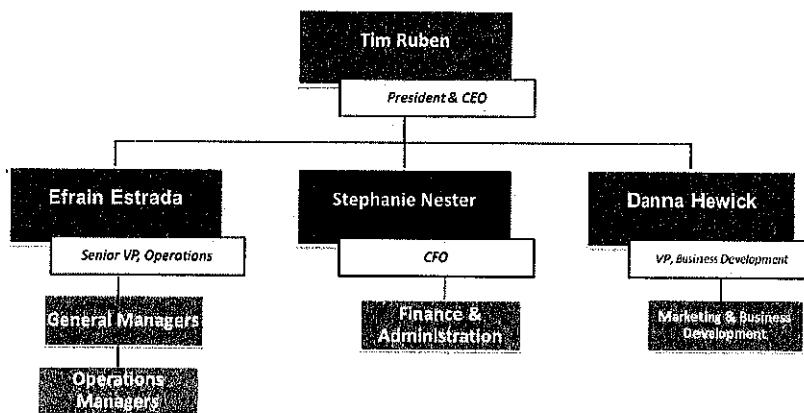


OWNERSHIP & OFFICERS

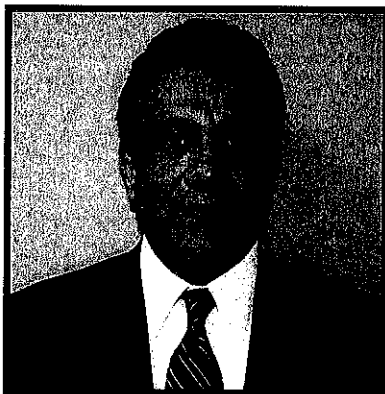
USSI is an "S" corporation established and incorporated in the State of Delaware in December 1972. At present, USSI has 1 shareholder on record as having ownership of the entire corporation, James Matthews. Company officers: Tim Ruben, President & CEO, and Stephanie Nester, CFO.

CORPORATE STRUCTURE & MANAGEMENT TEAM

Our management team is comprised of individuals with decades of industry experience, dedicated to delivering the highest levels of service to our clients. With over 1100 full-time and part-time employees in DC, FL, MD and VA, USSI is one of the largest privately-owned commercial cleaning contractors in the region. Below is our organizational structure:



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



Efrain Estrada
Senior Vice President, Operations

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



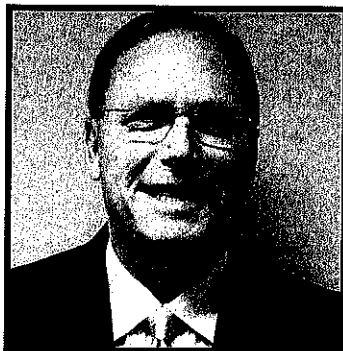
Danna Hewick, SPHR
*Vice President, Human Resources &
Business Development*

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



Stephanie D. Nester
CFO

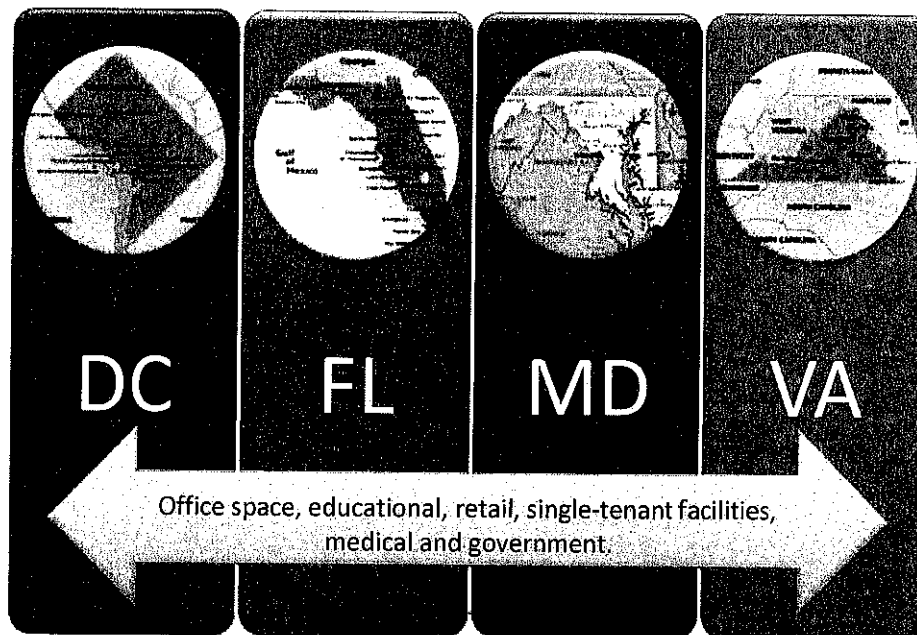
Stephanie Nester joined USSI in July 1996. In her role as CFO, Stephanie oversees payroll, accounts receivable, accounts payable and purchasing departments and is responsible for producing timely and accurate financial statements, as well as protecting USSI's assets. Stephanie graduated from Virginia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



Tim Ruben
President & CEO

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

GEOGRAPHICAL AND VERTICAL MARKETS SERVED



FLORIDA OFFICE LOCATIONS

Ft. Myers

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

Miami

3665 NW 124 Avenue, Coral Springs, FL 33065

Lady Lake

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

Tallahassee

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

FINANCIAL CAPABILITY



Post Office Box 10910
Naples, FL 34101
OFFICE (239) 348-8000
FAX (239) 213-3342

April 16, 2018

To Whom It May Concern:

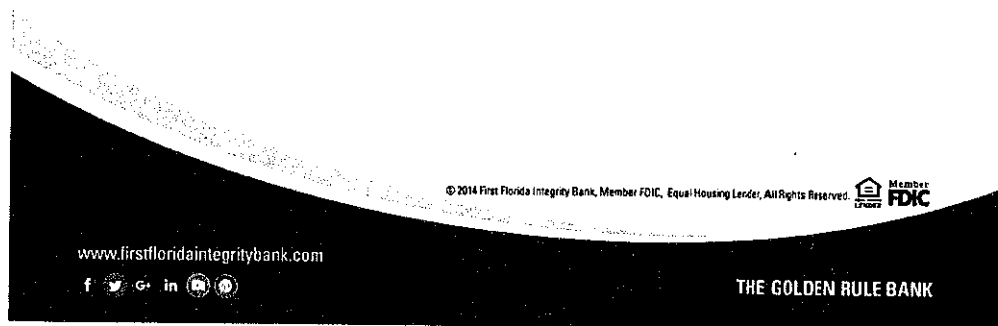
Please accept this letter of verification that United States Service Industries, Inc. has maintained accounts with First Florida Integrity Bank since May 2017. As of today all accounts have remained in good standing.

Please feel free to contact me with any questions.

Sincerely,

Cathy Carroll
Vice President- Treasury Operations
3560 Kraft Road
Naples, FL 34105

cathycarroll@ffibank.com
239-325-3729 Direct Line



**Hariton
Mancuso
Jones P.C.**
Certified Public Accountants

April 16, 2018

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

To whom it may concern:

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

I am available to discuss this at your convenience.

Sincerely,



Bruno A. Kaelin III, CPA
Principal

Cc: Stephanie Nester

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

LOCAL OFFICE

United States Service Industries, Inc. (USSI) services several accounts in the Tallahassee area, and throughout the state of Florida. Our company can easily mobilize labor, equipment and resources to fulfill contract requirements as well as unforeseen emergencies.

Office Address

USSI
325 John Knox Road
Suite D-104
Tallahassee FL 32303

Description

Office and storage space, staffed with adequate personnel, and it has enough capacity to store all the equipment and materials necessary to perform janitorial services as required by the Department.

USSI Local Contacts

Shankea Sorey

Office Assistant

P: (850) 877-4314 | F: (850) 656-2891

shankeas@ussiclean.com

<http://www.ussiclean.com>

Lester Drummer

General manager

P: (850) 877-4314 | F: (850) 656-2891

C: (850) 508-7117

lesd@ussiclean.com

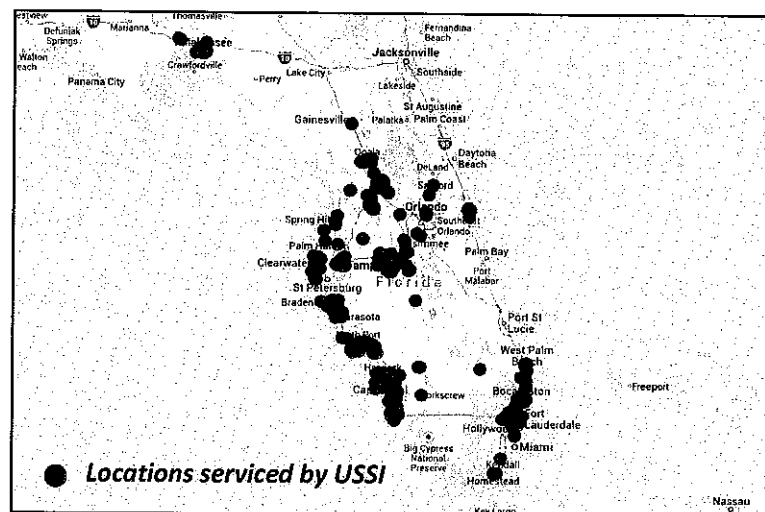
<http://www.ussiclean.com>

*** 24 HOUR AVAILABILITY FOR AFTER HOURS AND EMERGENCY SITUATIONS**

TAB 5 -EXPERIENCE

USSI has earned a strong reputation as a provider of high quality janitorial services to projects similar in scope to the services required at Leon County Research and Development Authority locations. USSI has serviced the Woodcrest Office Park, High Point Centre, 215 S. Monroe, and Lee Health in the Tallahassee area, as well as projects throughout the state of Florida including Florida Cancer Institute, Lee County Government, Florida Gulf Coast University, Hodges University, Steelbridge, City of Delray Beach, City of Coconut Creek, City of Tamarac, City of North Miami Beach, Florida Department of Transportation, Manatee County, and many more. Additionally, USSI cleans class "A" and "B" office space, educational facilities, medical office space, laboratories, and outpatient facilities. USSI will bring our understanding, experience and stability to servicing your facilities.

USSI cleans approximately 30 million square feet each day, and serves approximately 600 locations company wide.



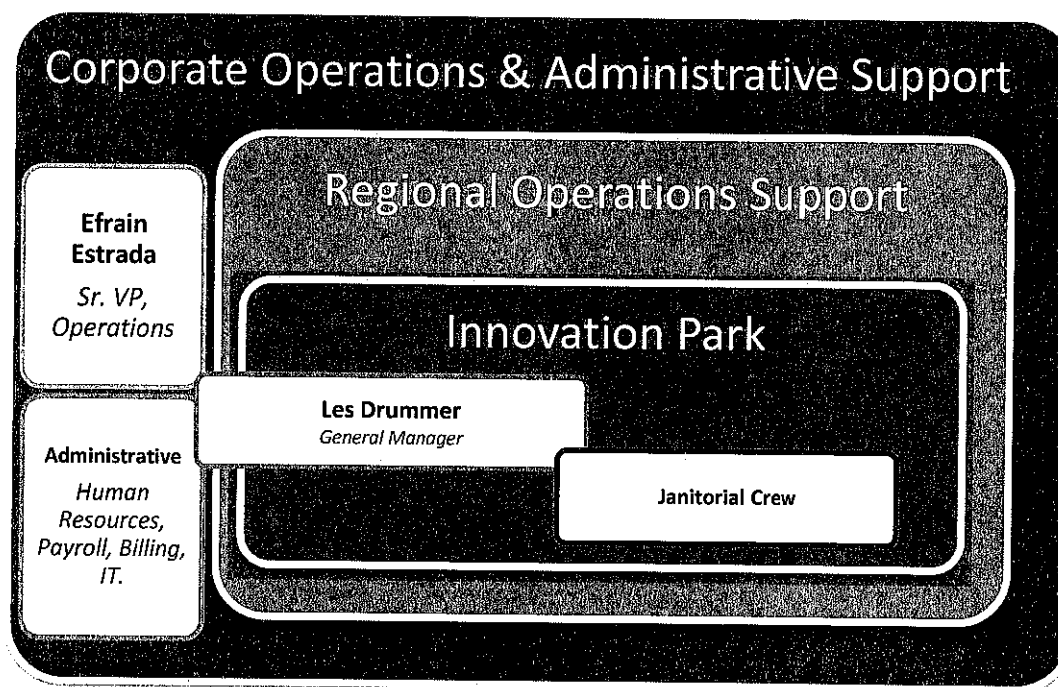
Below is a list of clients that we service or have serviced in Florida:

- Advisor's R.E. Group
- Agency for Workforce Innovation
- Apria Healthcare
- Associated Area Health Ed. Centers
- Bella Terra Condominium
- Carr Riggs & Ingram CPA's
- CBRE Mgmt.
- Charlotte County
- Charlotte County Airport Authority
- City Furniture
- City Of Bartow
- City of Boca Raton
- Continental Fidelity
- Covanta Energy
- Department of Revenue
- Dept. of Economic Opportunity
- Dept. of Juvenile Justice
- Elman Tallahassee Associates
- Enterprise Florida
- Environmental Consulting & Technology
- Exceptional Education Facility at Edgewater High
- EZ-GO, Jacksonville
- FL Dept. of Children and Families

-
- First Baptist Church
 - City of Clermont
 - City of Coconut Creek
 - City of Ft. Myers
 - City of Homestead
 - City of Largo
 - Citizens Property Insurance Corporation
 - City of Ocala
 - City of Sunrise
 - City of Tamarac
 - City of Tampa
 - City of Titusville
 - Gadsden Co. Health Dept.
 - Genesis Group, Inc.
 - Granite Naples 305 LLC
 - Greenberg Traurig LLC
 - Harrison Holdings, LLC
 - Hawker Beechcraft Corporation
 - Heritage Plaza
 - Hodges University
 - Hospital Mgmt. Services
 - HSP Partners LLC
 - Lee County
 - Lee Memorial Health Plant Operations
 - Lee Memorial Health System
 - Liberty Property Trust
 - Lincoln Harris CSG
 - Lincoln Property Co.
 - Loeb Partners
 - Manatee County
 - Marquis Software Development
 - Mary Kneece
 - Municipal Code Corporation
 - North Port OVM
 - Northside Office Ctr. Condo
 - Oertel-Hoffman Harrison Holdings
 - Osceola Historical Society
 - Palm Beach Health Dept.
 - Rasmussen College
 - Research Mgmt. Corp
 - Riley Palmer Construction
 - Sedona II LLC
 - Sentinel Capital Partners LLC
 - Fla Dept. of Economic Opportunity
 - Flag Federal Credit Union
 - Florida Cancer Specialists
 - Florida Dept. of Economic Opportunity
 - Florida Dept. of Transportation
 - Florida Gulf Coast University
 - Florida Sports Foundation
 - Florida Workers' Comp. Insurance Guaranty Association
 - Florida's Blood Centers
 - St. John Neumann High School
 - Structure Property Mgmt., LLC
 - Sumter County
 - Sumter Landing Comm. Dev. District
 - SW FL Workforce Dev. Board
 - Tallahassee Highpoint Partners
 - Tallahassee Land Management
 - The Florida Bar Assoc.
 - The Ford Bldg., LLC
 - St. Joe Land Co. / Advisor's R.E.
 - The Citys Commercial Property Mgmt.
 - Thomas C. Chase, P.A.
 - Titusville, FL Police Dept
 - Town of Lake Park
 - Tracey McMaken-Vasquez
 - Triple B Inspections
 - Investar
 - ITT Technical Institute
 - Lakeland Area Mass Transit District
 - Lee County Toll Plazas
 - Urban America
 - Veterans Tribute and Museum of Osceola
 - Village Center Community Dev. District
 - Village Sq. of Tallahassee
 - Visconti Family LTD Partnership
 - Water Quality Administration Lab
 - Webb Diversified, LLC
 - Westcott / Advantis Property Mgmt.
 - Woodcrest LLC

PROJECT OPERATIONS STRUCTURE

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



The janitorial team for the Innovation Park project will be headed by USSI's general manager, Les Drummer, who will be the primary interface between USSI and Leon County Research and Development Authority representatives. He will be responsible for the management, scheduling of work to be performed under the scope of the contract and handling special requests.

Mr. Drummer will also be responsible for hiring, training, processing payroll, ordering supplies, ensuring availability of equipment, inventory management, reporting, and handling all administrative duties related to the project. USSI's Sr. VP of operations supports the general manager and is responsible for ensuring consistent service delivery, and compliance with contract specifications.

All cleaning personnel will be provided specialized training before being assigned to work at your facilities. Please refer to the Training & Safety section of the proposal for more information on USSI's training program.

Overhead support to the buildings from HR, IT, billing and payroll is provided to ensure consistency of service.

KEY PROJECT PERSONNEL

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

- Mr. Les Drummer, General Manager
- Mr. Efrain Estrada, Senior Vice President, Operations

PROJECT MANAGEMENT

The general manager is the liaison between Leon County Research and Development Authority and USSI's cleaning crew. Mr. Drummer will handle the day to day management under the contract and will be the primary point of contact for all issues. He is also responsible for the supervision and the continuity in all scheduling concerning your facilities. He will make regular written inspection reports and will meet with Leon County Research and Development Authority's representatives regularly to ensure proper communication.

Mr. Drummer will receive reports (if any) of cleaning discrepancies, project work, special event requirements or other related information. He will also check periodically with Leon County Research and Development Authority's representatives to discuss current issues and day and/or evening's cleaning activities.

Mr. Drummer will provide an exceedingly objective view of the operational performance with the best interest of Leon County Research and Development Authority always in mind. He will be available for immediate communication with client representatives at all times by cell phone. In addition, Mr. Drummer will be ready to provide any resources necessary from USSI's portfolio of employees and equipment.

DUTIES, include:

- Ensuring that USSI employees comply with all company rules, regulations and procedures, as well as all project regulations, security requirements, badge controls, uniforms, etc.
- Responsibility for the smooth and orderly running of the project, including strict adherence to cleaning specifications, employee selection, and ordering of materials, supplies and equipment.
- Responsibility for resolving complaints and handling emergency situations.
- Responsibility for ensuring OSHA compliance, updating the Safety Data Sheets and ensuring USSI personnel are conscientious in their use of materials and supplies.
- Responsibility for project inspections, quality control, and overall contract compliance.
- Overseeing the receiving, documentation, security and proper inventory of all materials, equipment and paper products.

QUALIFICATIONS OF STAFF

LESTER DRUMMER

General Manager, North Florida Region

Summary of Experience

Mr. Drummer has been an employee of USSi for 24 years and has risen from the initial position of project manager to General Manager. Mr. Drummer's experience in the janitorial business is comprehensive in that he fully understands the means and processes of cleaning a facility, the necessity to work and lead staff members, the need to coordinate efforts with the customer, and the requirement to produce consistent, quality service. Mr. Drummer presently has the full authority to act on behalf of USSi on his projects. He has hire-fire authority, purchasing authorization, inspection and reporting responsibilities and overall point of contact duties with his customers.

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC.
General Manager, North Florida/Tallahassee

1994 - Present

- Reports directly to the Senior Vice President, Operations, who in turn identifies project assignments, based upon particular needs of the area.
- Provides additional management and supervision to project managers, building supervisors as well as oversight to cleaning personnel.
- Reviews the operational needs pertaining to supplies, equipment, tools and other materials and makes requests as necessary.
- Meets with customers' management staff and tenants to review performance and determine if added resources are required.

SCOTTY'S, INC.
Store Manager

1987 - 1994

- Responsible for complete operation of multi-million dollar store operation.
- Including management and supervision of assistant managers, salesmen and approximately 30 store employees.
- Implementation of in-store programs to increase sales
- Development of employee and public relations incentive programs.
- Provided training and developmental assistance to all assistant managers, supervisors, and employees.

EDUCATION

Bachelor of Science, Wiley College - Marshall, Texas

EFRAIN ESTRADA

Senior Vice President of Operations

Professional Experience

UNITED STATES SERVICE INDUSTRIES, INC.

2008 - Present

Senior Vice President of Operations

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

UNICCO INTEGRATED FACILITIES SERVICES

2002-2007

Operations Manager

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

UNICCO INTEGRATED FACILITIES SERVICES

2000-2002

Project Manager

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

H&A GENERAL MAINTENANCE

1997-2000

Operations Manager

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

TAB 6 -REFERENCES/CLIENT LIST

REFERENCE #1

Name of Organization: Lincoln Property Company Southeast
Location/ Address: 325 John Knox Road, Tallahassee, FL 32303
Contact Name: Debbie Pierson
Contact Number: (850) 386-3000
Contact Email: dpierson@LPC.com
Contract Term: June 01, 1996 to present, currently ongoing.
Project Description: Daytime and evening janitorial services at Woodcrest Office Park, approximately 200,000 SF

REFERENCE #2

Name of Organization: NAI Talcor Commercial Real Estate Services
Location/ Address: 108 Thomasville Road, Tallahassee, FL 32301
Contact Name: Barbara Zier
Contact Number: (850) 222-1642
Contact Email: Barbara@talcor.com
Contract Term: 1993 to present, currently ongoing.
Project Description: Daytime and evening janitorial services at High Point Centre, 106 E. College Avenue, Tallahassee, FL, approximately 80,000 SF

REFERENCE #3

Name of Organization: RMCKB -215 S. Monroe Street
Location/ Address: 215 S. Monroe Street, Tallahassee, FL 32301
Contact Name: Elizabeth Huot
Contact Number: (850) 222-1960
Contact Email: lizh@rmckb.com
Contract Term: 12/27/2011 to present, currently ongoing.
Project Description: Daytime and evening janitorial services at 215 S. Monroe Street, Tallahassee, FL, approximately 180,910 SF

REFERENCE #4

Name of Organization: Lincoln Property Company
Location/ Address: 101 N. Monroe Street, Tallahassee, FL 32301
Contact Name: Amber Scofield
Contact Number: (850) 222-1955
Contact Email: Ascofield@lpc.com
Contract Term: July 01, 2015 to present, currently ongoing.
Project Description: Day porter and evening janitorial services at Monroe Park Tower.

REFERENCE #5

Name of Organization: Steelbridge Real Estate Services
Location/ Address: 12800 University Drive, Suite 575, Fort Myers, FL 33907
Contact Name: Gail Blackburn
Contact Number: (239) 482-1280 /cell: (239) 218-9643
Contact Email: gblackburn@steelbridge.com
Contract Term: July 01, 2007 to present, currently ongoing.
Project Description: general janitorial services.

TAB 7 -REQUIRED FORMS

COMPLETED FORMS

(1) Include the following completed forms:

- Attachment 1 -Proposal Form
- Attachment 2 -Price Schedule
- Attachment 3 -Equal Opportunity/Affirmative Action Statement
- Attachment 4 -Certification Regarding Debarment, Suspension and other Responsibility Matters
- Attachment 5 -Affidavit Certification Immigration Laws
- Attachment 6 -Insurance Certification Form; and
- Attachment 7 -Drug-Free Work Place Form
- Attachment 8 -Local Vendor Certification
- Attachment 9 -Proposer Registration Form (as submitted prior to July 2, 2018)

(2) Copies of required licenses, registrations, and certifications, if any

PROPOSAL FORM

Janitorial Services
At Innovation Park

Place: Leon County R&D Authority
1736 W. Paul Dirac Drive
Tallahassee, FL 32310
Due Date: July 2, 2018 at 1:00 PM

Proposal of United States Service Industries, Inc. hereinafter-called
PROPOSER, a corporation organized and existing under the laws of the State of
Delaware, or, a partnership, a company, or an individual doing business as USSI

To the Leon County Research and Development Authority, hereinafter referred to as
"Authority".

The PROPOSER, in compliance with the request for proposals for Janitorial Services,
having examined the specifications with related documents and the sites of the proposed work,
and being familiar with all of the conditions of the proposed work, including the availability of
materials and labor, hereby proposes to furnish all labor, material and supplies and at the prices
shown in the attached Price Schedule. These prices are to cover all expenses incurred in
performing the work required under the proposal documents, of which this proposal is a part.
These prices are firm and shall not be subject to adjustment provided this Proposal is accepted
within ninety (90) days after the time set for receipt of proposals.

PROPOSER hereby agrees to commence work under this contract on or before a date to
be specified in a written "Notice to Proceed" to be issued by the Authority.

PROPOSER agrees to perform all work for which he contracts as described in the
specifications for the unit prices shown on the attached Price Schedule.

Upon receipt of the Notice of Award, PROPOSER will execute the formal contract
attached within seven (7) days and deliver Insurance Certificates and Bonds as required.

The undersigned hereby declares that only the persons or firms interested in the proposal
as principal or principals are named herein, and that no other persons or firms than are herein
mentioned have any interest in this Proposal or in the contract to be entered into; that this
proposal is made without connection with any other person, company, or parties likewise
submitting a proposal; and that it is in all respects for and in good faith, without collusion or
fraud.

DEVIATIONS FROM SPECIFICATIONS IF ANY: **NONE**

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

NONE

I have read all of the specifications and requirements and do hereby certify that all items submitted meet specifications.

COMPANY: United States Service Industries, Inc. (USSI) AGENT NAME: N/A

ADDRESS: 4340 East-West Hwy. Suite 204

CITY: Bethesda STATE: MD ZIP CODE: 20814

TELEPHONE: (202) 824-7440 / (202) 783-2030 TELEFAX: (202) 393-5541

FEDERAL ID#: 52-0897024 AND/OR SOCIAL SECURITY #: N/A

Respectfully submitted,

Attest:

By: Stephanie Nestor
Print Name STEPHANIE NESTOR

Date 06/27/18

By: Danna Hewick
Print Name Danna Hewick

Title Vice President of Business Development

ATTACHMENT 2

PRICE SCHEDULE

The PROPOSER, in compliance with the request for proposals for the **JANITORIAL SERVICES**, having examined the scope of work and written specifications, hereby proposes to furnish **JANITORIAL SERVICES** for the following unit prices.

COST OF BASIC SERVICES

	PROPERTY NAME	PROPERTY ADDRESS	PRICE PER SQUARE FEET/ MONTH	CLEAN-ABLE SQUARE FEET (AS OF 6/30/15)	TOTAL COST PER MONTH	TOTAL COST PER YEAR
1	Morgan	2035 E Paul Dirac Dr	\$.0775	22,707	\$ 1,759.79	\$ 21,117.48
2	Johnson	2035 E Paul Dirac Dr	\$.0775	27,294	\$ 2,115.28	\$ 25,383.36
3	Collins	2051 E Paul Dirac Dr	\$.0775	4,269	\$ 330.85	\$ 3,970.20
4	Knight	1736 W Paul Dirac Dr	\$.0775	2,632	\$ 203.98	\$ 2,447.76
Total			\$.0775	56,902	\$ 4,409.90	\$ 52,918.80

Proposed annual % increase for additional option years 2 & 3: 3 %

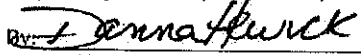
Carpet Cleaning and Resilient Floor Refinishing

Carpet cleaning and resilient floor refinishing shall be quoted at the time service is requested, and the Authority may elect to contract with another provider for these services.

The above unit prices listed in the Price Schedule shall include all labor, materials, removal, overhead, profit, insurance, and any other cost necessary to cover the finished work of the several kinds called for.

PROPOSER agrees that this proposal shall be good and may not be withdrawn for a period of ninety (90) days after the scheduled closing time for receiving proposals.

Respectfully submitted,


 Signature

Danna Hewick

Print Name

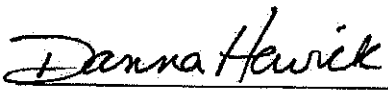
Vice President of Business Development

Print Title

ATTACHMENT 3

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION STATEMENT

1. The Proposer hereby agrees to a commitment to the principles and practices of equal opportunity in employment and to comply with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination based on race, color, religion, national region, sex, age, handicap, marital status, and political affiliation or belief.
2. The Proposer agrees to comply with Executive Order 11246, as amended, and to comply with specific affirmative action obligations contained therein.

Signed: 
Title: Danna Hewick, Vice President of Business Development
Proposer: United States Service Industries, Inc. (USSI)
Address: 4340 East-West Hwy. Suite 204, Bethesda, MD 20814

ATTACHMENT 4

**CERTIFICATION REGARDING
DEBARMENT, SUSPENSION,
AND OTHER RESPONSIBILITY MATTERS**

- 1) The Proposer certifies to the best of its knowledge and belief, that it and its principals:
 - a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b) Have not within a three-year period preceding this been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of these offenses enumerated in paragraph (1)(b) of this certification; and
 - d) Have not within a three-year period preceding this application/Proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 2) Where the Proposer is unable to certify to any of the statements in this certification, such Respondent shall attach an explanation to this Proposal.
- 3) No subcontract will be issued for this project to any party which is debarred or suspended from eligibility to receive federally funded contracts.


Signature Danna Hewick

Vice President of Business Development

Title

United States Service Industries, Inc. (USSI)

Proposer's name

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

Address

ATTACHMENT 5
AFFIDAVIT CERTIFICATION
IMMIGRATION LAWS

The Authority will not intentionally award Authority contracts to any Proposer who knowingly employs unauthorized alien workers, constituting a violation of the employment provisions contained in 8 U.S.C. Section 1324 A(e) (Section 274a(e) of the Immigration and Nationality Act).

The Authority may consider the employment by any Proposer of Unauthorized Aliens a violation of Section 274A(e) of the INA. Such violation by the Proposer of the employment provision contained in Section 274A(e) of the INA shall be ground for unilateral cancellation of the contract by the Authority.

RESPONDENT ATTESTS THAT THEY ARE FULLY COMPLIANT WITH ALL APPLICABLE IMMIGRATION LAWS (SPECIFICALLY TO THE 1986 IMMIGRATION ACT AND SUBSEQUENT AMENDMENTS).

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

Signature: *Danna Hewick* Title: Vice President of Business Development
Danna Hewick

STATE OF Maryland
COUNTY OF Montgomery

Sworn to and subscribed before me this 27th day of June, 2018.

Personally known ✓ *Livia G. Zablah*
NOTARY-PUBLIC

OR Produced identification _____ Notary Public - State of Maryland

(Type of identification) _____ My commission expires:

Printed, typed, or stamped
commissioned name of notary public

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

The signee of this Affidavit guarantees, as evidenced by the sworn affidavit required herein, the truth and accuracy of this affidavit to interrogatories hereinafter made.

THE AUTHORITY RESERVES THE RIGHT TO REQUEST SUPPORTING DOCUMENTATION, AS EVIDENCE OF SERVICES PROVIDED, AT ANY TIME.

ATTACHMENT 6
INSURANCE CERTIFICATION FORM

To indicate that Proposer understands and is able to comply with the required insurance, as stated in the RFP document, the Proposer shall submit this insurance sign-off form, signed by the company Risk Manager or authorized manager with risk authority.

1. Is/are the insurer(s) to be used for all required insurance (except Workers' Compensation) listed by Best with a rating of no less than A:VII?

☒ YES ☐ No

Commercial General Liability: Indicate Best Rating: A++ (Superior)
 Indicate Best Financial Classification: XV (\$2 Billion or greater)

Automobile Liability: Indicate Best Rating: A++ (Superior)
 Indicate Best Financial Classification: XV (\$2 Billion or greater)

2. Is the insurer to be used for Workers' Compensation insurance listed by Best with a rating of no less than A:VII?

☒ YES ☐ No

Indicate Best Rating: A++ (Superior)
Indicate Best Financial Classification: XV (\$2 Billion or greater)

If answer is NO, provide name and address of insurer: n/a

3. Is the Proposer able to obtain the required types and limits of coverage for this RFP, as identified within the solicitation package? Be sure to carefully review and ascertain that the Proposer either has coverage or will place coverage at these or higher levels.

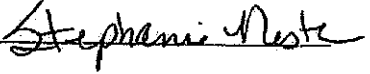
☒ YES ☐ No

Please mark the appropriate box:

Coverage is in place ☒ Coverage will be placed, without exception ☐

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

The undersigned declares under penalty of perjury that all of the above insurer information is true and correct.

Name Stephanie Nester Signature 
Typed or Printed
Date 06/27/18 Title CFO
(Company Risk Manager or
Manager with Risk Authority)

ATTACHMENT 7
Drug Free Work Place Form

Drug-Free Work Place: Yes X N/A

If Yes please complete the form.

The undersigned proposer hereby certifies that United States Service Industries, Inc. (USSI)
(Name of Business) does:

Publish statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

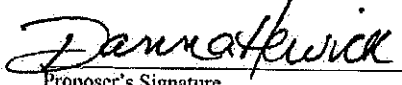
Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).

In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or *novo* contender to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

Impose a sanction on, or required the satisfactory participation in a drug abuse assistance or rehabilitation program is such is available in the employee's community, by any employee who is so convicted.

Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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


Proposer's Signature
Danna Hewick, VP of Business Development
6-27-18
Date

This form must be completed, signed and returned with your response to fulfill the requirements of this RFP

ATTACHMENT 8
LOCAL VENDOR CERTIFICATION

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a Local Business. For purposes of this section, "local business" shall mean a business which:

- a) Has had a fixed office located in and having a street address within Leon, Gadsden, Wakulla, or Jefferson County for at least six (6) months immediately prior to the issuance of the request for competitive bids or request for proposals by the Leon County R&D Authority; and
- b) Holds any business license required by Leon County (or one of the other local counties), and, if applicable, the City of Tallahassee; and
- c) Is the principal offeror who is a single offeror; a business which is the prime contractor and not a subcontractor; or a partner or joint venturer submitting an offer in conjunction with other businesses.

Please complete the following in support of the self-certification and submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name: United States Service Industries, Inc. (USSI)	
Current Local Address: 325 John Knox Road, Suite D-104, Tallahassee, FL 32303	Phone: (850) 877-4314 Fax: (850) 656-2891
If the above address has been for less than six months, please provide the prior address.	
Length of time at this address: N/A	
Home Office Address: 4340 East West Hwy. Suite 204, Bethesda, MD 20814	Phone: (202) 783-2030 Fax: (202) 393-5541

Danna Hewick
Signature of Authorized Representative Danna Hewick

6-27-18
Date

STATE OF Maryland
COUNTY OF Montgomery

The foregoing instrument was acknowledged before me this *27th* day of *June*, 2018.
By *Danna Hewick*, of *United States Service Industries*
(Name of officer or agent, title of officer or agent) (Name of corporation acknowledging)
a *Delaware* corporation, on behalf of the corporation. He/she is personally known to me
(State or place of incorporation)
or has produced *personally known* as identification.
(type of identification)

Livia G. Zablach
Signature of Notary
Livia G. Zablach
Print, Type or Stamp Name of Notary

Return Completed form with
supporting documents to:

Leon County R&D Authority, Ron Miller
1736 W. Paul Dirac Drive
Tallahassee, Florida 32310

Title or Rank

Serial Number, If Any

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

ATTACHMENT 9

PROPOSER REGISTRATION FORM

Distribution of Solicitation Documents – Documents related to the subject RFP are being distributed via the LCRDA's website, <http://innovation-park.com/opportunities/>.

Official Registration – Companies must officially register, before July 2, 2018, in order to be placed on the proposer registration list for this solicitation. This list is used for communications to prospective companies.

☐ To register as a proposer, complete the following information in its entirety and email the completed registration form to Ron Miller at rmiller@inn-park.com.

☐ Potential respondents to the RFP are responsible for reviewing the complete RFP documents and for collecting all addenda prior to submitting their response. Addenda and revisions will not be forwarded automatically. Potential respondents are advised to check the LCRDA's website <http://innovation-park.com/opportunities/> periodically and prior to submitting their response.

Name of the Company:		
Company's Mailing Address:		
City:	State:	Zip Code:
Telephone:	Fax:	E-Mail:
Primary Contact Person for the Company:		
Contact Person's Mailing Address:		
City:	State:	Zip Code:
Telephone:	Fax:	E-Mail:

Questions & Answers - Questions concerning the RFP, required submittals, evaluation criteria, response schedule, or selection process, and requests for interpretations or corrections of any or actual or perceived ambiguity, inconsistency or error which the company may discover shall be directed in writing to Ron Miller. Such written questions and requests shall be: (1) received by Ron Miller no later than **June 21, 2018 at 2:00 p.m. EST**; (2) signed by a person authorized to contractually bind such company; and (3) directed to Ron Miller by the company by e-mail. Answers to such questions will be posted on the LCRDA's website <http://innovation-park.com/opportunities/>.

Communication Prohibition - Prospective respondents are cautioned not to contact any officials other than Ron Miller concerning this RFP.

Contact Information for Ron Miller –

☐ E-mail: rmiller@inn-park.com

Submit completed registration form to Ron Miller via email at rmiller@inn-park.com

USSI COMPLETED REGISTRATION -INSERTED ON THE FOLLOWING PAGE

Attachment 9

**Leon County Research and Development Authority (LCRDA) Proposer Registration
Request for Proposals (RFP) Number: 18-02 Janitorial Services**

Distribution of Solicitation Documents – Documents related to the subject RFP are being distributed via the LCRDA's website, <http://innovation-park.com/opportunities/>.

Official Registration - Companies must officially register in order to be placed on the proposer registration list for this solicitation. This list is used for communications to prospective companies.

- To register as a proposer, complete the following information in its entirety and email the completed registration form to Stephanie Shoulet at stephanie@talcor.com.
- Potential respondents to the RFP are responsible for reviewing the complete RFP documents and for collecting all addenda prior to submitting their response. Addenda and revisions will not be forwarded automatically. Potential respondents are advised to check the LCRDA's website periodically and prior to submitting their response.

Name of the Company: United States Service Industries, Inc. (USSI)		
Company's Mailing Address: 4340 East-West Hwy. Suite 204		
City: Bethesda	State: MD	Zip Code: 20814
Telephone: (202) 824-7440	Fax: (202) 393-5541	E-Mail: marketing@ussiclean.com
Primary Contact Person for the Company: Danna Hewick, VP of Business Development		
Contact Person's Mailing Address: 4340 East-West Hwy. Suite 204		
City: Bethesda	State: MD	Zip Code: 20814
Telephone: (202) 824-7440	Fax: (202) 393-5541	E-Mail: marketing@ussiclean.com

Questions & Answers - Questions concerning the RFP, required submittals, evaluation criteria, response schedule, or selection process, and requests for interpretations or corrections of any or actual or perceived ambiguity, inconsistency or error which the company may discover shall be directed in writing to Stephanie Shoulet. Such written questions and requests shall be: (1) received by Stephanie Shoulet no later than **June 21, 2018 at 2:00 p.m. EST**; (2) signed by a person authorized to contractually bind such company; and (3) directed to Stephanie Shoulet by the company by e-mail. Answers to such questions will be posted on the LCRDA's website, <http://innovation-park.com/opportunities/>.

Communication Prohibition - Prospective respondents are cautioned not to contact any officials other than Stephanie Shoulet concerning this RFP.

Contact Information for Stephanie Shoulet –

- E-mail: stephanie@talcor.com

**Submit completed registration form to Stephanie Shoulet via email at
stephanie@talcor.com.**

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 1

PROPOSAL FORM

Janitorial Services
At Innovation Park

Place: Leon County R&D Authority
1736 W. Paul Dirac Drive
Tallahassee, FL 32310
Due Date: July 2, 2018 at 1:00 PM

Proposal of United States Service Industries, Inc. hereinafter-called
PROPOSER, a corporation organized and existing under the laws of the State of
Delaware, or a partnership, a company, or an individual doing business as USSI

To the Leon County Research and Development Authority, hereinafter referred to as
"Authority".

The PROPOSER, in compliance with the request for proposals for Janitorial Services,
having examined the specifications with related documents and the sites of the proposed work,
and being familiar with all of the conditions of the proposed work, including the availability of
materials and labor, hereby proposes to furnish all labor, material and supplies and at the prices
shown in the attached Price Schedule. These prices are to cover all expenses incurred in
performing the work required under the proposal documents, of which this proposal is a part.
These prices are firm and shall not be subject to adjustment provided this Proposal is accepted
within ninety (90) days after the time set for receipt of proposals.

PROPOSER hereby agrees to commence work under this contract on or before a date to
be specified in a written "Notice to Proceed" to be issued by the Authority.

PROPOSER agrees to perform all work for which he contracts as described in the
specifications for the unit prices shown on the attached Price Schedule.

Upon receipt of the Notice of Award, PROPOSER will execute the formal contract
attached within seven (7) days and deliver Insurance Certificates and Bonds as required.

The undersigned hereby declares that only the persons or firms interested in the proposal
as principal or principals are named herein, and that no other persons or firms than are herein
mentioned have any interest in this Proposal or in the contract to be entered into; that this
proposal is made without connection with any other person, company, or parties likewise
submitting a proposal; and that it is in all respects for and in good faith, without collusion or
fraud.

DEVIATIONS FROM SPECIFICATIONS IF ANY: NONE

USSI RESPONSE

RFP Number 18-02: Janitorial Services

Leon County R&D Authority

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

NONE

I have read all of the specifications and requirements and do hereby verify that all items submitted meet specifications

COMPANY: United States Service Industries, Inc. (USSI) AGENT NAME: N/A

ADDRESS: 4340 East-West Hwy. Suite 204

CITY: Bethesda STATE: MD ZIP CODE: 20814

TELEPHONE: (202) 824-7440 / (202) 783-2030 TELEFAX: (202) 393-5541

FEDERAL ID#: 52-0897024 AND/OR SOCIAL SECURITY #: N/A

Respectfully submitted,

Attest:

By: Stephanie Nestor
Print Name STEPHANIE NESTOR

Date 06/27/18

By: Danna Hewick

Print Name Danna Hewick
Title Vice President of Business Development

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 2

PRICE SCHEDULE

The PROPOSER, in compliance with the request for proposals for the **JANITORIAL SERVICES**, having examined the scope of work and written specifications, hereby proposes to furnish **JANITORIAL SERVICES** for the following unit prices,

COST OF BASIC SERVICES

	PROPERTY NAME	PROPERTY ADDRESS	PRICE PER SQUARE FEET/ MONTH	CLEAN-ABLE SQUARE FEET (AS OF 6/30/15)	TOTAL COST PER MONTH	TOTAL COST PER YEAR
1	Morgan	2035 E Paul Dirac Dr	\$.0775	21,707	\$ 1,759.79	\$ 21,117.48
2	Johnson	2035 E Paul Dirac Dr	\$.0775	27,294	\$ 2,115.28	\$ 25,383.36
3	Collins	2051 E Paul Dirac Dr	\$.0775	4,269	\$ 330.85	\$ 3,970.20
4	Knight	1736 W Paul Dirac Dr	\$.0775	2,632	\$ 203.98	\$ 2,447.76
Total			\$.0775	56,902	\$ 4,409.90	\$ 52,918.80

Proposed annual % increase for additional option years 2 & 3: 3 %

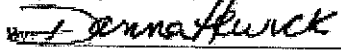
Carpet Cleaning and Resilient Floor Refinishing

Carpet cleaning and resilient floor refinishing shall be quoted at the time service is requested, and the Authority may elect to contract with another provider for these services.

The above unit prices listed in the Price Schedule shall include all labor, materials, removal, overhead, profit, insurance, and any other cost necessary to cover the finished work of the several kinds called for.

PROPOSER agrees that this proposal shall be good and may not be withdrawn for a period of ninety (90) days after the scheduled closing time for receiving proposals.

Respectfully submitted,


Signature

Danna Hewick

Print Name

Vice President of Business Development

Print Title

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 3

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION STATEMENT

1. The Proposer hereby agrees to a commitment to the principles and practices of equal opportunity in employment and to comply with the letter and spirit of federal, state, and local laws and regulations prohibiting discrimination based on race, color, religion, national origin, sex, age, handicap, marital status, and political affiliation or belief.
2. The Proposer agrees to comply with Executive Order 11246, as amended, and to comply with specific affirmative action obligations contained therein.

Signed:



Title:

Danna Hewick, Vice President of Business Development

Proposer:

United States Service Industries, Inc. (USSI)

Address:

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

RFP Number 18-02: Janitorial Services
 Leon County Research and Development Authority
 Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 4

**CERTIFICATION REGARDING
 DEBARMENT, SUSPENSION,
 AND OTHER RESPONSIBILITY MATTERS**

- 1) The Proposer certifies to the best of its knowledge and belief, that it and its principals:
 - a) Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
 - b) Have not within a three-year period preceding this been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
 - c) Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or local) with commission of any of these offenses enumerated in paragraph (1)(b) of this certification; and
 - d) Have not within a three-year period preceding this application/Proposal had one or more public transactions (Federal, State or local) terminated for cause or default.
- 2) Where the Proposer is unable to certify to any of the statements in this certification, such Respondent shall attach an explanation to this Proposal.
- 3) No subcontract will be issued for this project to any party which is debarred or suspended from eligibility to receive federally funded contracts.


 Signature Danna Hewick

Vice President of Business Development
 Title

United States Service Industries, Inc. (USSI)
 Proposer's name
4340 East-West Hwy. Suite 204, Bethesda, MD 20814
 Address

RFP Number 18-02: Janitorial Services
 Leon County Research and Development Authority
 Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 5
AFFIDAVIT CERTIFICATION
IMMIGRATION LAWS

The Authority will not intentionally award Authority contracts to any Proposer who knowingly employs unauthorized alien workers, constituting a violation of the employment provisions contained in 8 U.S.C. Section 1324 A(e) (Section 274a(e) of the Immigration and Nationality Act).

The Authority may consider the employment by any Proposer of Unauthorized Aliens a violation of Section 274A(e) of the INA. Such violation by the Proposer of the employment provision contained in Section 274A(e) of the INA shall be ground for unilateral cancellation of the contract by the Authority.

RESPONDENT ATTESTS THAT THEY ARE FULLY COMPLIANT WITH ALL APPLICABLE IMMIGRATION LAWS (SPECIFICALLY TO THE 1986 IMMIGRATION ACT AND SUBSEQUENT AMENDMENTS).

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

Signature: Danna Hewick

Danna Hewick

Title: Vice President of Business Development

STATE OF Maryland
 COUNTY OF Montgomery

Sworn to and subscribed before me this 27th day of June, 2018.

Personally known ☒

Livia G. Zablach
 NOTARY PUBLIC

OR Produced identification ☐

Notary Public - State of Maryland

(Type of identification)

My commission expires:

Printed, typed, or stamped
 commissioned name of notary public

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

The signer of this Affidavit guarantees, as evidenced by the sworn affidavit required herein, the truth and accuracy of this affidavit to interrogatories hereinafter made.

THE AUTHORITY RESERVES THE RIGHT TO REQUEST SUPPORTING DOCUMENTATION, AS EVIDENCE OF SERVICES PROVIDED, AT ANY TIME.

RFP Number 18-02: Janitorial Services
 Leon County Research and Development Authority
 Submission Deadline: July 2, 2018 @ 1:00 p.m.

**ATTACHMENT 6
 INSURANCE CERTIFICATION FORM**

To indicate that Proposer understands and is able to comply with the required insurance, as stated in the RFP document, the Proposer shall submit this insurance sign-off form, signed by the company Risk Manager or authorized manager with risk authority.

1. Is/are the insurer(s) to be used for all required insurance (except Workers' Compensation) listed by Best with a rating of no less than A:VII?

☒ YES ☐ No

Commercial General Liability: Indicate Best Rating: A++ (Superior)
 Indicate Best Financial Classification: XV (\$2 Billion or greater)

Automobile Liability: Indicate Best Rating: A++ (Superior)
 Indicate Best Financial Classification: XV (\$2 Billion or greater)

2. Is the insurer to be used for Workers' Compensation insurance listed by Best with a rating of no less than A:VII?

☒ YES ☐ No

Indicate Best Rating: A++ (Superior)
 Indicate Best Financial Classification: XV (\$2 Billion or greater)

If answer is NO, provide name and address of insurer: n/a

3. Is the Proposer able to obtain the required types and limits of coverage for this RFP, as identified within the solicitation package? Be sure to carefully review and ascertain that the Proposer either has coverage or will place coverage at these or higher levels.

☒ YES ☐ No

Please mark the appropriate box:

Coverage is in place ☒ Coverage will be placed, without exception ☐

USSI RESPONSE

RFP Number 18-02: Janitorial Services

Leon County R&D Authority

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

The undersigned declares under penalty of perjury that all of the above insurer information is true and correct.

Name Stephanie Nester
Typed or Printed

Signature

Stephanie Nester

Date 06/27/18

Title

CFO

(Company Risk Manager or
Manager with Risk Authority)

RFP Number 18-02: Janitorial Services
Leon County Research and Development Authority
Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 7
Drug Free Work Place Form

Drug-Free Work Place: Yes ☒ N/A ☐

If Yes please complete the form.

The undersigned proposer hereby certifies that United States Service Industries, Inc. (USSI)
(Name of Business) does:

Publish statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.


Give each employee engaged in providing the commodities or contractual services that are proposed a copy of the statement specified in subsection (1).

In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or no-contender to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

Impose a sanction on, or required the satisfactory participation in a drug abuse assistance or rehabilitation program is such is available in the employee's community, by any employee who is so convicted.

Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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


Proposer's Signature
Danna Hewick, VP of Business Development
6-27-18
Date

This form must be completed, signed and returned with your response to fulfill the requirements of this RFP

RFP Number 18-02: Janitorial Services
 Leon County Research and Development Authority
 Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 8
LOCAL VENDOR CERTIFICATION

The undersigned, as a duly authorized representative of the vendor listed herein, certifies to the best of his/her knowledge and belief, that the vendor meets the definition of a Local Business. For purposes of this section, "local business" shall mean a business which:

- has had a fixed office located in and having a street address within Leon, Gadsden, Wakulla, or Jefferson County for at least six (6) months immediately prior to the issuance of the request for competitive bids or request for proposals by the Leon County R&D Authority; and
- Holds any business license required by Leon County (or one of the other local counties), and, if applicable, the City of Tallahassee; and
- Is the principal officer who is a single officer; a business which is the prime contractor and not a subcontractor; or a partner or joint venturer submitting an offer in conjunction with other businesses.

Please complete the following in support of the self-certification and submit copies of your County and City business licenses. Failure to provide the information requested will result in denial of certification as a local business.

Business Name: <u>United States Service Industries, Inc. (USSI)</u>	
Current Local Address: <u>325 John Knox Road, Suite D-104, Tallahassee, FL 32303</u>	Phone: (850) 877-4314 Fax: (850) 650-2891
If the above address has been for less than six months, please provide the prior address.	
Length of time at this address: <u>N/A</u>	
Home Office Address: <u>4340 East West Hwy. Suite 204, Bethesda, MD 20814</u>	Phone: (202) 783-2030 Fax: (202) 393-5541

Danna Hewick
 Signature of Authorized Representative Danna Hewick

6-27-18
 Date

STATE OF Maryland
 COUNTY OF Montgomery

The foregoing instrument was acknowledged before me this 27th day of June, 2018.
 By Danna Hewick (Name of officer or agent, title of officer or agent) of United States Service Industries, Inc. (Name of corporation acknowledging)
 a Delaware (State or place of incorporation) corporation, on behalf of the corporation. He/she is personally known to me
 or has produced personally known as identification.
 (type of identification)

Livia G. Zablah
 Signature of Notary
Livia G. Zablah
 Print, Type or Stamp Name of Notary

Return Completed form with
 supporting documents to:

Leon County R&D Authority, Ron Miller
 1736 W. Paul Dirac Drive
 Tallahassee, Florida 32310

Serial Number, if Any

24

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

RFP Number 18-02: Janitorial Services
 Leon County Research and Development Authority
 Submission Deadline: July 2, 2018 @ 1:00 p.m.

ATTACHMENT 9**PROPOSER REGISTRATION FORM**

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☐ To register as a proposer, complete the following information in its entirety and email the completed registration form to Ron Miller at rmiller@inn-park.com.

☐ Potential respondents to the RFP are responsible for reviewing the complete RFP documents and for collecting all addenda prior to submitting their response. Addenda and revisions will not be forwarded automatically. Potential respondents are advised to check the LCRDA's website <http://innovation-park.com/opportunities/> periodically and prior to submitting their response.

Name of the Company:		
Company's Mailing Address:		
City:	State:	Zip Code:
Telephone:	Fax:	E-Mail:
Primary Contact Person for the Company:		
Contact Person's Mailing Address:		
City:	State:	Zip Code:
Telephone:	Fax:	E-Mail:

Questions & Answers – Questions concerning the RFP, required submittals, evaluation criteria, response schedule, or selection process, and requests for interpretations or corrections of any or actual or perceived ambiguity, inconsistency or error which the company may discover shall be directed in writing to Ron Miller. Such written questions and requests shall be: (1) received by Ron Miller no later than June 21, 2018 at 2:00 p.m. EST; (2) signed by a person authorized to contractually bind such company; and (3) directed to Ron Miller by the company by e-mail. Answers to such questions will be posted on the LCRDA's website <http://innovation-park.com/opportunities/>.

Communication Prohibition – Prospective respondents are cautioned not to contact any officials other than Ron Miller concerning this RFP.

Contact Information for Ron Miller –
☐ E-mail: rmiller@inn-park.com

Submit completed registration form to Ron Miller via email at rmiller@inn-park.com

USSI COMPLETED REGISTRATION - INSERTED ON THE FOLLOWING PAGE

Attachment 9

**Leon County Research and Development Authority (LCRDA) Proposer Registration
Request for Proposals (RFP) Number: 18-02 Janitorial Services**

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- Potential respondents to the RFP are responsible for reviewing the complete RFP documents and for collecting all addenda prior to submitting their response. Addenda and revisions will not be forwarded automatically. Potential respondents are advised to check the LCRDA's website periodically and prior to submitting their response.

Name of the Company: United States Service Industries, Inc. (USSI)			
Company's Mailing Address: 4340 East-West Hwy. Suite 204			
City: Bethesda	State: MD	Zip Code: 20814	
Telephone: (202) 824-7440	Fax: (202) 393-5541	E-Mail: marketing@ussiclean.com	
Primary Contact Person for the Company: Danna Hewick, VP of Business Development			
Contact Person's Mailing Address: 4340 East-West Hwy. Suite 204			
City: Bethesda	State: MD	Zip Code: 20814	
Telephone: (202) 824-7440	Fax: (202) 393-5541	E-Mail: marketing@ussiclean.com	

Questions & Answers – Questions concerning the RFP, required submittals, evaluation criteria, response schedule, or selection process, and requests for interpretations or corrections of any or actual or perceived ambiguity, inconsistency or error which the company may discover shall be directed in writing to Stephanie Shoulet. Such written questions and requests shall be: (1) received by Stephanie Shoulet no later than **June 21, 2018 at 2:00 p.m. EST**; (2) signed by a person authorized to contractually bind such company; and (3) directed to Stephanie Shoulet by the company by e-mail. Answers to such questions will be posted on the LCRDA's website, <http://innovation-park.com/opportunities/>.

Communication Prohibition – Prospective respondents are cautioned not to contact any officials other than Stephanie Shoulet concerning this RFP.

Contact Information for Stephanie Shoulet –

- E-mail: stephanie@talcor.com

**Submit completed registration form to Stephanie Shoulet via email at
stephanie@talcor.com.**

LICENSES, REGISTRATIONS AND CERTIFICATIONS

***State of Florida
Department of State***

I certify from the records of this office that UNITED STATES SERVICE INDUSTRIES, INC. is a Delaware corporation authorized to transact business in the State of Florida, qualified on February 3, 1992.

The document number of this corporation is P37332.

I further certify that said corporation has paid all fees due this office through December 31, 2018, that its most recent annual report/uniform business report was filed on January 16, 2018, and that its status is active.

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

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Sixteenth day of January, 2018*



Ken Detjen
Secretary of State

Tracking Number: CCS722716829

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

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

State of Florida

Department of State

I certify from the records of this office that USSI is a Fictitious Name registered with the Department of State on June 11, 2018.

The Registration Number of this Fictitious Name is G18000067043.

I further certify that said Fictitious Name Registration is active.

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

*Given under my hand and the Great Seal of
Florida, at Tallahassee, the Capital, this the
Twelfth day of June, 2018*

Ken Detmer

Secretary of State





CERTIFICATE OF LIABILITY INSURANCE

182208

 DATE (MM/DD/YYYY)
 4/23/2018

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

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

PRODUCER Commercial Lines - (202) 783-6810 USI Insurance Services National, Inc. 801 13th St NW Washington, DC 20005	CONTACT NAME: Tyneshia Wells PHONE (A/C No. Ext): 804.729.9812 E-MAIL ADDRESS: tyneshia.wells@usi.com FAX (A/C No.): INSURER(S) AFFORDING COVERAGE <table border="1"> <tr> <td>INSURER A: Travelers Indemnity Co of America</td> <td>NAIC # 25666</td> </tr> <tr> <td>INSURER B: Travelers Indemnity Company</td> <td>25658</td> </tr> <tr> <td>INSURER C: Travelers Property Casualty Co of America</td> <td>25674</td> </tr> <tr> <td>INSURER D: Phoenix Insurance Company</td> <td>25623</td> </tr> <tr> <td>INSURER E: Federal Insurance Company</td> <td>20281</td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER A: Travelers Indemnity Co of America	NAIC # 25666	INSURER B: Travelers Indemnity Company	25658	INSURER C: Travelers Property Casualty Co of America	25674	INSURER D: Phoenix Insurance Company	25623	INSURER E: Federal Insurance Company	20281	INSURER F:	
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INSURER E: Federal Insurance Company	20281												
INSURER F:													

COVERAGES **CERTIFICATE NUMBER:** 12969495 **REVISION NUMBER:** See below

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

INSURER	TYPE OF INSURANCE	ADDITIONAL SUBROGATION	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO <input type="checkbox"/> LOC OTHER:		630-70488505-TIA-18	04/15/2018	04/15/2019	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 5,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> RENTED AUTOS ONLY <input checked="" type="checkbox"/> COMP \$100 <input checked="" type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY <input checked="" type="checkbox"/> COLL \$1000		BA-95558559-18-CAG	04/15/2018	04/15/2019	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB DEED RETENTION \$	<input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE	CUP-0J790420-18-43	04/15/2018	04/15/2019	EACH OCCURRENCE \$ 3,000,000 AGGREGATE \$ 3,000,000
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input checked="" type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> N/A	UB-3K926991-PHX-18	04/15/2018	04/15/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
E	Crime - Fidelity Bond		8211-6264	04/15/2018	04/15/2019	Client Coverage - \$1,000,000 Employee Theft - \$1,000,000

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

CERTIFICATE HOLDER

 United States Service Industries, Inc.
 4340 East-West Highway
 Suite 204
 Bethesda, MD 20814

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

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(This certificate replaces certificate 12932408 issued on 04/01/18)

W-9 FORM

W-9
Form 1041-1049
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

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

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

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

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.
☐ Individual sole proprietor or single-member LLC
☐ C Corporation
☒ S Corporation
☐ Partnership
☐ Trust/estate
☐ Limited liability company. Enter the tax classification (LLC corporation, S-S corporation, Pa-Partnership) in the space below.
Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.
☐ Other (see instructions) *

4 Exemptions codes apply only to certain entities, not individuals, see instructions on page 3.
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Do not use to indicate a resident outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
4340 East-West Highway, Suite 204

6 City, state, and zip code
Bethesda, MD 20814

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see How to get a TIN, later.
Note: If the account is in more than one name, see the instructions for line 1. Also see What Name and Number to Give the Requester for guidelines on whose number to enter.

Part II Certification
Under penalties of perjury, I certify that:
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

Sign Here _____ Signature of U.S. person + _____ Date + **05/11/2018**

General Instructions
Section references are to the Internal Revenue Code unless otherwise noted.
Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.
Purpose of Form
An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:
☒ Form 1099-INT (interest earned or paid)
☐ Form 1099-DIV (dividends, including those from stocks or mutual funds)
☐ Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
☐ Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
☐ Form 1099-S (proceeds from real estate transactions)
☐ Form 1099-K (merchant card and third party network transactions)
☐ Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
☐ Form 1099-C (canceled debt)
☐ Form 1099-A (acquisition or abandonment of secured property)
Use Form W-9 only if you are a U.S. person (including a resident alien) to provide your correct TIN.
If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.

Cat. No. 10231X

Form W-9 (Rev. 11-2017)