

PROPOSER'S CERTIFICATION

I/We hereby certify that:

- A. A complete set of proposal documents, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all other equal employment requirements contained in Public Act 87-1257 (effective July 1, 1993) 775 ILCS 5/2-105 (A).
- D. I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.
- E. The Proposer is not barred from submitting proposals on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.
- F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

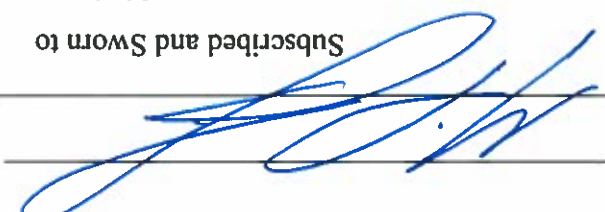
COMPANY NAME Smith Maintenance Company

ADDRESS 2221 W. Walnut Street, Suite #2

CITY/STATE/ZIP CODE Chicago, IL 60612

NAME OF CORPORATE/COMPANY OFFICIAL Michael Smith
PLEASE TYPE OR PRINT CLEARLY

TITLE President

AUTHORIZED OFFICIAL SIGNATURE 

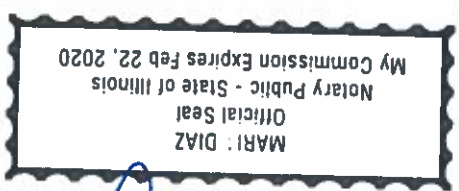
DATE May 23, 2018

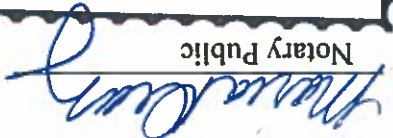
TELEPHONE (312) 733.4301

Subscribed and Sworn to

Before me this 23rd day

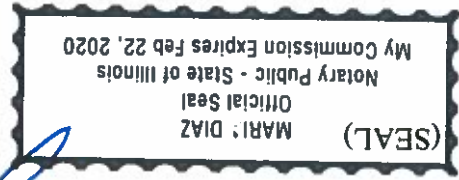
of May, 2018





Notary Public





Maria Diaz
Notary Public

Subscribed and sworn to before me this
23rd day of May, 2018.

Title Assistant

By *Quana Carter*
ATTEST/WITNESS:

(Title)
President

Michael Smith
(Print name of Proposer's Executing Officer)

(Signature of Proposer's Executing Officer)

By *[Signature]*

DATED this 23rd day of May, 2018.

(PROPOSER'S EXECUTING OFFICER), being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the Proposal, that this respondent is authorized to make them and that the statements contained herein are true and correct.
Proposer deposes, states and certifies that Proposer is not barred from contracting with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

PROPOSER'S TAX CERTIFICATION

STATE OF ILLINOIS
)
) County of Kane
)
ss.)



**REQUEST FOR PROPOSALS
CLEAN AND PROVIDE JANITORIAL SERVICES FOR
THE AURORA POLICE DEPARTMENT COMPLEX LOCATED AT
1200 EAST INDIAN TRAIL AND 1301 RECKINGER ROAD IN AURORA, ILLINOIS**

DEADLINE FOR PROPOSALS: 2:00 p.m., Wednesday, May 23, 2018

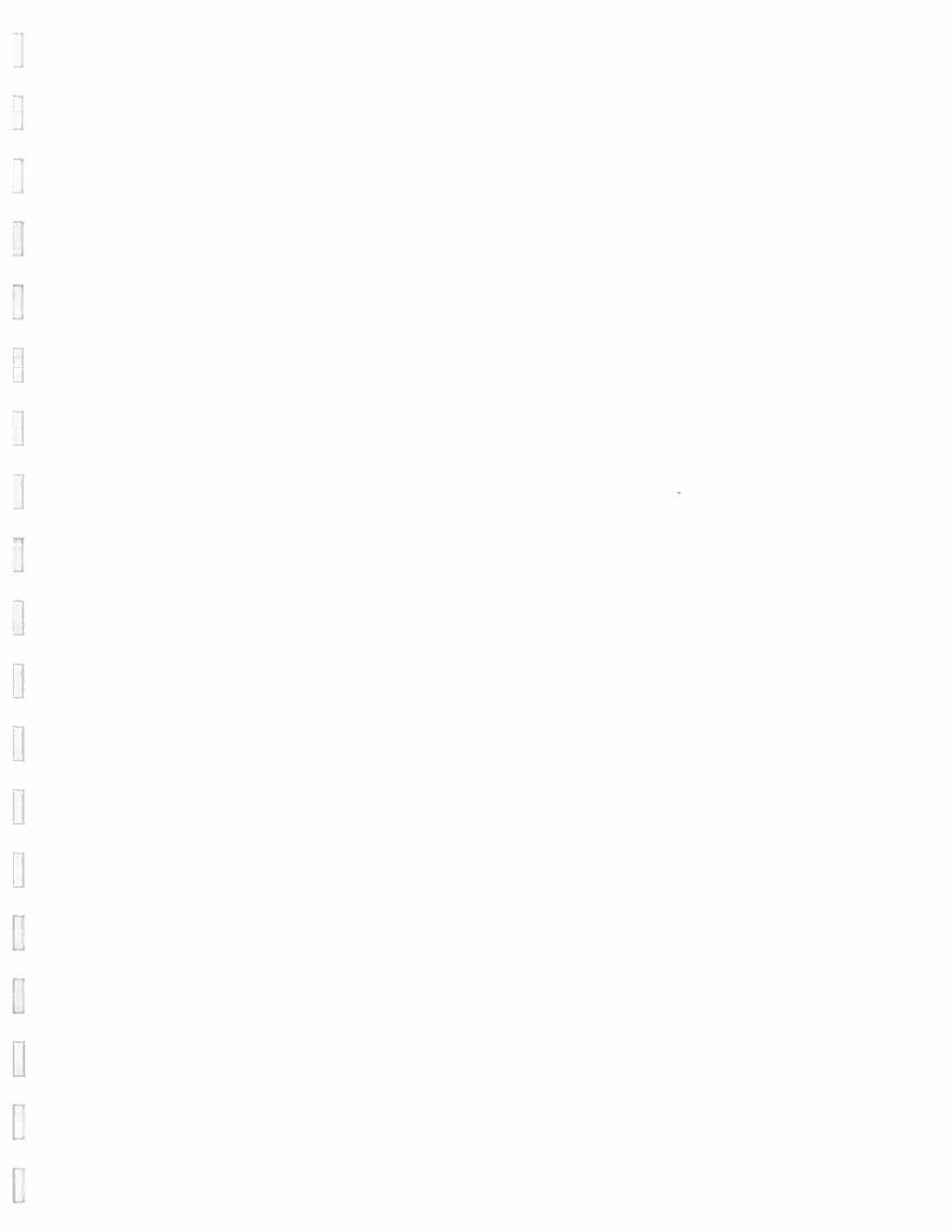
Project Description

The City of Aurora seeks proposals from qualified contractors to perform comprehensive cleaning and janitorial work at the two buildings comprising the Aurora Police Department Complex located at 1200 East Indian Trail and 1301 Reckinger Road. The cleaning requirements are identified within Appendix "A".

RFP Submittal

All proposal respondents are to submit a written report containing and/or substantiating the following:

1. The company's legal name, address, telephone number and e-mail address.
2. Resume(s) of principal(s) of the company outlining experience and qualifications.
3. A description of the company's prior experience, including similar contracted buildings (in particular those buildings owned by a governmental entity).
4. The name(s) of at least three building owners who are knowledgeable regarding the company's performance and would be willing to provide a reference.
5. Details concerning how the solicited buildings will be cleaned to meet the project requirements including:
 - a. The number of employees to be utilized.
 - b. The number of hours each employee will work on a daily and weekly basis.
 - c. The organized framework to be used for the cleaning (i.e. what building elements will be cleaned first, which floors will be cleaned first, which other floors will be cleaned sequentially).
6. A description of what areas appear to be the most critical to clean based upon your inspection and survey. Describe location and rationale.
7. A description of what special cleaning methods and/or products your company would recommend in order to maintain the buildings in the best possible manner. What experience does your company have in the use of these methods and/or products? Provide specific examples.
8. A copy of the training program that is used for your company's employees. In the alternative, describe the type of training that employees undergo at initial hire as well as on an on-going basis.



The award will be made to the most qualified company whose proposal is deemed most advantageous in consideration of all relevant requirements and factors. Any contract resulting from this RFP will be subject to approval by the Aurora City Council.

The contract shall be for a period of twenty-four (24) months, from the date of award with the option for two one year extensions based on mutual agreement between the contractor and the City of Aurora.

- A. Price 40%
- B. Company Qualifications and Experience (including reference checks) 20%
- C. Availability and Capacity of the Company to Perform the Work 40%

Respondents will be evaluated according to the following factors:

RFP Evaluation Process and Contract Award

Inquiries and/or questions pertaining to the provisions of this Request for Proposal package shall be directed in writing to the Director of Purchasing, PurchasingDL@aurora-il.org by 5:00 p.m. Tuesday, May 15, 2018. Questions may not be communicated by telephone and any questions received after this date and time will not receive a response.

A response to questions will be sent to those in attendance at the mandatory pre-site inspection meeting by 8:00 a.m., Thursday, May 17, 2018.

City of Aurora
Attn: City Clerk
44 E. Downer Place
Aurora, IL 60505

A mandatory pre-site inspection meeting will be held at 1:00 p.m., Monday, May 14, 2018. Potential Proposers will meet in the lobby of the Aurora Police Department Headquarters Building (east end of the building). Proposers must be present at the start of the meeting and visit both sites to qualify to submit a proposal. Proposers should allow two hours for the inspection process.

Responses to this Request for Proposal must be received by the City Clerk no later than 2:00 p.m. Wednesday, May 23, 2018. Mark your submittal "RFP Janitorial Services" and direct it to:



**CITY OF AURORA
REQUEST FOR PROPOSALS
18-32
JANITORIAL SERVICES FOR THE
AURORA POLICE DEPARTMENT COMPLEX**

1.0.0 GENERAL

- a. Mandatory uniforms to include pants, shirts with company name over chest pocket and display of ID card at a visible location around neck or on uniform must be worn by all personnel at all times.
- b. All employees will sign in and out, daily, in a log maintained at the public front desk. All cleaning staff will be required to visibly display an issued contractor facility pass while on premise. Failure to adhere to either of these requirements could result in request to replace the offending employee or contract termination.
- c. The crew leader will speak, read and write English and will carry a cellular phone and respond to calls from the facility manager or designee. The crew leader will also respond to requests and issues noted in a log to be maintained at each location. The crew leader will be available, if requested, to meet with a facility manager before the end of the facility manager's workday. The crew leader's supervisor will be available for inspections at least once monthly and shall report his findings via e-mail no later than two days after the walk through. The written report must list all observed problems and indicate the company's response to them. The supervisor or designee will be available around the clock, including weekends and holidays, to address issues.
- d. Termination provisions:
 1. Failure to walk buildings once every month and provide written report within required time frame.
 2. Failure of the designated crew leader to return cell phone call from designated Administrative Service Personnel of the Aurora Police Department or any Central Service personnel within fifteen minutes of a call being placed during building working hours.
 3. Other violations of the contract may result in termination for just cause with 30 days' notice; unless the infraction requires immediate action.
 4. The City reserves the right to cancel the whole or any part of the contract if the Proposer fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The Proposer will not be liable to perform if situations arise by reason of strikes, acts of God or public enemy, acts of the City, fires or floods.
- e. The Aurora Police Department complex, located at 1200 East Indian Trail and 1301 Reckinger Road, operate 24 hours per day, 7 days per week.



- l. Carpet extractor
 - k. Carpet cleaner(s) for spot cleaning
 - j. Buckets on wheels
 - i. One 20" floor machine
 - h. Large commercial canister vacuums
 - g. Backpacks or hand held vacuums with wand for edgework and brush for vents
 - f. Commercial upright vacuums with beater brushes and magnet bars
 - e. Mop buckets with wringers
 - d. Wet mops
 - c. Dust mops
 - b. High dusters with extensions for stairwells and vaulted ceilings
 - a. Janitorial carts (6" wheels, or larger to hold paper)
- minimum items:

All equipment is provided and maintained by the contractor. This includes the following

1.1.3 EQUIPMENT RESPONSIBILITY

Sanitary napkins shall be supplied by the City and installed by the Contractor in the various vending machines located throughout the buildings. All vending machines are coin operated and the revenue from the machines will be the property of the City of Aurora.

Paper, plastic bags and cleaning chemicals will be provided by the City of Aurora for all areas. A mandatory training session on proper use of chemicals and equipment maintenance will be conducted by the supplier for the staff of the winning proposer prior to contract implementation. No chemicals will be stored in containers without complete labels.

1.1.2 SUPPLY RESPONSIBILITY

- a. Aurora Police Department Headquarters Building is 1200 East Indian Trail, Aurora, IL
- b. Training and Support (TAS) Center at 1301 Reckinger Road, Aurora, IL

1.1.1 LOCATIONS

The City of Aurora and/or the Aurora Police Department reserves the right to demand an acceptable replacement for any of the janitorial contractor's employees for breach of security rules imposed by the Aurora Police Department. Some areas of the Aurora Police Department must be cleaned with police department personnel present, for the safety of the cleaning crew as well as preservation of the chain of evidence. These areas include, but are not limited to: jail cells, booking area, communications area, alarm rooms and some mechanical areas. The Office of the Chief of Police must be cleaned when they, or the secretary, is present; this is usually between the hours of 8:30 a.m. and 4:30 p.m.

f. Cleaning staff working at APD, including substitute employees, are subject to review prior to being allowed access to the premises. Each employee and sub-contractor, including supervisors, shall submit to being photographed, finger printed and subjected to and pass a background check.



Wash and sanitize all trash containers and wastebaskets as needed, but no less than monthly.
 Double bag where liquids may be discarded.
 Empty all wastebaskets, trash containers and large recycling containers daily. Install clean plastic liners in all wastebaskets and trash containers as required, but not less than weekly.

2.1.0 WASTE BASKET, TRASH CONTAINERS AND LARGE RECYCLING CONTAINERS

Following are cleaning requirements for all areas:

2.0.0 CLEANING SPECIFICS

The City of Aurora Police Department complex operates around the clock 365 days per year. The cleaning contractor is to provide full service 365 days per year.

1.1.10 HOLIDAYS

If a remodeling project takes an area out of service for 30 days or more, the respective billing will be reduced proportionately to the square footage removed from the cleaning schedule.

1.1.9 CREDIT FOR AREA OUT OF SERVICE

All recyclable containers are to be emptied daily by the cleaning staff.

1.1.8 RECYCLABLES

Nothing on the exterior of the building is to be covered under this bid except trash containers, mats, glass and metal at entrancesways.

1.1.7 EXTERIOR

Fixed mats/carpeting at entrances are to be vacuumed as heavy traffic carpeted areas every day.

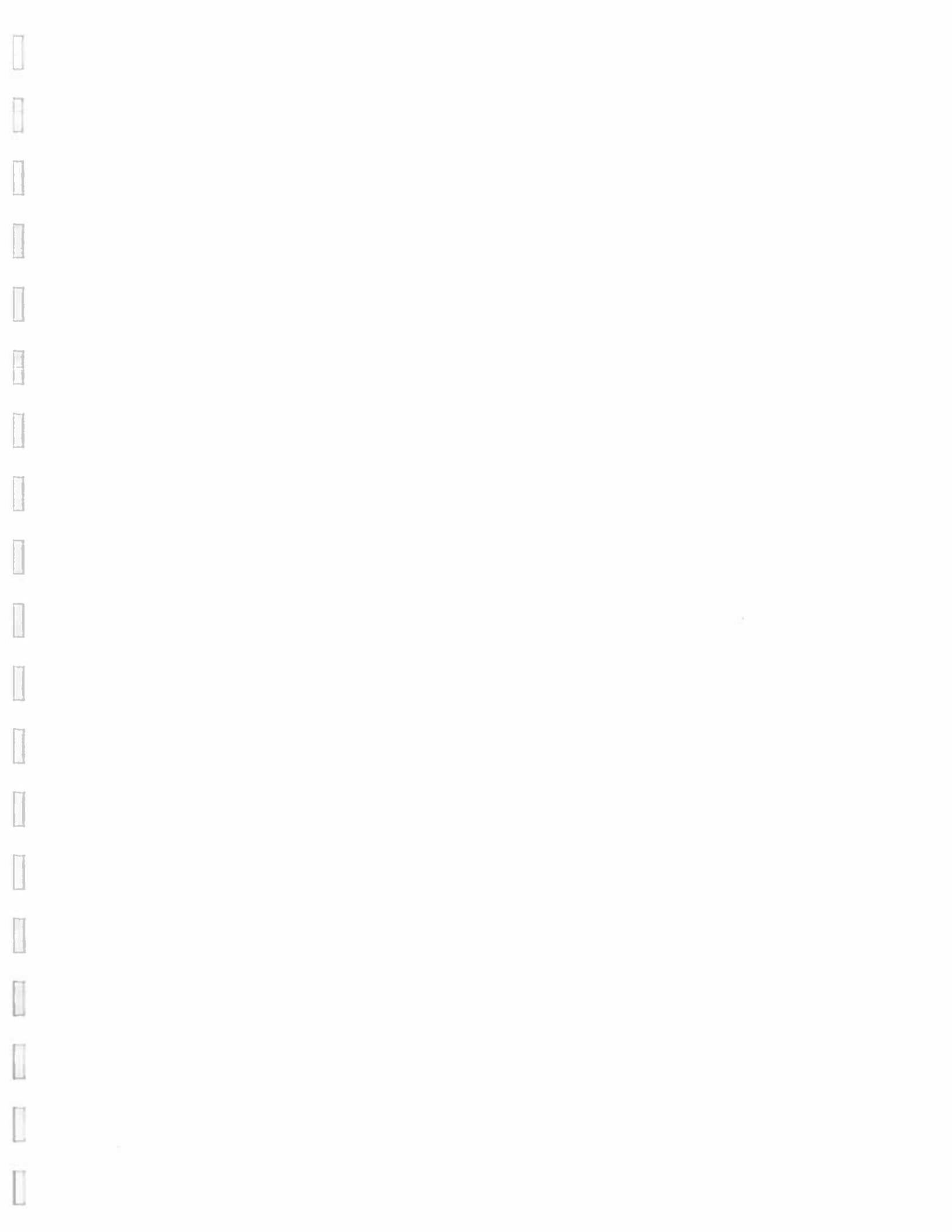
1.1.6 ENTRANCE MATS

The contractor is required to maintain the appearance of the carpeting by spot cleaning and regular cold water cleaning (extraction) of traffic patterns. Regular scheduled extraction plan to be determined by season with minimum expectation of one time per month. Steam cleaning of carpeting will be solicited and paid separately as needed.

1.1.5 CARPETING

The exterior and interior of perimeter windows is not to be included in the bid except at public entrances. All non-perimeter glass is included and must be cleaned daily.

1.1.4 GLASS



2.2.0 FURNITURE, INCLUDING DESKS, FILES, BOOKCASES, SHELVING, TABLES, LOCKERS, WORK OUT EQUIPMENT, ETC.
 Dust weekly. Damp wipe at least monthly, or as needed. Clean thoroughly semi-annually. Eating areas shall have tables, chairs, cabinets, counter tops and sinks sanitized daily.

2.3.0 TELEPHONES
 Wipe daily. Sanitize weekly.

2.4.0 DRINKING FOUNTAINS
 Clean and sanitize daily.

2.5.0 DUSTING

2.5.1 LOW DUSTING
 Low dust all horizontal surfaces to hand height (70" including sills, ledges, molding, shelving, picture frames, ducts, radiators, vents, etc.) weekly. Observe for and clear cobwebs.

All community work stations are to be dusted weekly. Individual work stations are not required to be dusted.

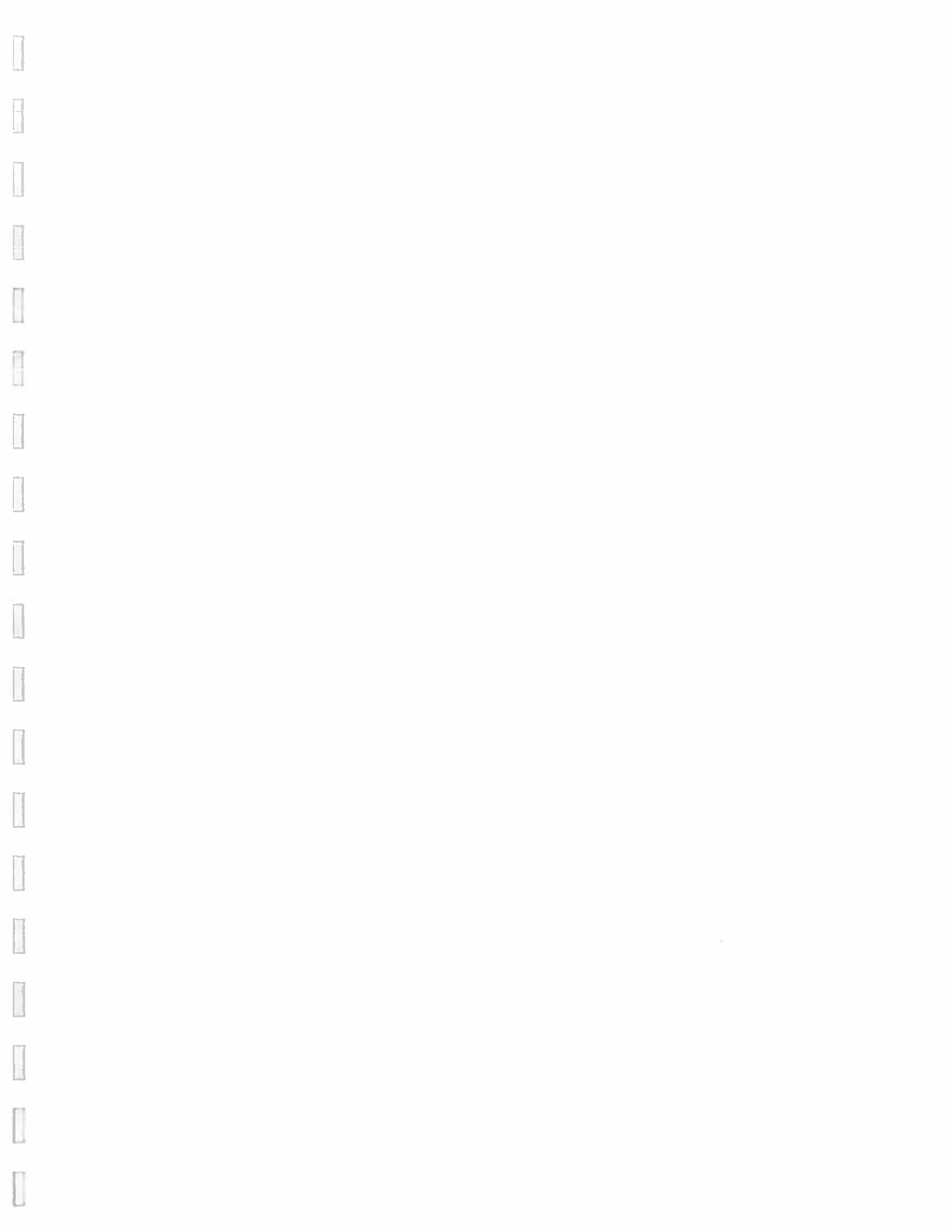
2.5.2 HIGH DUSTING
 High dust above hand height all horizontal surfaces, including ledges, molding, shelving, ducts, radiators, vents and etc. monthly. High vacuum if necessary. Observe for and remove cobwebs.

2.6.0 INTERIOR PARTITION GLASS AND ENTRY DOORS
 Clean all interior glass weekly. All entry doors and glass to be cleaned daily. Remove finger prints, spot clean as needed.

2.7.0 VENETIAN BLINDS
 Dust quarterly.

2.8.0 FABRIC FURNITURE
 Vacuum fabric furniture monthly. Spot clean as needed.

2.9.0 DIFFUSERS
 Dust diffuser outlets in ceiling with treated cloth quarterly. Vacuum areas adjacent to diffuser outlets quarterly.



2.10.0 FLOORS

Dust mop all resilient and hard floors once daily. Wet mop daily as needed, but no less than two times weekly. Vacuum all carpeted floors daily. Clean door thresholds for entrances and elevators daily.

2.10.1 STORAGE AREAS

Floors of storage areas to be dust mopped and wet mopped quarterly. Floors shall be stripped and waxed annually.

2.10.2 CARPETED FLOORS

Carpeted floors to be spot cleaned daily as needed and all carpeting vacuumed daily.

2.11.0 DISPENSERS

Refill all dispensers such as paper towel, sanitary napkin, soap, toilet tissue, deodorizers, etc. to normal limits daily. Clean surfaces daily.

2.12.0 WALLS

Spot clean all walls and partitions daily. Wash all walls and partitions as needed. Remove fingerprints and all other dirt and grime.

2.13.0 LIGHT FIXTURES

Dust and wipe all fixtures as needed, but at least quarterly.

2.14.0 DOORS, BASEBOARDS AND CEILINGS

Spot clean doors, and baseboards daily where needed. Door kick plates cleaned daily as needed. Observe and remove cobwebs.

2.16.0 STAIRWELLS (3)

Dust mop and wet mop daily. Spot clean all walls, stair risers, railings and all other parts of the structure as needed. Observe and remove cobwebs.

2.17.0 PISTOL RANGE AREA

Floor of pistol range to be dust mopped and wet mopped monthly. Garbage containers in this area must be emptied weekly.

2.18.0 PARKING GARAGE

Floors of parking garage for the booking intake area are to be broom swept weekly and hosed down monthly. Floors of parking garage adjoining the TAS Center are to be broom swept weekly with no hosing required. Garbage containers emptied daily.

2.19.0 HARD AND RESILIENT FLOORING/FINISHING

Hard and resilient flooring to be stripped and sealed twice annually except high traffic areas to be stripped and waxed, as needed, but at least quarterly. *Please provide unit prices for

stripping and sealing the terrazzo floor areas with wax. Do not include this with your base proposal price.*

Spray buffing to occur daily in corridors and public areas.

2.20.0 WASHROOMS & SHOWER AREAS

Clean and sanitize, and polish all fixtures including toilet bowls, urinals, sinks, mirrors and vanity cabinets, twice daily. Clean and sanitize all flush rights, drain and over-flow outlets daily. Clean and polish all chrome fittings daily. Clean and sanitize all toilet seats, twice

daily. Flush toilet bowls and urinals with a bowl disinfectant daily. Strip and clean all soil and soap scum in shower area daily. Wash glaze tile weekly but spot clean daily.

All walls and dividers are to be cleaned and sanitized weekly and spot cleaned daily. Sweep and damp mop all floors and sanitize daily. Four spent cleaning solution down floor drains at least weekly and use odor agent if necessary.

2.21.0 ELEVATORS

Dust and wet mop floors of cabs twice daily. Spot clean walls and ceiling of cabs as needed. Strip and wax floors of cabs as needed, but at least quarterly. Carpeted elevators are to be vacuumed and spot cleaned daily.

2.22.0 APPLIANCES

Clean fronts and tops of vending machines daily. Clean and sanitize outside microwave and refrigerator daily. Clean and sanitize inside of microwave and refrigerator monthly.

2.23.0 JAIL CELLS

Sweep and wet mop floors, spot wash walls, bunks and doors daily. Sanitize cell areas and clean all plumbing fixtures, daily if cell has been used. Sanitize cells more often as situations and circumstances require.

There may be need for cell areas to be attended to more than once a day depending on the population. Jail cells must be cleaned when the population is lowest, usually during the early afternoon hours. If cell(s) are occupied, they must be cleaned on a different schedule. Cell areas must be cleaned with Police Department personnel in attendance.

2.24.0 BOOKING AREA

The Booking area floors, walls, counters, holding cells, etc., must be cleaned daily by sweeping, wet mopping and spot washing as needed. This area may also need attention more than once per day depending on the activity.

3.0.0 CONTRACT INFORMATION

3.1.0 CONTRACT

The contract shall be for a period of twenty-four (24) months, from the date of award with

The City reserves the right to require of the Proposer proof of his/her capability to perform as required by the specifications. However, prequalification of the Proposer shall not be required. The City may, at its option, disqualify a proposer and reject his proposal for cause. Reasons deemed sufficient for this action shall include, but not be limited to, the following:

- Evidence of collusion among proposers.
- Receipt of more than one proposal on any project from an individual, or from a corporation. This restriction does not apply to subcontractors.

3.4.0 PROPOSER CAPABILITY

Each Proposer submitting a Proposal is responsible for examining the complete Request for Proposal Package and all Addenda, and is also responsible for informing itself of all conditions that might in any way affect the cost or the performance of any Work. Failure to do so will be at the sole risk of the Proposer, and no relief will be given for errors or omissions by the Proposer. If awarded the contract, the Proposer will not be allowed any extra compensation by reason of any matter or thing concerning which such Proposer should have fully informed himself, because of his failure to have so informed himself prior to submitting the proposal. The submission of a Proposal shall be construed as conclusive evidence that the Proposer has made such examination as is required in this section and that the Proposer is conversant with local facilities and difficulties, the requirements of the Request for Proposal documents, and of pertinent, local, state and federal laws and codes, prevailing local labor and material markets, and has made due allowance in its Proposal for all contingencies.

It shall be the responsibility of the Proposers to make any and all investigations necessary to become thoroughly informed of what is required and specified in the RFP. No plea of ignorance by the Proposers of conditions that exist or may hereafter exist as a result of failure or omission on the part of the Proposer to make the necessary examinations and investigations will be accepted as a basis for varying the requirements of the City of the compensation to the Proposer.

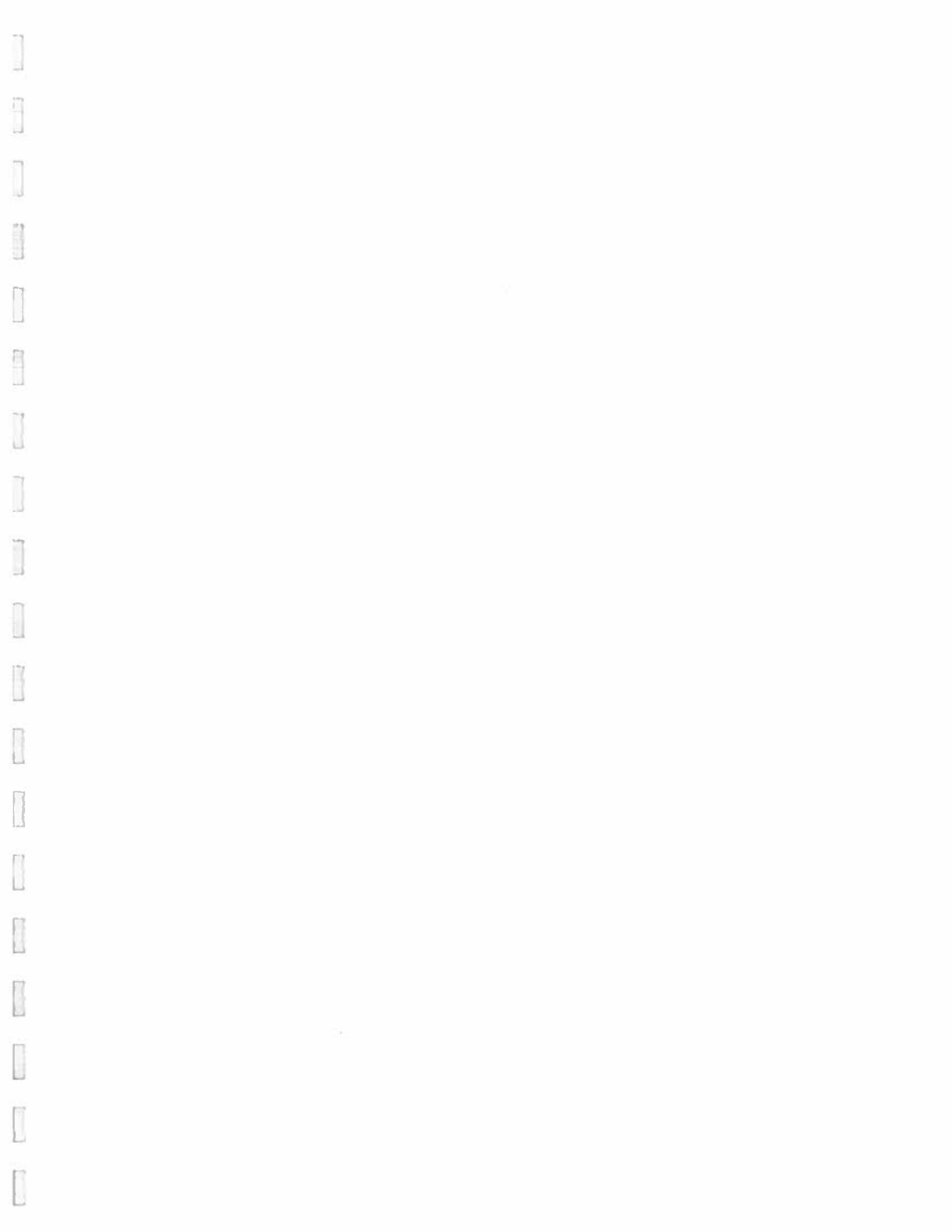
3.3.0 INVESTIGATION

The Contractor shall not sublet, sell, or assign all, or any portion of the contract, or of the work provided for therein, without the written consent and authorization of the City, and in no case shall such consent relieve said contractor from either, any, or all of the obligations herein entered into, or change the terms of the obligation hereof. The workers on premise shall be employed by the contractor.

3.2.0 SUBLETTING OR ASSIGNMENT OF CONTRACT

An authorized company representative shall appear at the office of the Purchasing Office within ten (10) days after City Council approval for the purpose of signing the contractual agreement. Failure on the part of the Proposer to execute the contract within ten (10) days and provide the required evidence of insurance at, or before the execution of the contract, will be considered just cause for the annulment of the award of the Proposal.

the option for two one year extensions based on mutual agreement between the contractor and the City of Aurora.



- Default on any previous contract.
- For unreasonable failure to complete a previous contract within the specified time or for being in arrears on an existing contract without reasonable cause for being in arrears.
- Inability to perform as revealed by an investigation of the Proposer's financial statements, experience and/or plant and equipment.
- Any proposer who owes the city money may be disqualified at the City's discretion.

3.5.0 PROPOSAL AWARD

Except as otherwise may be stated in this RFP, Proposal award shall be made to the lowest responsible Proposer meeting the requirements and/or intent of the RFP at the net delivered price(s) shown and best responding to the needs of the City, in the City's sole discretion. However, if the Proposer modifies limits, restricts or subjects his Proposal to conditions that would change the requirements of the RFP, this would be considered a conditional or qualified Proposal and will not be accepted. The City reserves the right to delete any item listed in the Proposal.

3.6.0 PAYMENT

Payment shall be made monthly for services rendered. If a remodeling project takes an area out of service for 30 days or more, the respective billing will be reduced proportionately to the square footage removed from the cleaning schedule.

The City, after inspection and acceptance, and in consideration of the faithful performance by the Proposer, agrees to pay for the completion of the work embraced in this Contract, within thirty (30) days of the receipt of the invoice.

Time, in connection with any discount offered, will be computed from the date of delivery to the City or from the date a correct invoice is received by the City of Aurora Purchasing Division, if the latter date is later than the date of delivery.

Prices will be considered NET, if no payment discount is shown.

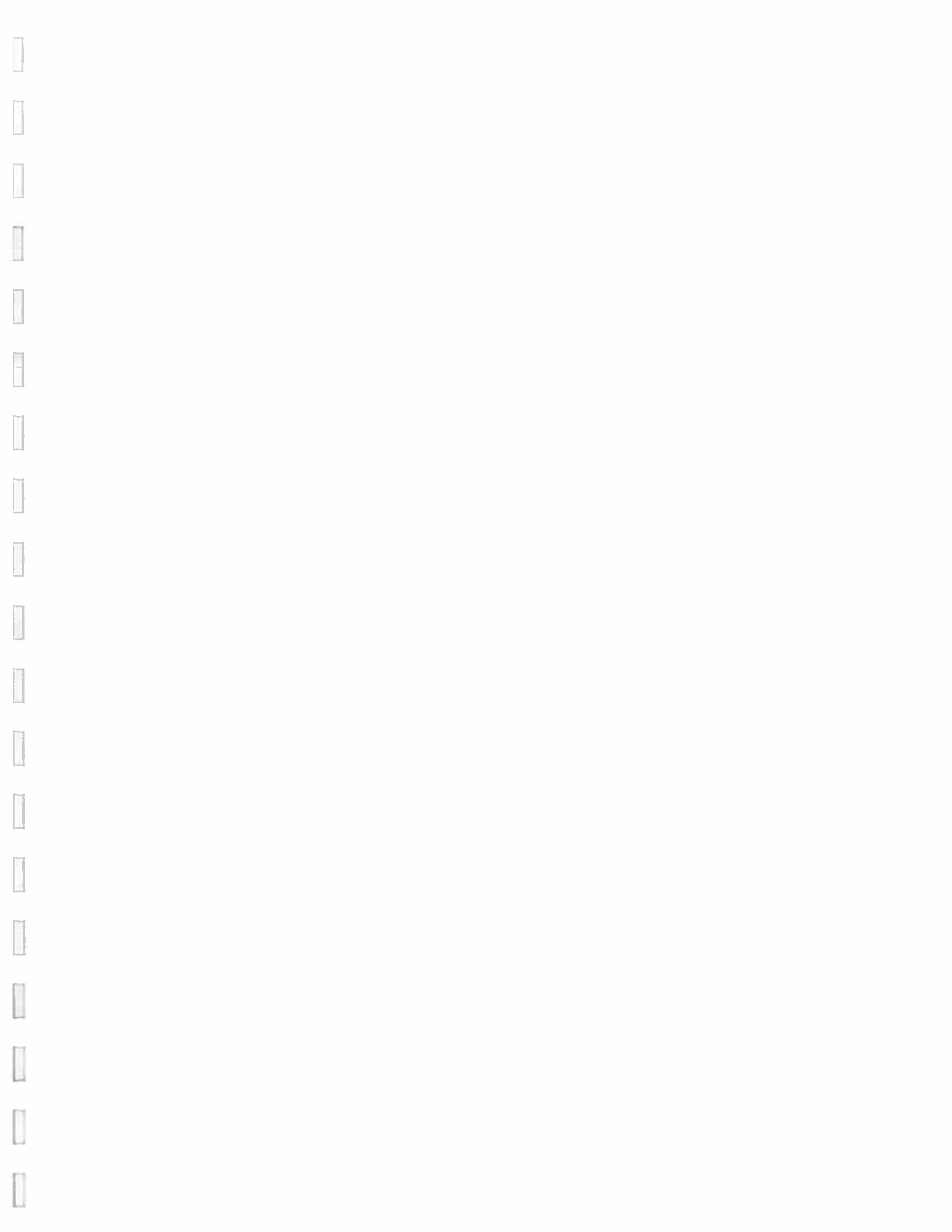
The successful Proposer shall submit invoices via e-mail to PurchasingDL@aurora-il.org or to the following address:

City of Aurora
Attn: Purchasing Division
44 E. Downer Place
Aurora, IL 60507

3.7.0 PRICES

a. Unit prices shall be shown for each unit on which there is a Proposal Price and shall include all packing, crating, freight and shipping charges to destination unless otherwise stated in the Proposal.

b. Unit prices shall not include any local, state or federal taxes. In case of mistake in extension of price, unit price shall govern. All prices must be typewritten or written in black ink. (The party signing the Proposal or his/her authorized representative must initial any alteration in ink.)



3.8.0 TAXES
The City of Aurora is exempt, by law, from paying State and City Retailer's Occupation Tax, State Service Occupation Tax, State Use Tax and Federal Excise Tax upon City works and purchases. The City of Aurora's Sales Tax Exemption Number is E9996-0842-06.

3.9.0 DEFAULT

In case of default by successful Proposer, the City will procure articles or service from other sources and hold the contractor responsible for any excess cost incurred as provided for in Article 2 of the Uniform Commercial Code.

3.10.0 CANCELLATION

The City reserves the right to cancel the whole or any part of the contract if the Proposer fails to perform any of the provisions in the contract or fails to make delivery within the time stated. The Proposer will not be liable to perform if situations arise by reason of strikes, acts of God or public enemy, acts of the City, fires or floods.

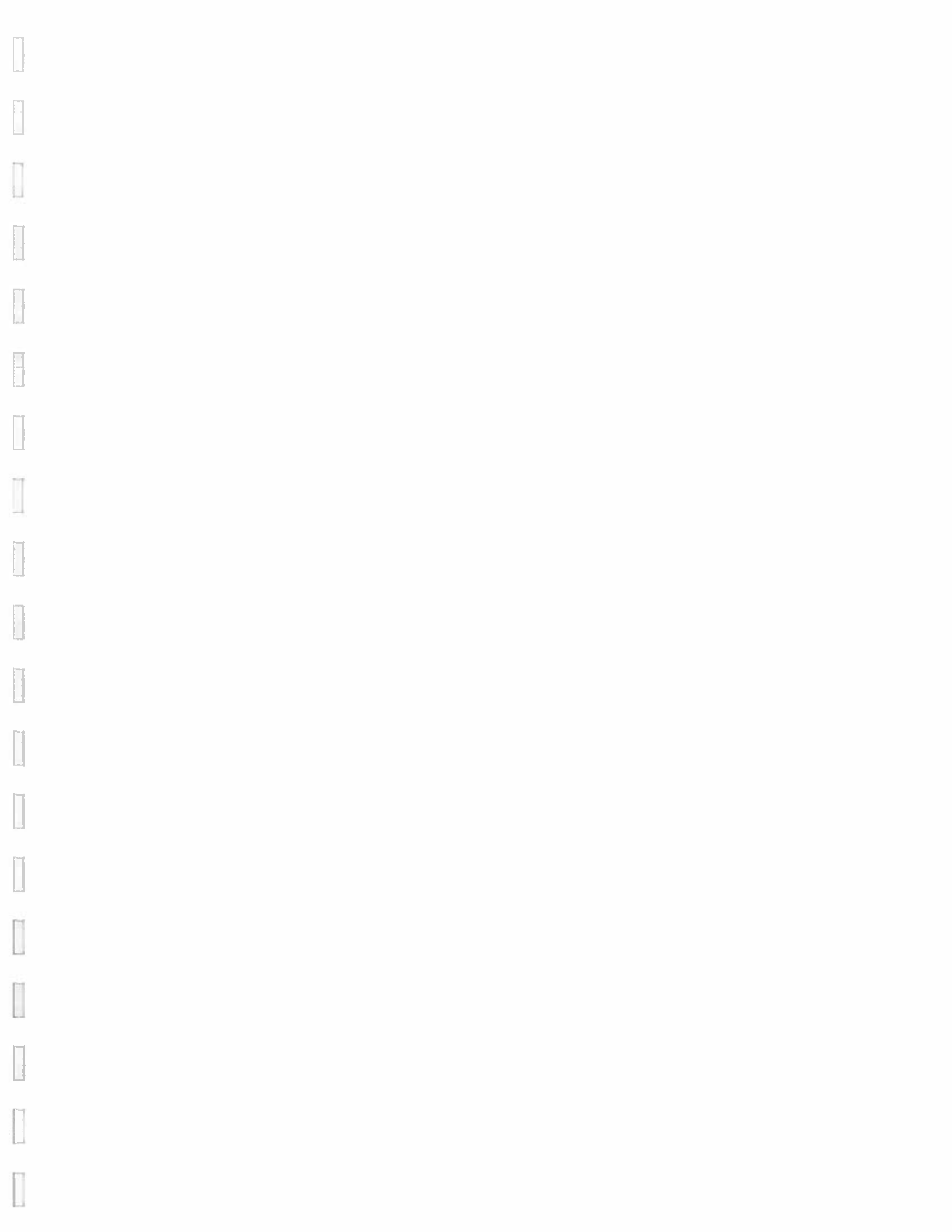
3.11.0 SIGNATURES

Each Proposal must be signed by the Proposer with his/her usual signature. Proposals by partnerships must be signed with the partnership name by all members of the partnership, or an authorized representative, followed by the signature and title of the person signing. Proposals by corporations must be signed with the name of the corporation, followed by the signature and title of the person authorized to bind it in the matter. All signatures must be in ink.

When a corporation submits a Proposal, its agent must present legal evidence that he has lawful authority to sign said Proposal and that the corporation has a legal existence. In the event that any corporation organized and doing business under the laws of any foreign state is the successful Proposer, such corporation must present evidence before any contract is executed that it is authorized to do business in the State of Illinois. Proposers by corporations must be executed in the corporate name by the President or a Vice President (or other corporate officer accompanied by evidence of authority to sign), and the signature must be attested by the Secretary or an Assistant Secretary, and the corporate seal must be affixed. The corporate address and state of incorporation must be shown below the signature. Proposals by partnerships must be executed in the partnership name and signed by a partner whose title must appear under the signature, and the official address of the partnership must be shown below the signature. Any corrections to entries made on the Proposal forms shall be initialed by the person signing the Proposal. When requested by the City, satisfactory evidence of the authority of any signature on behalf of the Proposer shall be furnished.

3.12.0 COMPLIANCE WITH LAWS AND REGULATIONS

The Proposer shall at all times observe and comply with all Federal, State, Municipal and other local laws, ordinances, regulations, and requirements which in any manner affect the conduct of the Work, and with all Federal, State and local laws and policies of non-



discrimination, sexual harassment, prevailing wages and others applicable thereto; and all such orders or decrees as exist at the present and which may be enacted later, of bodies or tribunals having jurisdiction or authority over the Work, and no plea of misunderstanding or ignorance thereof will be considered. He shall indemnify and save harmless the City and all its officers, agents, employees and servants against any requirement, claim or liability arising from or based on the violation of any such law, ordinance, regulation, order or decree, whether by himself or his employees.

3.13.0 BONDS AND INSURANCE

The contractor will be required to furnish a Performance Bond in the amount of one hundred percent (100%) of the full contract price, a Payment Bond, Public Liability Insurance, and Workers Compensation Insurance; all of which shall be acceptable to the City of Aurora. The Contractor awarded the project will need to provide performance and payment bids for one year with a letter attached from the bond company certifying that the bond may be automatically renewed for the second year.

The term Payment Bond shall be understood to mean the bond executed by the contractor and his surety guaranteeing the payment of all sums of money due for any labor, materials, apparatus, fixtures, or machinery furnished to such principal for the purpose of performing the contract work.

The term Performance Bond shall be understood to mean the bond, executed by the contractor and his surety, guaranteeing complete execution of the contract.

Proof of liability insurance coverage through a reputable, recognized carrier shall be provided at the time of acceptance and signing of the contract.

The City of Aurora, by showing and substantiating sufficient proof of incompetence, negligence, poor or substandard workmanship which would cause unwarranted damage or deterioration of either premises, contents or appendages, reserves the right to terminate said Contractor without recourse from the City by successful Contractor.

3.14.0 INSURANCE AND HOLD HARMLESS PROVISION

At the Proposer's expense, the Proposer shall secure and maintain in effect throughout the duration of this contract, insurance of the following kinds and limits to cover all locations of the Proposer's operations. The Proposer shall furnish Certificates of Insurance to the City before starting or within ten (10) days after the execution of the contract, whichever date is reached first. All insurance policies shall be written with insurance companies approved by the City of Aurora and licensed to do business in the State of Illinois and having a rating of not less than A IX, according to the latest edition of the A.M. Best Company; and shall include a provision preventing cancellation of the insurance policy unless thirty (30) days prior written notice is given to the City. This provision shall also be stated on each Certificate of Insurance as: "Should any of the above described policies be canceled before the expiration date thereof, the issuing company will endeavor to mail 10 days written notice



to the certificate holder named to the left". If requested, the awardee of this proposal will give the City a copy of the insurance policies. The policies must be delivered to the City within two weeks of the request. The limits of liability for the insurance required shall provide coverage for not less than the following amount, or greater where required by law:

- (1) Worker's Compensation Insurance - Statutory amount.
- (2) General Liability Insurance:
 - (a) \$1,000,000 per occurrence and \$2,000,000 general aggregate
 - (b) \$500,000 per occurrence for Property Damage
 - (c) \$1,000,000 per occurrence for Personal Injury
- (3) Auto Liability Insurance:
 - (a) Bodily injury with limits not less than \$1,000,000
 - (b) Property damage with limits not less than \$500,000
- (4) Umbrella excess liability of \$1,000,000 per occurrence, \$2,000,000 aggregate

The Proposer shall include the City as a primary, non-contributory additional named insured on both General and Auto Liability Insurance policies and indicate said status on any Certificates of Insurance provided to the City pursuant to this project. All insurance premiums shall be paid without cost to the City.

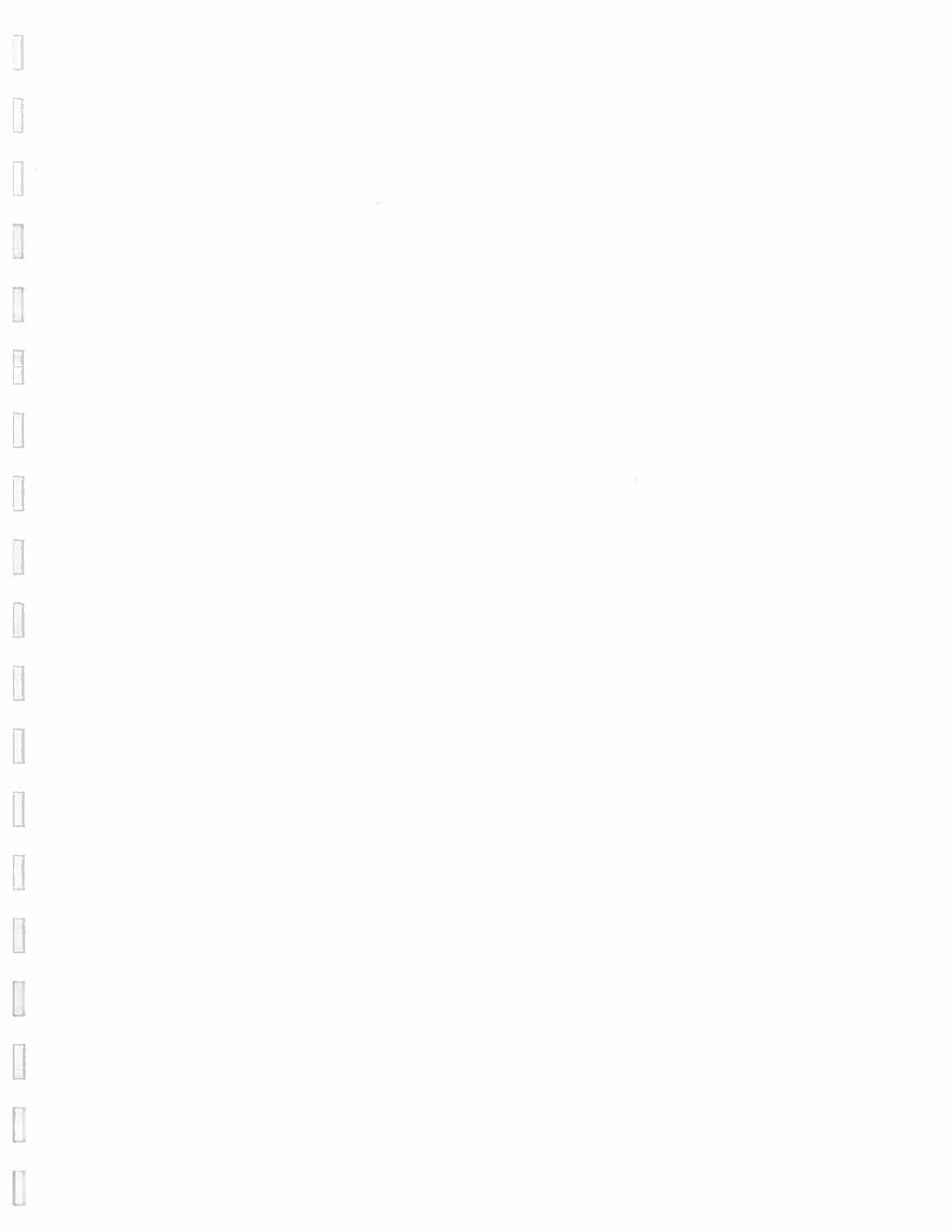
The Proposer agrees to indemnify and save harmless the City of Aurora, their agents and employees from and against all loss and expenses (including costs and attorneys' fees) by reason of liability imposed by law or claims made upon the City of Aurora for damages because of bodily injury, including death at any time resulting therefrom sustained by any person or persons or on account of damage to property, including loss of use thereof, arising out of or in consequence of the performance of this project work, whether such claims or injuries to persons or damage to property be due to the negligence of the Proposer or his Subcontractors. The Proposer shall assume total risk and shall be responsible for any and all damages or losses caused by or in any way resulting from the work and provide all insurance necessary to protect and save harmless the City of Aurora and its employees.

3.15.0 WORKERS COMPENSATION ACT

The Proposer further agrees to insure his employees and their beneficiaries and to the employees and the beneficiaries of any subcontractor employed from time to time by him on said Work, the necessary first-aid, medical, surgical, and hospital services and any compensation provided for in the Workers Compensation Act of the State of Illinois that is or may be in force in the State.

Such insurance shall be placed by said Proposer in a company or association (to be approved by the City and to be accepted by the Council thereof) authorized under the laws of the State of Illinois to insure the liability above specified.

Said Proposer hereby further agrees to indemnify, keep and save harmless said City from all



The Proposer shall provide an adequate number of competently trained personnel with sufficient supervision to provide the services required, and the Proposer shall provide identification of its personnel if requested by the City.

Any Proposer's employee whose employment is reasonably detrimental or objectionable to the City shall be immediately transferred from the premises upon the City's request. The exercise of the option shall not be construed as placing the City in charge of the Work or making the City responsible for safety.

All on the road vehicles or equipment shall be identified by the Proposer's name for purpose of identification.

3.19.0 PERSONNEL AND EQUIPMENT

At, or prior to, delivery of the signed contract, the successful Proposer shall deliver to the City the policies of insurance or insurance certificates as required by the Contract Documents. All policies or certificates of insurance shall be approved by the City before the successful Proposer may proceed with the Work. Execution of the contract by the City is contingent upon receipt of the insurance policies or certificates. Failure to provide the evidence of insurance in the time provided for will result in disqualification and the Proposal will be awarded to the second rated Proposer or in the creation of a new Request for Proposal.

3.18.0 INSURANCE CERTIFICATES

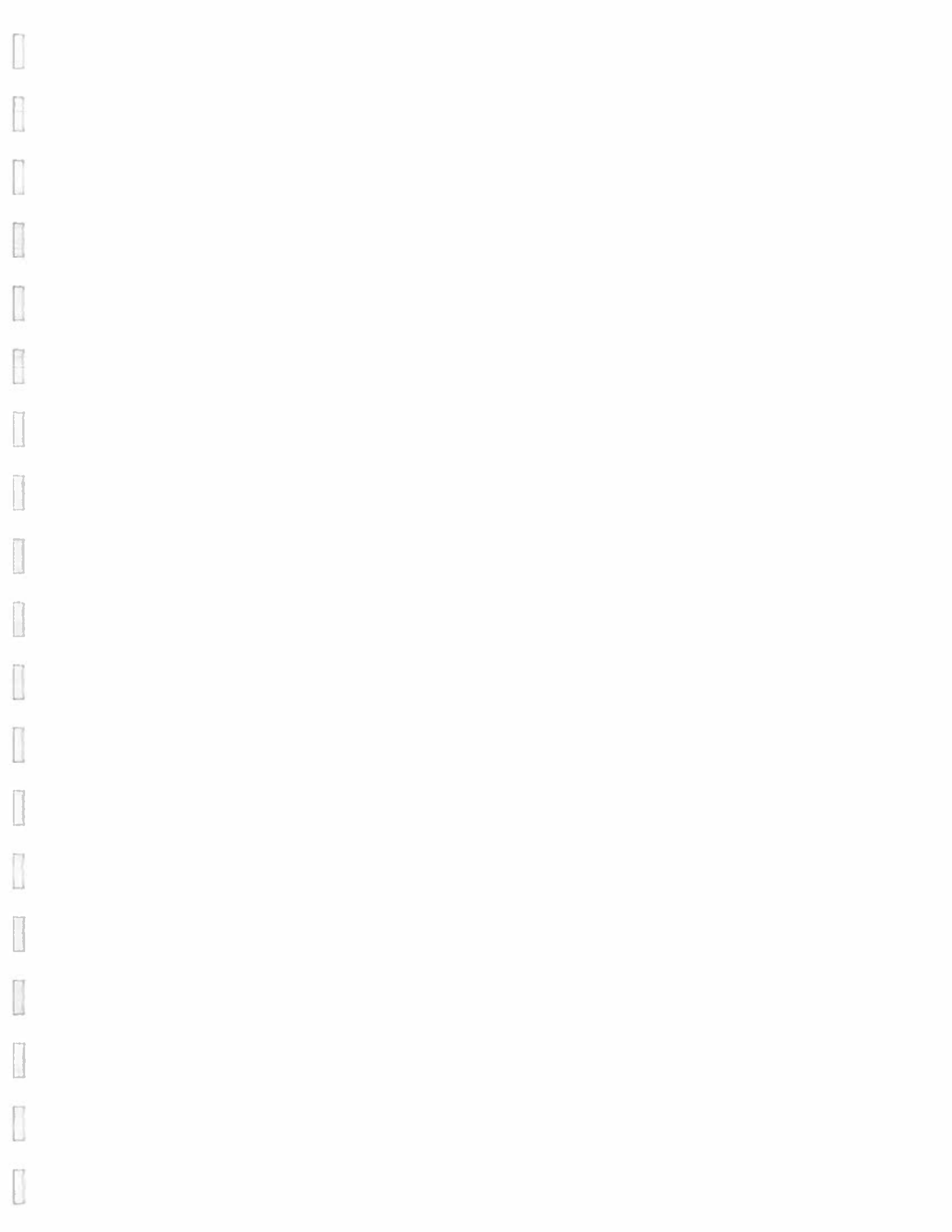
The Proposer shall begin the Work to be performed under the contract no later than ten (10) days after the execution and acceptance of the contract, unless otherwise provided. The Work shall be conducted in such a manner and with sufficient materials, equipment and labor as is considered necessary to insure its completion within the time specified in the contract.

3.17.0 PROSECUTION OF WORK

The City of Aurora encourages minority business firms to submit proposers and encourages the successful contract bidder to utilize minority businesses as sub-contractors for supplies, equipment, services and construction.

3.16.0 MINORITY PARTICIPATION

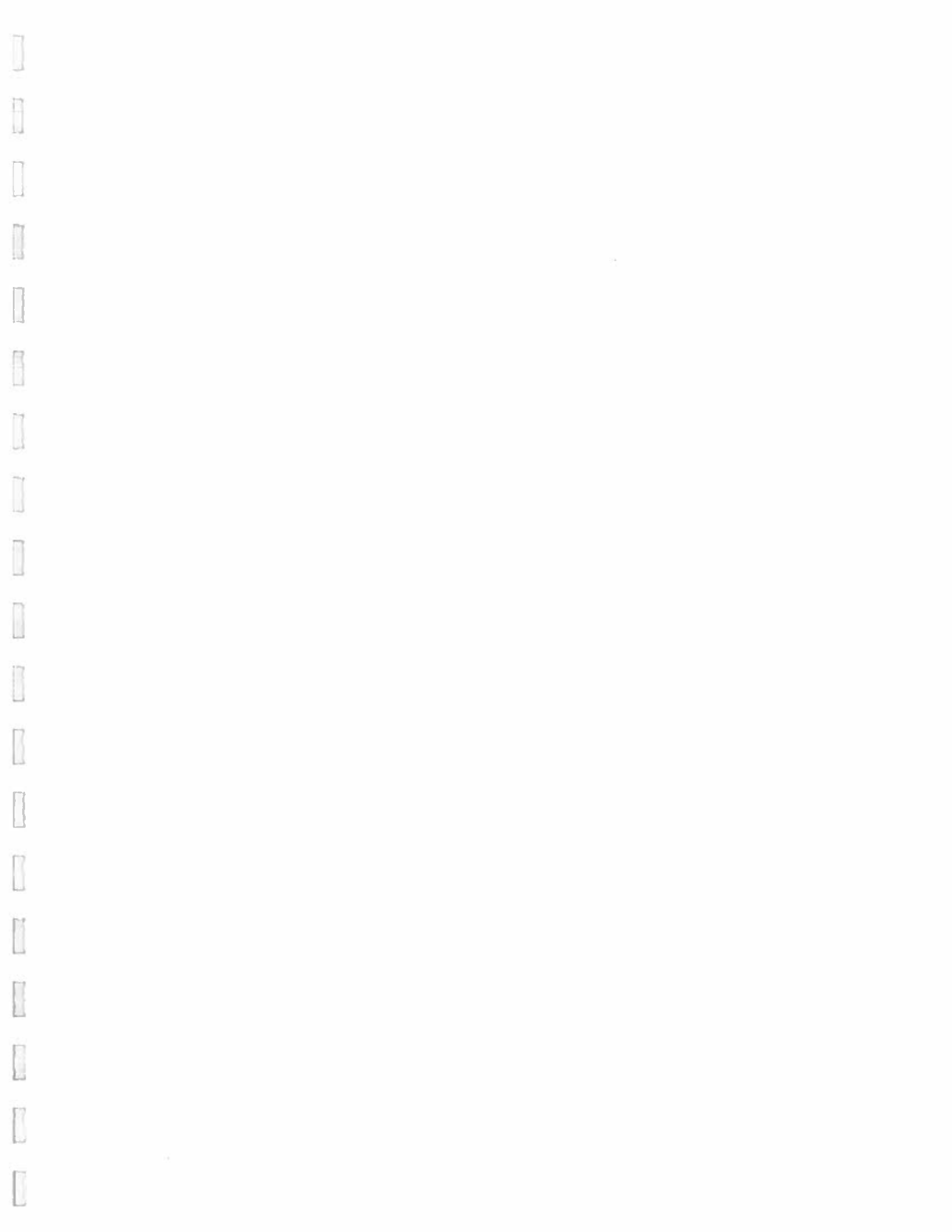
action, proceedings, claims, judgments, awards, and costs, loss, damages, expenses, and attorney's fees which may in any way come against said City by reason of any accidental injuries or death suffered by any of his employees or the employees of any subcontractor employed by him in and about the performance of the Work provided for in the contract, and any and all liability resulting thereupon; and said Proposer, in case of any suit, action, or proceeding on account of any or all of the foregoing shall defend the same for and on behalf of said City and indemnify the City therefore, and pay the amount of any and all awards and final judgments and orders rendered and entered therein, together with all loss, costs, damages, attorney's fees, and expenses incurred therein. Said Proposer shall be the sole employer of its employees and workers, and in no way so shall the City be considered a joint employer of same under any circumstance.



All tools or equipment required to carry out the operations within the scope of the contract shall be provided by the Proposer and shall meet the standards of the Federal Occupational Safety and Health Act and State of Illinois safety codes as may be required by law. The City reserves the right to inspect the equipment that will be used prior to award of the Proposal.

3.20.0 TIME

Proposer shall schedule its Work to meet the requirement of the City. Proposer shall perform the Work expeditiously in cooperation with the City's agents, employees, contractors and subcontractors. Proposer shall make no claim against City and no claim shall be allowed for any damages which may arise out of any delay caused by City, its agents, employees, contractor or subcontractors. Proposer's sole remedy for delay shall be an extension in the contract time.



PROPOSAL FORM
18-32
CITY OF AURORA
JANITORIAL SERVICES AT AURORA POLICE
DEPARTMENT COMPLEX

We propose to furnish janitorial services as specified in the attached Request for Proposal at the following listed monthly price(s):

BUILDING & ADDRESS:

Aurora Police Department Complex
1200 East Indian Trail
1301 Reckinger Road
Aurora, Illinois 60505

MONTHLY AMOUNT:

\$ See Attached Addendum No. 1

No additional charges over base bid price will be accepted without written approval of the Purchasing Director.

Do not add state, federal or local taxes. Municipalities are exempt. Exemption Certificate Permit No. Illinois E9996-0842-07.

SUBMITTED BY:
Smith Maintenance Company

COMPANY NAME:

2221 W. Walnut Street, Suite #2

ADDRESS:

CITY, STATE, ZIP: Chicago, IL 60612

PREPARER'S NAME:

Michael Smith

Please Type

CONTRACT PERSON:

Michael Smith

Please Type

AUTHORIZED SIGNATURE:



President

Title

EMAIL: mike@smithmaint.com

PHONE: # (312) 733.4301

FAX: # (312) 733.4601

DATE: May 23, 2018



CONTRACT

THIS AGREEMENT, entered on this _____ day of _____, 2018 ("Effective Date"), for the Janitorial Services at the Aurora Police Department Complex Aurora, Illinois ("Services") is entered into between the **CITY OF AURORA** ("City"), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and _____ ("Contractor"), located at _____

WHEREAS, the City issued an Request for Proposal 18-32; and

WHEREAS, the Contractor submitted a Proposal in response to the Request for Proposal and represents that it is ready, willing and able to perform the Services specified in the RFP and herein as well as any additional services agreed to and described in the Specifications; and

WHEREAS, on _____, the City's awarded a contract to _____.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

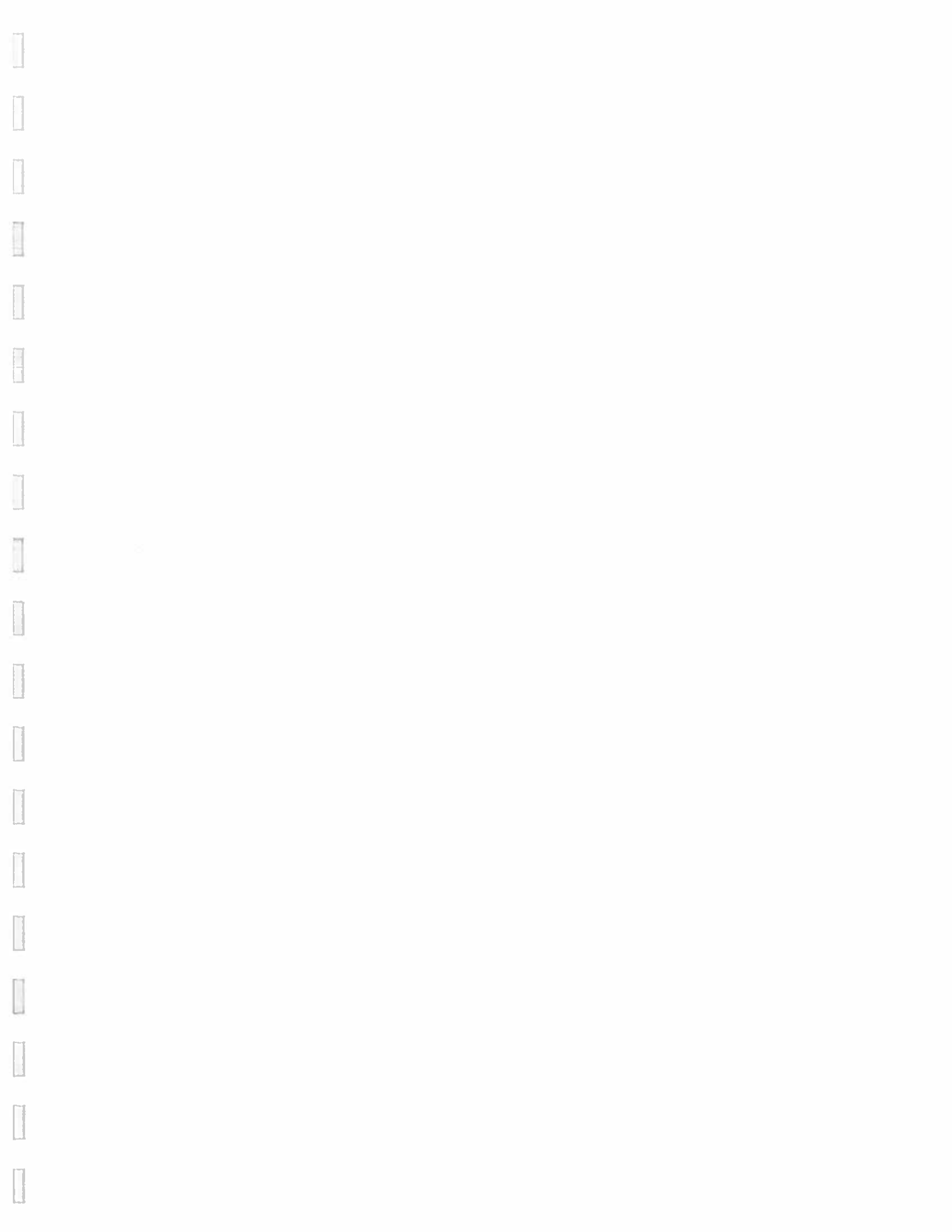
1. **Contract Agreement Documents.** The Agreement shall be deemed to include this document, Contractor's response to the Bid, to the extent it is consistent with the terms of the Invitation to Bid, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

RFP 18-32 Janitorial Services at the Aurora Police Department Complex

In connection with the Proposal and this Agreement, Contractor acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Contractor represents that such material and information furnished in connection with the Proposal and this Agreement is truthful and correct. Contractor shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. **Scope of Services.** Contractor shall perform the Services listed in the Scope of Services, attached hereto as **Exhibit 1**.

3. **Term.** This Agreement shall be for a two-year term, commencing July 1, 2018 through June 30, 2020, with options of two one year renewals based on mutual agreement unless sooner terminated in accordance with the terms contained herein.



Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or is sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Contractor with thirty (30) days notice specifying the termination date. On the date specified, this Agreement will end.

6. Termination.

Notwithstanding the foregoing, Contractor shall not be responsible for the performance of construction contracts, work or products, or any deficiencies or effects resulting therefrom, of any contractor, subcontractor, manufacturer, supplier, fabricator, or consultant retained by the City or any other third-party, including any person working on their behalf. Nothing herein shall be construed as giving the Contractor the responsibility for or the authority to control, direct, or supervise construction, construction means, methods, techniques, sequences, procedures, and safety measures and programs except those which directly relate solely to Contractor's performance of Services as set forth in this Agreement.

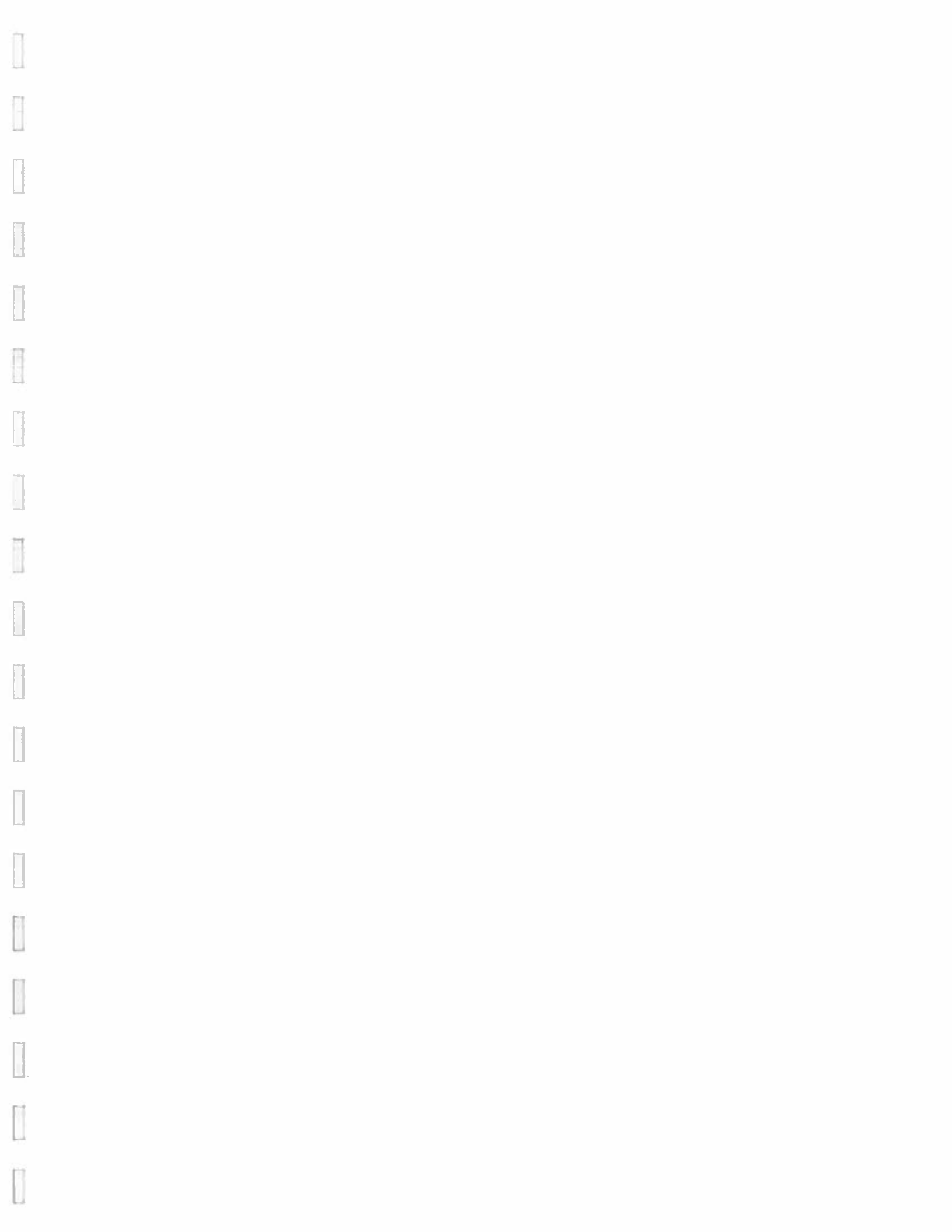
Standard of Performance. Contractor shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Contractor shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Contractor shall ensure that Contractor and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriately licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Contractor shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Contractor or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, or payment for any and all of the Services by the City shall relieve the Contractor from the responsibilities set forth herein.

5. Performance of Services.

b. Schedule of Payment. The City shall pay the Contractor for the Services in accordance with the amounts set forth in the submitted Schedule of Prices. The Contractor shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Payment shall be made upon the basis of the approved invoices and supporting documents. The City shall utilize its best efforts to make payment within thirty (30) days after approval of the invoice. Each invoice shall be accompanied by a statement of the Contractor of the percentage of completion of the Services through the date of the invoice.

a. Maximum Price. In accordance with the Contractor's Bid, the maximum price for providing the Services shall be \$_____ per hour. The maximum price may not be changed unless the City is provided with supporting documentation to warrant the change in maximum price or as otherwise provided in this Agreement.

4. Compensation.



If this Agreement is terminated by the City, as provided herein, the City shall pay the Contractor only for services performed up the date of termination. After the termination date, Contractor has no further contractual claim against the City based upon this Agreement and any payment so made to the Contractor upon termination shall be in full satisfaction for Services rendered. Contractor shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. **Illinois Freedom of Information Act.** The Contractor acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees, other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. **Entire Agreement.** This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. **Consents and Approvals.** The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. **Counterparts.** This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

FOR CITY OF AURORA

By: _____

ATTEST:

Smith Maintenance Company

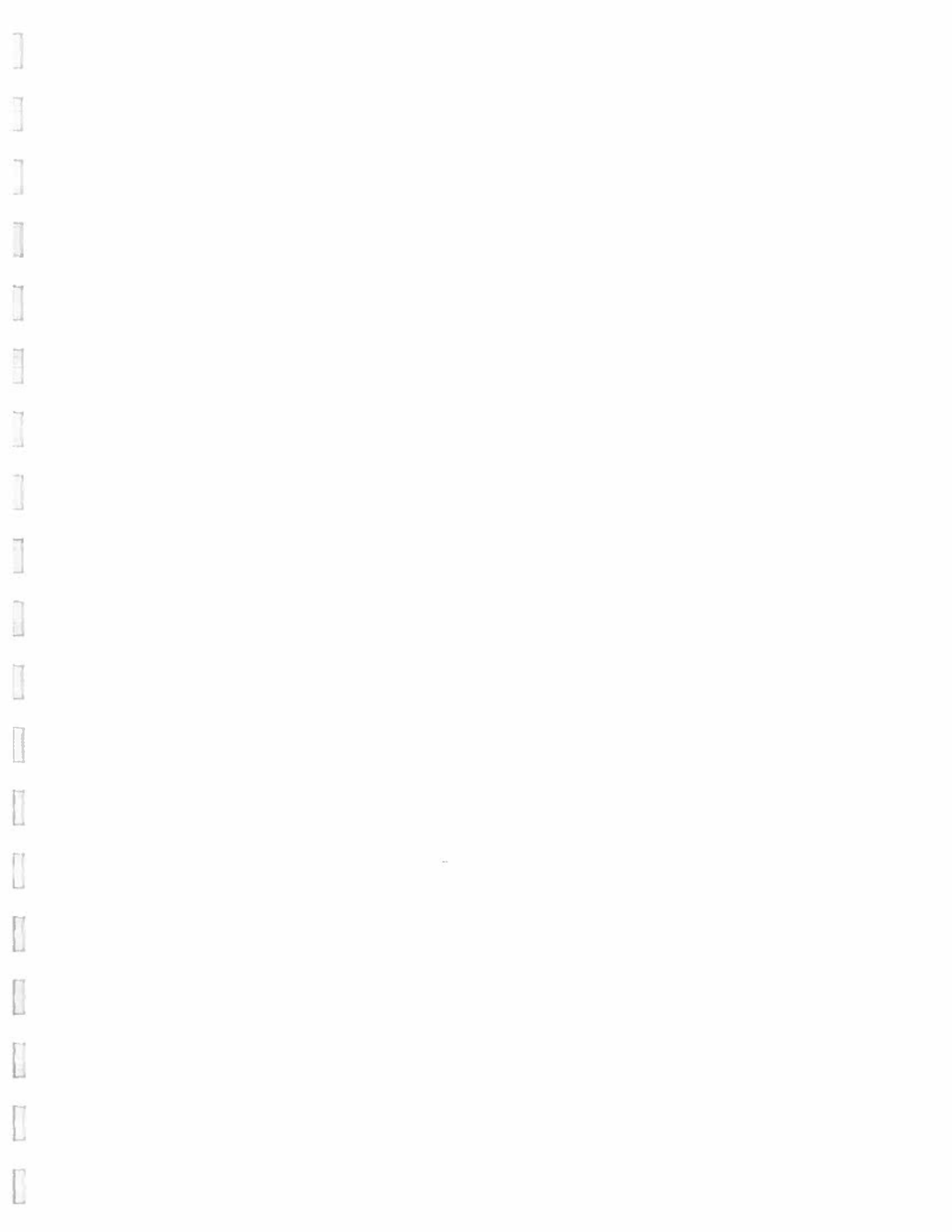
FOR

City Clerk

By

(SEAL)

(CORPORATE SEAL)



Contractor

(SEAL)

(If an Individual)

Contractor

Partners doing Business under the firm

(If a Co-Partnership)

Secretary

Kathleen Smith

ATTEST:

President - Contractor

By Michael Smith

(SEAL)

(If a Corporation) CORPORATION NAME Smith Maintenance Company

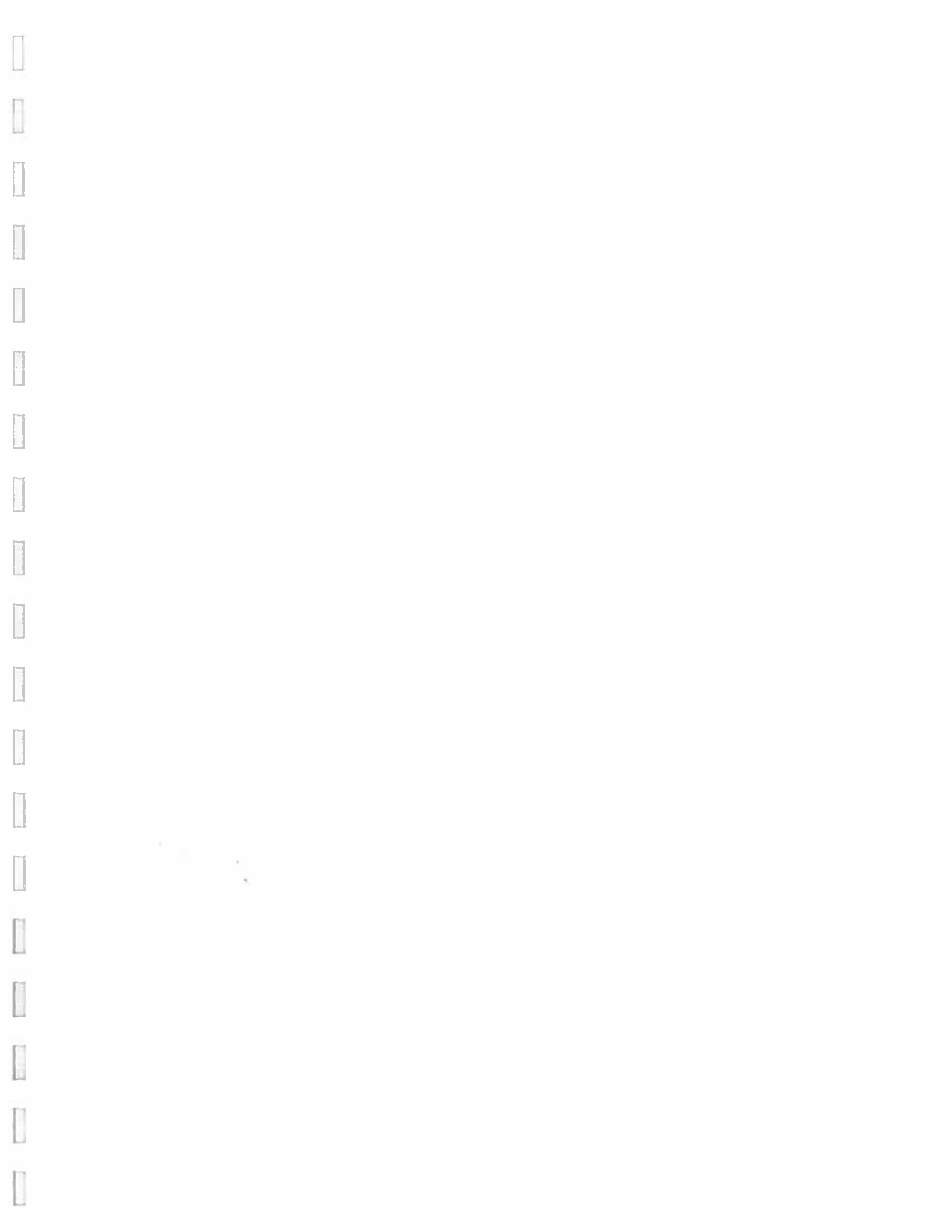


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Handwritten signature in blue ink.

Handwritten signature in blue ink over a line.





CITY OF AURORA REQUEST FOR PROPOSAL 18-32

**JANITORIAL SERVICES
AT THE AURORA POLICE DEPARTMENT**

EXHIBIT 1

(Request for Proposal)

Contract #18-32

Appendix C



CITY OF AURORA REQUEST FOR PROPOSAL 18-32

**JANITORIAL SERVICES
AT THE AURORA POLICE DEPARTMENT**

EXHIBIT 2

(Proposal)





References

Illinois Institute of Technology
Darlene Coleman
100 W. 33rd Street
Chicago, IL 60616
(312) 567-7011

Lake County High Schools Technology Campus
Bill Stefani
19525 West Washington Street
Grayslake, IL 60030
(847) 543-6018

Sunset Ridge School District No. 29
Corey Dreher
525 Sunset Ridge Road
Northfield, Illinois 60093
(630) 881-9418

William Harper College
Nancy Savard, FMA
1200 W. Algonquin Rd
Palatine, IL 60067-7398
(847) 925-6912

Start Date: 7/19/2010
Contract Date: Current
Square Feet: Over 1,000,000
Scope of Services: Custodial Maintenance Services

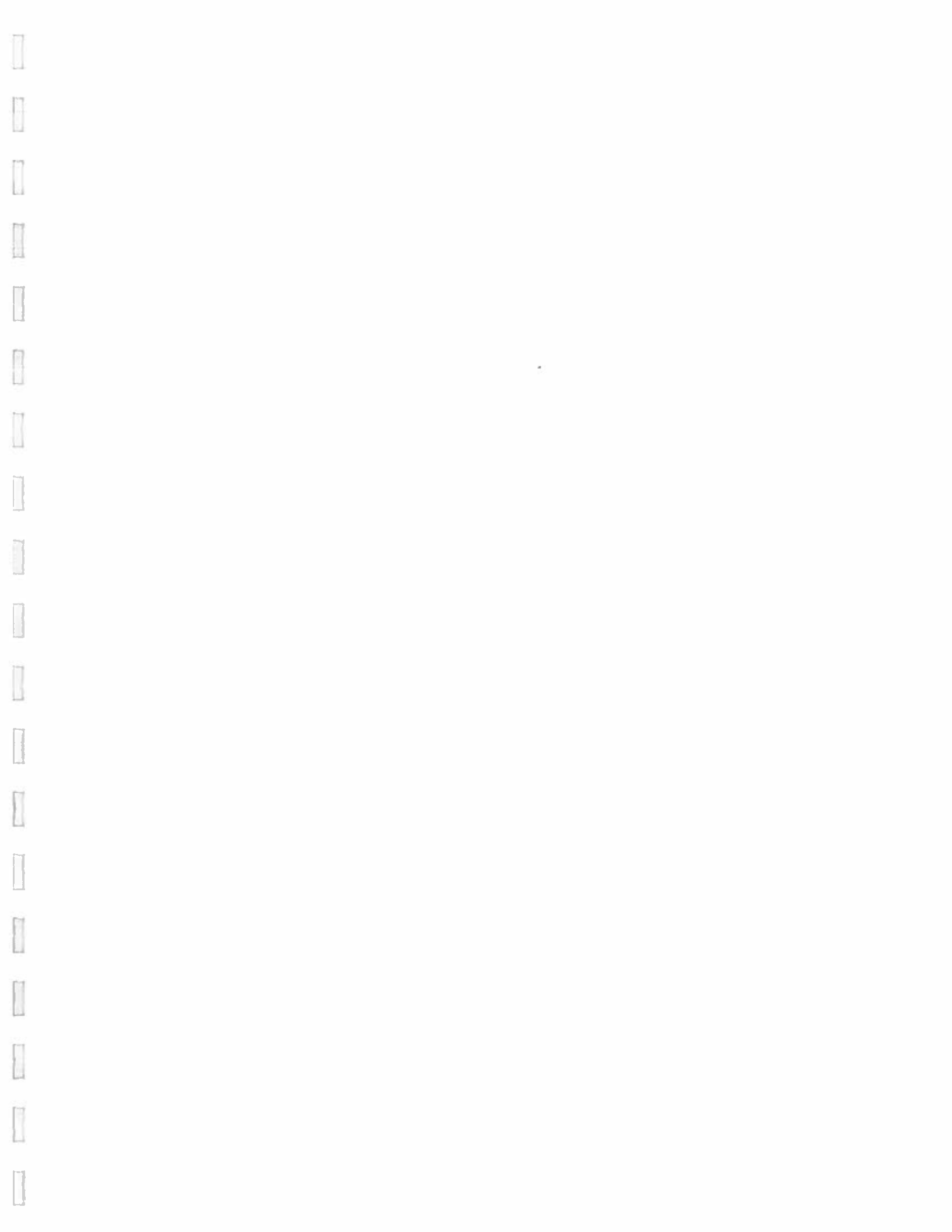
Start Date: 4/15/2015
Contract Date: Current
Square Feet: Over 500,000
Scope of Services: Custodial Maintenance Services

Start Date: 9/1/2009
End Date: Current
Square Feet: Over 350,000
Scope of Services: Custodial Maintenance Services

Start Date: 7/1/2014
End Date: Current
Square Feet: Over 1000,000
Scope of Services: Custodial & Ground Maintenance Services

References

Company Profile



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 11/13/2017

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
 Columbian Agency, a division of HUB International
 141 Opus Place, Suite 450
 Downers Grove IL 60515

INSURED
 Smith Maintenance Company
 Attn: Mike Smith
 2221 W Walnut Street
 Unit #2
 Chicago IL 60612

COVERAGES
 CERTIFICATE NUMBER: 404727808
 REVISION NUMBER:

INSURER A: Westfield Insurance Company
 24112
 INSURER B: Harleysville Insurance Company of New Jersey
 42900
 INSURER C:
 INSURER D:
 INSURER E:
 INSURER F:

CONTACT
 NAME: Michelle Haskell, CISR
 PHONE No.: 815-485-4100
 FAX No.: 815-485-4100
 E-MAIL: michelle.haskell@hubinternational.com
 ADDRESS:


INSURER(S) AFFORDING COVERAGE
 NAIC #

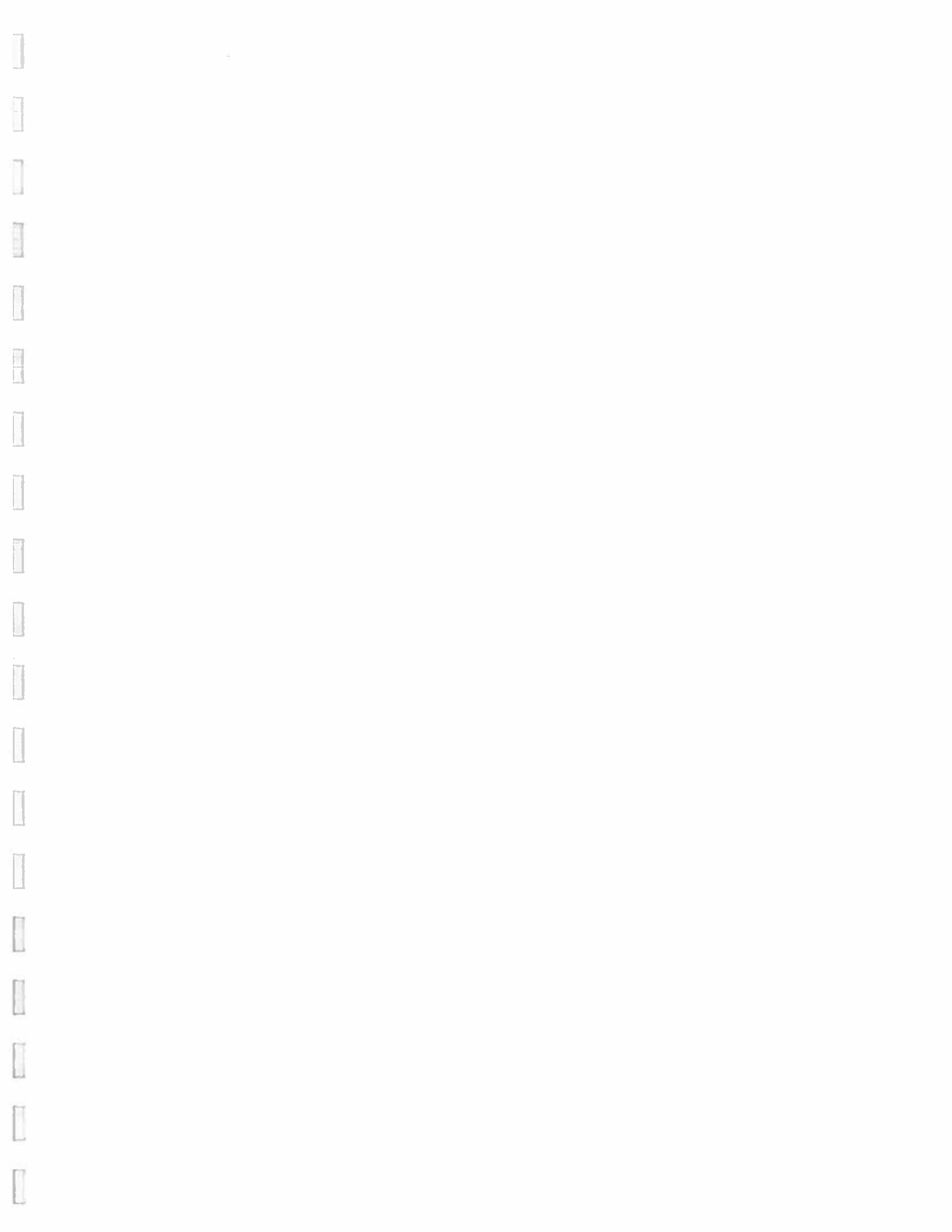
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE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

INSR LTR	TYPE OF INSURANCE	INDS WVD	ADDL SVCS	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	TRA7732700	11/16/2017	11/16/2018	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (ea occurrence) \$500,000 MED EXP (Any one person) \$10,000 PERSONAL & ADV INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000 Emp Ben. \$1,000,000 COMBINED SINGLE LIMIT (ea accident) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ OWNED AUTOS \$ HIRED AUTOS \$ NON-OWNED AUTOS \$ SCHEDULED AUTOS \$
A	AUTOMOBILE LIABILITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	TRA7732700	11/16/2017	11/16/2018	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
A	UMBRELLA LIAB	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	TRA7732700	11/16/2017	11/16/2018	EACH OCCURRENCE \$5,000,000 AGGREGATE \$5,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	WCP0098631	11/16/2017	11/16/2018	E.L. EACH ACCIDENT \$1,000,000 E.L. DISEASE - EA EMPLOYEE \$1,000,000 E.L. DISEASE - POLICY LIMIT \$1,000,000
B	Leased & Rented Equipment			CI-2C4295	11/16/2017	11/16/2018	Limit Deductible 25,000 1,000

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

CERTIFICATE HOLDER
 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






DEPARTMENT OF PROCUREMENT SERVICES
CITY OF CHICAGO

JAN 29 2015

Smith Maintenance Company
205 W. Randolph Street, Suite 925
Chicago, IL 60606

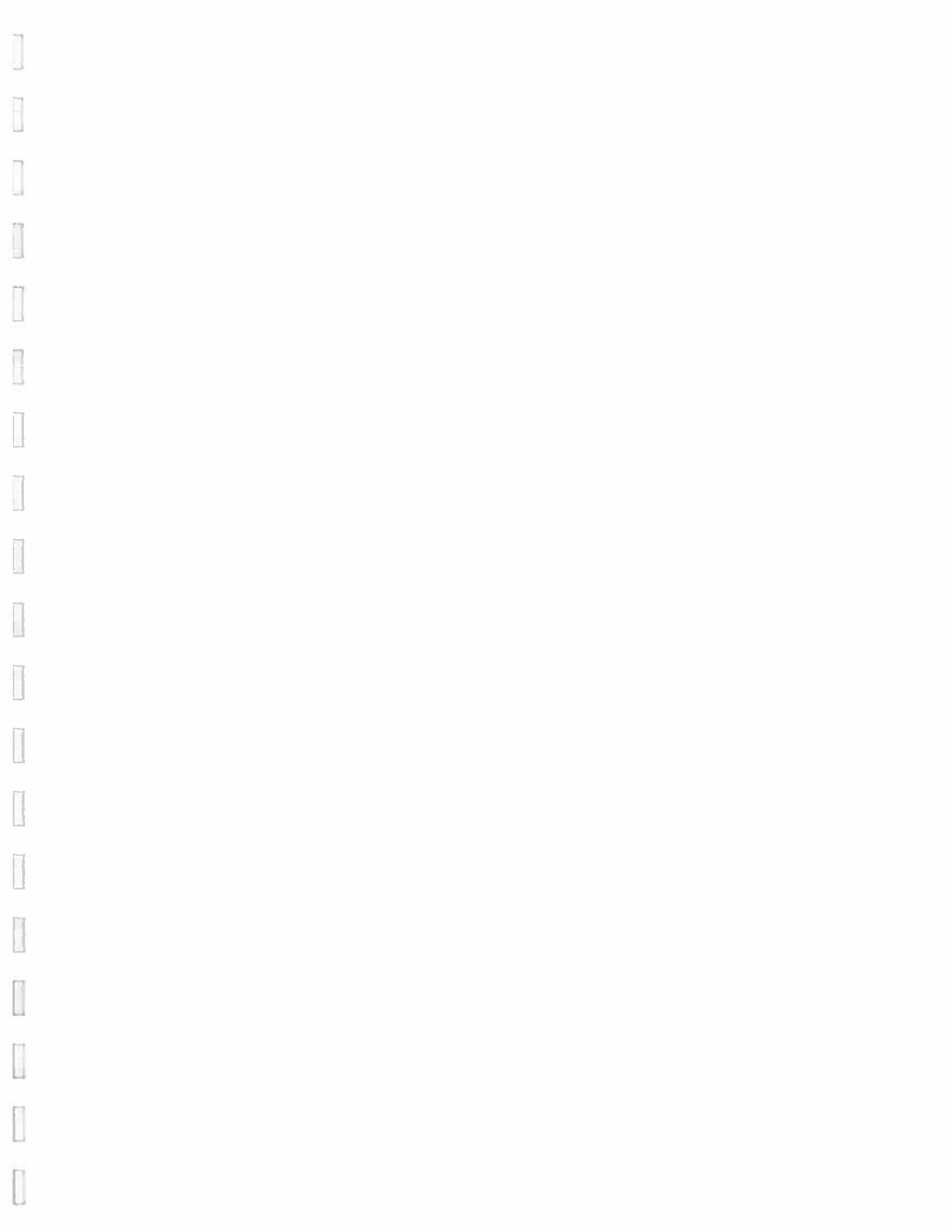
We are pleased to inform you that Smith Maintenance Company has been recertified as a Minority-Owned Business Enterprise ("MBE") by the City of Chicago ("City"). This MBE certification is valid until 2/1/2020; however your firm's certification must be revalidated annually. In the past the City has provided you with an annual letter confirming your certification; such letters will no longer be issued. As a consequence, we require you to be even more diligent in filing your annual No-Change Affidavit 60 days before your annual anniversary date.

It is now your responsibility to check the City's certification directory and verify your certification status. As a condition of continued certification during the five year period stated above, you must file an annual No-Change Affidavit. Your firm's annual No-Change Affidavit is due by 2/1/2016, 2/1/2017, 2/1/2018, and 2/1/2019. Please remember, you have an affirmative duty to file your No-Change Affidavit 60 days prior to the date of expiration. Failure to file your annual No-Change Affidavit may result in the suspension or rescission of your certification. Your firm's five year certification will expire on 2/1/2020. You have an affirmative duty to file for recertification 60 days prior to the date of the five year anniversary date. Therefore, you must file for recertification by 12/1/2019.

It is important to note that you also have an ongoing affirmative duty to notify the City of any changes in ownership or control of your firm, or any other fact affecting your firm's eligibility for certification within 10 days of such change. These changes may include but are not limited to a change of address, change of business structure, change in ownership or ownership structure, change of business operations, gross receipts and or personal net worth that exceed the program threshold. Failure to provide the City with timely notice of such changes may result in the suspension or rescission of your certification. In addition, you may be liable for civil penalties under Chapter 1-22, "False Claims", of the Municipal Code of Chicago.

Please note – you shall be deemed to have had your certification lapse and will be ineligible to participate as a MBE if you fail to:

- File your annual No-Change Affidavit within the required time period;
- Provide financial or other records requested pursuant to an audit within the required time period;



JAN 29 2015

Smith Maintenance Company

Page 2 of 2

- Notify the City of any changes affecting your firm's certification within 10 days of such change; or
- File your recertification within the required time period.

Please be reminded of your contractual obligation to cooperate with the City with respect to any reviews, audits or investigation of its contracts and affirmative action programs. We strongly encourage you to assist us in maintaining the integrity of our programs by reporting instances or suspicions of fraud or abuse to the City's Inspector General at chicagoinspectorgeneral.org, or 866-IG-TIPLINE (866-448-4754).

Be advised that if you or your firm is found to be involved in certification, bidding and/or contractual fraud or abuse, the City will pursue decertification and debarment. In addition to any other penalty imposed by law, any person who knowingly obtains, or knowingly assists another in obtaining a contract with the City by falsely representing the individual or entity, or the individual or entity assisted is guilty of a misdemeanor, punishable by incarceration in the county jail for a period not to exceed six months, or a fine of not less than \$5,000 and not more than \$10,000 or both.

Your firm's name will be listed in the City's Directory of Minority and Women-Owned Business Enterprises in the specialty area(s) of:

NAICS Code(s):

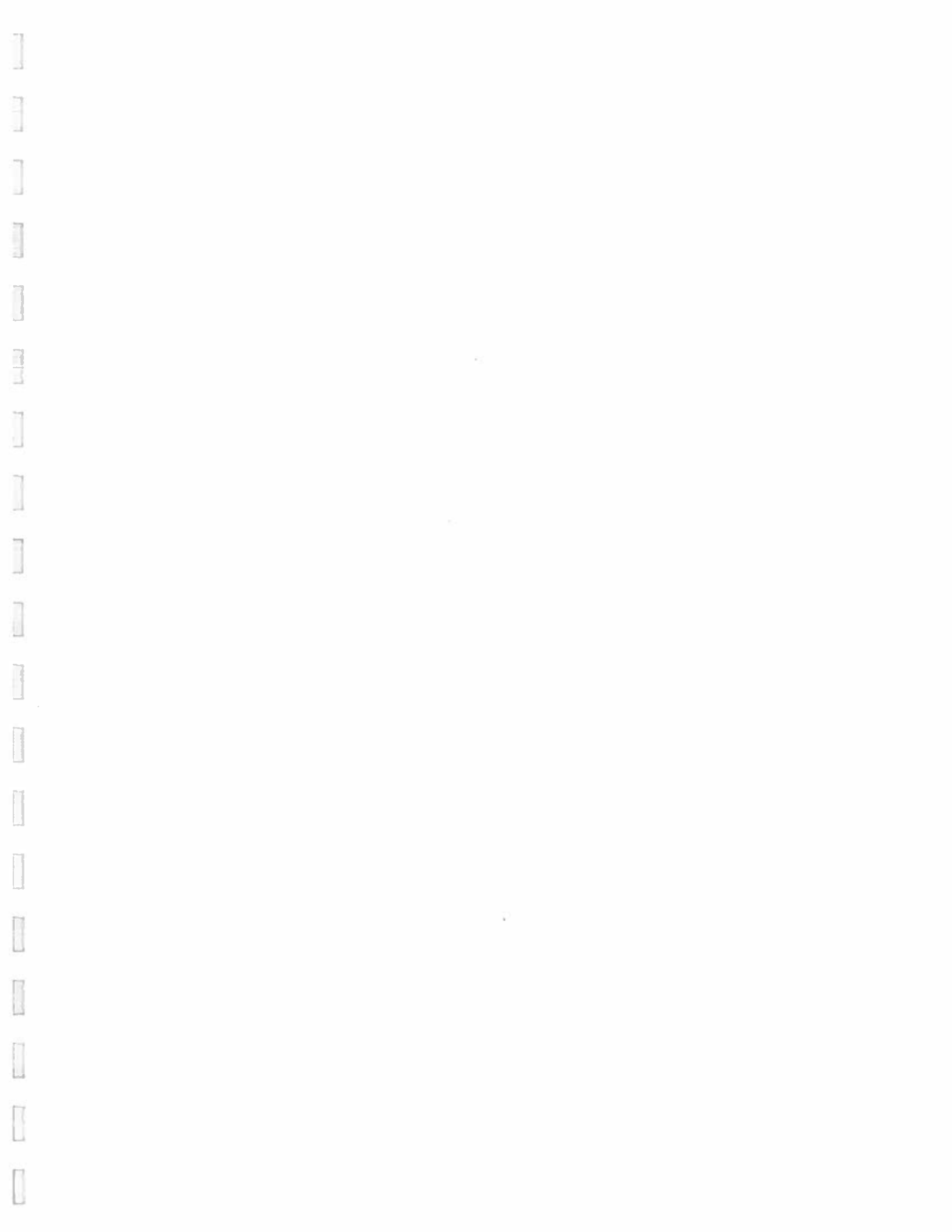
- 237110 Distribution line, sewer and water, construction
- 237110 Utility line (i.e. sewer and water) construction
- 237110 Water main and line construction
- 238350 Carpentry work (except framing)
- 561720 Janitorial services
- 561720 Window cleaning services
- 561790 Parking lot cleaning (e.g., power sweeping, washing) services
- 238990 Asphalt coating and sealing, commercial parking lot and driveway
- 237310 Parking lot marking and line painting
- 561990 Flagging (i.e. traffic control) services

Your firm's participation on City contracts will be credited only toward Minority-Owned Business Enterprise goals in your area(s) specialty. While your participation on City contracts is not limited to your area of specialty, credit toward goals will be given only for work that is self-performed and providing a commercially useful function that is done in the approved specialty category.

Thank you for your interest in the City's Minority and Women-Owned Business Enterprise (MBE/WBE) Program.

Sincerely,

Jamie L. Rhee
Chief Procurement Officer
JLR/ns





Bruce Rauner, Governor

Janice Glenn, Acting Director

IDHR #: 113902-00

Date Eligible: 04/03/2017

Expires on: 04/03/2022

MICHAEL SMITH

PRESIDENT

SMITH MAINTENANCE CO.

2221 W. WALNUT ST., STE #2

CHICAGO, IL 60612

CONFIRMATION OF EXISTING/RENEWAL REGISTRATION

The Illinois Department of Human Rights, Public Contracts Unit, acknowledges receipt of an Employer Report form (PC-1) filed by your organization.

Review of our records indicates that your organization previously registered with the Department of Human Rights and has been assigned the IDHR Number appearing above. This registration remains in effect until the expiration date appearing above. It is not necessary to submit a new form each time you bid on a state contract.

DO NOT LOSE THIS NOTICE. KEEP IT WITH OTHER IMPORTANT ORGANIZATIONAL DOCUMENTS. Also, please keep the following in mind:

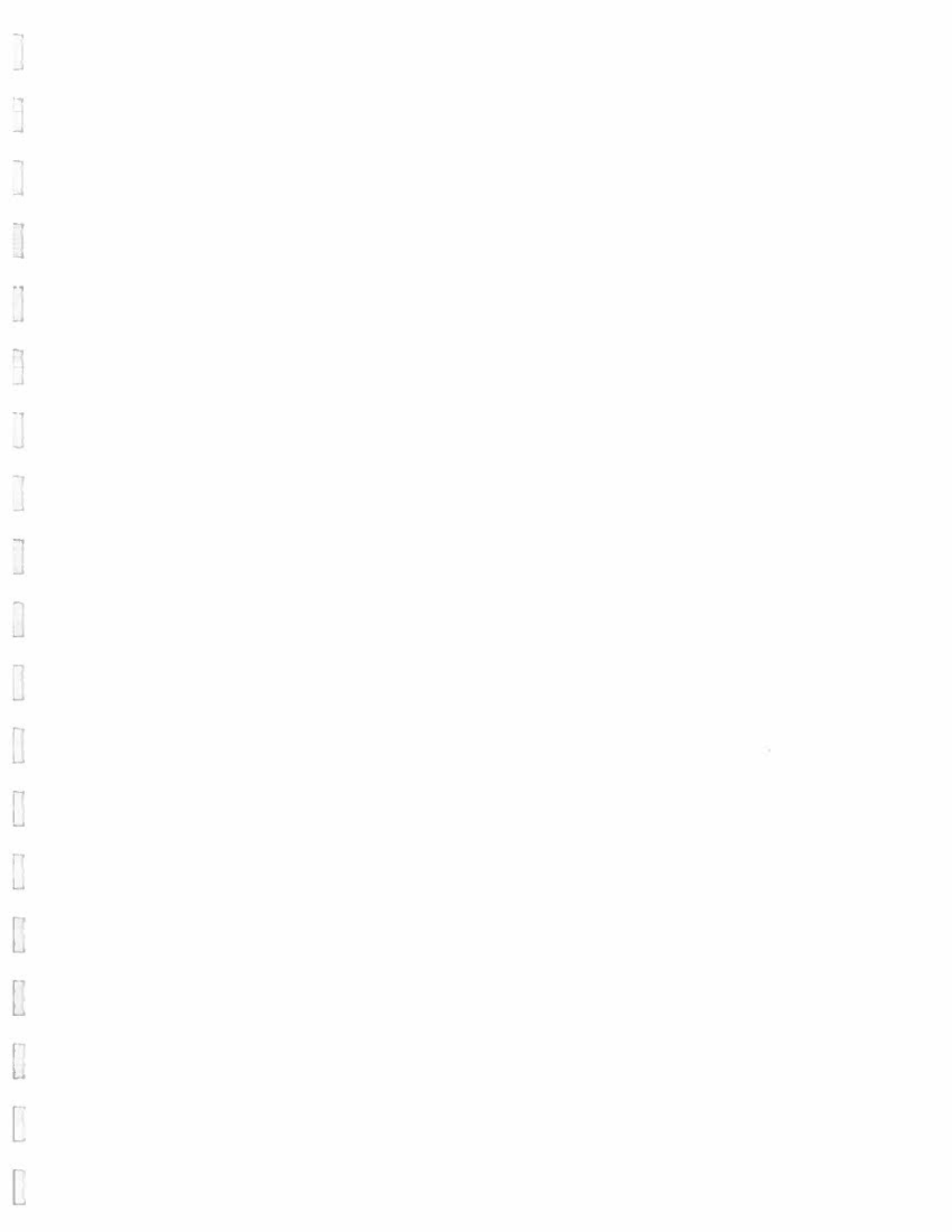
1. The IDHR Bidder Eligibility Number is valid for all bids submitted to any agency of the State of Illinois or other contracting agency that has adopted our registration requirement.
2. An eligible bidder's registration remains in effect until the expiration date unless it is revoked by the Department upon finding that the eligible bidder has committed a civil rights violation.
3. An eligible bidder may relinquish its eligibility by notifying the Department in writing at the above address.
4. The Department must be notified in writing of any change to the eligible bidder's name, address, telephone number, or form of organization. Such changes may render the bidder's registration invalid and may require the filing of a new Employer Report Form with the Department. The Number is not transferable and becomes invalid upon dissolution of the business.

Should you have any questions concerning this notice, please contact the Public Contracts Unit at the above address or telephone at 312-814-2431.

IDHR PCU (01-2010)

100 West Randolph Street, Suite 10-100, Chicago, IL 60601, (312) 814-6200, TTY (866) 740-3953, Housing Line (800) 662-3942
222 South College Street, Room 101, Springfield, IL 62704, (217) 785-5100
2309 West Main Street, Marion, IL 62959 (618) 993-7463
www.state.il.us/dhr

State of Illinois - CONFIDENTIALITY NOTICE: The information contained in this communication is confidential, may be attorney-client privileged or attorney work product, may constitute inside information or internal deliberative staff communication, and is intended only for the use of the addressee. Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately by return e-mail and destroy this communication and all copies thereof, including all attachments. Receipt by an unintended recipient does not waive attorney-client privilege, attorney work product privilege, or any other exemption from disclosure.



Private & Confidential
Authorized by: SMC
2018

COMPANY PROFILE

"Proprietary Information"





Smith Maintenance Company

Company Profile

Since 1997, Smith Maintenance Company (SMC) has successfully provided general maintenance, construction, carpentry, manhole rehabilitation services and general maintenance services to the Chicago Metropolitan Area and surrounding suburbs.

Our goal is to provide "The Best Quality Services" to our clients. SMC offers a wide range of services; customized solutions per client specifications, and a team of professional, knowledgeable, and well-trained experts who achieve our client's goals every day.

Locations:

SMC Office	Chicago, Illinois 60612
2221 W. Walnut Street, Site #2	
SMC Fulton Warehouse	Chicago, Illinois 60622
1956 W. Fulton	

Financial Facts:

Dun & Bradstreet	
Financial Stress Rating:	1
Commercial Credit Class:	2

Personnel:

Total Number of Employees: **Over 500**

Management Team:

Michael Smith	Director / Education
Tim Strepek	CFO
Diaz, Maria	Contract Manager / Risk Management / Commercial & Education Foreman
Alletto, Nick	Administrative Support
Cortes, Diana	Supervisor - Education & Commercial
Maxcy Salin	Supervisor / Floor Tech Specialist / Education & Commercial
Martinez, Fernando	Supervisor / Commercial
Ragin, Mirana	Supervisor
Rosa, John	Supervisor
Toledo, Eduardo	Supervisor
Ybarra, Chrs	Supervisor



Smith Maintenance Company

Certifications and Memberships

- MBE Certifications**

City of Chicago
 City Hall, Room 403
 121 LaSalle Street
 Chicago, IL 60602
 (312) 744 - 4900
www.cityofchicago.org
- Other Memberships**

(BSCAI)
 Building Service Contractors Association International
 Main Office Address:
 401 N. Michigan Avenue, Suite 2200
 Chicago, Illinois 60611
 (312) 673 - 6735
www.bscai.org
- Department of Central Management Services (CMS)**

100 West Randolph Street, Suite 4-400
 Chicago, IL 60611
 (312) 814 - 4190
<https://www2.illinois.gov/agencies/CMS>
- Illinois Department of Human Rights (IDHR)**

100 W. Randolph Street
 Chicago, IL 60601
 (312) 814-6200
www2.illinois.gov/dhr/Pages/default.aspx
- Illinois Department of Transportation (IDOT)**

Office of Business & Workforce Diversity
 2300 South Dirksen Parkway
 Springfield, IL 62764
 (217) 782 - 7820
<http://www.idot.illinois.gov/>
- American Traffic Safety Service Association (ATSSA)**

15 Riverside Parkway, Suite 100
 Fredericksburg, Virginia 22406-1077
 (800) 272 - 8772
<http://www.atssa.com>
- International Sanitary Supply Association (ISSA)**

7373 N. Lincoln Ave.
 Lincolnwood, IL 60712-1799
 (847) 982-0800
www.issa.com
- Chicago Minority Supplier Development Council, Inc. (MSDC)**

105 W. Adams Street, Suite 2300
 Chicago, IL 60603
 (312) 755 - 8880
www.chicagomsc.org





HUB International Midwest Limited
1411 Opus Place, Suite 450
Downers Grove, IL 60515
Office: 815-215-4705
Fax: 877-699-3316

Columbian Agency
1005 Laraway Road
New Lenox, Illinois 60451
Kevin Scanlon
(630) 674-3077

Credit References

Cameron Ohlendorf
Commercial Loan Officer, CCBCA
First Community Bank and Trust
(708) 946-2246 ext. 2215
(708) 946-6581 fax

Bank References

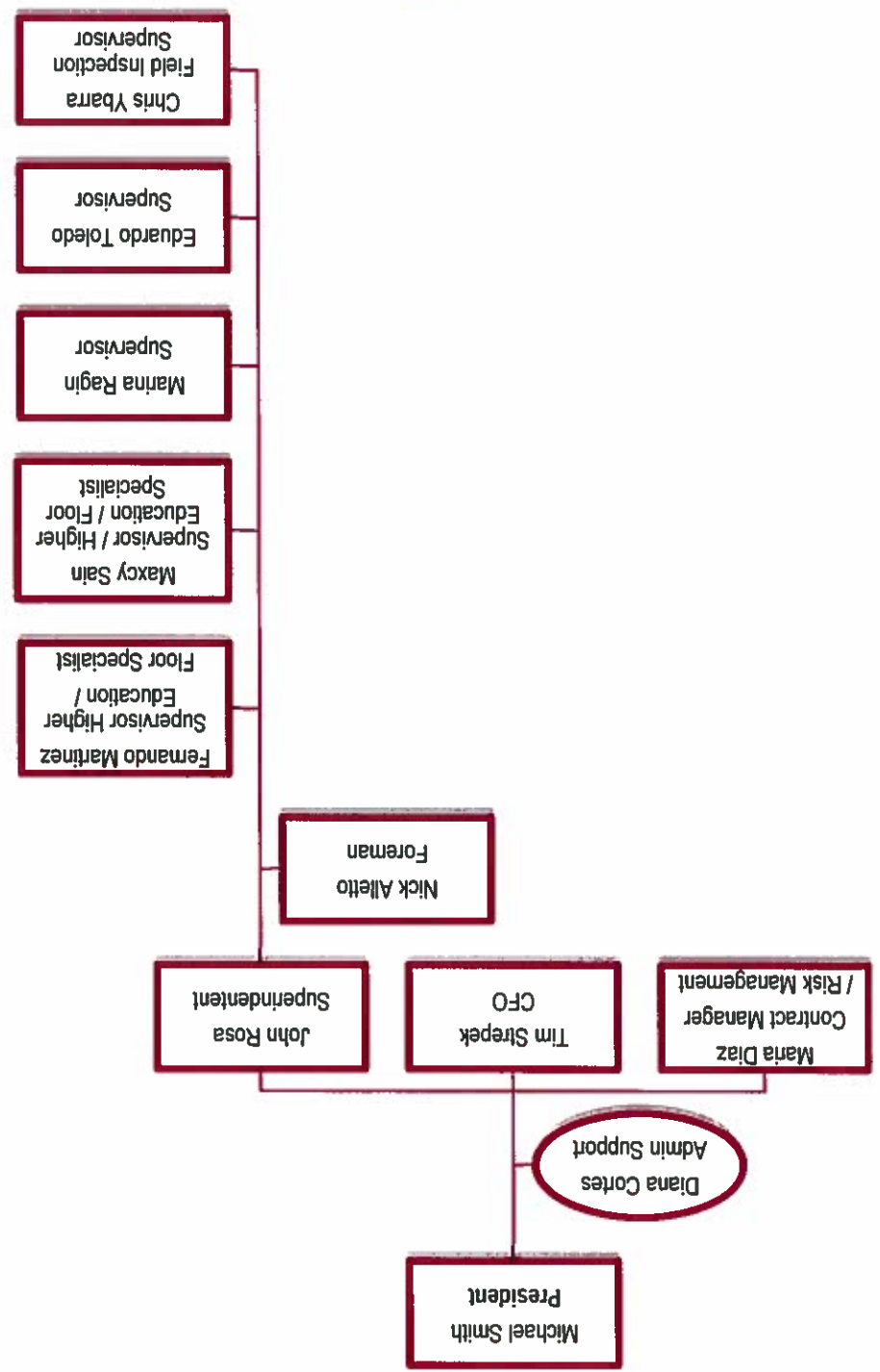
Credit References

Smith Maintenance Company

Smith Maintenance Company
"Proprietary Information"

Smith Maintenance Company

Organization



COMPANY OVERVIEW





Standard of Operating Procedure | Private & Confidential

Smith Maintenance Company
"Proprietary Information"

Company Overview

Since 1997, Smith Maintenance Company (SMC) has successfully provided general maintenance, construction, manhole rehabilitation services and traffic control services to the Chicago Metropolitan Area. Our goal is to provide "THE BEST QUALITY SERVICES" to our clients. SMC offers a wide range of services; customized solutions per client specifications, and a team of professional, knowledgeable, and well-trained experts who achieve our client's goals every day.

SMC provides quality and value services within the following areas:

Janitorial Maintenance Services
Experience in commercial buildings, grounds and parking garage custodial maintenance services, providing green cleaning products and HEPA equipment and OSHA compliant.

General Construction Services
Specializing in interior and exterior renovations, remodeling, and building additions and ground up construction of new buildings.

Traffic Control Services
Providing all levels traffic control equipment, construction signs, barricades, message boards, arrow boards for daily rentals usage and contract work and upholding industry regulations.

SMC is a minority owned business certified with the following organizations:

City of Chicago
Illinois Department of Transportation
Metropolitan Water Reclamation District of Greater Chicago
Illinois Department of Central Management Services
Minority-Owned Business Enterprise
Disadvantage Business Enterprise
Minority Business Enterprise
Minority Business Enterprise

SMC philosophy strives to recruit the most knowledgeable and skilled individuals who can meet our clients' specific requirements. Our recruitment process includes but is not limited to: advertising in local newspaper, networking and on-line job web sources. SMC takes pride and excels in a strenuous recruitment process which each candidate is required to go through.

Our policies and procedures include; an initial phone interview, executive selection process, in-person interviews with the Human Resource Manager and Supervising Manager, security background check, drug test, physical exam, employee orientation and safety sessions. We provide a probationary period to evaluate performance and to ensure "Best Fit" to the SMC team.

Smith Maintenance Company currently employs over three hundred employees and takes pride in its training process to assure our *Quality of Standards* is being provided to all our clients.



Company Overview

Our Mission

Our mission is to provide safety, efficiency, environmental awareness and dedication to our clients.

SAFETY
 We remain dedicated to our customers and employees by ensuring safety comes first in providing continuous OSHA training to all our employees.

EFFICIENCY
 SMC continuously implements innovative features to improve staff efficiency by providing: new cleaning solutions, equipment maintenance and quality assurance inspections to ensure customer service efficiency.

ENVIRONMENTAL AWARENESS
 SMC provides Green Clean or equivalent products to ensure that the health of our clients, employees and our environment comes first.

DEDICATION
 SMC builds its business on creating solid business ethics and professional integrity by providing quality service through continuous dedication and attention to detail.

Code of Ethics

Our quality of services goes hand - in - hand with our principles and straightforwardness in managing our day-to-day operations. We believe that accountability of such characteristics is vital to long-term success. The cleaning industry is very competitive however, unlike some other companies we have not tired in providing "The Best Quality of Services". To achieve our goals in support of our mission, Smith Maintenance Company and its' employees are committed to continuously practicing and demonstrating the following work values:

Safety
 ensure our employees and public safety is always our first consideration

Excellence Services
 Provide safe, clean, reliable, on-time, and professional services to our clients

Workflow Development
 Continue to provide our employees classes on new techniques that motivates and retains an excellent workforce

Sustainability
 Reduce, re-use and recycle where needed

Integrity
 To rely on the professional ethics and honesty of every SMC employee

Teamwork
 To actively combine our individual talents to achieve excellence performance and services





Standard of Operating Procedure

Smith Maintenance Company
"Proprietary Information"

Transition Plan

SMC develops a transition team the very day that a contract is awarded. Our team of professionals consists of the Operations Manager and Field Supervisor to be assigned to your building, the Account Executive involved in the bidding process, as well as our Vice President of Operations and President. This team will meet periodically with building management, if necessary, to coordinate each aspect of transition.

Some of the responsibilities of this team are meeting with cleaning personnel to familiarize each custodian with SMC and its procedures; handing out and helping to complete applications of employment; introduction of key SMC personnel; organization of equipment, supply orders, and deliveries. During this time, building safety and emergency procedures are examined with building keys being tagged and secured.

Once SMC has taken over the operation, our team will meet with the crew and again analyze assignments and set up training programs. Over the next sixty days, all employee assignments will be evaluated, and training will commence. Meetings with management may be set up at any time during this transition as required.

Turnover Minimization Plan

Smith Maintenance Company currently employs over four hundred and eight five cleaning and management personnel in the Chicago land area. Our philosophy is to hire the most competent individuals who can meet our clients' needs.

Smith Maintenance Company provides its management and supervisory team the following:

- Individual Medical Insurance
- Individual Life Insurance
- Family Dental Insurance
- Disability Insurance
- Profit Sharing
- Vacation Days
- Discretionary Days

SMC utilizes normal recruiting and hiring practices that include, but may not be limited to: advertising in local newspaper, reviewing referrals from existing employees and friends, working with local community career programs, and conducting job fairs.

In addition, Smith Maintenance Company is amenable to transferring existing personnel presently performing these janitorial services is awarded a difference location.

Employee Retention

SMC has been serving the Chicago land area since 1997. We credit employee retention by offering Union Benefits, placement of personnel near their residence, shifts that accommodate families' schedules and a professional and friendly management team who work with employees to maximize the likelihood of continues employment.



The punch list will also identify additional concerns in the building which are outside of the original scope of work identified by the client, but which may be influencing the overall quality of the building.

SMC will develop a punch list, which provides the detail of all areas, which have yet to be designated as meeting our expected standards of performance. Any area, which are less than the standard will be identified, along with a timeline to bring these areas to meet the standard.

3rd week of contract

We will continue with all management techniques and educational training outlined in week one, with a gradual phase-out of the start-up team. This phase-out may lead three to insure the required level of quality.

2nd week of contract

Additional experienced cleaning personnel will be available as necessary to achieve the seamless transition of the stated standards of performance goals. The start-up team will concentrate on the education of personnel in striving towards a seamless improvement of service to the desired level of quality. SMC will absorb all additional expenses associated with the requirement of needed personnel utilized during the start-up period.

- 1. President/Owner
- 2. Account Executive
- 3. Vice President of Operations
- 4. Project Manager
- 5. Vice President of Sales
- 6. Quality Control Coordinator

The start-up team will consist of:

The start-up team will be in place prior to the effective date of the contract. The start-up team will include personnel who will be regularly assigned to each building as well as additional personnel.

1st week of contract

1. Immediately upon notification of award of contract, necessary purchases of capital equipment and supplies are made. All necessary materials and supplies will be staged and ready to move into the building prior to start.
2. In the period of two weeks prior to start, SMC supervisory and management personnel who will have direct responsibility for operations will engage in the following activities:
 - a. Conduct thorough and detailed surveys of buildings with the goal of determining the most effective scheduling and staff utilization; location of storage and other facilities; determining any potential problem areas; and overall familiarization with the job site and any special requirements.
 - b. Educate our personnel with the expectations of the Client.
 - c. The goal of the pre-start-up activities is to eliminate as much of the lost time and in effective performance, which marks the first day of operations in any new job due to the lack of familiarity.

Prior to Contract Effective Date

It is our goal to consistently, exceed a level of service greater than our quality target range. Critical to our achievement of this goal is a smooth transition and start-up plan. More critical, however, it is the need to establish a standard of service, which is the stated goal. The maintenance of an established standard is achieved than striving to arrive at the standard.

Start Up Approach

Standard of Operating Procedure

Standard of Operating Procedure

Recruitment Process

We hire only high caliber employees, the best available in the local labor markets. To become a Smith Maintenance Company employee, candidates must successfully pass through our rigorous selection process.

Applications

We review candidates' applications of completeness and their previous employment history. We are looking for employees that have prior janitorial experience and a steady responsible pattern in their employment history.

Human Resources Recruiting Process:

Step 1: Human Resource Manager (HRM) reviews all applications before submitting them to our executive team for review.
Step 2: Executive Team reviews applications for possible phone interview. HRM is responsible for completing all phone interviews.

Step 3: HRM interviews applicant over the phone, if applicant passes phone interview questions Applicant advances to Step 4. In person interview is confirm at this point.

Step 4: HRM interviews potential candidate. During the interviewing process, HRM learns the following from the potential candidate:

- Skill level about job description
- Previous training and/or certifications
- Availability

If candidate pass our HRM interview, then and only then is the candidate schedule to be interview by the supervising manager.

Step 5: The Supervising Manager interviews candidates and determines whether, or not a potential candidate is the 'BEST FIT' for the position and team. Supervising Managers accept or denies candidate.

Security Background Check

Security background check is performed on all potential employees. HR Plus performs all security background checks for SMC. HR Plus informs SMC immediately if a candidate has not pass the background check.

Substance Abuse Testing and Physical Examination Check

Substance Abuse Testing and Physical Examinations are completed on all potential employees. Concentra Immediate Care performs all testing and examinations checks. Concentra informs SMC immediately of any adverse test results.

Reference Checks

Reference Checks on all applicants are completed before hiring applicants. HRM verifies the past five (5) years of employment. During reference check HRM seeks additional information regarding candidate; work ethics and reliability and verifies years of employment. Together with their interview, security background checks reference checks we gain a better understanding of a potential match between the candidate and our available positions.

Initial Training and Orientation

All employees are required to attend the "NEW EMPLOYEE ORIENTATION" class. During the orientation process employees will learn Smith Maintenance Company policies, benefits and procedures.



Standard of Operating Procedure

Recruitment Process

Additionally, employees are required to attend a series of training classes covering safety, problem solving skills and basic janitorial skills. This is followed by on-site instruction from our Director of Operations before being permanently assigned to an account or location.

Hired of Temporary Basis
Only after successful TEMPORARY BASIS completion of these preliminary procedures are prospective employees hired as members of the Smith Maintenance Company Team.

During their probationary period, employees work performance, attendance, attitude and commitment are evaluated on a weekly and monthly basis. During our employee's probationary period SMC determines whether this candidate is the "BEST FIT" for this position. After the successful completion of the probationary period, the temporary employee becomes a permanent team member SMC.

Initial Training and Orientation
All employees are required to attend the "NEW EMPLOYEE ORIENTATION" meeting. During the orientation employees will learn Smith Maintenance Company policies, benefits and procedures. Additionally, employees are required to attend a series of training classes covering safety, problem solving skills and basic janitorial skills. This is followed by on-site instruction from our Director of Operations before being permanently assigned to an account or location.

Employee Training Plan

SMC understands the importance of providing a safe and healthful workplace for its employees. This can only be accomplished by providing a positive and safe work place.

Further, it is understood that this type of culture must be visible from the beginning of an employee's experience with the company. Therefore, Smith Maintenance Company engages its new employees in a new hire orientation program. This program serves to orient the employee to the company, its culture, and its programs and procedures as it relates to safety.

New employees will be oriented as to the following:

- Safety policy, roles and responsibilities and general safety rules
- Proper attitude toward safety and other workers
- Accident and incident reporting policies
- Hazard communication program
- Personal protective equipment cares and use
- Specific topics relevant to the employee's work
- Other topics as required

These new employees will continue to be trained while on the job by their supervisor as to proper safe work practice. Orientation training is documented utilizing the New Hire Orientation Training Checklist form.





Standard of Operating Procedure

Employee Training Plan

NEW HIRE ORIENTATION TRAINING CHECKLIST

Employee Name: _____ Date of Hire: _____
This checklist is to certify that I have reviewed or had the following items discussed with HR Specialist.

TOPIC	YES	NO
1 Responsibilities & Disciplinary Policy	<input type="checkbox"/>	<input type="checkbox"/>
2 General Safety Rules.	<input type="checkbox"/>	<input type="checkbox"/>
3 Blood Borne Pathogen Safety Training	<input type="checkbox"/>	<input type="checkbox"/>
4 Safety culture and safe work practices	<input type="checkbox"/>	<input type="checkbox"/>
5 Accident reporting policy - Must report same -day	<input type="checkbox"/>	<input type="checkbox"/>
6 Hazard communication program	<input type="checkbox"/>	<input type="checkbox"/>
7 Personal protective equipment cares and use	<input type="checkbox"/>	<input type="checkbox"/>
8 Required personal protective equipment issued	<input type="checkbox"/>	<input type="checkbox"/>
9 Respiratory Protection: Voluntary Use (Appendix D)	<input type="checkbox"/>	<input type="checkbox"/>
10 Ladder - Safety	<input type="checkbox"/>	<input type="checkbox"/>
11 Do not operate any equipment not trained to operate	<input type="checkbox"/>	<input type="checkbox"/>
12 Ask for training if unfamiliar with process or equipment	<input type="checkbox"/>	<input type="checkbox"/>
13 O.K. to report unsafe acts or conditions with no reprisand	<input type="checkbox"/>	<input type="checkbox"/>
14 The company's zero tolerance policy for workplace violence	<input type="checkbox"/>	<input type="checkbox"/>
15 Other: _____	<input type="checkbox"/>	<input type="checkbox"/>
16 Other: _____	<input type="checkbox"/>	<input type="checkbox"/>

*See training Supplement sheet(s) for further information on this topic.

Orientation Date: _____

Employee Name: _____

Employee Signature: _____

Trainer Signature: _____



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Employee Training Plan

Smith Maintenance Company
"Proprietary Information"

NEW HIRE ORIENTATION TRAINING CHECKLIST

OSHA Safety Series Checklist

This checklist is to certify that I have reviewed or had the following items discussed with HR specialist.

TOPIC	YES	NO
1 Eye and Face Protection	<input type="checkbox"/>	<input type="checkbox"/>
2 Foot Protection	<input type="checkbox"/>	<input type="checkbox"/>
3 Hand Protection	<input type="checkbox"/>	<input type="checkbox"/>
4 Gloves	<input type="checkbox"/>	<input type="checkbox"/>
5 Head Protection	<input type="checkbox"/>	<input type="checkbox"/>
6 Scaffolding	<input type="checkbox"/>	<input type="checkbox"/>
7 Electrical Safety	<input type="checkbox"/>	<input type="checkbox"/>
8 Floor and Wall Openings	<input type="checkbox"/>	<input type="checkbox"/>
9 Elevated Surfaces	<input type="checkbox"/>	<input type="checkbox"/>
10 Hazard Communication	<input type="checkbox"/>	<input type="checkbox"/>
11 Crane Safety	<input type="checkbox"/>	<input type="checkbox"/>
12 Forklifts	<input type="checkbox"/>	<input type="checkbox"/>

*See training Supplement sheet(s) for further information on this topic.

Orientation Date: _____

Employee Name: _____

Employee Signature: _____

Trainer Signature: _____



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_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____
_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____
_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____
_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____
_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____
_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____
_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____
_____	_____	_____	_____	_____	_____
Sign:	Print:	Date:	_____	_____	_____

Name of Trainer:

Date: _____

This safety meeting consists of orienting or updating all employees on the Safety & Health Manual and the corresponding points. The meeting lasts approximately 1 hour, and all employees sign an orientation packet, which summarizes the Safety Program.

SAFETY & HEALTH MANUAL ORIENTATION

Employee Training Plan

Standard of Operating Procedure

Standard of Operating Procedure

Operations and Work Site Safety Regulations

Operations & Work Site Safety Regulations

1. Running, horseplay, throwing objects, and scuffling is not permitted
 2. Never distract other workers
 3. Intoxicating substances are not permitted. Drinking of alcoholic beverages or the consumption or sale of illegal drugs is a direct violation of company policy. It is grounds for immediate dismissal.
 4. Obey all warning signs and read all safety bulletins that are posted.
 5. Learn the location of firefighting equipment, exits and first aid kits.
 6. Store material, trucks, racks, cranes, boxes, ladders, and; other equipment so as not to block exit doors, firefighting equipment, or power panels
 7. Keep floors clean and clean up spills. Keep your work area clean and orderly. Maintain good housekeeping in all work areas always
 8. Walking and working surfaces should be kept clear of objects such as materials, tools, cords, etc. to minimize slip, trip and fall hazards.
 9. Watch out for your co-workers and notify them and your supervisor if you observe them working dangerously.
 10. Report all incidents, injury, or illness to supervisor immediately. Delay in receiving medical or first aid care can further complicate the effects of an injury. Additionally, unreported incidents can promote recurrence of the incident with possibility of further worker injury. Company policy mandates that a report: be fill with the office the same day in all instances. Substantial delay in reporting may result in a delay or loss of benefits.
 11. Perform your assigned tasks safely. When in doubt of how to do so, ask for additional help or training. Workers should not perform any task or operate any equipment unless trained in the specific operation of and made aware of the hazards associated with the task/equipment and the controls of such hazards.
 12. Do not lift objects, which are too heavy. Request help, or utilize an industrial lift.
 13. Bend with the legs when lifting. Do not use the back.
 14. Do not smoke near flammable materials.
 15. Never operate a piece of equipment without inspecting it for hazards first.
 16. Make sure all guards are in place when operating equipment. Also, do not remove guards unless you are authorized to do so as part of a lockout tag-out process.
 17. Machinery shall not be oil, service, or repair while in operation.
 18. Jewelry, bracelets, rings, watches, loose fitting clothes, or gloves shall not be worn while operating machinery.
 19. Long hair should be under a cap or pulled back while operating machinery with rotating components.
 20. Wear eye protection when eye hazards are encountered.
 21. Wear all appropriate personal protective equipment (i.e. Earplugs, gloves, etc.)
 22. Personal protective equipment must be available for use when needed, inspect and maintain in good condition.
 23. Never use defective tools.
 24. Check each ladder before use to ensure that the ladder has no defects.
 25. Workers shall not handle, repair, or tamper with electrical equipment unless authorized.
 26. Insure that electrical equipment such as power tools, electrical cords portable lighting is all in good repair with no broken or missing parts or insulation.
 27. Insure that GFCI receptacles are utilized always with any cords or corded equipment.
- Hazardous Materials**
1. All employees shall be aware of any hazardous material on the job or they may have potential exposure.
 2. Employees will be train in the safe handling and potential hazards of the material.
 3. All aspects of the employee Hazard Communication Act; including awareness, protection, and proper handling shall be observed and practiced.
 4. Each employee has a right to read the Material Safety Data Sheets on any chemical that they have the potential to be exposed to. Employees shall wash hands after the use of any Hazardous Substance.





Standard of Operating Procedure

Operations and Work Site Safety Regulations

This section lists the responsibilities of the employer and employee. These responsibilities are taken seriously always.

Employer's Responsibility

SMC is pre-eminent obligation is to provide a safe and healthful work environment for all employees. This can be accomplished through training and information - provision to all levels of employees regarding proper work practices and safe operating practices. Accomplishments of this objective are checked through regular inspections of facilities and equipment where unsafe conditions might be found.

It is the policy of Smith Maintenance Company to provide a place of employment free from recognized hazards, which may cause illness, injury, or death to any employee. It is also this company's policy to establish an effective and on-going safety program incorporating educational and monitoring procedures maintained to teach safety, correct deficiencies, and provide a safe, clean working environment. All company supervisors, managers, directors, and officers are responsible for the enforcement of safety policies and practices. They must ensure that their staff members are trained in appropriate safety procedures.

Employee's Responsibility

It is the employee's responsibility to follow all safety rules and policies, and work safely always. It is the employee's responsibility to report or correct unsafe equipment, practices, and events. Safety is everybody's business, all the time. All employees have a responsibility to themselves and to the company for their safety and the safety of their coworkers.

All employees are required to:

- Comply with all federal, state, and local rules and regulations relevant to their work.
- Observe all company rules, regulations, and policies related to the efficient and safe performance of their work.
- Incorporate safety into each job function and live by this philosophy in the performance of job duties.
- Report and/or correct unsafe equipment and practices.
- Report any accidents that occur while on the job.
- Employees will not face disciplinary action for the reporting of unsafe acts or conditions.

Standard of Operating Procedure

Policies and Procedures

Pre – Placement Physical Exam and Drug Testing Policy

Applicability: All Employees

Policy: Physical examinations and drug tests screening are job qualifications. Positions with essential functions requiring physical qualifications will require a conditional job offer until pre-placement exams and/or drug testing are successfully completed. When a position is determined to have no essential functions that require physical job qualifications, no further medical screening is required.

Definition:

- **Pre-Placement and Executive Physicals** - help determine whether applicants/employees are medically and physically able to perform their roles. A physician will carefully review a patient's medical and occupational history before proceeding with the physical examination.

- **Drug** - any controlled substance as defined.
- **Drug and/or Alcohol Testing** - the analysis of a body component sample according to the standards established under the state of Illinois, for measuring the presence or absence of drugs, alcohol, or their metabolites in the test sample.
- **Employee** - a candidate who has received a conditional job offer

- **Initial Screening Test** - a drug or alcohol test that uses a method of analysis approved by the Illinois Department of Health that is consider capable of providing data as to drugs, alcohol or their metabolites. All initial appointments to positions that are cover by the Concentra's Plan are required to have an initial screening test.

- **Positions with Physical Ability Standards** - those in which the essential functions of the position require measurable physical skill.

- **Positive Test Result** - a finding of the presence of drugs, alcohol, or their metabolites in the test sample in levels at or above the threshold detection levels as contained in Illinois Stats.
- **Pre-Placement Examinations** - are conducted after an offer of employment but prior to placing the employee in a specific position.

Pre – Placement Physical Exam and Drug Testing Policy

Procedure:

1. To establish a new physical exam for a job classification, appointing authorities must request that Smith Maintenance Company (SMC) assess and document the physical requirements of the job. SMC will determine whether this is completed internally or if a qualified occupational health provider will make the assessment.
2. SMC may schedule or will direct the employee to schedule an appointment for a physical exam WITH Concentra clinic.
3. The clinic will administer the exam and contact SMC if additional follow-up testing is necessary.
4. The clinic will prepare a written report of the exam results and send a copy VIA EMAIL to SMC and to the employee.
5. SMC will file the exam results in the employee's medical file and:
 - a. If pass, SMC will notify the employee and the supervisor
 - b. If the exam was not passed, SMC will notify (in writing) the employee and the supervisor that the job offer is rescinded because the employee did not meet all the qualifications for the position
 - c. If the employee requests an accommodation under the Reasonable Accommodation Policy (see Policy 103.310, "Reasonable Accommodation"), the Human Resources Director will follow the policy

A copy of this policy is available to all employees at our headquarters:

Smith Maintenance Company
2221 W Walnut Street, Suite #2
Chicago, Illinois 60612



Standard of Operating Procedure

Policies and Procedures

Disciplinary Policy

All safety rules, procedures, and plans in effect at this company are to be followed. Upon violation of any company policy, the violating employee will be reprimanded as follows:

- Verbal Reprimand (Recorded) - An informal discussion of the inappropriate behavior that should take place as soon as possible after the supervisor has knowledge of the employee misconduct. This reprimand is recorded in writing and file in the employee's personnel record.
- Written Reprimand - A written form must be completed which documents the employee misconduct. This form is to be presented to the employee and placed in the employee's personnel file. This level of reprimand indicates a status of probation for the employee. The employee must understand the changes necessary for restoration as well as not meeting these expectations may be grounds for termination.
- Suspension - A written and formal elevation form is completed of violation and disciplinary action taken. This action requires unpaid time away from work activities, typically 3 days. The employee must understand that any further disciplinary action brought against him/her may result in immediate termination of employment.
- Dismissal/Termination of Employment - The permanent separation of an employee from the company, initiated for disciplinary reasons or safety misconduct.

** SMC reserves the right to penalize any employee by initiating appropriate levels of reprimand up to and including termination.*

Drug and Alcohol Policy - Zero Tolerance Policy

Purpose: Driving While Under the Influence of Drugs or Alcohol is Dangerous and Illegal. This Policy Addresses the Use of Drugs and Alcohol at Work, Working While Under the Influence of Drugs or Alcohol, And Abuse of Drugs or Alcohol Outside of Work.

Applicability: All Employees

- Policy:
- SMC drivers must obey all applicable laws, including those related to driving under the influence of drugs and alcohol.
 - Drivers must not under any circumstances consume drugs or alcohol while on the job, whether operating vehicles or performing other tasks.
 - Drivers must not work under the influence of drugs or alcohol.
 - Drug and alcohol abuse affects all aspects of a person's life, including their performance at work.
 - Abuse of any drugs or alcohol affects an employee's performance at work will not be tolerated.

Procedures:

- If a supervisor or colleague notices behavior that indicates a driver may be under the influence of alcohol or drugs while on the job as listed above or in a different manner, he/she must report it to the department head immediately.
- If supervisor determines that employee is working under the influence of alcohol or drugs he/she will have to take our alcohol and drug test by our Concentra Provider.
- If he/she declines drug test, it may result in automatic termination by SMC.
- If it is determined that our driver is under the influence of alcohol or drugs, he/she will be terminated as an employee of SMC and shall not be considered for rehiring.



Standard of Operating Procedure

Policies and Procedures

Return to Work Policy

Authority: Smith Maintenance Company

Purpose: SMC has developed a return-to-work policy. Its purpose is to return workers to employment at the earliest date following any injury or illness. We desire to speed recovery from injury or illness and reduce insurance costs. This policy applies to all workers and will be follow whenever appropriate.

Applicability: All Employees

Policy: SMC has developed a return-to-work policy. Its purpose is to return workers to employment at the earliest date following any injury or illness. We desire to speed recovery from injury or illness and reduce insurance costs. This policy applies to all workers and will be followed whenever appropriate. SMC defines "transitional" work as temporary modified work assignments within the worker's physical abilities, knowledge, and skills. Where feasible, transitional positions will be made available to injured employees to minimize or eliminate time loss. For any business reason, at any time, we may elect to change the working shift of any employee based on the business needs of this company.

Definition:

- **Pre-Placement and Executive Physicals** - help determine whether applicants/employees are medically and physically able to perform their roles. A physician will carefully review a patient's medical and occupational history before proceeding with the physical examination. A thorough medical examination will include at least the following:
 - **Drug** - any controlled substance as defined.
 - **Drug and/or Alcohol Testing** - the analysis of a body component sample according to the standards established under the state of Illinois, for measuring the presence or absence of drugs, alcohol, or their metabolites in the test sample.
 - **Employee** - a candidate who has received a conditional job offer.
 - **Initial Screening Test** - A drug or alcohol test that uses a method of analysis approved by the Illinois Department of Health is consider capable of providing data as to drugs, alcohol or their metabolites. All initial appointments to positions that are cover by the Concentra's Plan are required to have an initial screening test.
 - **Positions with Physical Ability Standards** - those in which the essential functions of the position require measurable physical skill.
 - **Positive Test Result** - a finding of the presence of drugs, alcohol, or their metabolites in the test sample in levels at or above the threshold detection levels as contained in Illinois statistics.
 - **Pre-Placement Examinations** - are conducted after an offer of employment but prior to placing the employee in a specific position.
- **Procedure:**
 - **In Case of an On-the-Job Accident**
 - If you have a work-related injury and are missing time from work, contact our Human Resources or Personnel Department for details regarding time loss.
 - **Transitional Temporary Work Assignment**
 - SMC will determine appropriate work hours, shifts, duration, and locations of all work assignments. SMC reserves the right to determine the availability, appropriateness, and continuation of all transitional assignments and job offers.
 - **Communication** - It is the responsibility of the worker and/or supervisor to immediately notify personnel of any changes concerning a transitional/temporary work assignment. Personnel will then communicate with the insurance carrier and attending physician as applicable.



Standard of Operating Procedure

Policies and Procedures

Return to Work Policy - Employee Responsibilities

- Accident Reporting**
1. An accident is any unplanned event that disrupts normal work activities and may or may not result in injury or property damage. All work-related accidents, injuries, and near misses must be reported immediately to Personnel.
 2. If an accident occurs, but does not require professional medical treatment, the supervisor should be informed immediately so that an accident analysis can be completed. If first aid treatment is needed it should be sought on-site.
 3. If an accident occurs which requires professional medical treatment, the worker should follow the emergency response plan. The worker must fill out a workers' compensation form as soon as possible.

- Worker's Physical Condition**
1. If professional medical treatment is requiring, the worker should inform the attending physician that SMC has a return-to-work program with light duty/modified assignments available.
 2. The worker should obtain a Release to Return-to-Work form and completed job description form from Concentra.
 3. If the attending physician releases the worker to return to work, as evidenced by completion of a Release to Return-to-Work form and job description form, the form(s) must be returned to Personnel within 24 hours for assignment of light duty/modified work. The worker must report for work at the designated time.
 4. The worker cannot return to work without a release from Concentra's physician.
 5. If the worker returns to a transitional/temporary job, the worker must make sure he or she does not go beyond the duties of the job or the physician's restrictions. If the worker's restrictions change at any time, he or she must notify his or her supervisor at once and give the supervisor a copy of the new medical release.

- Worker Unable to Return to Work**
1. If the worker is unable to report for any kind of work, the worker must call in at least weekly to report medical status.
 2. While off work, it is the responsibility of the worker to supply Personnel with a current telephone number (listed or unlisted) and an address where the worker can be reached.
 3. The worker will notify Personnel within 24 hours of all changes in medical condition.

Return to Work Policy - Employer Responsibilities

- Accident Reporting**
1. The supervisor will conduct an accident analysis on all accidents, regardless of whether an injury occurs.
 2. When an accident occurs, which results in injury requiring professional medical treatment, Personnel will forward a completed workers' compensation 801 form to the insurance carrier within five (5) calendar days of knowledge of the injury or illness.
 3. Other information will be forwarded as soon as developed, including:
 - a. Name of worker's attending physician
 - b. Completed Release to Return-to-Work Form from attending physician and medical documentation, if appropriate
 - c. Completed transitional/modified or regular Job Description
 - d. Job Offer letter and responses
 4. The supervisor will notify the insurance carrier of any changes in the worker's medical or work status as soon as possible.
- Medical treatment and temporary/transitional duty physical condition**
1. A Release to Return-to-Work form and a completed Job Description form (if available) will be provided to the worker to take to the attending physician for completion and/or approval.
 2. At the time of first medical treatment, the Release to Return to-Work form must be completed and returned to Personnel. If one is not, Personnel will request one from the attending physician.
 3. The completed Release to Return-to-Work form will be review by Personnel. A temporary/transitional Job Description form will be prepared from information obtained from the attending physician for review and approval.





Standard of Operating Procedure | Private & Confidential

Smith Maintenance Company
"Proprietary Information"

QUALITY ASSURANCE PROGRAM





Quality Assurance Program

Quality Control Plan

SMC Quality Assurance Philosophy acknowledges that all its employees are competent professionals whose goals include maintaining and improving their level of customer relationships and providing the best quality service.

SMC aim is for all employees to achieve this goal, because professional competence is deemed to be in the best interest of both SMC clients and its employees. As such, SMC will work in cooperation with our employees and clients to achieve this goal; remediation is an inherent component of the Program.

SMC addresses Quality Improvement by addressing the following initiatives:

1. Protecting our clients interest is our prime consideration in determining Quality Assurance.
2. Improve employee's professional performance to maintain and improve the highest level of service to our clients.
3. Identifying and eliminating employees whose performance fall below acceptable standards of competency
4. Implementing Quality Control and Quality Improvement plans promotes the highest level of maintenance and improvement of our employees as well as ensuring the delivery of quality services to our clients

The fundamental responsibility for the assurance of quality rests with our employees in her/his professional capacity.

As a professional, each employee is expected:

1. To be accountable for his/her actions
2. To be responsible for maintaining a current level of knowledge in his/her specific job description and practice
3. To apply SMC regulations, code of ethics, standards of practice, and practice guidelines that are relevant to each employee's assign tasks

A competent, employee provides proficient, appropriate, effective and ethical service. The service provided contributes to the best possible outcome for the consumer with unnecessary exposure to risk or harm.

Quality Assurance Goals and Objectives

1. To ensure employees practices at an acceptable level and continually improve their competence.
 - a. Develop, implement and monitor methods of identifying individual employee's competency (quality control) and for improving individual competency (quality improvement).
 - b. Measure practice against SMC regulations, standards of practice, code of ethics, and practice guidelines.
 - c. Identify employees who require retraining to ensure they successfully complete Quality Assurance Committee specified programs.

2. To ensure Quality Assurance Plan remains effective.

- a. Evaluate the Quality Assurance Program through multiple methods.
- b. Act on the findings of the evaluation to continually improve the Quality Assurance Program.
- c. Allowance will be made for the plan to improve over time as knowledge is developed about factors affecting quality of occupational therapy practice.
- d. To ensure the employees and client are appropriately informed of relevant Quality Assurance activities.
- e. Provide employees with feedback detailing their Quality Assurance activities.
- f. Notify employees and the client of results regarding SMC Quality Assurance inspection report.
- g. To ensure the employees' have ability to improve the quality of services.





Guiding Principles: The guiding principles for the Quality Assurance Plan are feasibility, desirability, appropriateness and acceptability.

Feasibility

- Cost effective
- Methodologies and knowledge available
- Ease of implementation

Desirability

- Components are valid, reliable and evidence-based beneficial to the customer
- Affect client overall satisfaction
- Consistent with quality improvement principles

Appropriateness

- Consistent with SMC mandate and statutory powers
- respects and recognizes the accountability and authority of employer and other regulatory bodies
- In keeping with current practice and knowledge of quality assurance

SMC Currently employs over 400 cleaning and management personnel. Our philosophy is to hire the most competent individuals who meet our clients' requirements. We utilize normal recruiting/hiring practices that include, but may not be limited to: advertising in local newspapers, reviewing referrals from existing employees and friends, working with local community career programs and conducting job fairs. Smith Maintenance Company is agreeable to transferring existing personnel presently performing janitorial services if awarded a different task.

We have been servicing the Chicago land area since 1997. We credit that to the opportunity to offer placement of personnel near their residence, shifts that accommodate family schedules, and a professional and friendly management staff who work with employees to maximize the likelihood of continued employment.

Purpose: To assure that our client is receiving the quality and service as promised.

Method: At an on-site tour by SMC at periodic intervals, the Client is invited to tour with a SMC supervisor. Public areas are to be included always. Work assignments, including all project work, will be review on a periodic basis. Also, all work areas will be reviewed annually or as agreed upon by the Client and SMC. The individual responsible for making the report will be familiar with the buildings specifications

Procedure and information to be gathered: Begin by making a report that states the name of person making the report and anyone accompanying the reporter.

1. State the location, time and date
2. Specific area or assignment assigned to area and tasks assigned
3. General appearance, (i.e. excellent, good, fair, poor)
4. The following points are review and comments concerning each item are noted. (In the event the task is not included for any reason, review only those tasks that are pertinent)

Building Inspection

Quality Assurance Program



Quality Assurance Program | Private & Confidential

Quality Assurance Program

Building Inspection Report

Smith Maintenance Company
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Date of Inspection: _____

Inspector: _____

Building / School: _____

Employee assign to area(s) _____

Shift: AM / PM _____

Time of Inspection: _____

Wipe down any phones	<input type="checkbox"/>	Clean door inside and out	<input type="checkbox"/>
Vacuum floor	<input type="checkbox"/>	Vacuum and organize chairs	<input type="checkbox"/>
Wipe down baseboards	<input type="checkbox"/>	Dust hard surfaces	<input type="checkbox"/>
Empty wastebaskets	<input type="checkbox"/>	Wipe down reception desk	<input type="checkbox"/>
Vacuum runners	<input type="checkbox"/>	Spot clean glass	<input type="checkbox"/>
Wipe down phone	<input type="checkbox"/>	Classrooms / Offices / Conference Room	<input type="checkbox"/>
Dust pictures	<input type="checkbox"/>	Dust and wipe down desks	<input type="checkbox"/>
Clean glass	<input type="checkbox"/>	Dust and wipe down chairs	<input type="checkbox"/>
Vacuum or mop floor	<input type="checkbox"/>	Dust computer / keyboards	<input type="checkbox"/>
Empty garbage cans	<input type="checkbox"/>	Dust cabinets and bookcases	<input type="checkbox"/>
Wash walls	<input type="checkbox"/>	Kitchen / Break room	<input type="checkbox"/>
Wipe down	<input type="checkbox"/>	Clean sink	<input type="checkbox"/>
Vacuum / mop / sweep floor	<input type="checkbox"/>	Wipe down bench tops	<input type="checkbox"/>
Empty garbage cans / recycle bins	<input type="checkbox"/>	Clean appliances	<input type="checkbox"/>
Clean and disinfectant garbage cans	<input type="checkbox"/>	Wipe out microwave	<input type="checkbox"/>
Wash baseboard	<input type="checkbox"/>	Clean out fridge	<input type="checkbox"/>
Clean taps	<input type="checkbox"/>	Wipe down sills	<input type="checkbox"/>
Clean tiles	<input type="checkbox"/>	Clean outlets	<input type="checkbox"/>
Wash baseboards	<input type="checkbox"/>	Bathroom	<input type="checkbox"/>
Mop /sweep floor	<input type="checkbox"/>	Clean sinks	<input type="checkbox"/>
Empty garbage cans	<input type="checkbox"/>	Clean mirrors	<input type="checkbox"/>
Remove cobwebs	<input type="checkbox"/>	Clean toilets	<input type="checkbox"/>
Dust light fixtures	<input type="checkbox"/>	Clean doors	<input type="checkbox"/>
Sweep/mop hard surfaces	<input type="checkbox"/>	Clean Urinals	<input type="checkbox"/>
Vacuum	<input type="checkbox"/>	Miscellaneous	<input type="checkbox"/>
		Wipe down plant	<input type="checkbox"/>
		Clean windows	<input type="checkbox"/>
		Clean window sills	<input type="checkbox"/>
		Vacuum blinds	<input type="checkbox"/>
		High Dusting	<input type="checkbox"/>



SUPERVISOR MUST FAX ALL PUNCH LIST TO HOME OFFICE EVERY NIGHT. 312.733.4601

Completed by: _____ Date: _____ Signature: _____

BUILDING ISSUES

Sink broken / Leaking water MALE FEMALE OFFICE # _____

Toilet broken MALE FEMALE OFFICE # _____

Toilet broken MALE FEMALE OFFICE # _____

Urinal broken MALE FEMALE OFFICE # _____

Toilet paper dispenser MALE FEMALE OFFICE # _____

Paper towel dispenser MALE FEMALE OFFICE # _____

Soap dispenser MALE FEMALE OFFICE # _____

Mirror broken MALE FEMALE OFFICE # _____

Door broken MALE FEMALE OFFICE # _____

Door knob broken / latch broken MALE FEMALE OFFICE # _____

Stall Door Broken MALE FEMALE OFFICE # _____

Ceiling Tiles missing MALE FEMALE OFFICE # _____

Floor Tiles missing MALE FEMALE OFFICE # _____

Door lock broken MALE FEMALE OFFICE # _____

Lights out / Broken MALE FEMALE OFFICE # _____

Water Fountain Leaking or not working MALE FEMALE OFFICE # _____

Other: MALE FEMALE OFFICE # _____

Other: MALE FEMALE OFFICE # _____

Evr _____

SAMPLE

DATE: _____ Building: _____ Floor: _____

Smith Maintenance Company - Daily Building Issues

ALL EMPLOYEES must complete a sheet every night and turn it in to your supervisor regardless if nothing is found broken.

Inspector will follow up to see if corrective or necessary actions were taken to assure quality of service has improved. SMC will customize building inspections and corrective action plan forms per client specifications.

1. Copy to Client by fax or email
 2. Copy to Operations Department
 3. Copy to Building Supervisor
 4. Copy to Employee Assigned to area and if needed employee will be given a corrective action plan check list to correct any issues address during building inspection.

Upon completion of report, the reporter must telephone the office and transfer the data to the re-coding device. The following day, all data will be transcribed, and the report will be distributed as follows:

Quality Assurance Program

Building Inspection Report

Smith Maintenance Company
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Quality Assurance Program

Daily Washroom Log

SMC WASHROOM FACILITY CLEANLINESS CHECK LOG



Building _____

Floor _____

1st

2nd

3rd

4th

8sm1

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Cleaned? <input type="checkbox"/>	Cleaned? <input type="checkbox"/>	Cleaned? <input type="checkbox"/>	Cleaned? <input type="checkbox"/>	Cleaned? <input type="checkbox"/>	Cleaned? <input type="checkbox"/>	Cleaned? <input type="checkbox"/>
Date _____	Date _____	Date _____	Date _____	Date _____	Date _____	Date _____
Time _____	Time _____	Time _____	Time _____	Time _____	Time _____	Time _____
<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM	<input type="checkbox"/> AM <input type="checkbox"/> PM
Employee's Initials _____	Employee's Initials _____	Employee's Initials _____	Employee's Initials _____	Employee's Initials _____	Employee's Initials _____	Employee's Initials _____
Comments _____ <small>(Example: Toilet does not flush)</small>	Comments _____ <small>(Example: Toilet does not flush)</small>	Comments _____ <small>(Example: Toilet does not flush)</small>	Comments _____ <small>(Example: Toilet does not flush)</small>	Comments _____ <small>(Example: Toilet does not flush)</small>	Comments _____ <small>(Example: Toilet does not flush)</small>	Comments _____ <small>(Example: Toilet does not flush)</small>

SAMPLE

Quality Assurance Program | Private & Confidential



Built on years of experience, SMC platform incorporates the process knowledge and disciplines that are essential to administration, building consensus, and developing viable standards. Implementation is simple, without the extensive adaptation an off-the-shelf collaboration platform would require. SMC manages their employee's performance level of service to ensure compliance with policies and processes, and provide effective balloting procedures. SMC meets its clients' needs by tracking weekly and monthly employee performance management evaluation. SMC fills those needs by providing our clients with standardized surveys which in turn interpret into performance review report submitted to our clients.

Benchmarking is a powerful tool for improvement. It is one of the fastest-growing techniques for quality and performance improvement and attracts massive attention. Now, more than ever, there is a clear need for straightforward guidelines to help our clients make the most of benchmarking.

SMC Benchmarking Reporting System

Weekly	Empty	Clean	Sanitize	Spot Clean	Damp Wipe	Dust	Dry / Wet
All Surfaces ABOVE 7ft							

Clean Daily	Empty	Clean	Sanitize	Spot Clean	Damp Wipe	Dust	Dry / Wet
Drinking Fountains							
Garbage cans							
Recycles cans							
Glass partitions							
Glass doors							
Interior glass							
Table tops							
Seats							
Framework							
Walls							
All Surfaces up to 7ft							
Floors							

SAMPLE

DAILY CLEANING SCHEDULE

Daily Janitorial Check List - Sample Below

Employees work schedules will be customize per client specifications.

Employees Work Schedules

Quality Assurance Program



Quality Assurance Program

Performance Measurement

Performance Management Process

- Step 1: Initiation of Performance Plans**
- Written critical and non-critical elements and performance standards prepared by SMC.
 - Communicate to the clients at the beginning of the contract period (normally within 10 days) of performance benchmarking tool to track employee performance regarding janitorial maintenance services.
 - Copy to clients on all originals survey results retained by supervisor.
- Step 2: Development of Performance Plans and Employee Participation**
- Clients are encouraged to participate with developing performance plans benchmark. Clients participation may be accomplished by:
 - SMC provides a draft performance plan to client.
 - Client provides feedback on a draft performance plan prepared by SMC.
 - Performance plan is revised and finalized by client and SMC.
 - Revisions to the performance plan are based on employees assigned duties assign by our Client and SMC.
- Step 3: Requirements of Performance Plans**
- Must consist of critical elements, at least one critical element is required, non-critical as appropriate, and corresponding standards.
 - Performance standards will be related to the employee's assigned work.
 - Each critical and noncritical element will be stated in terms of a desired outcome or work product.
 - Performance standards will be described in qualitative, observable terms.
 - Accomplishment of organizational objectives should be included where appropriate by incorporating objectives, goals, program plans, and results.
- Step 4: Level of Performance Standards**
- Performance standards must be written at the satisfactory (meets) level for all critical and noncritical elements.
 - New or revised performance plans are required if duties, responsibilities, resources or priorities change significantly.
 - The new or revised plans will become effective at the time the revisions are approved by the reviewing official.
- Step 5: Performance Management Evaluation**
- SMC and client to identify Performance Management Evaluation schedule occurrences over a twelve (12) month period.
 - Client to distribute Performance Management Evaluation forms to appropriate staff.
 - Client to identify who will be responsible for PME forms completion and submission to SMC.
- Step 6: Narrative and Element Ratings**
- Four rating levels: (Exceeds) (Meets) (Needs to Improve) (Fails to Meet) are provided for each element of area being service.
 - When the element is rated at the MEETS level no narrative is required.
- Step 7: Summary Results and Ratings**
- SMC will simplify data gather and ensure successful reporting results using tools and comprehensive report tools.
 - Each report will include a summary rating at one of the four (4) rating levels derived from the element ratings.



Areas	Please rank each of the following areas:			
	1	2	3	4
Below Expectations	Needs Improvement	Meets	Exceeds	
Daily Janitorial Services				
Classrooms				
Offices				
Stairwells				
Hallways				
Washrooms				
Girls Locker Rooms				
Boys Locker Rooms				
Coaches Locker Room				
Student and Faculty Cafeterias				
Faculty Lounges				
Kitchen Areas				
Floors, Resilient, Ceramic and Quarry tile				
Carpeting and Entry Way Runners				
Furniture				
General				
As Needed				
Shovel snow at entrances.				
Pick up trash around buildings.				
Lock up and secure buildings.				
Activate building alarms.				
Weekly services outlined in final contract				
Monthly services outlined in final contract				
Semi - Annual outlined in final contract				
Yearly services outlined in final contract				
Additional Comments:				

SAMPLE

This survey will help Smith Maintenance Company identify where our employees excel as well as identify where they fall short of providing excellence in janitorial service. We hope you are satisfied with our janitorial services! To help us better serve you, please complete this survey and fax back to Smith Maintenance Company at your convenience. *Thank you!*

SMC Janitorial Maintenance Survey

Quality Assurance Program

Performance Measurement



Quality Assurance Program

Performance Measurement

Evaluation Summary

- SMC Janitorial Maintenance Survey evaluation summary will provide our clients formative perspective how to improve our overall quality performance program.
- Identify areas of improvement
- Reinforces cause and effect, and it reinforces decision making responsibility and accountability

Action Required

SMC has reviewed evaluation results with our staff regarding the areas outlined in the performance summary. The following actions will go into effect to ensure our client expectations are being met. Staff will receive verbal warning regarding performance evaluations results.

- Staff has been retrained in general janitorial maintenance cleaning procedures
- Staff has been notified of SMC 30 days probationary period to improve janitorial services to the school highlighted in the Evaluation Summary
- Performance evaluations



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EMPLOYEE TRAINING OVERVIEW

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Employee Training Overview

Training Programs

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SMC New Hires training program includes the following:

1. Employee handbook
2. Health and Safety Training
3. Custodial Training Guide

SMC Employee Handbook

1 Introduction

Introductory Statement

Customer Relations

The Employment

Nature of Employment

Business Ethics and Conduct

Disability Accommodation

Equal Employment Opportunity

Employee Relations

Non-Disclosure

Employment Status and Records

Employment Applications

Employment Categories

Probation Period

Access to Personnel Files

Nepotism

Salary Administration

Job Descriptions

Employee Benefit Programs

Workers Insurance

Employee Benefits

5 Payroll / Timekeeping

Paydays

Timekeeping

Administrative Pay Corrections

Employment Termination

Vacation and Personal Day Requests

...All SMC clients receives a copy of our training program upon contract award.

6 Payroll/Timekeeping

Paydays

Timekeeping

Administrative Pay Corrections

Employment Termination

Vacation and Personal Day Requests

7 Work Conditions and Hours

Safety and Accident Rules

Use of Equipment

Work Schedules

Meal Periods / Breaks

Overtime

Emergency Closing

Workplace Violence Prevention

Smoking

Computer, E-Mail Usage, Phone Use

8 Employee Conduct and Disciplinary Action

Anti-Harassment

Internal Support

External Support

Employee Conduct and Work Rules

Problem Resolution

Progressive Discipline

Security Inspections

Return of Property

Personal Appearance

Resignation



...All SMC clients receives a copy of our training program upon contract award.

- 4. Grounds and Maintenance Safety Rules
 - b. Supplies
 - a. Equipment – Floor Machines
- 3. Custodial Equipment and Supplies
- 2. General Information to know
 - k. Exterior Door Checklist
 - j. Snow Removal
 - i. Other Assigned Duties
 - h. Stairway Cleaning
 - g. Hallway Cleaning
 - f. Staff Lounges
 - e. Cafeteria & Kitchen Area
 - d. Gymnasiums
 - c. Washroom and Locker Room Cleaning
 - b. Office Complex/Nurse's Office
 - a. Classroom Cleaning

Custodial Training Program

- 1. Cleaning Overview
- 15. Hazardous Material Precautions
- 14. Electrical and Power Tool Safety
- 13. Workplace Violence & Harassment Policy
- 12. Asbestos Training and Self Inspection Checklist
- 11. Blood Borne Pathogens
- 10. Emergency Response & First Aid
- 9. Fire Prevention Plan
- 8. OSHA Inspections
- 7. Accident Investigation Plan
- 6. Respiratory Protection Program-Voluntary Use Only
- 5. Hazard Communication Program
- 4. Substance Abuse Policy
- 3. Personal Protective Equipment
- 2. General Safety Rules
- 1. Responsibilities & Disciplinary Policy

Health & Safety Handbook

Training Programs

Employee Training Overview

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Authorized by: SMC
2017

Background Check Solutions

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BACKGROUND CHECKS



A full-service platform to help you manage your background and drug screening program, from ordering to reviewing results

1. Employment Background Checks
 - a. Criminal Background Checks
 - b. A Reliable, Thorough and Compliant Criminal Background Check
 - c. Faster Background Checks without Sacrificing Quality or Accuracy
 - d. Sterling Solutions offer the following criminal record searches allowing you to hire with confidence:
 - i. County Criminal Records
 - ii. State Criminal Records
 - iii. Federal Criminal Records
 - iv. Sex Offender Registry
 - e. Drug and Health Screening
 - f. Education & Employment Verification
 - g. Executive Investigations
 - h. Social Security Number Trace
 - i. Motor Vehicle Records Checks
 - j. Sanctions, Risk & Compliance
2. I-9 & New Hire Smart Forms Solutions
 - a. Employee Audits & Monitoring
 - b. Form I-9 & E-verify
 - c. Hiring Tax Credits



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2018



Payroll System

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- HUMAN RESOURCES
 - Automate daily tasks, leverage key HR data to identify trends, and improve engagement with integrated onboarding.
- BENEFITS ADMIN
 - Automate and simplify benefits enrollment with a user-friendly, intuitive tool.
- TIME & LABOR
 - Control how and when employees have access to time and labor functionality, without sacrificing modern features.
- TALENT MANAGEMENT
 - Execute effectively with applicant tracking, built-in 360 reviews, goal management, and peer-to-peer recognition.
- MOBILE
 - Simplify tasks and engage employees with secure, 24/7 access to payroll and HR information where and when you need it.

DISCOVER MORE

Improve efficiency by streamlining core processes and providing enhanced access to employee information.

PAYROLL



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Materials / Supplies & Equipment

Uniforms
Equipment
Time Clock

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EMPLOYEE UNIFORMS

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Large opening to the recovery tank allows easy cleaning. A debris catch cage traps large debris – helping to prevent clogged drains.



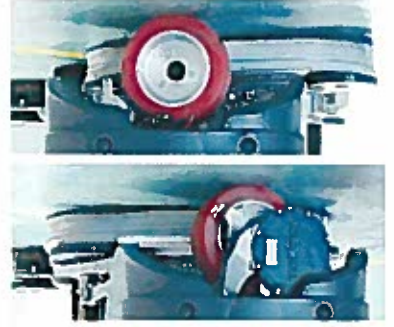
The squeegee hose eliminates the need for a drain hose and also helps rinse the recovery tank clean and reduces dirt build-up.



Built-in squeegee hanging system on tank allows for safe transportation through doorways and tight areas, while permitting tank drying.



The SafetyGlide™ Deck automatically moves in line with the path of the rear squeegee when the steering wheel turns.



Entertainment and Sports Arenas Automotive Dealerships Hotels and Hospitality Facilities K-12 and Higher Education Facilities Government Buildings and Installations Acute and Long-Term Healthcare Facilities

- 1** The EcoFlex™ System ensures that detergent and water are mixed in the exact proportions needed to ensure optimal cleaning results
- 2** Easy access operators compartment
- 3** Large opening to the recovery tank allows easy cleaning
- 4** Low step for easy on/off
- 5** Fully adjustable heel rest can be aligned with the operator's choice of driving position
- 6** As the steering wheel turns, the 26 inch SafetyGlide™ deck automatically moves in the same direction
- 7** Unique squeegee design with standard, heavy-duty polyurethane blades ensures excellent water pick-up and drier floors
- 8** High traction non-marking urethane tires



Ergonomic design and superior scrub system deliver maximum efficiency and cleaning performance

Innovative deck

The SC3000 SafetyGlide™ Deck eliminates wasted time and money spent on making adjustments and replacing side skirts. Simply turn the steering wheel, as the machine turns, the deck automatically moves in line with the path of the rear squeegee, resulting in 100% water pick-up. Plus, with a spring-loaded safety deck design, you no longer have to worry about accuracy or accidental contact for edge cleaning. The deck ensures precise, straight edge cleaning results without additional labor-intensive detail edge mopping.

Control at your fingertips

The machine control panel is fully integrated into the steering wheel. A left finger-tip paddle controls the EcoFlex™ System burst of power feature, while the right paddle engages reverse operation. An easy-to-read graphical display quickly indicates the amount of clean water left in the tank, detergent ratio being used and machine hours of use. Plus, at the touch of a button, you can quickly switch to Quiet Mode operation for noise sensitive areas.



1 Left paddle activates and de-activates the EcoFlex™ System burst of power feature

2 Right paddle quickly puts the machine in reverse

3 Patented automatic speed control features built-in accelerometer to sense if machine is moving too quickly on turns, automatically slowing it down to prevent accidental tipping and increase operator safety

4 Quiet Mode allows operators to quickly reduce noise levels for daytime cleaning and in noise sensitive environments

The Advance SC3000™ Compact Rider Scrubber takes automatic rider scrubber technology to a new level of scrubbing performance. Easier operation, green-cleaning results and, above all, a new patented scrubbing deck that performs the hard work for you. Featuring a compact design, the SC3000 provides user-friendly, maneuverable operation in multiple cleaning applications—including those with limited access. Quiet Mode™ makes daytime cleaning in educational facilities and cleaning of noise-sensitive healthcare facilities viable. Plus, with enhanced driver compartment features and a large 21 gallon tank, the SC3000 ensures maximum operator comfort and safety for over an hour of continuous scrubbing on a single tank of water.



ecoFlex™ system

Green meets clean

The Advance SC3000 delivers increased value with the standard EcoFlex™ System, controlling the consumption of water, detergent and energy so effectively that real savings can be gained without compromising performance. With the EcoFlex™ System, you can easily match cleaning performance to the soil on the floor and the required level of clean. More soil? No problem. Activate the "burst of power" for extra cleaning performance and easily return to the original settings for minimum usage of water, detergent and power.

Automatic Scrubbers

Commercial Equipment



- SC100™ Upright Scrubber**
- 12.2 inch scrub path
 - Cylindrical scrub brush operates at 2,100 rpm
 - Forward and reverse solution recovery
 - Solution tank dispenses only clean solution
 - 0.8 gallon solution tank
 - 1 gallon recovery tank
 - Simple and intuitive controls
 - Ergonomic handle for easy operations
 - 4 inch clearing clearance
 - Optional carpet kit



- SC250™ Battery Micro Scrubber**
- 13.5 inch scrub path
 - 1.6 gallon solution tank and recovery tank
 - Front squeegee can be raised to pick up small debris while scrubbing
 - Adjustable brush pressure knob to optimize required cleaning intensity
 - Recovery tank and battery covers are magnetically secured, allowing easy removal and replacement



- SC351™ Battery Operated Micro Scrubber**
- Patented rotating deck with integrated squeegee allows for forward and backward scrubbing
 - Simple and intuitive controls
 - Four operating modes
 - Compact design and foldable handle
 - Best in class 64 dB A sound level
 - 14.5 inch scrubbing width
 - "Lift-out" solution and recovery tanks
 - 2.5 gallon solution tank
 - 3 gallon recovery tank



- SC400™ Automatic Scrubber**
- 17 inch scrubbing width
 - Click-off/Click-on scrub heads
 - Smart Solutions™ solution control
 - 6 gallon solution and recovery tanks
 - Simple, intuitive controls
 - Offset and low profile scrub head for superior edge cleaning
 - Center-pivot squeegee system
 - Foot-activated squeegee lift
 - "Break-away" rear squeegee
 - Brush holder on the front of the machine enables ease of transport



- SC450™ Automatic Scrubber**
- 20 inch disc scrub path
 - 10.5 gallon solution tank
 - 1.9 gallon recovery tank
 - Onboard Battery Charger
 - Tools-free removal of squeegee and squeegee blades
 - Wrap-around ergonomic handle system provides operator comfort
 - Variable pad driven assistance
 - Center-pivot designed squeegees provide 100% water pickup on turns
 - Safety on/off switch is located on the handle for operator convenience



- SC1500™ REV™ & Disc Stand-On Scrubbers**
- 20 inch scrub path
 - Dual Random Orbital Scrubbing technology or traditional disc
 - Extremely maneuverable and compact
 - Productivity of a rider scrubber and cost-efficiency of a walk-behind scrubber
 - EcoFlex™ System standard
 - Two scrub pressurizes up to 88 lb
 - Quiet mode for daytime cleaning
 - 12 gallon solution tank
 - 17.5 gallon recovery tank
 - Debris catch cage standard
 - Onboard charger standard



- SC500™ Disc & REV Automatic Scrubbers**
- 20 inch dual random orbital scrubbing technology or traditional disc pad or brush
 - Multifunction display with One-Touch control panel
 - EcoFlex™ System standard
 - Two scrub pressurizes up to 66 lb (33 kg)
 - 12 gallon solution and recovery tanks
 - Super quiet for daytime operation
 - Traction drive
 - Onboard charger



- with EcoFlex™ X20C & X24D Automatic Scrubbers**
- 20 inch cylindrical and 24 inch disc scrub paths, with traction drive
 - 14.5 gallon solution and recovery tanks
 - Smart Solutions™ flow rate
 - EcoFlex™ Onboard Detergent Dispensing System
 - Onboard battery charger
 - Variable pad pressure
 - Interchangeable scrub decks
 - Tools-free removal of squeegee and squeegee blades



ecoflex™ system

- Onboard charger standard
 - Debris catch cage
 - Integrated squeegee hanger
 - 65 and 61 dB A sound levels
 - 21 gallon solution and recovery tanks
 - Standard EcoFlex™ System reduces environmental impact and detergent costs
 - SafetyGlide™ deck
 - 26 inch scrub path
 - Compact Rider Scrubber
- SC3000™**



ecoflex™ system

- Available with 28 inch (71 cm) and 34 inch (86 cm) scrub decks
 - 28 gallon (106 L) solution and recovery tanks with Total Clean™ technology
 - Manual control of the scrub deck and rear squeegee eliminates complicated control boards
 - Simplified one button control panel with minimal electronics
 - Patented Safe 'N Dry™' rear squeegee system
- Rider Scrubbers**
- 2800 ST and 3400 ST**



Advenger™

- Tools-free interchangeable scrub decks – 28 inch (71 cm) REV™, 28 inch (71 cm) and 34 inch (86 cm) disc, and 28 inch (71 cm) cylindrical
- Dual Random Orbit Scrubbing Technology – REV™ model
- One pass, uniform floor finish removal – REV™ model
- EcoFlex™ System reduces environmental impact and detergent costs
- Standard low-flow scrubbing mode
- 28 gallon (106 L) solution tank and 29 gallon (110 L) recovery tank
- With Total Clean™ technology
- One-Touch™ scrubbing with calibrated brush pressure and solution flow



Addressor™ available with EcoFlex™ System

- Available in 35 or 38 inch disc scrub paths
- Optional EcoFlex™ System reduces environmental impact and detergent costs
- Available on 28 and 32 inch sizes
- Easy to clean 42 gallon solution and recovery tanks
- 36 Volt battery system
- Rugged design with heavy gauge steel chassis and metal bumper
- Battery watering system standard on EcoFlex System models. Kit available as an option on non EcoFlex System machine



SC750™ REV™ with EcoFlex™ System

- Dual Random Orbital Floor Scrubber
- 28 inch disc scrub path
- Dual random orbital scrubbing technology
- EcoFlex™ System standard
- Ultra low flow rate for high productivity
- 3.5 hours of scrubbing on a single tank max
- One-Touch™ scrubbing
- 170 pounds of down pressure max
- Onboard charger
- 21 gallon (80 L) tanks



SC750™ & SC800™ EcoFlex™ System available with Automatic Scrubbers

- Available in 26, 28 or 34 inch disc and 28 inch cylindrical scrub paths
- Smart Solutions or EcoFlex™ System on all machines
- Green cleaning and high productivity technology
- SC750 with 21 gallon (80 L) solution and recovery tanks
- SC800 with 25 gallon (95 L) solution and recovery tanks
- Safe 'N Dry' squeegee system
- Self adjusting skirt on disc machines
- Heavy duty scrubbing performance



NFSI HIGH TRACTION ecoflex™ system

- Available in 28 and 34 inch disc or 32 inch cylindrical scrub paths
- 30 gallon solution tank
- 32 gallon recovery tank
- Minimal electronics for increased reliability and lower total cost of ownership
- Control board-free design eliminates costly repairs
- Mechanical scrub and vacuum levers
- Thumb controlled cruise control
- Simplified user interface



SC900™ Automatic Scrubbers

- Micro Rider Scrubber
- 20 inch scrub path
- SmartFlow technology
- Standard EcoFlex™ System
- Two scrub pressures up to 66 lb
- 18.5 gallon solution and recovery tanks
- 68 and 62 dB A sound levels
- Integrated squeegee hanger
- Debris catch cage
- Onboard charger standard



SC2000™ Micro Rider Scrubber

ecoflex™ system

- Available in 26, 28 or 34 inch disc and 28 inch cylindrical scrub paths
- Smart Solutions or EcoFlex™ System on all machines
- Green cleaning and high productivity technology
- SC750 with 21 gallon (80 L) solution and recovery tanks
- SC800 with 25 gallon (95 L) solution and recovery tanks
- Safe 'N Dry' squeegee system
- Self adjusting skirt on disc machines
- Heavy duty scrubbing performance

NFSI HIGH TRACTION ecoflex™ system

- Available in 26, 28 or 34 inch disc and 28 inch cylindrical scrub paths
- Smart Solutions or EcoFlex™ System on all machines
- Green cleaning and high productivity technology
- SC750 with 21 gallon (80 L) solution and recovery tanks
- SC800 with 25 gallon (95 L) solution and recovery tanks
- Safe 'N Dry' squeegee system
- Self adjusting skirt on disc machines
- Heavy duty scrubbing performance

Burnishers

Commercial Equipment



BU800™ 20B & 20BT

- Pad assist model 20B or powered traction model 20BT available
- Flex Floor Technology for consistent, even shine even on unlevel floors
- Best passive dust control in the market, which helps improve indoor air quality
- Safety switch in pad change position
- Onboard battery charger standard
- Optional active dust control is available with the addition of an Adgility hip-style vacuum to the front of the machine



- ### Advolution™ 20
- Cord Electric Burnisher
 - 20 inch burnishing path, 1,500 r.p.m.
 - Flex Floor Technology for consistent even shine even on unlevel floors
 - Patented gas spring provides optimal head pressure for maximum gloss performance
 - EZ Store™ folding handle
 - Rotating cord hook
 - 75 foot safety yellow cord with hospital grade plug



PBU Series 21 & 27

- 21 inch and 27 inch size configuration
- Powerful 603cc Kawasaki V-Twin engines - Rugged one piece cast deck & frame - powder coat finish resists damage
- 80% safety fill type propane tank
- Easy access to change pads
- Optional Dust Control models with electric clutch and CARB Gard™ monitor emissions
- The operator throttle is conveniently located on the handle
- Ergonomic handle for operator comfort



- ### Advolution™ 20XP
- Cord Electric Burnisher
 - 20 inch burnishing path, 2,000 r.p.m. with dust control
 - Flex Floor Technology for consistent even shine even on unlevel floors
 - Patented gas spring provides optimal head pressure for maximum gloss performance
 - EZ Store™ folding handle
 - Rotating cord hook
 - 75 foot safety yellow cord with hospital grade plug
 - Dual Port Dust Bag



Advolution™ 2710

- Rider Burnisher
- Ultra high productivity, six 6 Volt/395 Ah batteries
- 1,750 rpm, 3.25 hp motor produces an exceptional shine
- One-Touch™ burnishing with three pad pressure settings
- Passive dust control standard; active dust control optional for added filtration



Smart cleaning.

Advance 



Self Contained Extractor

Aquaclean® 12ST

AquaClean® 12ST

Self Contained Extractor



Ideal applications include:

- Hospitals/Healthcare Facilities
- Restaurants
- Schools and Universities
- Government Buildings
- Supermarkets

Technical Specifications

Model	AquaClean® 12ST
Cleaning Path	12 in (30.5 cm)
Solution Tank	5 gal (19 L)
Recovery Tank	4 gal (15 L)
Vacuum Motor	1.2 hp, 2 stage
Brush Motor	1/4 hp
Waterlift	85 in (216 cm)
Flow Rate	0.43 gpm @ 60 psi (1.62 Lpm)
Power Cable	25 ft (7.6 m) Safety yellow
Weight	Net 68 lb (30.84 kg) / Shipping 94 lb (42.64 kg)
Operating Dimensions	Height (91.4 cm) Length (87.6 cm) Width (33 cm)
Storage Dimensions	Height (27.5 cm) Length (63.5 cm) Width (33 cm)
Part Number	56 265 300

Specifications are subject to change without notice.

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The AquaClean® 12ST Self-Contained Extractor is the Perfect Choice for Small Area Carpet Cleaning Needs.

If you're seeking a carpet extractor with greater productivity per tankful, then consider the benefits of the Advance AquaClean® 12ST self-contained extractor.

Ideal for facilities with smaller amounts of carpet, the compact AquaClean 12ST extractor houses a 5-gallon solution tank that cleans 1,000 square feet of carpet without refilling. That's an impressive 100% productivity gain over most competitors!

Unlike extractors with multiple spray jets, the single spray jet technology used in the AquaClean 12ST will cover a 12 inch cleaning path without leaving streaks or clogging. The aerodynamically engineered and advanced design of the laminar flow vacuum shoe provides smooth all flow and equal suction, allowing for better recovery of dirty solution.

The AquaClean 12ST extractor's simplified control panel illustrates the four easy operational steps. One master button turns the machine on and off. The solution flow switch dispenses water at an optimal flow rate to prevent over-wetting the carpet, which can harbor allergens and increase drying time. In addition, the heavy-duty handle of the AquaClean 12ST extractor folds down, making it an easily portable machine.

The AquaClean 12ST extractor includes a tools-free removable cylindrical brush with a storage position that allows the brush to be stored off the floor when not in use. Optional hand extraction tools for cleaning upholstery, steps or difficult access areas are available.

Smart cleaning.

Our products are designed using innovative technology that increases productivity and drives down the cost to clean. Maintain peak performance with Nilfisk Parts.

9435 Winnetka Avenue North
Brooklyn Park, MN 55445
www.advance-us.com
Phone 800-850-5559
Fax 800-989-6566

240 Superior Boulevard
Mississauga, Ontario, Canada L5T 2L2
www.nilfisk-advance.com
Phone 800-668-8400
Fax 800-263-5111



Portable Extractors

Commercial Equipment



- ET610™**
Portable Extractors
- 12.5 gallon solution tank
 - 11 gallon recovery tank
 - Single 5.7 inch, 3-stage vacuum motor
 - 140 inch waterlift (100SC and 100H)
 - 1,100 Watt heater (100SC) and 1,750 Watt heater (100H)
 - Cold water extractor (100C)
 - Ergonomic design
 - 12 inch stainless steel wand standard (AquaWand™ optional upgrade)
 - Wand caddy for easy transport
 - Unique transport handle design
 - Easy-fill solution tank
 - Low moisture / environmental footprint reduction system



- ET700™**
Heated Portable Extractor
- 12 gallon solution tank
 - 10 gallon recovery tank
 - Dual 5.7 inch, 3-stage vacuum motor
 - 50-500 psi
 - 2,000 Watt heater
 - In-line heater element
 - Smart circuit locator
 - AquaWand™ standard
 - Low moisture system
 - Day-time-quiet operation
 - Roller handles for easy loading
 - Upright dolly design for easy stair climbing
 - Wand caddy for easy transport
 - Low solution filling area for easy filling



- Aquaspot™**
Carpet Spot Extractor
- A clear recovery tank with 2 dumping ports allows for ease of cleaning
 - Exhaust air is filtered for maintaining indoor air quality
 - Optional cart is designed with a tray and holds cleaning accessories

Wet/Dry Tank Vacuums

Commercial Equipment



VL500™

- Available in 9, 14 and 19 gallon tank sizes
- Unique filter system protects the motor from water, while ensuring complete wet and dry filtration
- Front mount squeegee standard on VL500-75 optional on VL500-55
- Patent pending ERGO™ "tip n pour" design is available on VL500-75 and standard "tip n pour" is available on the VL500-55
- Powerful 1,100 Watt motor, 101 CFM
- 50 foot power cord
- Features a variety of standard and optional accessories, including: hose, wand, squeegee floor tool, brush floor tool, crevice tool, dusting tool and front-mounted squeegee



Sprite® 16 & Sprite® 16 Pro

- 16 gal tank capacity
- 24 inch front mount squeegee standard, S-WAND tool is purchased separately
- Sprite Pro model features stripper dispensing assembly
- 970 Watt, 2 stage motor, waterlift 88 inch, 91 CFM, 73 dB A
- Empty by tip-and-pour or front drain hose, 50 foot grounded power cord
- Removable tank for easy cleaning
- Clear dome
- Detachable cord



Floor Machines

Commercial Equipment



FM810™ ST & XP

Orbital Floor Machines

- 1.5 hp heavy duty motor driving a 3,540 rpm orbital deck
- 20 x 14 inch cleaning path
- Includes weight kit consisting of three 21 lb weights
- Quiet, low vibration design at 68 dB A
- Switchable wheels-up/wheels-down modes (XP model)
- Baseboard cleaner standard (XP model)
- Detachable handle standard (XP model)
- 160 lb of down pressure
- Chemical-free floor stripping
- 50 foot, 14/3 safety yellow power cord
- Dust containment kit, solution tank kit, various scrub pads and sand screens available



Smart cleaning.

Pacesetter™ 17HD/20HD/20SD

- Floor Machines
- Available in both 17 and 20 inch cleaning path sizes
- 17HD and 20HD have 1.5 hp, 66 frame motors at 175 rpm
- 20SD is 20 inches with 1.75 hp, 66 frame motor at 175 rpm
- Ergonomic molded handles for safety and comfort
- Pad driver included



Pacesetter™ 20TS

Two-Speed Floor Machine

- Versatile 20 inch two-speed floor machine
- 1.5 hp DC motor
- 66 frame motors run at 180 and 320 rpm
- Ergonomic molded handles for safety and comfort
- Pad driver included



SANTAIRE COMMERCIAL VACUUM WIDE TRACK SC899F

Santaire Commercial Vacuum Wide Track SC899F - SantaireCommercialVacuum.com

The Santaire SC899F 16-inch wide cleaning path and easy maintenance features deliver a speedy and thorough clean. The no-tools, shake-out bag system and the Santaire Quick Kleen fan chamber make this upright a top choice of the commercial cleaning industry. The Santaire long-life motor and Vibra-Groomer Brush roll also contribute to this unit's reputation as a workhorse. This Santaire SC899 vacuum comes with a two-year warranty.

- For large areas of carpet cleaning, 18-qt., large capacity vacuum keeps productivity high.
- No-Tools Bag Release System with metal bag clip makes emptying easy and saves money on bags.
- Re-engineered long-life motor and chrome steel brush roll with replaceable bristle strips is built to last and save money.
- A 16-inch cleaning path and 50-foot cord ensure that big jobs get done faster



Dust Collection:	Shake Out Bag
Cleaning Path (inches):	16
Sound Level at Operator (dB):	79
Product Weight (lbs.):	18
Power:	7 amps
Brush Roll:	VG11, double ball bearing chrome steel with replaceable bristle strips
Cord Length:	50
Air Watts:	840
CFM Airflow:	145
Dust Capacity (qt):	18
Warranty:	Two Years - Parts and Labor
Building Services:	Yes
Education:	Yes
Government:	Yes
Hospitality:	Yes
Floor Care:	Filter
Shakeout:	Yes
ETL Listed:	Yes



- Verify employee punches with a biometric finger print scan
- Connect to the internet through WIFI or LAN
- Register up to 5,000 employees
- Keep employees accountable and eliminate buddy punching
- Web base software / 24 hours a day / 7 days a week access to client portal
- Monitor employees punches at any time

Time & Attendance - Fingerprint Scanner



UATTEND TIME CLOCKS

Smith Maintenance Company
"Proprietary Information"



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Cleaning Chemicals & MSDS





Standard of Operating Procedure | Private & Confidential

Smith Maintenance Company
"Proprietary Information"



Below is the list of cleaning chemicals used by Smith Maintenance Company custodial staff. Material Safety Data Sheets Booklet will be provided upon award of contract.

Smith Maintenance Company

Smith Maintenance Company
 "Proprietary Information"

SECTION I

MANUFACTURER	DIVERSEY	VECTRA FLOOR FINISH	FLOOR CLEANING PRODUCTS
DIVERSEY	DIVERSEY	FREEDOM STRIPPER	
DIVERSEY	DIVERSEY	CARPET SHAMPOO	
DIVERSEY	DIVERSEY	EXTRACTION RINSE	
HILLYARD	DIVERSEY	CARPET PRE-SPRAY EXTRACTION	
DIVERSEY	DIVERSEY	GENERAL PURPOSE SPOTTER	
P&G PRO LINE	DIVERSEY	GUM REMOVER	

SECTION II

MANUFACTURER	DIVERSEY	WASHROOM CLEANERS
DIVERSEY	DIVERSEY	BATH MATE RTU READY-TO-USE
P&G PRO LINE	DIVERSEY	ACID-FREE DISINFECTANT WASHROOM CLEANER
DIVERSEY	DIVERSEY	THICKENED ACID TOILET BOWL CLEANER
DIVERSEY	DIVERSEY	VIREX II 256 (US)

SECTION III

MANUFACTURER	SPARTAN	OTHER CLEANING PRODUCTS
PROLINE	PROLINE	GLASS CLEANER
PROLINE PRO	PROLINE	STAINLESS STEEL CLEANER
CHEM	PROLINE	ALL PURPOSE CLEANER
SANFORD	PROLINE	HARMLESS NEUTRAL CLEANER
	PROLINE	EXPO WHITEBOARD CLEANER

Please note the cleaning supplies listed above is recommended by SMC. **SMC can change or add any chemicals recommended by the client.



VECTRA® FLOOR FINISH



- Provides diamond-like brilliance, clarity and durability. Advantages include a faster, early cure time, better buff response, reduced marking, scuffing and scratching, and improved dirt resistance over other scrub and recoat products. Off-white in color with an ammonia scent.
- Cures on the floor faster than traditional floor coatings
- Resists dirt embedment, black heel marks, scratching and scuffing
- Provides better buff response
- Responds well to 175 through 1500 RPM equipment Will work with UHS equipment

STRIDE® CITRUS NEUTRAL CLEANER



A neutral cleaner concentrate formulated for everyday cleaning of floors and other hard surfaces. This product does not dull floor finishes and does not require rinsing to deliver labor savings. Orange in color with a citrus scent.

HEAVY DUTY PRESPRAY



- pH neutral cleaner for pre-spraying to loosen heavily soiled carpets. Contains soil repellent material to help reduce re-soiling on carpet.
- Safe to use on all carpets including wool. SKU 04266 is clear with a fruity fresh scent. SKU 04274 is yellow with a fruity fresh scent.
- No hassle benefits of RTD® dispensers
- Thoroughly cleans heavy traffic areas
- Carpets stay cleaner longer
- Soil barriers help resist re-soiling
- pH neutral- Approved for use on Collins & Aikman carpet
- Wool Safe



ALPHA-HP® MULTI-SURFACE CLEANER

- An all-in-one, multi-purpose cleaner concentrate based on proprietary Accelerated Hydrogen Peroxide (AHP®) technology. One product cleans and brightens surfaces safely and easily. Use on floors, walls, glass and other hard surfaces. Wool Safe® approved for use in carpet extraction, pre-spray and spotting. Colorless with a citrus scent
- Meets the Green Seal Environmental Standard Uses Proprietary Accelerated Hydrogen Peroxide technology
- High productivity cleaning, rinsing not required
- Multiple dilutions for different applications
- Low levels of hydrogen peroxide
- Meets daily cleaning needs



TRIAD IITM/MC DISINFECTANT CLEANER

- A quaternary-based, heavy-duty alkaline cleaner and disinfectant concentrate for use in healthcare, education, lodging and commercial facilities. Excellent for heavy soil applications. Bactericidal, viricidal and fungicidal. Kills MRSA and VRE. Meets bloodborne pathogen standards for decontaminating blood and body fluids. Green in color with a minty scent.
- Disinfectants with heavy duty Cleaner properties
- Kills MRSA and VRE
- Bactericidal, viricidal and fungicidal
- Meets bloodborne standards for Cleaner and decontaminating blood and body fluids



CREW® BATHROOM CLEANER & SCALE REMOVER

- Mildly-acidic liquid cleaner specifically developed to remove soap scum and hard water deposits from most restroom surfaces. Purple in color with a characteristic scent.
- Streak-free drying allows staff to clean surfaces with the same product used for showers, doors, porcelain, counter tops and sinks
- This mildly acidic formula prevents build-up of stubborn bathroom soils with regular use.
- Non-corrosive formula is suitable for nearly all washable restroom surfaces.
- Green Seal and Environmental Choice Approved Environmentally preferred product based on its reduced human and aquatic toxicity and reduced smog production potential.





GLANCE® NA GLASS & MULTI-SURFACE CLEANER NON-AMMONIATED

Non-streaking, quick-drying, non-ammoniated glass cleaner. Use on most washable surfaces, including chrome, stainless steel, bathroom fixtures and laminate countertops. Blue in color with no fragrance added.

- Works Great without ammonia smell
- Wipes clean, dries fast
- Will not streak or smear glass, windows or mirrors
- Environmentally preferred
- Reduced human and aquatic toxicity
- Reduced smog production potential



BRAVO® HEAVY DUTY LOW ODOR STRIPPER

- Low-odor, heavy duty stripper for today's tough build-ups and burnished finishes. Excels with superior wetting, penetration and emulsification properties. Colorless with a mild scent.
- Heavy duty and non-ammoniated for tough stripping jobs without the odor
- Powerful? works on all Diversey finishes
- Pleasant to work with No heavy odor
- Non-solvent? suitable for use on a wide range of flooring
- Multiple dilution rates for different levels of build-up - all at affordable prices
- Easily handles the toughest stripping jobs





"Proprietary Information"

Warehouse and Vehicles



2221 W Walnut Street
Suite #2
Chicago, Illinois 60612



Smith Maintenance Company
"Proprietary Information"



Warehouse

SMC office is centrally located
2221 W. Walnut Street
Suite #2
Chicago, Illinois 60612

Office Hours of Operation
Monday through Friday
8:00 am to 5:00 pm

Warehouse Hours of Operation
Monday through Sunday
8:00 am – 11:00 pm

Supplies are delivered per bid specifications
Emergency orders can be delivered within (2) two hours from receipt of
Emergency Work ordered.



Fleet of Trucks



Lifts



Custodial Supplies

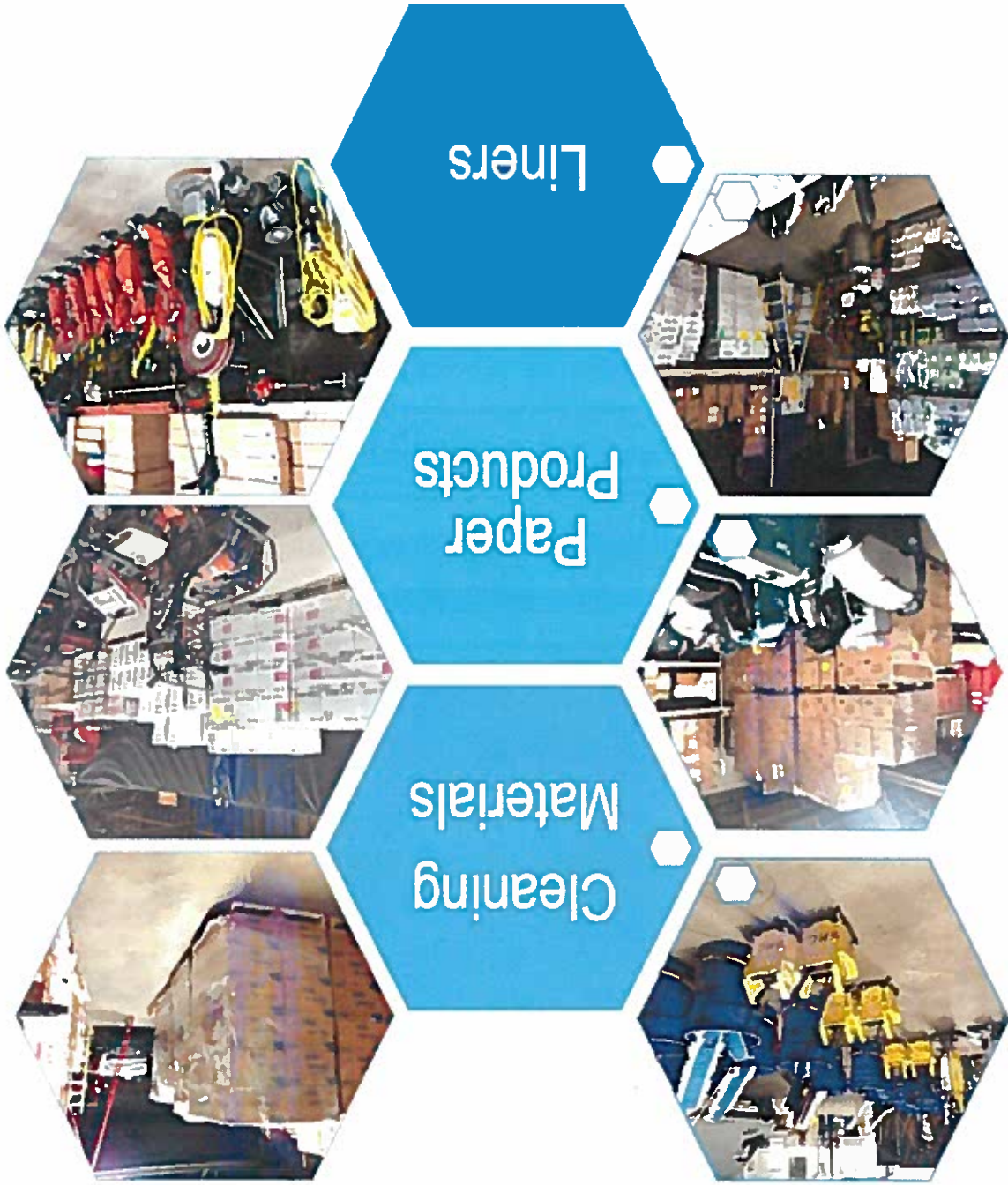


Custodial Equipment

Fully Equipped One Stop Shop

Warehouse

Smith Maintenance Company
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Materials and Supplies

Warehouse

Smith Maintenance Company
"Proprietary Information"



Equipment Transport



Pressure Washers



Pressure Washers



Mechanical Power Sweeper



Mechanical Power Sweeper



Mechanical Power Sweepers

Parking Lot / Garage Equipment

Warehouse



Fully Stock with New Equipment

Warehouse

Smith Maintenance Company
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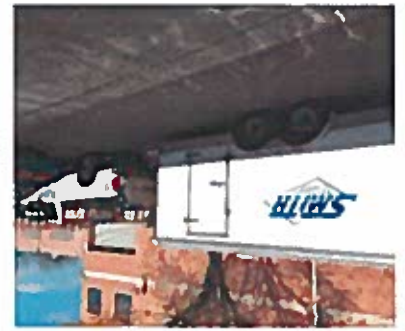
All Trucks are numbered



Trucks equipped with Power Lift



Trucks and Trailers



Fleet of Trucks



All vehicles visible marked and identifiable



All SMC vehicles and gators are assigned a unique number to be easily identifiable to the public.

Warehouse

Smith Maintenance Company
"Proprietary Information"