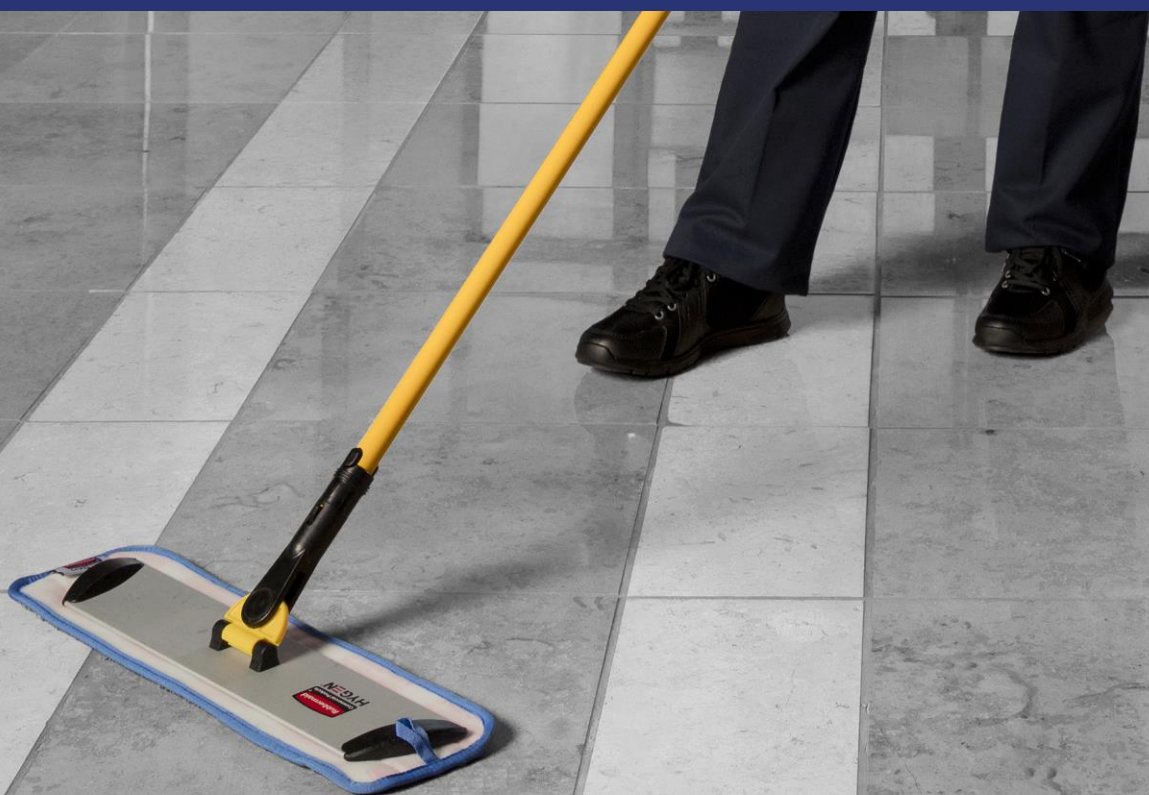


A COMPANY BUILT TO SERVE



AT YOUR SERVICE

Your commercial cleaning partner should provide you with more than clean rooms, corridors and counters. Their focus and commitment to excellence should mirror yours. You value your employees and their ideas, your workspace, and your organization's culture—so should the partner you rely on. That's a connection that can be challenging to find—it's one CCS is committed to delivering.



COMMERCIAL CLEANING SYSTEMS

JANITORIAL SERVICE PROPOSAL



PRESENTED TO

THE CITY OF MARICOPA

JULY 24TH, 2018

PRESENTED BY

SPENCER STEVENS

BUSINESS DEVELOPMENT MANAGER

COMMERCIAL CLEANING SYSTEMS

OFFER SHEET

JANITORIAL SERVICE PROPOSAL

REQUEST FOR PROPOSAL
RFP# 18-CSD03282018
Janitorial Services
Copper Sky Multi-Generational Recreation Center
City of Maricopa

INTRODUCTION

The City of Maricopa is accepting sealed proposals for Janitorial Services at the Copper Sky Multi-Generational Recreation Center until the date and time detailed below. Proposals shall be delivered to the location listed below and shall be in the possession of the City on or prior to the exact date and time indicated. Late proposals will not be considered. *Proposals shall be submitted in a sealed package with "RFP – #18-CSD03282018, Janitorial Services – Copper Sky" and the Offeror's name and address clearly indicated on the front of the package.* All proposals shall be completed in ink or typewritten. Offerors are strongly encouraged to read carefully this *entire* Request for Proposal.

| | |
|-----------------------------------|--|
| Pre-Proposal Meeting & Site Visit | July 10, 2018 |
| Proposal Due Date: | July 24, 2018 |
| Proposal Time: | 2:00 p.m. (Arizona Time) |
| Number of Copies of Proposals | 1 unbound original (labeled) and 5 bound copies and one electronic copy |
| Contact: | Kathleen M. Shipman, Purchasing Manager |
| E-Mail: | kathleen.shipman@maricopa-az.gov |
| Mailing Address& Location | 39700 W. Civic Center Plaza, Maricopa, Arizona 85138 |

OFFER

To the City of Maricopa: The undersigned on behalf of the entity, firm, company, partnership, or other legal entity listed below offers on its behalf to the City a proposal that contains all terms, conditions, specifications and amendments in this Notice of Request for Proposal issued by the City. Any exception to the terms contained in the Notice of Request for Proposal must be specifically indicated in writing and are subject to the approval of the City prior to acceptance. The signature below certifies your understanding and compliance with the Terms and Conditions contained in the Request for Proposal package issued by the City.

| OFFEROR CONTACT INFORMATION | |
|---|--|
| <p style="text-align: center;">Arizona Transaction (Sales) Privilege Tax</p> <p>License Number: <u>20544727</u></p> | <p style="text-align: center;">For clarification of this offer contact:</p> <p>Name: <u>Spencer Stevens</u></p> <p>Email: <u>sstevens@commercialcleaningsystems.com</u></p> <p>Telephone: <u>(480) 202-8637</u></p> |
| <p style="text-align: center;">26-2246912</p> <p style="text-align: center;">Federal Employer Identification Number</p> <p style="text-align: center;">Commercial Cleaning Systems</p> <p style="text-align: center;">Company Name</p> <p style="text-align: center;">17602 N. Black Canyon Hwy</p> <p style="text-align: center;">Address</p> <p style="text-align: center;">Phoenix AZ 85053</p> <p style="text-align: center;">City State Zip Code</p> | <p style="text-align: center;">Authorizing Offeror Signature</p> <p style="text-align: center;">Titus Gardner</p> <p style="text-align: center;">Printed Name</p> <p style="text-align: center;">Vice President</p> <p style="text-align: center;">Title</p> |

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JULY 24TH, 2018

Kathleen M. Shipman

City of Maricopa
39700 W. Civic Center Plaza
Maricopa, AZ 85138

Dear Kathleen:

Thank you for the opportunity to provide a commercial cleaning proposal for the City of Maricopa. We appreciate your trust and look forward to engaging in a long-term partnership with you and your team.

Commercial Cleaning Systems shares your team's passion and commitment to excellence and value for your tenants. As reflected in our proposal, CCS' customer-centric culture is focused on working hard, providing a high level of service, and taking pride and responsibility for our work. Importantly, we continually seek to not only meet but exceed your expectations. For us, that process starts with listening. Our goal is to be the best janitorial service provider—and the best vendor partner in the business community.

CCS understands and will be in compliance of the products and services required by the Request for Proposal listed in the scope of work provided by the City.

Please contact me with any questions at (602) 214-9558 or by email at tgardner@commercialcleaningsystems.com. We look forward to connecting with you after you have an opportunity to review the enclosed proposal.

Please note that Titus Gardner is authorized to bind the Offeror to the contract with the City.

Sincerely,

TITUS GARDNER
VICE PRESIDENT

FIRM OVERVIEW

INTRODUCTION



CCS is a dedicated, full service janitorial company specializing in a range of building types including single and multi-tenant, corporate campuses, medical, industrial, retail, research and development, educational and public/government facilities.

We're proud thousands of companies and organizations nationwide rely on us as their cleaning partner. In addition to core janitorial services, we also provide specialty services to customers on an as needed basis, including carpet cleaning, flood restoration, hard floor maintenance, window cleaning and exterior power washing.

FIRM OVERVIEW

CORPORATE OVERVIEW

While cost is always a consideration, the lowest cost provider is not always the best fit. Sometimes the trade-off for paying less is simply too high—too many unknowns, too many frustrations.

We believe strongly in delivering great work backed by great service. It's why we focus on expectations, not just requirements. It's a promise businesses like the Four Seasons and Apple have embraced and elevated. Why can't that same approach happen within the custodial cleaning arena? We believe it can—and does. It's a customer-first commitment we live every day, in every interaction, with every customer. It includes ensuring the services we're contracted to perform are what you truly need, not simply what's on a set menu. It's why we work with you to develop a custodial program specific to your needs and, every step along the way find ways to deliver high quality service.

We start by listening, not talking (and certainly not selling.) We want to understand your challenges (and pain points)—what's needed, what's working, what's not, what's on your wish list. We want to get a true sense of your priorities, a feel for the way you work, and what's expected. We pride ourselves on not just responding to what you've requested, but anticipating and delivering solutions that prompt you to smile and say—"Wow, CCS. Well done." It's a way of working that will prompt you to redefine your definition of what a cleaning services partner can—and should—be.

EXPERIENCE MATTERS

Our business is commercial cleaning. For three decades, CCS has worked with thousands of customers in a wide range of industries and geographies providing us with a deep understanding of the daily services customers value, as well as those "on demand" offerings that are needed periodically from a trusted resource. From flood and restoration cleaning to medical disinfection, remodel and renovation prep—there is a host of services CCS can provide at a moment's notice. For customers, that means "yes" is just a call, text or email away.

We also provide services to assist in achieving all levels of LEED certification. We have worked with a mix of customers on LEED projects, experience that helps ensure your sustainability goals are met.

We believe in continued improvement—of using metrics (including customer feedback) to carefully review how we work and the value we deliver. It's a growth mindset that many of our customers have as well. We believe it's the foundation of a great company and sustained relationships.



OUR MISSION

TO BE THE BEST

janitorial service provider

TO COMPLETELY EXCEED

our customers' expectations

TO PROVIDE EXCELLENCE

in customer service at a fair price

TO DEVELOP AND SUSTAIN

controlled growth of our company

TO ALWAYS REMEMBER

our humble beginnings

FIRM OVERVIEW

CORPORATE OVERVIEW

TEAMWORK THAT DELIVERS

At the center of every standout service business is its people—the team performing the work. Ensuring that team has the resources it needs to succeed is critical. At CCS, our team focus begins with hiring the right service-minded individuals, then arming them with the support to succeed.

From training to technology, human resource policies, professional attire, benefits and promotions, a host of workforce elements come into play. Our local management and communications model ensures your needs are met and our thousands of employees have the resources they need.

Our team mindset extends beyond CCS to the way we work with you. We view ourselves as partners, as teammates, and know our work can add to your success and peace of mind. By tapping the latest technology and communications devices, for example, our team stays in touch with each other, and with you.

A SENSE OF OWNERSHIP

A key differentiator of our team is that they are ours. As full-time hires (versus contract staff) team members at every level know they are part of our success. We do not subcontract ensuring uniform and consistent quality. For managers, that connection is made even stronger via ownership rights—and returns.

We also believe ownership translates to responsibility to own your own success and outcomes. It's a mindset that requires a commitment to follow through, to solve a problem that's been presented (or even better, anticipate and tackle an issue before it occurs.) It's a way of thinking and working that we encourage and reward.

ARIZONA OFFICE

17602 N. Black Canyon, Suite 108, Phoenix, AZ 85053

PRINCIPALS

Troy Coker, CEO; Todd VanOpdorp – COO; Dana Holladay – Senior Vice President; Titus Gardner – Vice President; Steve Testa – CFO

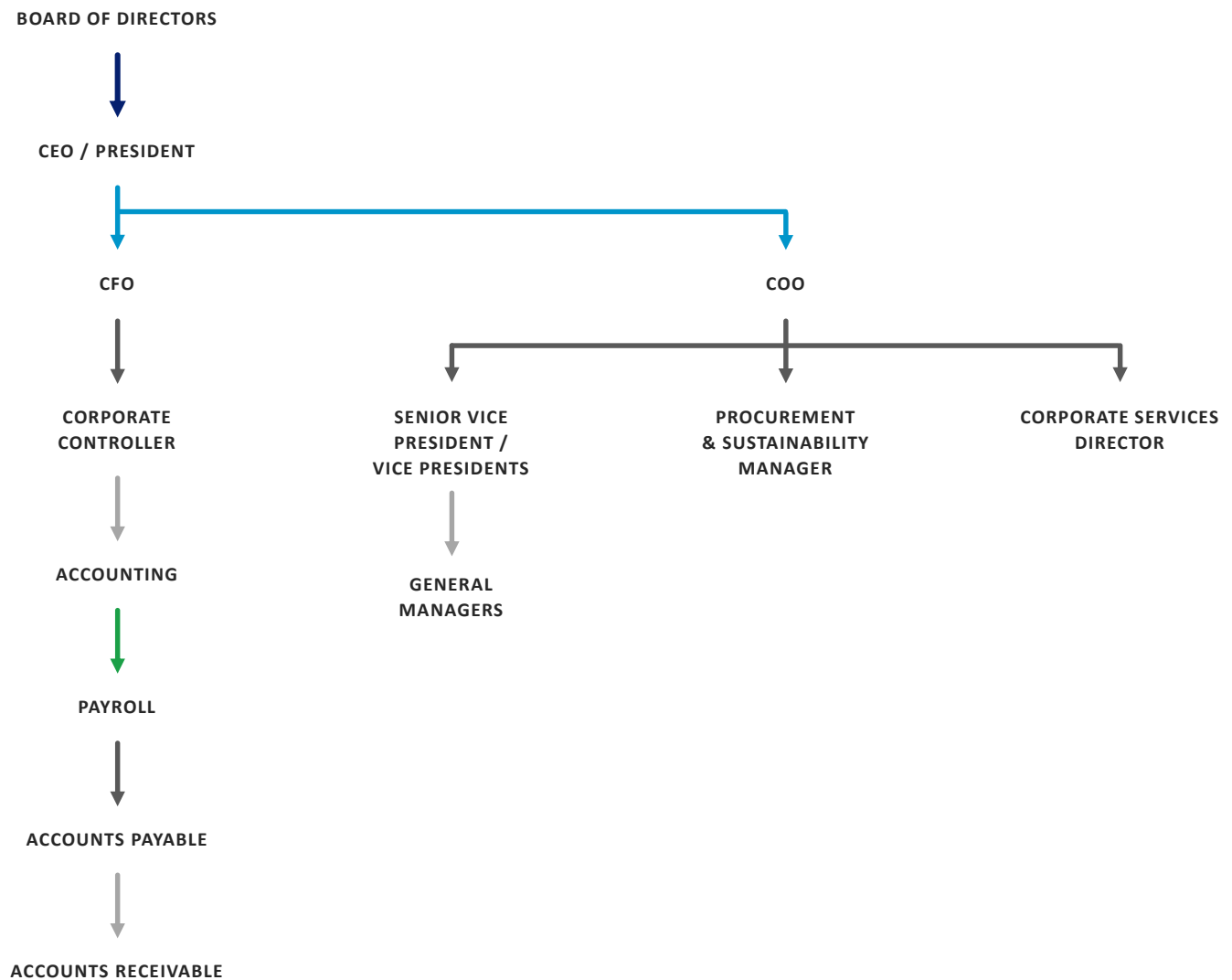


In Built to Last, best-selling author Jim Collins chronicles companies that have grown and endured based on core principles of leadership. We champion those core tenets—and beyond. We do that by infusing a “**Built to Serve**” philosophy in all we do.

FIRM OVERVIEW

CORPORATE OVERVIEW

We value the trust you place in our ability to deliver superior service. A core part of our commitment to excellence—and ability to execute beyond our clients’ expectations—comes from a deep sense of collaboration and open communications. It’s the foundation of our culture, and our ability to serve.



EXPERIENCE

OVERVIEW



While the people part of our work is critical, we also know the management and supervision of the work process provides CCS customers with tremendous value. In the cleaning business, it's not uncommon for facilities or buildings that are not effectively supervised to become isolated and disconnected; our supervision and communication infrastructure doesn't allow that to happen. Our team approach, checks and balances and open communication within CCS and our clients are key steps for fostering strong connections and quality. We've learned that both significant and even small, seemingly easy measures add up to a big difference.

We ensure full compliance with the requirements of the contract. Our management team is committed to job quality and customer satisfaction.

EXPERIENCE

A TEAM THAT DELIVERS

Headquartered in Denver, Colorado, CCS was founded in 1988 as a sole proprietorship via the purchase of four small janitorial building contracts. Over the next three decades, with the mission of being the best, CCS has grown to be the largest provider of janitorial services in the Western U.S.

In 2007, CCS opened an office in Southern California expanding commercial cleaning capabilities and presence in California. In 2008, we expanded in the Southwest and established a foothold to become the best janitorial operator in the Arizona market.

Today, we employ thousands nationwide ensuring our team has the bandwidth and reliability needed to scale and cover any cleaning assignment, every day. With operations in five states, we are led by a management ownership group with a proven operational background in the commercial janitorial industry. We purchase all of our own equipment and will not require any outside financing for capital equipment to service your account. Our management principles of safety first and re-investing within our people and company align well with your organization.

CCS has offices in the following cities:

- Seattle, WA
- Denver, CO
- Phoenix, AZ
- Las Vegas, NV
- San Diego, CA
- Fresno, CA
- Los Angeles, CA
 - Van Nuys
 - El Segundo
- Inland Empire, CA
- Orange County, CA



BUILT TO SERVE

By combining the “best of the best” in all locations, CCS has quietly emerged as a regional company with a reputation for delivering quality services, with a focus on high-level customer service and superior cleaning. We’ve built a strong reputation in the building service industry by sustaining long-term relationships and expanding service delivery to loyal customers. By focusing on continuous improvement and a customer-based culture, CCS looks forward to a long future of providing the best janitorial service in the industry.

EXPERIENCE

GOLD STANDARD CERTIFICATION: CIMS ACCREDITATION

Within the commercial cleaning services industry, the Cleaning Industry Management Standards (CIMS) is the gold standard. The first consensus-based management standard for the cleaning industry, the evaluation is both independent and thorough, with a 360-degree view of an organization's work.

In October 2017, CCS received the rare CIMS accreditation, CIMS-Green Building Honors designation.

RIGOROUS EVALUATION

To earn CIMS accreditation, core areas of operation are rigorously reviewed, providing an independent and objective 360-degree evaluation, from management and operations to performance systems and processes. The findings provide a team with a benchmark for successful delivery of consistent, quality services designed to exceed customer needs and expectations. CIMS doesn't dictate the approach an organization should take (it's not prescriptive); instead, it assesses how robust the approach the company has implemented is.

Some of the CIMS scorecard elements focus on "big picture" processes and planning, others are very detail oriented. Together they provide a valuable, in-depth look at an organization from both an inside and outside vantage point—from a team/employee perspective, as well as client-facing one.

CIMS-GB: WHAT IT MEANS TO YOU

CIMS-GB certification demonstrates a company's ability to assist customers in achieving LEED EB: O&M points and assurance for partnering in the LEED process. In fact, CIMS-GB is a direct compliance option for the "Green Cleaning Policy" LEED prerequisite. To satisfy the prerequisite, facilities can either invest in developing and implementing a comprehensive green cleaning policy or simply utilize a CIMS-GB certified cleaning service provider.

CCS is one of the select few cleaning provider worldwide that currently holds the CIMS-GB with Honors designation—recognition that we achieved a near perfect green review/compliance score.



GOLD-STANDARD CERTIFIED
Currently 218 commercial cleaning companies in North America have earned CIMS accreditation. CCS is proud to be among them.

Currently 230 commercial cleaning companies in North America have earned CIMS certification. Fewer than 10% have achieved the CIMS-GB with Honors certification -think of it as a rare summa cum laude designation in green building and cleaning.

CIMS accreditation applies to the organization in its entirety, not just a specific individual, process or product.

EXPERIENCE

GOLD STANDARD CERTIFICATION: CIMS ACCREDITATION

WHAT CIMS ACCREDITATION SAYS TO CUSTOMERS

For CCS customers, this accreditation provides independent validation of the quality of our work—and organization. In fact, we believe the two elements are inextricably linked. Without focused and thorough training, open communications and proven leadership, delivering quality work day in and day out would be impossible.

By design, all elements—the evaluation, the grading and the teacher (in this case, an independent certified CIMS assessor)—are tough. Fail to meet 100% of mandatory elements and 60% of the recommended / great to achieve elements in each section, no accreditation is awarded. Navigating the application and robust review process prompted our team to carefully and honestly scrutinize every aspect of the way we work, from internal policies, procedures and communications to client-facing operations, products and on the job safety protocols.

Here are the core areas the CIMS evaluation evaluated and found CCS to meet their gold-star criteria:

QUALITY SYSTEMS. General framework to ensure effective operations and continual improvement.

SERVICE DELIVERY. Processes necessary to effectively produce and deliver services, including purchasing, staffing, and handling unexpected events.

HUMAN RESOURCES. Demonstrate efficiency and effectiveness of managing “human capital” in a way that enhances organizational performance.

HEALTH, SAFETY & ENVIRONMENTAL STEWARDSHIP. Examines the processes, systems, and documentation as they relate to the organization’s quality cleaning and maintenance services with a focus on healthy, sustainable and environmentally friendly practices.

MANAGEMENT COMMITMENT. Validation of an established and organization-wide management systems to meet customer needs and expectations, even in times of organizational change.



GREEN CLEANING EXCELLENCE

The Green Building (GB) component of the CIMS accreditation is optional—but not to CCS. We believe strongly that a focus on sustainable, environmentally aware practices are a core part of successful cleaning. The requirements of the GB module evaluate CCS’ framework to ensure use of environmentally preferable cleaning practices in addition to the management best practices identified in the five core CIMS sections. CCS is one of the select few cleaning provider worldwide that currently holds the CIMS-GB with Honors designation—the highest possible.

CAPABILITIES

GOVERNMENT SERVICES EXPERIENCE

Commercial Cleaning Systems understands the specialized cleaning needs of government entities. Our wealth of experience in cleaning government facilities is extensive and brings the support and best practices of cleaning government facilities to the doorsteps of our customers.

Our experience in the Government Sector is great. CCS currently partners with other city, state and federal government entities such as: the City of Tucson AZ, the City of Surprise AZ, the City of Fontana CA, and the City of Santa Ana CA (just to name a few!).

From service structure to quality assurance, our government clients chose CCS because we bring a lower total cost of ownership to their janitorial service needs. Our experience encompasses cleaning the following types of government facilities (to name a few):

- City Buildings (Civic Centers, Municipal Buildings, offices, etc.)
- Courthouse Facilities
- Parks facilities
- Recreational Centers (including gyms, aerobic centers, tennis/racquetball courts, etc.)
- City, State, Municipality and other Government Complexes
- Libraries
- Transit Systems (including offices and Transit Centers)
- Utility Services

Below is a list of a few current municipalities CCS currently services:

- City of Tucson
- City of Surprise
- City of Buckeye
- City of Glendale
- City of Queen Creek
- City of Manhattan beach
- City of Fullerton
- City of Santa Ana
- City of Fontana
- City of Rancho Cucamonga
- City of Rancho Santa margarita
- City of La Mesa
- City of Bakersfield
- City of Highland
- City of Monrovia
- Mesa Water District
- City of Culver City

CAPABILITIES

STAFFING

TEAMWORK THAT DELIVERS

At the center of every standout service business is its people—the team performing the work. Ensuring that team has the resources it needs to succeed is critical. At CCS, our team focus begins with hiring the right service-minded individuals, then arming them with the support to succeed.

From training to technology, human resource policies, professional attire, benefits and promotions, a host of workforce elements come into play. Our local management and communications model ensures your needs are met and our thousands of employees have the resources they need.

Our team mindset extends beyond CCS to the way we work with you. We view ourselves as partners, as teammates, and know our work can add to your success and peace of mind. By tapping the latest technology and communications devices, for example, our team stays in touch with each other, and with you.

A SENSE OF OWNERSHIP

A key differentiator of our team is that they are ours. As full-time hires (versus contract staff) team members at every level know they are part of our success. We do not subcontract ensuring uniform and consistent quality. For managers, that connection is made even stronger via ownership rights—and returns.

We also believe ownership translates to responsibility to own your own success and outcomes. It's a mindset that requires a commitment to follow through, to solve a problem that's been presented (or even better, anticipate and tackle an issue before it occurs.) It's a way of thinking and working that we encourage and reward.

CAPABILITIES

STAFFING

PERSONS RESPONSIBLE FOR RESOLVING REQUESTS AND COMPLAINTS

At Commercial Cleaning Systems, we believe in managing the process for our clients. We also believe in being proactive in all facets of our job. Whether it's a leaky faucet or a new carpet stain, we want to be the first to notify you as we are your "eyes and ears" of the facility.

Should you have a special request or complaint, we ask that you funnel all of your requests to your Account Manager. The below contact is currently, and will remain to be, your contact for the City:



Jose Ortega

Senior Account Manager

O: (602) 404-3400

C: (602) 930-2503

jortega@commercialcleaningsystems.com

CHANGES TO POLICIES AND PROCEDURES

From time to time, CCS may see it necessary to establish new procedures for things such as daily communication or the nightly work flow plan through the building. We will be sure to communicate, typically via email, these changes immediately. The same process would be true for any time that we are replacing crew members. We understand that the safety of your buildings and those who work in them is of the utmost importance.

COMPLIANCE WITH SCOPE

QUALITY CONTROL - TECHNOLOGY

Our technology and support solutions have created a team culture and positive impact throughout the company, building an open and communicative environment for all employees, vendors, and customers. Importantly, ready access to technology provides CCS employees with a sense of independence and trusted communications regarding their schedules and early access to upcoming payments. With ready access to technology tools, each employee is able to see their schedules, view their paychecks before they're issued—and more. The result? Added peace of mind, personal performance and reliability.

Here's a look at what solutions will be at work for you:

MATERIAL REQUIREMENTS PLANNING (MRP)

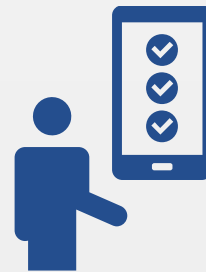
Our scheduling and HR management system is the tool we use for creating and maintaining all scheduling, training and site-required screenings. It ties directly to the CCS invoicing system eliminating missed data "handoffs" that can often occur with other approaches.

ELECTRONIC TIMEKEEPING

We set up Electronic Timekeeping at each CCS customer location. This electronic timekeeping solution allows our employees to check in/out via a pre-selected phone eliminating the need for collecting timesheets. It's easier and efficient for our employees, but the biggest benefit is it allows our night management team to spend more time on inspections, site visits and employee development rather than chasing timesheets and delivering checks. It's also a valuable layer of team accountability as it communicates real-time data about when and where employees are, and whether they're clocked in or out.

OFFICE 365

We provide each CCS manager with an iPad and Office 365 for communicating with our teams and creating and distributing work orders and checklists on the spot. With all our files securely hosted in the cloud, managers can create, modify and send out proposals in the field, instantly send Day Porter schedules and other key scheduling and communications without delay.



CURRENT TECHNOLOGY

We use the latest technology to ensure our professional service to our customers.

Mobile devices

Cloud computing

Employee portals

Team sites

Advanced reporting

Real-time data collection

GPS tracking

COMPLIANCE WITH SCOPE

SUPERVISION & QUALITY CONTROL

No surprise, for CCS quality control goes beyond the basics. We believe clear, timely communications is the key to responsive service—and pride ourselves in providing quick completion of all requests. We have a software-based communication log system that assures our nightly managers are informed of special requests and building issues.

This log is compiled daily and distributed to our managers by the Communication Coordinator in our office each evening. This software and its use by our Communication Coordinator ensures all special requests are responded to immediately. When a customer expressed a desire for added night coverage, for example, we promptly invest in our night operations to ensure that we have the resources to handle floor care, floods, carpet maintenance, special cleaning requests and to provide the highest level of supervision and quality control in the industry.

The performance of these requests and issues are double checked nightly by the Area Manager who ensures a smooth transition and reports any follow-up requests to the Account Managers and Communication Manager in our office early the next day before building operations begin. The Account Manager then follows up to ensure sure all requests were completed.

In addition, CCS Day Porter management staff conducts inspections during their visits with the day staff. These inspections provide another set of “eyes and ears” to assist in the continuous improvement process. Each account management team member also conducts formal and informal inspections based on the needs of the building. All items noted during these inspections are immediately communicated to the night staff for immediate attention.

Our three-fold approach to quality control and communications is designed to ensure timely exchange and responsiveness by all team members.



BUILDING SUPERVISOR (DAY & NIGHT SUPERVISOR)

Real-time supervision of the employees on the job and communications with the Area Manager. Assists the crew with duties and inspects for quality and completeness of work.

AREA MANAGER & DAY SERVICE MANAGER

Ensures work is accomplished and Building Supervisor is performing his/her duties. Visits the site nightly or daily (depending on shift) and serves as liaison between CCS employees and the account management team.

SENIOR AREA MANAGER

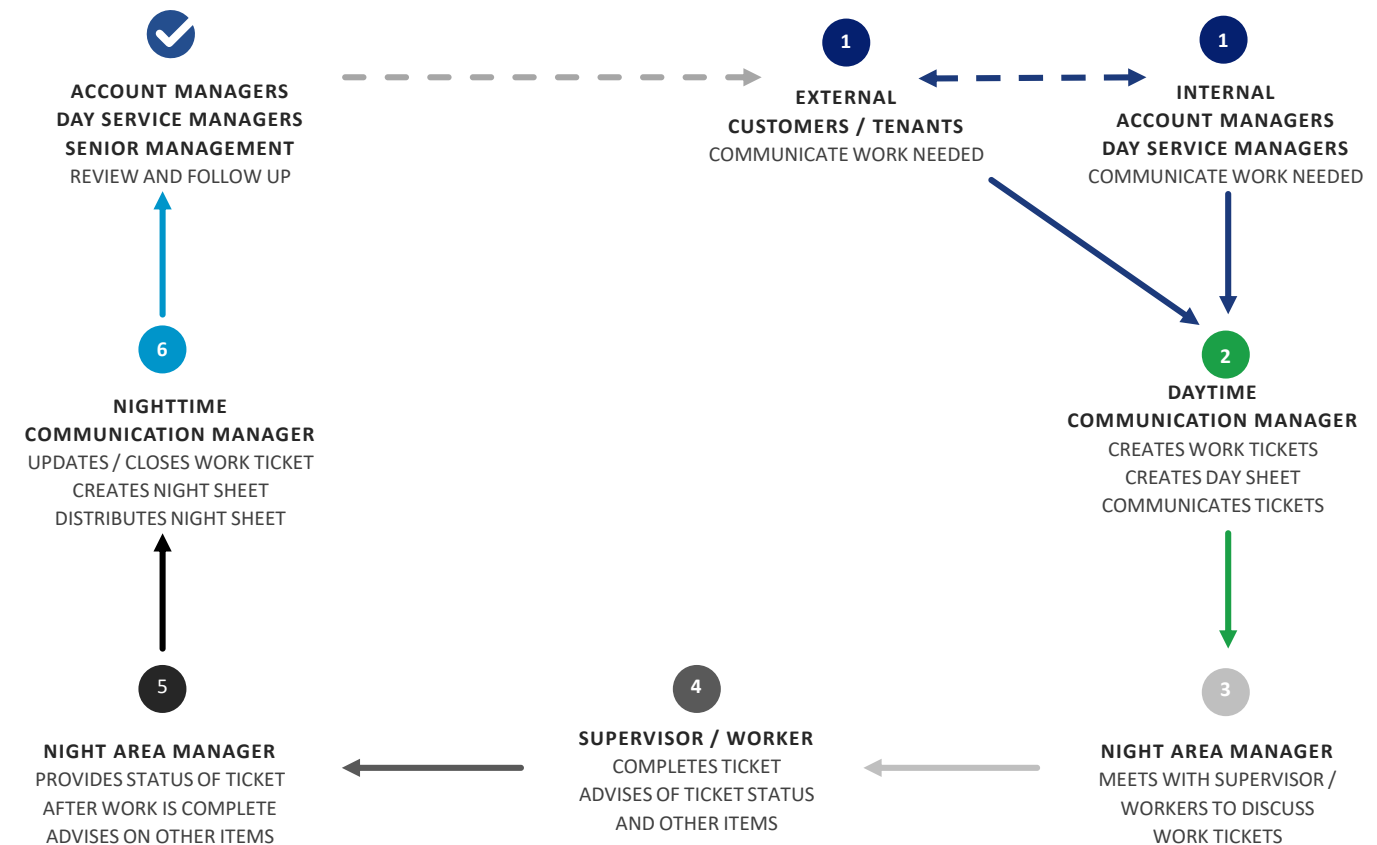
Oversees performance and quality of the work. The Director of Operations manages and supports the Area Manager.

COMPLIANCE WITH SCOPE

COMMUNICATION : THE PROCESS

Clear, timely and open communications is key to every great relationship. Part of our responsibility is to manage the communication process for our customers. From communicating your requests to our team members on the front line, to completing the circle and ensuring you know the item has been completed. Ensuring this process is seamless and consistent helps give you peace of mind. Although we would like to think our buildings sleep quietly through the night, things tend to happen—and those things need to be shared and addressed with a sense of urgency. Outlined below is an overview of the way we communicate—from the initial request through to resolution and follow up with you, we are committed to addressing and following up on every detail.

THE COMMUNICATION PROCESS



All communications through phone, e-mail and internal work order system

COMPLIANCE WITH SCOPE

COMMUNICATION : LOGS

24/7 COVERAGE

CCS believes that communication is critical to the way we work—both with you and with our own team. We pride ourselves on providing quick completion of all requests. To assist, we have a software-based communication log systems that ensures our nightly managers are informed of special requests and building issues.

Logs are compiled daily and distributed to our managers by a Communications Manager in our office each evening. Execution and follow up on the requests and issues are double checked nightly by the Area Manager who reports any open or follow-up items to your Account Manager and Communication Manager in our office early the next morning, before your building operations begin. The seamless handoff ensures items are not overlooked and that you are aware of what’s been completed, and what may be open (and why). Your Account Manager follows up with you and your team to ensure all requests are completed.

In addition, the CCS Day Service management staff conducts inspections during visits with the day staff. These inspections provide another “eye” to assist in our continuous improvement process. If we see an issue, we’ll be proactive and address it and let you know. Your CCS account management team will also conduct formal and informal inspections based on the needs of the building. All items noted during these inspections are immediately communicated to the night staff for immediate attention.

NIGHTLY COMMUNICATION LOGS

| | | |
|---|---|--|
| TICKET #6747902 JOB #10270 | TASK DESCRIPTION STAFF NOTIFICATION | TICKET INFORMATION NOTIFY STAFF: SUPPLIES WERE DROPPED OFF AND PLACED IN OFFICE. PLEASE STORE IN A NEAT AND ORDERLY FASHION. COMPLETION NOTES PERSONALLY INSPECTED AND CONFIRMED. LEAD JANITOR, JOSE M., RECEIVED SUPPLIES AND ORGANIZED IN STORAGE CLOSET. |
| CUSTOMER ID ABC PROPERTY MGMT | STATUS COMPLETE | |
| ACCOUNT MANAGER ENRIQUE ALVAREZ | COMPLETION DATE 2/13/17 | |
| JOB SUPERVISOR LILIANA VELAZCO | | |

PLAN OF ACTION

TRANSITION PLAN - OVERVIEW

The transition from one commercial cleaning service contractor to another can be disruptive to owners, managers, employees and tenants—but **it does not have to be**. Commercial Cleaning Systems provides the systems, processes and focus to ensure a seamless transition at your location. We commit the time, effort and resources needed to understand your needs and orchestrate a seamless transition. Our dedicated CCS Transition Team plans, communicates, organizes and executes the below phases with you. Our typical transition plan takes place over 30 days.

TRANSITION PLAN

| | |
|---|---|
| <p style="text-align: center;">1</p> <p style="text-align: center;">PHASE 1 TRANSITION KICK-OFF MEETING</p> | <ol style="list-style-type: none"> 1. Review administrative items/details <ul style="list-style-type: none"> ▪ Finalize pricing ▪ Contract preparation ▪ Certificate of Insurance requirements ▪ Billing information ▪ Emergency contact information 2. Schedule building/facility walkthrough with CCS transition team |
| <p style="text-align: center;">2</p> <p style="text-align: center;">PHASE 2 BUILDING / FACILITY TOUR</p> | <ol style="list-style-type: none"> 1. CCS Transition Team tours buildings/facilities and obtains necessary information to develop a full janitorial work plan: <ul style="list-style-type: none"> ▪ Special tenant requirements ▪ Areas not to clean ▪ Secured areas ▪ Alarm systems 2. CCS Transition Team develops a custom work plan and orders necessary equipment and supplies 3. Recruitment and hiring of existing staff and new staff |
| <p style="text-align: center;">3</p> <p style="text-align: center;">PHASE 3 INTERNAL CCS TRANSITION MEETING</p> | <ol style="list-style-type: none"> 1. CCS Transition Team meets with operational team assigned to building/facility to finalize all details of the transition: <ul style="list-style-type: none"> ▪ Staffing ▪ Night work plan, shifts and assignments ▪ Day Porter shifts and schedules ▪ Training plan ▪ Key and access card set-up ▪ Supply orders for chemicals, equipment and consumable supplies ▪ Delivery instructions to the building/facility |
| <p style="text-align: center;">4</p> <p style="text-align: center;">PHASE 4 FIRST DAY OF SERVICE</p> | <ol style="list-style-type: none"> 1. If unable to deliver prior to first day, all equipment and supplies are delivered to the building and properly stocked in designated storage areas by the CCS Transition Team 2. All Day Porters greeted by the Day Service Manager to answer any questions and ensure all have necessary equipment, supplies and tools 3. All nighttime staff greeted by CCS Transition Team and nighttime management/supervision staff to answer any questions and ensure all have the necessary equipment, supplies and tools |

PLAN OF ACTION

IMPLEMENTATION PLAN DETAILS

STAGE 1: RECRUIT AND HIRE KEY EMPLOYEES

CCS funnels all recruitment and hiring through our Human Resources Department. HR Personnel meet with Business Development and Operations to identify the proper personnel for the contract including the number of staff, shift times, experience level, and skillset.

This information is utilized to create job descriptions and postings for each available position. HR opens the application process for these specific positions. At the end of the open application period, all candidates are carefully considered and the best-qualified individuals are sent forward to an interview process for input from the direct site supervisor. This mitigates potential personality conflicts as well as sets proper manager expectations. Once the right candidate(s) is identified, HR moves forward with a contingent offer of employment pending:

- Integrity Testing Results (Pass/Fail)
- Background Checks/Employment Verification
- Drug Testing
- Safety Exam Results

If the candidate passes through each of the above, they will receive a formal offer of employment and move into the next stage for CCS orientation and training.

STAGE 2: TRAINING AND ORIENTATION

Once all candidates are hired, they will begin the CCS Orientation and Training process. At this stage, the Supervisor and Quality and Safety Manager will have already reviewed the contract specific requirements with Business Development and will oversee that any supplementary training is provided including but not limited to:

- Secure areas
- Emergency/High Traffic response
- Proactive reporting back to supervisors
- Blood borne pathogen cleanup (as required)
- Proper equipment inspection, reporting, handling

They are also responsible for overseeing the on-the-job training and will work along side the crews until they approve the team member fully comprehends the contract scope and is approved to work alone.

STAGE 3: WORK PLAN

We've designed a program that combines the benefits of team cleaning and zone cleaning; there will be defined teams within each building but they will work as a team. Team cleaning allows individuals to become specialist within their area of cleaning responsibilities. One team will include someone responsible for trash and dusting, another for vacuuming, and another for restrooms, etc. This ensures every area is receiving a thorough cleaning and adds an additional Quality Assurance level. Should the Quality and Safety Manager notice areas of potential deficiencies, he and the supervisors can identify which team member may need additional training or support.

PLAN OF ACTION

IMPLEMENTATION PLAN DETAILS

STAGE 4: CONTRACT START

The CCS transition plan is designed so that the operational team who will be working directly at your facilities will have multiple opportunities to walk the buildings, review scope, and ask questions prior to the contract start. This information is used to refine the work plan and detail which individuals will be working together in the various buildings to maximize strengths and communication.

All supplies will be staged in the closets prior to the start so we are able to focus on cleaning details the first day of operations. In addition to the designated personnel for this contract, CCS will surge in additional supervisory and crew support on the first few days of the contract start. This allows us to ensure each individual has adequate supervisory resources to complete their job and ask any questions about the areas they are responsible for. We will allocate additional crew support that have the proper security credentials to focus on areas where the building may be below the City's and CCS standards.

We make certain that all tenants and visitors will feel the CCS impact once we start a contract. We find we have higher building standards than many companies and wish to bring our facilities up to par as soon as we take over.

STAGE 5: ONGOING OPERATIONS

The Dedicated Project Managers & the Day Shift Supervisor will serve as the hub for all contract related items on an ongoing basis. This means:

- Weekly visits to each location by Account Manager
- Day Shift Supervisor will have all employees report to him each day as well as inspect work
- Reviewing scope and submitting necessary reports to the City including but not limited to safety audits, quality audits, KPI tracking, communication log, staffing/security changes or reports, equipment maintenance, floor/periodic tasks completion and schedules, additional work requested/authorized for billing, and any other reports that are of assistance to the City Management Team.

Hours not spent directly performing quality and safety audits will be used to schedule periodic cleaning tasks and ensure completion. This includes important items like window washing, floor work, blind cleaning, etc. They will also conduct monthly safety and training meetings to keep staff up-to date on new policies and ensure we are implementing the most advanced and sustainable standards throughout our operation.

The Account Manager will also be the liaison to CCS HQ to implement Employee Appreciation Events, handle all HR items including benefits and payroll, and to sit down at least monthly with CCS administrative staff to review the operation and look for areas where we can add more value to our program for the City.

Finally, the Account Manager will set a formal meeting at least monthly with each facility contact to review quality of work, major tasks throughout the month, and other communications relevant to the contract.

While the Account Manager & Day Shift Supervisor serve as the primary contact for the program, CCS is structured so that our entire team (field and administrative) stay involved and up to date on program operations so that we can serve as the best vendor partner possible to the City.

STAFFING PLAN

OVERVIEW



CCS maintains a stable workforce at each of our facilities. We do not subcontract services—a key point of difference that sets us apart in the custodial cleaning and janitorial industry. We use our own hourly paid employees to manage and clean our customers' facilities.

We've found the best way to build our team is via referrals from our existing, high performing employees. Careful screening prior to hiring is done by the Human Resources Manager to ensure that the person hired for the job is qualified and has the traits to stay with the job.

STAFFING PLAN

HIRING

We conduct employment history checks, criminal background and additional checks per the requirements of the contract prior to placing an employee at a facility.

CCS ensures all new employees comply with the security requirements. As required, employees will sign a security briefing statement.

Our pre-employment/new hire orientation prepares janitorial staff members to be ready for on-the-job training when they arrive to their job assignment. In addition to company policy and procedures, our staff learns the fundamentals of their job responsibilities, including:

- The role, physical demands and job duties of janitors
- Green Cleaning Program procedures
- Rules of conduct
- Payroll guidelines
- Sexual harassment and EEOC policies
- Building security rules and procedures
- Reporting work injuries
- Safety policy and guidelines
- Hazardous Communication Program
- Personal Protective Equipment Program
- Color coding of microfiber cleaning cloths
- Care of company property and equipment
- Trash removal procedures
- Protection and safeguarding confidential information
- Reasons for immediate termination

Upon completion of the pre-employment/new hire orientation review, each employee receives:

- A briefing of on-the-job training assignment
- Contact information for their supervisor and directions to the job site



“ONBOARDING” HIRING PROCESS

1. Application
2. Interview
3. Job Offer
4. Acceptance
5. Administrative
6. Training

STAFFING PLAN

STAFFING

BACKUP STAFFING, SPECIAL REQUESTS & EMERGENCY SERVICES

Nothing is more frustrating than a no-show cleaning staff. From our founding days, we realized this and put solutions in place to avoid the issue.

During times of employee illnesses or when extra staffing is needed based on client special requests (like an office move), CCS has the employee base needed to provide all our buildings additional staffing without having to reassign or pull from the building's regular team. In times of worker shortages, creative staffing solutions are needed to maintain exceptional service levels.

Our dedicated pool of "floater" employees work for CCS during day and evening hours—and are available on-demand as needed if scheduled staffing issues arise. Trained, motivated employees and at-the-ready, these team members tackle assigned jobs wherever they are needed. Each Area Manager has a specific source of floater employees they can call upon to provide additional staffing. This allows us to respond to urgent situations and other tasks as needed.

STAFFING PLAN

STAFFING: UNIFORM SPECIFICATIONS

Our teams servicing your buildings are a direct representation of CCS and your company. We take great care in the sourcing and upkeep of our uniforms to ensure our team members look professional.

Our standard uniform offering is outlined below. We can also work with you to address any specific uniform requirements outside of our standards.

To meet the uniform appearance standards, the following guidelines are provided:

- All staff must dress in their company issued uniform daily – no exceptions
- Each employee will be responsible for keeping their uniforms/smocks clean and presentable for work
- If any uniform item is damaged, immediately report to your supervisor so a replacement item can be provided
- For safety reasons, no open-ended shoes are permitted
- Employees who arrive to work inappropriately dressed will be relieved of their duties and will not be allowed to return to work until wearing proper attire/uniform
- All employees are expected to look presentable – proper hygiene and grooming are required. Failure to comply will result in your removal from the job location
- For Men: facial hair must be neatly trimmed. Hair should be neatly groomed. Jewelry must be inconspicuous and not create a safety hazard. Jewelry and earrings should be simple, conservative, and inconspicuous and not create a safety hazard.
- For Women: conservative make-up is acceptable. Hair should be neatly groomed and away from the face. Jewelry and earrings should be simple, conservative, and inconspicuous and not create a safety hazard.



EMPLOYEE ID BADGES

Employees are provided an identification badge, which is required to be worn at all times while on duty. The badge includes the individual's photo, full name, and our company name.



EMPLOYEE UNIFORMS

Day Staff

Work Shirt with CCS Logo
Work Pants
Work Jacket
Non-slip shoes

Night Staff

Apron/Smock with CCS Logo
Work pants
Non-slip shoes

STAFFING PLAN

TRAINING : ON-THE-JOB

Our top priority is to provide qualified, well-trained employees to every customer location. We know that training leads to improved employee satisfaction, productivity, motivation and morale. Training also increases our workflow efficiencies and reduces CCS' direct labor costs, providing you with quality service at a competitive price.

Our training program for new-hires, supervisors and managers is more extensive and complete than other companies in our industry.

Following the orientation period, new employees are teamed up with an experienced member of the janitorial staff from their assigned location. Under the guidance of the building supervisor and area manager, the new employee receives direct guidance from the experienced janitor in the building with the goal of moving towards working independently. The building supervisor and area manager monitors the new employee's progress and decides when it is appropriate for the new employee to work independently.

On-the-job training is site-specific and customized based on the complexity of each job assignment. A checklist is utilized to assist with reviewing all necessary topics as part of the assignment. Checklist items include:

- Communication procedures
- Site-specific building rules and regulations—i.e. security, key control
- Proper wearing of uniform and display of I.D. badge
- Location and use of Safety Data Sheets (S.D.S.)
- Emergency Evacuation Procedures and Hazardous Communication Program
- Review of building work plan and specific work assignment to include all tenant preferences
- Energy and water conservation
- Trash collection and recycle program
- Guidelines for dusting, mopping and vacuuming
- Guidelines for cleaning of kitchens/break room areas and restrooms
- Reporting of maintenance issues
- Security – securing of doors, operation of access control systems and alarm systems, securing/safeguarding keys and access cards
- Discuss proper lifting procedures and working safely
- Immediately report any unsafe conditions to supervisor
- Proper use of cleaning solution dilution center and mixing procedures

Upon completion of the training process, new CCS employees are assigned their position in the building and work in conjunction with the other janitorial staff members at the same location.

STAFFING PLAN

TRAINING : SAFETY & QUALITY

SAFETY TRAINING & POLICY

CCS understands the critical nature of ensuring a safe workforce for our customers, as safety-related injuries impact both our team and our customers. We view safety as a critical component of everything we do—without exception.

The CCS Injury and Illness Prevention Program is a 40+-page guide we created to keep our team informed and aware of ways to work smarter and safer. It's comprehensive and serves as a valuable reference guide for all team members.

During team trainings, we use the policy to help illustrate and inform our team members about common risks—and proactive ways to minimize them. We also provide employees with access to customized CCS safety training videos through an online portal and easy to access training documentation of these trainings through our integrated mobile application. This system allows us to confirm which employees have and have not received specific monthly trainings through the application, ensuring each employee is thoroughly trained.

If an issue were to occur, the guide provides clear, step-by-step responses for our team members to follow. Reading these in advance and reviewing them together via training and role-playing has proven to be an effective way to ensure our team is alert and aware.

QUALITY ASSURANCE

Our efforts around quality assurance reflect our commitment to exceed our clients' expectations. Some ways we set and exceed include:

- Create checklists, like building inspections or surveys, with flexible templates
- Add response options, such as pass/fail or a rating scale
- Define quality standards for each item
- Collect responses through web or mobile apps
- See results instantly and resolve deficiencies
- Share results with employees
- Use reporting tools to analyze trends

Our Work Ticket Entering mobile application plays a key role in orchestrating in-the-field responses, including work tickets and completion tracking. Using the mobile app, team members can take a picture of the issue or item to be resolved, then continue to monitor progress on resolving the task. Once the item has been successfully addressed, a task completed update is available keeping all on the CCS and client team informed. An eye for detail backed by a reliable and utilized communications system is the perfect checks and balances for staying on top of small and large details.



SAFETY FIRST

Preventing Slips, Trips & Falls

Slips, trips and falls are a leading cause of occupational injuries or illnesses involving days away from work each year, according to data from the Bureau of Labor Statistics. OSHA's Walking-Working Surfaces Standard (1910.22(a)) states that all workplaces should be "kept clean and orderly and in a sanitary condition." The rule includes passageways, storerooms and service rooms. Floors should be clean and dry. Drainage should be present where "wet processes are used."

STAFFING PLAN

TRAINING : CONTINUAL DEVELOPMENT

CCS is dedicated to an ongoing training program that constantly improves the skill sets of all workers and ensures that they are exposed to best practices and the latest techniques/equipment. Our assigned training coordinator for each branch office conducts monthly training for all our nighttime/daytime area management staff members. Subsequently, these staff members provide the training to the building supervisors and workers. The following is a list of monthly training topics to include, but not limited to:

- Illness and Injury Prevention Program
- Hazard Communication Program
- Anti-Harassment Policy and Procedure
- Zero Tolerance Drug and Alcohol Policy
- Company Rules, Policies, and Procedures
- Safety Data Sheets (S.D.S.)
- Cleaning Techniques
- Emergency Preparedness and Safety Issues
- Communication Procedures
- Finishes and Hard Floor Maintenance
- Carpet Maintenance
- Hand Hygiene, Hand and Skin Protection
- Cleaning Solutions Handling, Storage, Disposal & Recycling
- Dilution Control and Spill Management
- Bloodborne Pathogens – Emergency Spill Clean-up Procedures
- Workplace Violence Awareness
- Safe lifting and Preventing back injuries
- Slips, Trips, Falls and Hazards
- Workers' Comp and Medical Insurance Fraud
- Ladder Safety/Electrical Safety
- Equipment Maintenance and Documentation
- Personal Ergonomics / Repetitive motion
- Accident Investigation and Reporting

As part of these monthly training meetings, we engage our key suppliers to assist in sharing updates on products and advocating proper technique and product usage.

We also use a case study approach, providing real world scenarios and walkthroughs of solutions to difficult cleaning scenarios. These team discussions and open information exchanges are led by management staff and allow field crews to share experiences, ideas and solutions—in short, to take ownership.

EQUIPMENT AND CHEMICALS

EQUIPMENT AND CHEMICALS

Commercial Cleaning Systems will purchase all new equipment if awarded this contract. We will determine quantities based on the City's needs.

| Description | Sustainability | Use |
|--|------------------------|--|
| Floor Finish | | Protective coating for hard surfaces, non-slip, provides shine |
| Floor Sealer | | Bonding coat for hard surface, protects surface, promotes durability |
| Floor Stripper | | Chemical to remove floor sealer and floor finish for restorative maintenance |
| Spray Buff | | Chemical that temporarily emulsifies finish to allow polishing and scratch removal |
| Phosphoric Acid Cleaner | | Safe, acid based cleaner for ceramic tile and grout restoration |
| Drain Enzyme/Maintainer | | Maintains drains by controlling clogs and odors caused by organic matter |
| Soy Based Graffiti Remover | Bio Based | Non-aerosol, safer alternative to traditional graffiti remover |
| Green All Purpose Cleaner for floors | Green Seal 37 | Sustainable neutral all purpose cleaner for maintenance of hard floor surfaces |
| Green Degreaser | Green Seal 37 | Sustainable light duty degreaser for special projects and tasks |
| HCQ-C Neutral EPA Registered Disinfectant COG | CARB Max VOC Compliant | Neutral quat-based disinfectant cleaner, EPA Registered, meets standard for BBP disinfecting |
| Clean By Peroxy, Peroxide Cleaner COG | Green Seal 37 | Sustainable peroxide based cleaner for daily use on tile, grout, porcelain, and ceramic surfaces |
| TriBase AP Cleaner COG | Green Seal 37 | Sustainable spray and wipe all purpose cleaner for general cleaning, bio-based formula |
| Bio Renewable Glass Cleaner COG | Green Seal 37 | Sustainable spray and wipe glass cleaner for use on glass and stainless steel, bio-based formula |
| 3.5GPM Clean on the Go Dispenser | | Wall mount dilution control for Clean on the Go (COG) packaged chemicals |
| Portable Dispensing Unit for Clean on the GO | | Portable dilution control for Clean on the Go (COG) packaged chemicals |
| Supercoach Pro 10 (new type vacuum) | CRI Green Label | 10 quart capacity high performance backpack vacuum |
| Supercoach Pro 6 (new type vacuum) | CRI Green Label | 6 quart capacity high performance backpack vacuum |
| Supercoach HEPA (replaces old supercoach) | CRI Green Label | 10 quart capacity high performance HEPA certified backpack vacuum |
| QuarterVac with XOver D Kit | CRI Green Label | 6 quart capacity standard performance backpack vacuum |
| TailVac with XOver D kit | CRI Green Label | 6 quart capacity standard performance hip/waist type vacuum |
| Proforce 1500 Upright HEPA | CRI Green Label | 15" wide HEPA upright vacuum |
| ProForce 1500XP Upright HEPA | CRI Green Label | 15" wide HEPA upright vacuum with additional reach and detail dusting hose/tools |
| Super QuarterVac HEPA | CRI Green Label | 6 quart capacity high performance backpack vacuum |
| QuietPro HEPA (quiet version quarter vac) | CRI Green Label | 6 quart, standard capacity HEPA certified backpack vacuum with two sound levels for day cleaning |
| Proguard 15 Gal Wet Dry Vac (no front mt squeegee) | | 15 gallon wet/dry vacuum, no front mount squeegee |
| Proguard 20 Gal Wet Dry Vac (no front mt squeegee) | | 20 gallon wet/dry vacuum, no front mount squeegee |

EQUIPMENT AND CHEMICALS

EQUIPMENT AND CHEMICALS

| Description | Sustainability | Use |
|--|---------------------------|---|
| 1304 Tilt Truck 1/2 yard | Made w/ recycled material | 1/2 yard capacity trash and bulk item transportation cart with tilt dump feature |
| 2640 Brute Dolly | Made w/ recycled material | Wheels for 44 gallon brute trash cans |
| 2643 Blue Rec Brute 44g | Made w/ recycled material | Blue recycling 44 gallon brute trash can |
| 264360 Brute 44gal | Made w/ recycled material | Gray standard 44 gallon brute trash can |
| 2646 Tandem Brute Dolly | Made w/ recycled material | Wheelset that allows the use of two 44 gallon brute trash cans, often one is recycle the other standard |
| 611277 Wet Floor Sign | Made w/ recycled material | Portable floor signs for marking off hazardous areas such as wet floors or other areas of caution |
| 7580 Side Press Bucket/Wringer | Made w/ recycled material | High capacity wave brake mop bucket/wringer system used in standard wet mopping operations |
| 9C74 Dirty Water Bucket, Red | Made w/ recycled material | Insert separated dirty water catch bucket for use in 7580 Side press bucket/wringer - separated dirty water for clean for less re-soiling between changes |
| 9S16 Closed Safety Sign | Made w/ recycled material | Handing sign that is spring compression mounted (like a shower curtain rod) that is placed in doorways to control access to restrooms while cleaning |
| Brute Caddy Bag | | 9 pocket yellow caddy bag that is mounted onto 44 gallon brutes - Assists with carrying additional tools and items on a brute/dolly combination |
| Cleaning Cart w/ Yellow Vinyl Bag | | Standard cleaning cart for use cleaning and stocking restrooms, high capacity |
| Flexible Duster with Microfiber Sleeve | | Microfiber technology moldable/flexible high duster for reaching into narrow spaces, or high dusting around light fixtures and overhead obstructions |
| Microfiber Dust Sleeve for Flexible Duster | | Replacement sleeve for Flexible Duster system |
| Microfiber Dust Mitt, Green | | Microfiber technology mitt shaped duster - used for specific procedures |
| 24" Microfiber Dust Mop | | Microfiber technology dry floor dust mop for removing dust and light debris prior to wet mopping or auto scrubber operations |
| 36" Microfiber Dust Mop | | Microfiber technology dry floor dust mop for removing dust and light debris prior to wet mopping or auto scrubber operations |
| 48" Microfiber Dust Mop | | Microfiber technology dry floor dust mop for removing dust and light debris prior to wet mopping or auto scrubber operations |
| Green Microfiber Cloth | | Microfiber cleaning cloth for general use, color coded to help with supervision and prevent cross contamination |
| Yellow Microfiber Cloth | | Microfiber cleaning cloth for restroom non-critical, color coded to help with supervision and prevent cross contamination |
| MB Pro 45 CRB Machine | | Brush Pro Carpet Encapsulation machine for use with "Host" and other brands of dry carpet cleaning systems |
| NSS Pacesetter | Ergo | Slow speed polishing and scrubbing machine use for carpet bonnet cleaning, finish polishing, finish top-scrub, finish stripping, and grout scrubbing |

EQUIPMENT AND CHEMICALS

EQUIPMENT AND CHEMICALS

| Description | Sustainability | Use |
|---|------------------------------|---|
| Blue Microfiber Cloth | | Microfiber cleaning cloth for use on mirrors and glass surfaces, color coded to help with supervision and prevent cross contamination |
| Red/orange Microfiber Cloth | | Microfiber cleaning cloth for restroom critical cleaning, color coded to help with supervision and prevent cross contamination |
| Blue Microfiber String Mop | | Microfiber wet mop for use in general cleaning areas, color coded to help with supervision and prevent cross contamination |
| Green Microfiber String Mop | | Microfiber wet mop for use in restroom or critical cleaning, color coded to help with supervision and prevent cross contamination |
| Plastic Speed Change Mop Handle | | Non-porous, durable mop handle for use with microfiber wet mops |
| 7576 EZ Fill 5 Gallon Buddy jug w/ spigot | Made w/ recycled material | 5 gallon container for holding diluted chemical, used for spray bottle re-filling |
| 14" Strip Washer Complete | | Microfiber window washing cloth and holder, step one of large window cleaning |
| 12" Window Squeegee Complete | | Window and mirror washing squeegee, step two of large window cleaning |
| Synthetic Powder Free Exam Gloves, Large | | Non-latex, hypo-allergenic synthetic stretch vinyl gloves, contain no powder, disposable PPE product |
| Synthetic Powder Free Exam Gloves, Med. | | Non-latex, hypo-allergenic synthetic stretch vinyl gloves, contain no powder, disposable PPE product |
| Disposable dust masks | | EN-95 rated dust mask to provide respiratory and other facial protection |
| Safety Glasses | | Shatter proof clear eye protection, non-disposable PPE product |
| 20" Pads White | | Floor pad for polishing and maintaining finished floor surfaces |
| 20" Pads Red | | Floor pad for daily cleaning of finished floor surfaces |
| 20" Pads Blue | | Floor pad for light finish removal of finished floor surfaces, used during top scrub and recoating operations (interim hard floor maintenance) |
| 20" Pads Black | | Floor pad for medium finish removal of finished floor surfaces, used in conjunction with finish stripper for stripping and refinishing operations (restorative) |
| 20" Pads Hi Pro Stripping | | Floor pad for heavy finish removal of finished floor surfaces, used in conjunction with finish stripper for stripping and refinishing operations (restorative) |
| 17" Pads White | | Floor pad for polishing and maintaining finished floor surfaces |
| 17" Pads Red | | Floor pad for daily cleaning of finished floor surfaces |
| 17" Pads Blue | | Floor pad for light finish removal of finished floor surfaces, used during top scrub and recoating operations (interim hard floor maintenance) |
| 17" Pads Black | | Floor pad for medium finish removal of finished floor surfaces, used in conjunction with finish stripper for stripping and refinishing operations (restorative) |
| 17" Pads Hi Pro Stripping | | Floor pad for heavy finish removal of finished floor surfaces, used in conjunction with finish stripper for stripping and refinishing operations (restorative) |
| Advance 20 & 20XP Burnisher | Ergo, active dust collection | High speed floor polisher for daily and weekly polishing of finished floors |
| Advance Aquaspotter | Ergo | Low capacity, portable carpet spotting machine for use in routine carpet maintenance |
| MF 222 Box Extractor | | Hot water portable box extractor for use in carpet and upholstery cleaning |
| Viking Air Mover | | Heavy duty carpet and hard floor fan to assist in drying out carpet, flood restoration, and speeding up drying of hard floor surfaces |
| Advance SC500 | Gel Batt, H2O Control | Auto scrubber for use in wet scrubbing and cleaning of hard floor surfaces in large areas - increases operator productivity over mop and bucket |

CREW EXPERIENCE

ARIZONA TEAM LEADERSHIP

JOSE ORTEGA

SENIOR ACCOUNT MANAGER, ARIZONA

Jose Ortega is a Senior Account Manager for Commercial Cleaning Systems. Jose's role with CCS is to work directly with Account Managers, Building Supervisors, and Area Managers to exceed customer needs and expectations.

Prior to joining CCS in 2012, Jose performed installations and sales duties for an installation company. With over 10 years of customer service knowledge, Jose is the Account Manager for various government, Class A, medical, city, and multi-tenant customers.

KARLA ALVAREZ

ACCOUNT MANAGER, ARIZONA

Karla Alvarez is an Account Manager for Commercial Cleaning Systems, Karla establishes and maintains effective lines of communications with clients and facilities' personnel to ascertain that their needs and requirements are being satisfied.

Karla has been involved in account management with CCS for over 10 years. Karla partners with property and facility managers and their team to meet all of their janitorial and floor care needs.

DAVID TIRADO

SENIOR NIGHT AREA MANAGER, ARIZONA

David Tirado is a Senior Night Area Manager for Commercial Cleaning Systems. David is a vital part of our night operations and has helped us achieve thorough client satisfaction. David has four (5) Assistant Managers, that also work to coordinate, train, and manage the night personnel at our facilities.

David has been with Commercial Cleaning Systems since 2011. David has over 10 years of janitorial management experience and is responsible for the nighttime operations at CCS.

TANIA LOPEZ

NIGHTTIME COMMUNICATION MANAGER, ARIZONA

Tania Lopez is an Operations Support Manager for Commercial Cleaning Systems. She has vast experience in all aspects of janitorial service and is the hub for our night managers. Her hours of operations are from 9pm-5am. During her shift she follows up with the night managers to ensure all action items are being addressed and work tickets are closed out. She also creates "Pro-Active" reports (lights out, leaky faucets, loose door handles, etc.) that are emailed to the customer by 6am the next morning.

Tania joined CCS in 2013, where she started as a Day Porter Floater. She then became a permanent cleaner for a high priority building, she moved to the front office administrator, and she was then promoted to Nighttime Communication Manger.

CREW SIZE AND EXPERIENCE

ARIZONA TEAM LEADERSHIP

SPENCER STEVENS

BUSINESS DEVELOPMENT MANAGER

Spencer Stevens is a Business Development Manager for Commercial Cleaning Systems. Spencer serves all of Phoenix area by implementing new sales and marketing strategies, identifying target markets, presenting RFP proposals and maintaining strong customer relationships.

Spencer brings over 20 years experience to Commercial Cleaning Systems in the facility and janitorial services. He has worked in various roles throughout his career from District Manager, Regional Director, and Division V.P. He has extensive experience in providing proposals and customer costs for a wide range of services all designed for the customer. He has won many awards for Customer Service, Top Growth of Market, President's Club, and many more in the field of janitorial services.

Spencer holds a B.S. from Truman State University.

REFERENCES

CUSTOMER REFERENCES

Below are loyal, longtime CCS customers. We encourage you to contact them to discuss our team, services—and value we deliver.



CITY OF TUCSON

Jesus Felix

Facility Manager

255 W. Alameda, Tucson, AZ 85701

(520) 349-1392

CCS has been servicing buildings for the City of Tucson for 10 years. We provide general night cleaning services, day porter services, hard floor care and carpet cleaning for the City Hall and Water Treatment Plants.



CITY OF SURPRISE

Steve Preston

Facility Manager

16000 N. Civic Center Plaza, Surprise, AZ 85374

(623) 222-6120

CCS has been servicing buildings for the City of Surprise for 6 years. We provide general night cleaning services, day porter services, window cleaning, hard floor care and carpet cleaning for the City Hall, Libraries, Recreation Center, Tennis Courts, Police Station, and Water Treatment Plants.



CITY OF GLENDALE

Fred Abraham

Park Manager

6210 W Myrtle Ave; Suite 111

Glendale, AZ 8301

CCS has been servicing buildings for the City of Glendale for 5 years. We provide general night cleaning services, day porter services, window cleaning, hard floor care and carpet cleaning for the Parks, Libraries, and Recreation Center.

DISCLOSURE OF CONFLICT OF INTEREST

CONFLICT OF INTEREST STATEMENT

Commercial Cleaning Systems has no conflicts of interest as defined by Arizona Revised Statutes, Title 38, Chapter 3, Article 8.

CONFIDENTIAL INFORMATION STATEMENT

CONFIDENTIAL INFORMATION STATEMENT

N/A

PRICING

2018 JANITORIAL CONTRACT: PRICING AND NOTES



39700 W. Civic Center Plaza
Maricopa, AZ 85138
Ph: 520.568.9098
Ex: 520.568.9120
www.maricopa-az.gov

ATTACHMENT A PRICING SCHEDULE COPPER SKY JANITORIAL SERVICES

| ITEM NUMBER | DESCRIPTION | QUANTITY | U/I | UNIT PRICE | TOTAL PRICE |
|---|--|----------|-----|----------------------|---------------|
| 1 | Copper Sky Janitorial Services Base Period | 12 | MO | \$ 14,211.69 | \$ 170,540.33 |
| 2 | Copper Sky Janitorial Services Option Period 1 | 12 | MO | \$ 14,899.36 | \$ 178,792.28 |
| 3 | Copper Sky Janitorial Services Option Period 2 | 12 | MO | \$ 15,431.15 | \$ 185,173.79 |
| 4 | Copper Sky Janitorial Services Option Period 3 | 12 | MO | \$ 15,431.15 | \$ 185,173.79 |
| 5 | Copper Sky Janitorial Services Option Period 4 | 12 | MO | \$ 15,431.15 | \$ 185,173.79 |
| TOTAL PROPOSAL (Items 1 through 5) | | | | \$ 904,853.98 | |

REQUIRED FORMS

SUBSTITUTE W-9



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ATTACHMENT B SUBSTITUTE W-9 FORM

PART I: Company Information:

1. Name (as shown on Income Tax Return): PBC Phoenix, Inc.
2. Business Name (if different from above): Commercial Cleaning Systems
3. DUNS #: XX
4. Federal employer identification number (or SSN): 26-2246912
5. Type of organization (check one):

| | |
|---|---|
| <input type="checkbox"/> Individual/Sole Proprietor | <input type="checkbox"/> Limited Liability Company* |
| <input checked="" type="checkbox"/> Corporation | *Choose the tax classification |
| <input type="checkbox"/> Partnership | <input type="checkbox"/> Disregarded Entity |
| Other: _____ | <input type="checkbox"/> Corporation |
| | <input type="checkbox"/> Partnership |
6. Order Address:
17602 N. Black Canyon Hwy, Suite 108, Phoenix, AZ 85053
(Order address) (City) (State) (Zip code)
7. Remittance address (if different from above):

(Remittance address) (City) (State) (Zip code)
8. Contact person for bid invitations: Spencer Stevens
9. Phone Number: (480) 202-8637 Fax Number: _____
10. Email address of contact person: sstevens@commercialcleaningsystems.com
11. Applicant is a (check one):

| | |
|---|---|
| <input type="checkbox"/> Factory Representative | <input type="checkbox"/> Jobber |
| <input type="checkbox"/> Manufacturer | <input type="checkbox"/> Authorized distributor |
| <input type="checkbox"/> Retail dealer | <input checked="" type="checkbox"/> Contractor |
| <input type="checkbox"/> Consultant | Other: _____ |
12. Indicate if the business is registered as a minority or woman-owned company.

| | | |
|---|--------------------------------------|--|
| <input type="checkbox"/> Minority-owned | <input type="checkbox"/> Woman-owned | <input checked="" type="checkbox"/> Not Applicable |
|---|--------------------------------------|--|
13. How long has the company been in business? 30 years
14. Does applicant currently hold a valid business license issued by the City of Maricopa?
Yes No

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PART II: COMMODITY OR SERVICE DESCRIPTION

1. Commodity/Service description (*this section must be completed*):

Janitorial Services.

PART III: APPLICANT TERMS & CERTIFICATION

Terms:

The City of Maricopa may take up to thirty (30) calendar days after the receipt of vendor's invoice to render payment unless other arrangements are made through a written contract. Applicant's signature below signifies acceptance of those terms.

Under Penalties of perjury, I certify that:

- The number shown on this form is my correct federal employer identification number.
- I am not subject to backup withholding because of failure to report interest and dividend income.
- I am a U.S. person (including a U.S. resident alien).
(NOTE: 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).

4. The following business ownership classifications are applicable:

Disadvantaged Business Enterprise Ownership Classification (Select One Only):

- | | |
|---|--|
| <input type="checkbox"/> 1 Non-Small/Non-Minority/Non-Disabled | <input type="checkbox"/> 8 Small Business/Disabled Owner |
| <input type="checkbox"/> 2 Small Business (Per ARS §41-1001.20) | <input type="checkbox"/> 9 Minority Woman Owned Business |
| <input type="checkbox"/> 3 Minority Owned Business [Per 15 CFR §1400.1(a)] | <input type="checkbox"/> 10 Disabled-Minority Owned Business |
| <input type="checkbox"/> 4 Woman Owned Business | <input type="checkbox"/> 11 Disabled-Woman Owned Business |
| <input type="checkbox"/> 5 Owned By Disabled Individual (Per ARS §41-1492.5) | <input type="checkbox"/> 12 Small Business/Minority-Woman Owned |
| <input type="checkbox"/> 6 Small Business/Minority Owned | <input type="checkbox"/> 13 Small Business/Disabled-Minority Owned |
| <input type="checkbox"/> 7 Small Business/Woman Owned | <input type="checkbox"/> 14 Small Business/Disabled-Minority-Woman |

The Internal Revenue Service does not require your consent to any provision of this document other than the Owned certifications required to avoid backup withholding."

Titus Gardner

Name (*Please print*)

Vice President

Title (*Please print*)

Signature

Date

REQUIRED FORMS

BOYCOTT – PARTICIPATION/ ISRAEL



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ATTACHMENT C PARTICIPATION IF BOYCOTT OF ISRAEL

| | | | |
|--|---|-----------|---|
| | Participation if Boycott of Israel | PAGE 1 | State of Arizona State Procurement Office 100 N. 15th Ave., Suite 201 Phoenix, AZ 85007 |
| | | OF 1 | |

All materials submitted as part of a response to a solicitation are subject to Arizona public records law and will be disclosed if there is an appropriate public records request at the time of or after the award of the contract. Recently legislation has been enacted to prohibit the state from contracting with companies currently engaged in a boycott of Israel. To ensure compliance with A.R.S. §35-393.01 This form must be completed and returned with the response to the solicitation and any supporting information to assist the State in making its determination of compliance.

As defined by A.R.S. §35-393.01:

1. "Boycott" means engaging in a refusal to deal, terminating business activities or performing other actions that are intended to limit commercial relations with Israel or with persons or entities doing business in Israel or in territories controlled by Israel, if those actions are taken either:
 - (a) In compliance with or adherence to calls for a boycott of Israel other than those boycotts to which 50 United States Code section 4607(c) applies.
 - (b) In a manner that discriminates on the basis of nationality, national origin or religion and that is not based on a valid business reason.
2. "Company" means a sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company or other entity or business association, and includes a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate.
3. "Direct holdings" means all publicly traded securities of a company that are held directly by the state treasurer or a retirement system in an actively managed account or fund in which the retirement system owns all shares or interests.
4. "Indirect holdings" means all securities of a company that are held in an account or fund, including a mutual fund, that is managed by one or more persons who are not employed by the state treasurer or a retirement system, if the state treasurer or retirement system owns shares or interests either:
 - (a) together with other investors that are not subject to this section.
 - (b) that are held in an index fund.
5. "Public entity" means this State, a political subdivision of this STATE or an agency, board, commission or department of this state or a political subdivision of this state.
6. "Public fund" means the state treasurer or a retirement system.
7. "Restricted companies" means companies that boycott Israel.
8. "Retirement system" means a retirement plan or system that is established by or pursuant to title 38.

All offerors must select one of the following:

- My company **does not** participate in, and agrees not to participate in during the term of the contract a boycott of Israel in accordance with A.R.S. §35-393.01. I understand that my entire response will become public record in accordance with A.A.C. R2-7-C317.
- My company **does** participate in a boycott of Israel as defined by A.R.S. §35-393.01 . :

By submitting this response, proposer agrees to indemnify and hold the State, its agents and employees, harmless from any claims or causes of action relating to the State's action based upon reliance on the above representations, including the payment of all costs and attorney fees incurred by the State in defending such an action.

Commercial Cleaning Systems

Company Name

17602 N. Black Canyon Hwy, Suite 108

Address

Phoenix, AZ 85053

City State Zip

Signature of Person Authorized to Sign

Titus Gardner

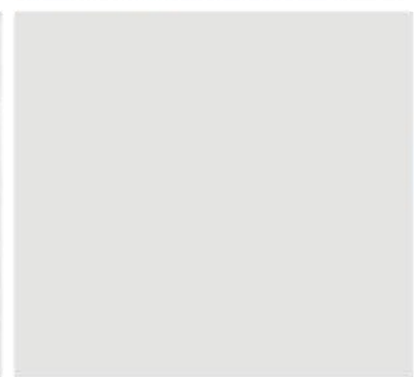
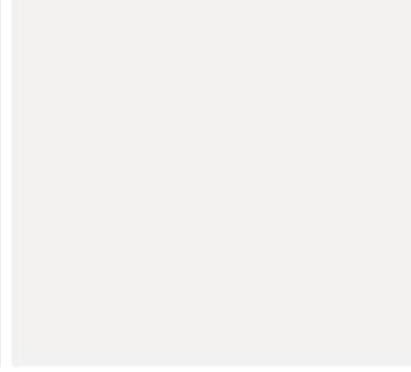
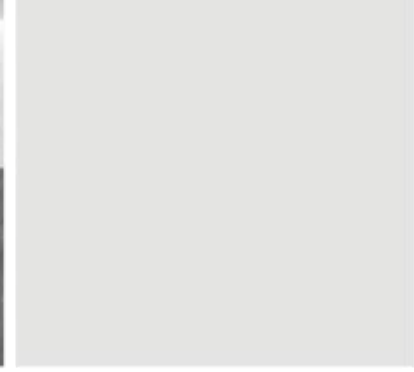
Printed Name

Vice President

Title



READY TO SERVE



COMMERCIALCLEANINGSYSTEMS.COM