



SFM Janitorial Services, LLC., Proposal for:
City of Doral RFP 2026-09
Custodial Services for City of Doral Facilities



Submitted by:
Christian Infante, President & CEO
SFM Janitorial Services, LLC.
7500 NW 74 Avenue Medley, FL 33166
Ph. 305.818.2424 x.1117 | Fx. 305.818.3510
cinfante@sfmtservices.com
Submitted on Monday, April 27, 2026



SFM Janitorial Services, LLC., Proposal for:
City of Doral RFP 2026-09
Custodial Services for City of Doral Facilities



Submitted by:
Christian Infante, President & CEO
SFM Janitorial Services, LLC.
7500 NW 74 Avenue Medley, FL 33166
Ph. 305.818.2424 x.1117 | Fx. 305.818.3510
cinfante@sfmtservices.com
Submitted on Monday, April 27, 2026

I. TABLE OF CONTENTS

I.	Table of Contents.....	2
II.	Letter of Interest	5
III.	Firm Qualifications and Experience	7
	Memberships	9
	Financial Stability	12
	Bank Reference Letter.....	12
	Dun & Bradstreet	13
	Audited Financial Statements	29
	Insurability	69
IV.	Key Personnel and Experience.....	72
	Resumes	75
V.	References	81
VI.	Project Approach	87
	Policies & Procedures.....	89
	Key And Badge Procedures	89
	Mobile Device & Communication Policy.....	89
	Attendance & Relief Coverage	90
	Lost & Found Procedures	90
	Security Awareness Policy.....	90
	Professional Conduct & Customer Interaction.....	90
	Management & Staffing Structure	91
	Account Manager.....	91
	Site Supervisors.....	91
	Lead Cleaners	91
	General Cleaners.....	91
	Porters	92
	Floor Care Crews.....	92
	Quality Assurance Manager.....	92
	Corporate Support Structure	92
	Staffing Plan and Work Plan Methodology	93
	Organizational Chart	94
	Human Resources, Recruitment & Workforce Stability	95
	Local Hiring & Workforce Continuity	95

Recruiting & Hiring Methodology	95
Workforce Availability & Backup Staffing	95
Background Screening & Security Compliance	96
Workforce Monitoring & Accountability	96
Drug Free Workplace Program.....	96
Employee Identification, Uniforms, and Security Badging.....	97
City Facilities Access Credentialing.....	97
Workforce Management & Timekeeping Technology.....	98
Workforce Stability & Employee Engagement	99
60-Day Transition Plan	100
Timeline Table	100
I. Implementation Team	101
II. Expectations Meeting	102
III. On-Site Orientation	102
IV. Equipment & Supplies Deployment.....	102
V. Employee Screening & Hiring.....	102
VI. Employee Training	103
VII. Quality Control System Setup	103
VIII. Invoicing Setup	103
IX. Service Start-Up	103
X. Follow-Up Meetings	104
Equipment & Supplies	105
City of Doral Facility Equipment Deployment Plan.....	105
Fleet & Equipment Reliability Program	105
Local Supply Chain & Inventory Redundancy	106
Contract Responsibility Alignment.....	106
National Supplier Partnership.....	106
Standardized Cleaning Chemicals & Sustainability.....	107
Digital Safety Data Sheet (SDS) Management	108
Microfiber Cleaning Technology	109
Local Laundry & Linen Strategy.....	109
Equipment Staging & On-Site Deployment	109
Comprehensive Safety and Training Program	114
Training Topics	115
Training Certifications	118

Quality Control, Performance Monitoring, & Technology 122

- Web-Based Quality Control Platform – OrangeQC 122
- Structured Inspection & Monitoring Program 122
- Real-Time Alerts & Internal Communication 123
- Janitorial Manager – Real-Time Service Verification & Reporting 124
- Client Service Request & Ticket System 126
- Orange QC Sample Inspection Reports 127
- Janitorial Manager Sample Daily Log/Report 129
- Janitorial Manager Sample Weekly Log/Report 130

Service Delivery Programs 131

- High Disinfection & Infectious Disease Response Services 131

Emergency Reponse 132

- Disaster Recovery Services 137
- Sustainability and Resiliency Stewardship 138

Municipal Facility Floor Care Strategy 140

- 3M-Certified Floor Care Program 140
- Terazzo & Hard Floor Maintenance Program 141
- Slip-Resistant Floor Safety Program 144
- Carpet Care & Extraction Program 147

II. LETTER OF INTEREST



Monday, April 27, 2026

Roman Martinez
City of Doral
8401 NW 53 Terrace
Doral, FL 33166

Dear Mr. Roman and Members of the Evaluation Committee,

SFM Janitorial Services, LLC (“SFM”) appreciates the opportunity to submit our proposal to the City of Doral in response to RFP No. 2026-09, Custodial Services for City of Doral Facilities. SFM is a minority-certified, CIMS-GB with Honors certified, second-generation Miami-Dade County–headquartered company providing large-scale janitorial services for government agencies, healthcare environments, and other high-traffic public buildings throughout the state. Our headquarters is located approximately 10 minutes from Doral City Hall, supporting rapid response capability and direct local supervision. SFM has maintained a longstanding working relationship with the City of Doral for more than twenty (20) years through multiple municipal service contracts, including street sweeping, landscape maintenance, and janitorial services at City facilities such as the Doral Aquatic Center.

SFM has extensive experience supporting multi-facility municipal portfolios including administrative buildings, police departments, training facilities, and public works environments that require controlled access coordination and consistent after-hours service delivery. Our teams are trained to operate within secure public-sector facilities while maintaining compliance with City protocols and service-performance standards. This experience is supported by SFM’s continued service to municipal clients throughout South Florida and our ability to perform in structured, high-accountability government environments.

Key Highlights:

- Workforce of more than 1,100 employees in Dade & Broward County.
- More than 20 years servicing the City of Doral. (We are a proven partner)
- Extensive experience providing janitorial services to 13 cities.
- Web-based Quality Control program with real-time reporting and performance tracking.
- SFM is headquartered 2.5 miles from Doral. (Ensures faster response time)
- At no cost to the City, SFM will install odor control system in City Hall common area restrooms.
- Comprehensive employee benefits supporting retention and workforce stability.
- Direct oversight by ownership and leadership supporting contract performance.
- Equipped to support emergency response and disaster recovery operations.

SFM provides the staffing, supervision, equipment, and management structure necessary to support the City of Doral's facilities in a consistent and accountable manner. We welcome the opportunity to continue supporting the City and delivering reliable custodial services throughout the contract term. If you have any questions regarding our proposal, please contact me directly at 305.525.9442 or email me at cinfante@sfmtservices.com.

Respectfully Submitted,

Christian Infante

President & CEO

SFM Janitorial Services, LLC.

Confidential Financial Information Notice

SFM Janitorial Services, LLC has included audited financial statements as required by the solicitation. Certain portions of these financial statements constitute confidential financial information and trade secrets as defined under Sections 119.071(1)(f) and 812.081, Florida Statutes. SFM respectfully requests that such information be treated as confidential and exempt from public disclosure to the extent permitted by Florida law. In the event of a public records request for this information, SFM requests written notice and an opportunity to assert applicable exemptions prior to release.

III. FIRM QUALIFICATIONS AND EXPERIENCE

WHO WE ARE AT-A-GLANCE

SFM is a Miami-Dade County locally headquartered janitorial services provider with more than 50 years of experience supporting municipal facilities, public safety buildings, healthcare environments, and multi-building government operations. Since 1972, SFM has delivered structured cleaning programs designed for occupied facilities that require consistent service execution, reliable supervision, and measurable quality control.



SFM currently services more than 13 municipalities throughout South Florida and has supported the City of Doral for more than twenty (20) years through street sweeping, landscape maintenance, and janitorial services at the Doral Aquatic Center, demonstrating workforce stability and consistent contract performance.

SFM is certified as an ISSA CIMS Green Building with Honors contractor, supporting standardized service delivery, sustainability practices, and documented quality assurance systems. Today, SFM services more than 9 million square feet statewide, including administrative complexes, police facilities, training environments, and fleet maintenance operations requiring coordinated staffing and consistent after-hours service delivery across multiple locations.



✓ **PROVEN CAPABILITIES**

- ✓ Proven performance supporting City of Doral for the last twenty (20) years.
- ✓ Proven performance supporting multi-site municipal and public safety facilities throughout Miami-Dade County.
- ✓ Service deployment aligned with task-frequency matrices and facility classifications.
- ✓ Scalable workforce of more than 1,100 trained personnel supporting municipal operations.
- ✓ Web-based inspection systems supporting real-time accountability and contract compliance.
- ✓ Experience maintaining high-traffic administrative buildings, police facilities, and operational support environments.
- ✓ Financial capacity and operational depth supporting long-term contract stability.

✓ **INFRASTRUCTURE & RESOURCES**





SFM maintains the operational infrastructure necessary to ensure consistent service delivery and rapid response across all facilities, including local Miami-Dade County support minutes from City of Doral facilities, centralized warehouse and inventory systems, a fleet of more than 100 service vehicles, commercial-grade cleaning equipment, and dedicated supervisors, QA inspectors, and executive oversight personnel.

✓ WHY CHOOSE SFM

ORGANIZATIONAL STRENGTH & SUPPORT INFRASTRUCTURE

OPERATIONAL STRENGTH	BENEFIT TO CITY OF DORAL
 <p>Miami-Dade County headquartered contractor with established service history supporting City of Doral operations</p>	<p>✓ Efficient deployment across City facilities with consistent supervision coverage and rapid response capability</p>
 <p>Financial capacity with A-rated surety bonding support</p>	<p>✓ Ensures uninterrupted staffing, equipment availability, and contract continuity</p>
 <p>Direct executive leadership involvement</p>	<p>✓ Provides responsive escalation support and active contract oversight</p>
 <p>Workforce exceeding 1,100 employees supporting municipal operations throughout South Florida</p>	<p>✓ Supports reliable staffing across multiple City service locations</p>
 <p>Structured safety and compliance training programs</p>	<p>✓ Ensures alignment with City operational and regulatory requirements</p>

SERVICE DELIVERY SYSTEMS & OPERATIONAL READINESS

OPERATIONAL CAPABILITY	BENEFIT TO CITY OF DORAL
 <p>Web-based inspection and reporting platforms</p>	<p>✓ Provides real-time visibility into service performance, corrective actions, and contract compliance tracking</p>
 <p>Comprehensive Risk Management & Safety Program</p>	<p>✓ Supports safe facility operations and reduces operational risk exposure</p>
 <p>Commercial-grade and autonomous cleaning equipment</p>	<p>✓ Supports consistent floor care coverage and service continuity across City facilities</p>
 <p>Emergency response and supplemental service capability</p>	<p>✓ Supports priority response during severe weather or facility incidents</p>
 <p>Green Seal-certified chemicals and sustainable practices</p>	<p>✓ Supports healthier indoor environments and City sustainability goals</p>

MEMBERSHIPS

SFM is proud to be an active participant in the janitorial industry, maintaining memberships and affiliations with numerous reputable organizations. Our involvement underscores our commitment to upholding the highest standards, staying informed of industry advancements, and fostering collaborative relationships that benefit our clients and communities. Through these partnerships, we continually enhance our expertise and contribute to the growth and innovation of the janitorial profession.



BSCAI

INDUSTRY BEST PRACTICES AND
CUSTODIAL WORKFORCE TRAINING



APWA

PUBLIC-SECTOR INFRASTRUCTURE AND
OPERATIONS EXPERTISE



BOMA MIAMI-DADE

COMMERCIAL FACILITY OPERATIONS
AND REGULATORY INSIGHT



AHE

HEALTHCARE CLEANING COMPLIANCE
AND SAFETY STANDARDS

ISSA CIMS



BSCAI Membership



Minority Business Enterprise

SFM Janitorial Services, LLC. is the subsidiary of and 100% owned by SFM Services, Inc., a certified minority owned business. Jose M. Infante and Christian Infante stockholders of SFM Services, Inc. are Hispanic. SFM strongly encourages the recruitment, selection, and promotion of minorities and women in the firm. Several of SFM's vendors are minority owned as well.

At SFM, we understand the importance of promoting diversity and inclusive practices in our business. We are committed to making good faith efforts to utilize Minority Business Enterprise (MBE) companies when any subcontracting opportunities arise. This commitment aligns with our dedication to fostering equitable opportunities for all contractors and suppliers, regardless of their background or identity.



Certificate Number
FL626811

This certificate attests that the below mentioned company is an NMSDC-Certified Minority Business Enterprise(MBE)

SFM Services, Inc.

12-02-2025		561730,561720
Issuance Date		NAICS Codes
12-31-2026		72101507
Expiration Date	Donald R. Cravins, Jr. President and CEO NMSDC	UNSPSC Codes

Regional Affiliate: Florida State MSDC



April 20, 2026

City of Doral
 Procurement Division
 8401 NW 53rd Terrace
 Doral, FL 33166

Re: Confirmation of Insurance Coverage for SFM Janitorial Services, LLC
City of Doral Custodial Services Contract

Dear Sir or Madam:

Hub International South Florida, as the insurance broker of record for SFM Janitorial Services, LLC, is pleased to confirm that SFM Janitorial Services, LLC currently maintains insurance coverage that meets or exceeds the requirements set forth in the City of Doral's custodial services contract (Section 3.1, Insurance Requirements). The coverages described below are placed with Old Republic Insurance Company (NAIC #24147), a carrier rated "A" (Excellent) by A.M. Best with a Financial Size Category of Class XV, and authorized to do business in the State of Florida.

The following is a summary of the coverages currently in force for SFM Janitorial Services, LLC as compared to the City of Doral's minimum requirements:

3.1.1 Commercial General Liability

Policy Number: MWZY 312622 26 | Carrier: Old Republic Insurance Company | Term: 03/01/2026 to 03/01/2027

Coverage	Doral Requirement	SFM Current Limit
Personal & Advertising Injury	\$1,000,000	\$2,000,000
Products & Completed Operations	\$4,000,000	\$4,000,000
Each Occurrence	\$2,000,000	\$2,000,000
General Aggregate	\$4,000,000	\$4,000,000

Required Endorsements and Coverages:

✓ **City of Doral as Additional Insured:** Will be added upon contract award. The policy includes a Blanket Additional Insured endorsement (CG 20 10) that provides automatic additional insured status when required by written contract. The policy can also be added to specifically name the City of Doral.

✓ **Contingent & Contractual Liability:** Included as standard coverage within the CG 00 01 04 13 occurrence form. Contractual Liability Coverage, including oral contracts, is a built in provision of the coverage form.

✓ **Premises and Operations Liability:** Included as standard coverage within the CG 00 01 04 13 occurrence form. Bodily Injury and Property Damage Liability for Premises & Operations is a built in insuring agreement of the coverage form.



✓ **Primary Insurance Clause:** Endorsement CG 20 01 12 19 (Primary and Noncontributory – Other Insurance Condition) is attached to the policy.

✓ **Explosion, Collapse & Underground Hazard (XCU):** The CG 00 01 04 13 occurrence form does not contain an Explosion, Collapse, or Underground Hazard exclusion. Accordingly, coverage for these hazards is provided under the standard policy form.

✓ **Waiver of Subrogation in Favor of City:** Endorsement CG 24 53 12 19 (Waiver of Transfer of Rights of Recovery Against Others to Us – Automatic) is attached to the policy. This blanket waiver applies automatically when required by written contract.

3.1.2 Business Automobile Liability

Policy Number: MWTB 315198 26 | Carrier: Old Republic Insurance Company | Term: 03/01/2026 to 03/01/2027

Coverage	Doral Requirement	SFM Current Limit
Bodily Injury & Property Damage CSL	\$1,000,000	\$2,000,000
Covered Autos	Any Auto/Owned/Scheduled, Hired & Non-Owned	Symbol 1 (Any Auto), Hired & Non-Owned Included

Required Endorsements:

✓ **City of Doral as Additional Insured:** Will be added upon contract award.

3.1.3 Workers Compensation and Employers Liability

Policy Number: MWC 312623 26 Carrier: Old Republic Insurance Company | State: Florida | Term: 03/01/2026 to 03/01/2027

Coverage	Doral Requirement	SFM Current Limit
Workers Compensation	Statutory (FL)	Statutory (FL)
EL: BI by Accident, Each Accident	\$1,000,000	\$1,000,000
EL: BI by Disease, Each Employee	\$1,000,000	\$1,000,000
EL: BI by Disease, Policy Limit	\$1,000,000	\$1,000,000

Workers Compensation coverage is provided for all persons fulfilling this contract, whether employed, contracted, temporary, or subcontracted.

3.1.4 Umbrella or Excess Liability Insurance

SFM Janitorial Services, LLC maintains underlying coverage limits that meet or exceed all of the City of Doral's minimum requirements without the need for an umbrella or excess policy. Should the City require evidence of excess coverage, SFM Janitorial Services, LLC is prepared to provide the same upon request.

Additional Compliance Confirmations

We further confirm the following in accordance with the City of Doral's insurance specifications:

- ✓ **A.M. Best Rating:** Old Republic Insurance Company carries an A.M. Best rating of "A" (Excellent) with a Financial Size Category of Class XV, which exceeds the minimum requirement of "A-" as to management and "Class V" as to financial strength.



-
- ✓ **Florida Authorization:** Old Republic Insurance Company is authorized to conduct business in the State of Florida.
 - ✓ **Cancellation Notice:** Upon award, the policies will be endorsed to provide the City of Doral with not less than thirty (30) days prior written notice of cancellation or material change, in accordance with policy provisions.
 - ✓ **Additional Insured Status:** Upon award, the City of Doral will be added as an Additional Named Insured on the applicable policies, and a Certificate of Insurance and Declaration of Coverage Page reflecting the same will be provided.
 - ✓ **Waiver of Subrogation:** Blanket Waiver of Subrogation endorsements are included on the General Liability, Business Automobile, and Workers Compensation policies.
 - ✓ **Subcontractor Compliance:** SFM Janitorial Services, LLC will ensure that all subcontractors comply with the insurance requirements set forth by the City of Doral.

This letter is provided as confirmation of the insurance program currently maintained by SFM Janitorial Services, LLC and is not intended to amend, extend, or alter the terms, conditions, or coverage afforded by the actual policies. A formal Certificate of Insurance will be provided promptly upon contract award.

Should you have any questions or require additional information, please do not hesitate to contact our office.

Sincerely,

A handwritten signature in black ink, appearing to read "P Shimono".

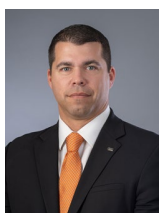
Pamela Shimono
Chief Client Officer
Hub International South Florida
Coral Gables, FL

IV. KEY PERSONNEL AND EXPERIENCE



Jose M. Infante – Founder & Senior Advisor

Jose M. Infante brings over 50 years of experience in public sector facility services, including large-scale municipal and government environments. As Founder of SFM Services, he established the company’s operational standards, compliance structure, and long-term client relationships across South Florida. His leadership has guided SFM’s performance in high-profile public facilities, including municipal and government operations. Mr. Infante’s experience in regulatory compliance, environmental standards, and large-scale operations provides executive oversight and strategic continuity across all SFM contracts.



Christian Infante – Chief Executive Officer

Christian Infante has over 26 years of experience managing commercial janitorial services for municipal and public-sector facilities. He provides executive oversight for large government facility operations, ensuring compliance with security protocols, staffing performance, and quality standards. Mr. Infante remains actively involved in contract management, operational planning, and emergency response coordination. His leadership ensures SFM’s municipal programs operate efficiently, safely, and in alignment with client expectations.



Israel Rosado – Chief Operating Officer

As Chief Operating Officer, Israel Rosado oversees operational performance across SFM’s municipal and public-sector contracts throughout South Florida. With a background in finance and large-scale operations management, he ensures staffing models, cost controls, and service delivery systems support complex government environments. Mr. Rosado monitors performance metrics, labor allocation, and contract compliance to ensure seamless execution across high-traffic public facilities.



Wilfredo Rodriguez – Chief Financial Officer

Wilfredo Rodriguez, CPA, oversees SFM’s financial management, contract compliance, and fiscal controls. He ensures financial stability, bonding capacity, payroll management, and resource allocation necessary to support continuous municipal operations. His leadership provides the financial infrastructure required for long-term contract performance



Barbara Findo – Director of Human Resources & Safety

Ms. Findo directs SFM’s workforce compliance, safety programs, and HR strategy. She ensures onboarding coordination, background screening compliance, and workforce readiness for employees assigned to public facilities. Her oversight supports workforce stability and adherence to safety requirements across all service locations.



Pascale Amon – General Manager, Janitorial Division

Mrs. Amon directs all janitorial operations across SFM’s municipal service portfolio. An ISSA CITS Certified Master Cleaner, she oversees staffing, training, and quality assurance for high-traffic government facilities. Her experience includes regulated environments such as hospitals and administrative complexes where compliance, inspection readiness, and consistent performance are critical. She ensures standardized procedures and quality control protocols are implemented across all assigned locations.



Alejandro Di Cola – Project Manager

Mr. Di Cola manages SFM’s floor care and specialty cleaning operations, including terrazzo and high-visibility flooring systems within municipal and public facilities. He oversees floor restoration, polishing, pressure washing, and specialty surface maintenance within active environments. His experience ensures flooring remains safe, durable, and properly maintained without disrupting facility operations.



Mateo Reyes – Events Manager

Leads large-scale staffing and logistics operations in high-attendance public environments. Experienced in rapid workforce deployment, field supervision, and operational coordination, supporting scalable response across municipal facilities and special event operations when required.



Pedro Reus – Account Manager

Mr. Reus brings over 20 years of large-scale facility management experience, including oversight of custodial teams exceeding 1,000 personnel. He manages daily operations, staffing supervision, and compliance in municipal and public buildings. His expertise includes security coordination, safety compliance, and performance monitoring in regulated government environments.



Orlando Reyes – Account Manager

Mr. Reyes provides operational oversight for municipal and high-traffic facilities, ensuring compliance with safety and security requirements. His experience managing large teams and coordinating services in complex public-sector environments supports SFM’s ability to maintain consistent performance across government facilities.



Mara Hernandez – Account Manager

Ms. Hernandez has over 12 years of janitorial experience in regulated and high-traffic environments. She oversees staff supervision, timekeeping compliance, and quality inspections using SFM’s digital reporting systems. Her certifications in terminal cleaning and bloodborne pathogens support safe operations in regulated public environments.



Luis Sanchez – Risk & Safety Manager

Mr. Sanchez leads SFM’s safety training and regulatory compliance programs. With over 20 years of military leadership experience, he oversees OSHA training, job hazard analysis, and safety inspections within active municipal environments. He ensures field personnel meet safety standards and operational readiness requirements.



Michelle Moya – Fleet & Facilities Supervisor

Ms. Moya manages SFM’s fleet and equipment operations, ensuring field-ready equipment deployment and preventive maintenance. She oversees vehicle tracking, service scheduling, and equipment reliability, supporting uninterrupted operations across municipal service locations.



Damarys Peña Torres – Quality Assurance Manager

Ms. Torres oversees SFM’s companywide quality assurance program. She manages the OrangeQC platform, directs routine and unannounced inspections, and ensures corrective actions are implemented promptly. Her oversight ensures measurable performance and contract compliance across municipal facilities.



Sophie Casas – Human Resources Manager

Ms. Casas manages recruitment, onboarding, and workforce planning for SFM’s municipal contracts. She ensures proper screening, training coordination, and staffing alignment to support operational requirements across assigned facilities.



Daineth De Abreu, Benefits & Retention Manager

Ms. De Abreu oversees employee benefits, retention strategies, and payroll compliance. Her role supports workforce stability and continuity, helping maintain consistent staffing levels across municipal service environments.



Vanezza Rivera – Executive Administrative Assistant

Ms. Rivera supports contract administration, insurance compliance, vendor coordination, and procurement documentation. Her experience coordinating large-scale disaster recovery logistics demonstrates her ability to manage complex operational documentation and support administrative needs.

Jose M. Infante
Founder & Senior Advisor
jinfante@sfmservices.com

Executive Profile

Founder of SFM Services with more than 50 years of experience supporting municipal facilities and multi-site public-sector operations throughout South Florida. Provides executive oversight and strategic direction for City administrative facilities, public works environments, and other critical infrastructure, and established the operational systems and workforce structure supporting SFM’s long-term municipal service delivery.

Education

- University of Miami
- Miami Dade Community College — Associate Degree
- Christopher Columbus High School

Professional Experience

SFM Services, Inc. — Founder & Stockholder

- Established and scaled SFM into a multi-division Florida-based facility services provider.
- Provides executive guidance on contract performance, resource planning, risk management, and client coordination to ensure consistent service reliability across government facilities.
- Guides strategic planning, risk management, compliance oversight, and long-term client partnerships.
- Oversees corporate governance, bonding capacity, and financial stability to support public-sector contracts.

Property Management & Maintenance — Vice President & Stockholder

- Directed janitorial operations, workforce recruitment, and property maintenance programs.
- Managed staffing models and performance systems for commercial facilities.

Certifications & Skills

- ISA Florida Certified Arborist
- Bilingual: English & Spanish
- Executive leadership & operational governance
- Public-sector contract oversight

Professional & Community Involvement

- Member, American Public Works Association
- Director, Cuban Democracy PAC

Christian Infante
CEO
cinfante@sfmservices.com

Executive Profile

Over 26 years of leadership experience supporting municipal and public-sector facility services throughout South Florida. Provides executive oversight of contract performance, mobilization planning, staffing strategy, and emergency response coordination across SFM's government service portfolio.

Education & Certifications

- Florida International University — BBA
- University of Florida — Horticulture Certificate
- ISA Certified Arborist

Professional Experience

SFM Services, Inc. (1998–Present)

- Leads companywide operations supporting over 8 million square feet statewide.
- Oversees airport janitorial programs, ensuring compliance with TSA, badging, and security protocols.
- Directs new account mobilization for aviation and municipal facilities.
- Serves as executive lead for emergency and disaster recovery operations.
- Negotiates government contracts and manages strategic growth initiatives.

Certifications

- ATSSA Maintenance of Traffic (MOT) Supervisor
- Terminal Cleaning Certified
- Bloodborne Pathogen Certified
- CPR Certified
- Bilingual: English & Spanish

Professional Involvement

- Greater Miami Chamber of Commerce — Trustee
- Miami Lighthouse for the Blind — Advisory Board
- Jose Perez ALS Golf Classic — Board Member

Israel Rosado
COO
irosado@sfmservices.com

Executive Profile

Senior operations executive responsible for workforce allocation, performance optimization, and operational strategy across SFM's municipal service portfolio. Oversees implementation of service delivery systems, reporting platforms, and staffing models supporting administrative, public safety, and public works environments throughout South Florida.

Education

- Florida International University — BBA Finance
- Harvard Business School — Launching Breakthrough Technologies
- FIU Executive Strategy Management

Professional Experience

SFM Services, Inc. — COO (2023–Present)

- Leads operational execution for statewide public-sector and aviation contracts.
- Implements performance metrics, labor optimization models, and compliance systems.
- Oversees quality assurance, reporting platforms, and process improvement initiatives.
- Ensures operational scalability for 24/7 airport environments.

Previous Executive Roles:

- Novus Health Insurance — COO / Managing Director
- Best Doctors Insurance — VP Strategy & Analytics
- BUPA — Director, Program & Change Management
- Transcon Labour Group — VP Sales & Marketing
- Delta Airlines — Management Roles

Core Competencies

- Aviation-support operational oversight
- Large workforce management
- Strategic planning & financial performance
- Process optimization & technology integration

Wilfredo Rodriguez
CFO
wrodriguez@sfmtservices.com

Executive Summary

Certified Public Accountant with more than 20 years of executive financial leadership experience supporting operational stability across multi-division facility services organizations serving government clients. Provides financial oversight supporting bonding capacity, insurance compliance, contract budgeting, and long-term operational sustainability.

Responsible for financial planning, procurement compliance readiness, treasury management, and contract profitability analysis supporting municipal service operations. Ensures financial controls and reporting systems align with public-sector contracting requirements and long-term service continuity expectations.

Core Expertise

- Financial Planning & Analysis
- Accounting, Controllership & Audit
- Treasury & Cash Flow Management
- Debt Financing & Banking Relations
- Mergers & Acquisitions (Buy & Sell Side)
- ERP & Business Systems Implementation
- Board & Investor Reporting
- Contract Negotiations & Risk Management

Professional Experience

SFM Services, Inc.

Chief Financial Officer | 2025–Present

Responsible for financial leadership and oversight of statewide janitorial, landscape, and security operations serving government and aviation clients.

- Oversees financial planning, budgeting, and contract profitability analysis
- Manages banking relationships, insurance renewals, and bonding capacity
- Directs treasury operations and cash flow management
- Supports public-sector procurement compliance and audit readiness
- Aligns financial controls with operational growth strategy

SunFlora, Inc.

Chief Financial Officer | 2021–2025

Led finance, accounting, treasury, IT, and e-commerce operations for a national manufacturer and retailer. Directed private equity marketing efforts, negotiated airport retail expansion opportunities, and implemented operational strategies that significantly increased revenue and profitability.

Prior Executive Financial Leadership

Held Chief Financial Officer and senior executive finance roles across private equity-backed, international, and publicly traded organizations, including:

- American Medical Depot, LLC
- VMR Products, LLC
- Auxis, Inc.
- ProSource Distribution Services (Public Company Division)
- KPMG Peat Marwick LLP

Responsibilities included full financial oversight, treasury management, debt and equity financing, M&A transactions exceeding \$100M, PCAOB audit compliance, ERP implementation, restructuring initiatives, and Board-level reporting.

Early Career

Director of Accounting & Strategic Finance – ProSource Distribution Services (Public Company Division)
Audit Staff – KPMG Peat Marwick LLP

Education & Credentials

Bachelor of Science in Accounting
Florida International University – Cum Laude

Certified Public Accountant – State of Florida
Certified Information Technology Professional (AICPA)

Member – AICPA
Member – Florida Institute of CPAs

Pascale Amon
Janitorial Manager
pamon@sfmtservices.com

Executive Profile

Senior operations leader responsible for execution of SFM's municipal janitorial contracts across administrative buildings, public safety facilities, training environments, and community-use spaces. Oversees workforce training, quality assurance implementation, regulatory compliance, and performance monitoring across assigned service locations.

Education

- FIU Executive Management Program
- Miami Dade College — AA Business Administration

Professional Experience

SFM Janitorial Services, LLC.

- Directs daily janitorial operations across municipal and aviation facilities.
- Oversees training programs for airport-specific protocols and terminal cleaning standards.
- Implements ISSA CIMS standards and quality control systems.
- Supervises management teams, inspectors, and frontline workforce.

Certifications

- BSCAI Certified Building Service Executive
- Terminal Cleaning Certified
- Bloodborne Pathogen Certified
- Spartan Green Cleaning Solutions

V. REFERENCES



Proudly Serviced Since 2020

Client Name & Address: Miami-Dade County Aviation Department, Facilities Management & Engineering Division, P.O. Box 025504, Miami, FL 33102-5504

Client Contact: Lauren Zapustas – P: (305) 212-4140 | E: LZapustas@flymia.com

Contract Name: EVN0000201 Janitorial Services for Miami International Airport & General Aviation Airports (Area C)

Performance Period: 2025 to present & 2020 –2025

Contract Size: Approx. 1.5 million sq. ft.

Scope of Work: Comprehensive 24/7 janitorial services for the Miami-Dade Aviation Department covering non-terminal buildings, airport properties, and general aviation facilities designated as Area C. Services include routine and detail cleaning of offices, restrooms, public and operational areas, floor care and restoration, carpet maintenance, pressure washing, and specialty cleaning services across approximately 27 airport sites.

Contract Status: Active, services ongoing.



Proudly Serviced Since 2023

Client Name & Address: Miami-Dade County, Internal Services Department, 111 NW 1 St., Miami, FL 33128

Client Contact: Daniel O. Borges, Contract Manager – P: (786) 493-1431 | E: daniel.borges@miamidade.gov

Contract Name: Janitorial Services for Various ISD Buildings - Stephen P. Clark Center

Performance Period: 2023 – Present

Contract Size: Approx. 775,278 sq. ft. (multiple ISD facilities, including a 27-story government center)

Scope of Work: Comprehensive janitorial services for interior and exterior spaces seven days per week, including offices, restrooms, courtrooms, elevators, lobbies, medical facilities, and specialized government buildings. Scope includes advanced floor care such as carpet cleaning, stripping and refinishing, terrazzo restoration, and high-pressure cleaning. The Stephen P. Clark Center, a 27-story government facility, is serviced daily and is comparable in scale and complexity to the City of Sunrise’s civic facilities.

Contract Status: Active, services ongoing.



Proudly Serviced Since 1991

Client Name & Address: City of Coral Gables, 2800 SW 72nd Avenue, Miami, FL 33155

Client Contact: Ralph Rodriguez – P: (305) 460-5014 | E: RRodriguez1@coralgables.com

Contract Name: RFP No. 2021-005 – Janitorial Maintenance Services

Performance Period: 2016 – Present; previously 1991 – 2006

Contract Size: Approx. 250,000 sq. ft. (12 facilities)

Scope of Work: Comprehensive janitorial services for all City-owned facilities, including nightly cleaning of offices, restrooms, and common areas. Services also include daily porter coverage for high-traffic areas, carpet cleaning, floor stripping and refinishing, high-pressure cleaning, electrostatic disinfection, and other specialty cleaning tasks. SFM additionally provides janitorial support for City-sponsored special events.

Contract Status: Active, services ongoing.



Proudly Serviced Since 2019

Client Name & Address: City of Miami Beach, 1833 Bay Rd., 2nd Floor, Miami Beach, FL 33139

Client Contact: Elizabeth Miro – P: (305) 673-7000 x.22925 | E: ElizabethMiro@miamibeachfl.gov

Contract Name: RFP 2017-070-JC – Janitorial Services

Performance Period: 2019 – Present

Contract Size: Approx. 2.4 million sq. ft. (63 City-owned facilities)

Scope of Work: SFM delivers 24/7 janitorial services across all City-owned facilities, including administrative buildings, parking garages, public restrooms, and park restrooms. This contract requires continuous coordination, staffing, and rigorous quality control to meet City standards. In addition to daily operations, SFM provides large-scale Special Event Cleaning for City-sponsored events, ensuring facilities and public areas remain clean, safe, and operational at all times.

Contract Status: Active, services ongoing.



Proudly Serviced Since 2023

Client Name & Address: City of Hialeah, 501 Palm Avenue, Hialeah, FL 33010

Client Contact: Luis Suarez – P: (305) 883-5988 | E: LASuarez@hialeahfl.gov

Contract Name: RFP 2022-23-8500-36-039 – Citywide Janitorial Services

Performance Period: 2023 – Present

Contract Size: Approx. 900,000 sq. ft. (multiple City-owned facilities)

Scope of Work: SFM provides comprehensive janitorial services for City facilities, including nightly cleaning of offices, restrooms, and common areas, supported by daytime porter coverage for the Mayor's suite and high-traffic spaces. Additional services include carpet cleaning, floor stripping and refinishing, high-pressure cleaning, concrete degreasing, water extraction, graffiti removal, canopy and awning cleaning, and other specialized cleaning tasks.

Contract Status: Active, services ongoing.



Proudly Serviced Since 2013

Client Name & Address: Hialeah Park Casino, 2200 E 4th Ave, Hialeah, FL 33013

Client Contact: John Brunetti, Jr – P: 305.885.8000 | E: jbrunettjr@brunetti.com

Contract Name: Janitorial Services

Performance Period: 2013 – Present

Contract Size: Approx. 100,000 sq. ft.

Scope of Work: SFM provides comprehensive 24/7 janitorial services for Hialeah Park Casino. The facility operates 18 hours per day Monday through Thursday and 24 hours per day Friday through Sunday. Services include continuous interior cleaning of gaming areas, restrooms, public spaces, and administrative offices, as well as exterior parking lot sweeping and maintenance. SFM serves as the prime contractor.

Contract Status: Active, services ongoing.

VI. PROJECT APPROACH

SFM's approach to custodial services for the City of Doral facilities is built around local supervision, structured staffing deployment, and measurable performance accountability. Services are organized by facility type and service requirements to support consistent oversight, rapid response capability, and alignment with City operational expectations.

Each facility operates within a defined supervision structure led by the Account Manager and supported by Supervisors and Shift Leads. This layered model ensures continuity across all locations while maintaining clear responsibility at the field level.

Site-Based Supervision Model

SFM deploys a site-based management structure to support the City's administrative, public safety, training, and public works facilities. Supervisors coordinate staffing, inspections, supply logistics, and service adjustments across assigned locations.

This structure:

- reduces response times
- strengthens communication with City representatives
- supports consistent service-level compliance
- improves coordination across facilities

Staffing Alignment With Service Levels

Staffing assignments are developed based on facility classification, occupancy patterns, and required service frequencies. Resources are aligned to support consistent evening service coverage across all locations.

- ☑ **SFM prioritizes retention of qualified incumbent personnel whenever possible to preserve site familiarity and maintain operational continuity at contract start.**
- ☑ **Backup personnel remain available to support absences, special requests, and emergency conditions without service disruption.**

Quality Control & Performance Monitoring

Quality control is integrated into daily operations through structured inspections performed by Supervisors and the Quality Assurance Manager.

SFM utilizes OrangeQC and Janitorial Manager to verify service delivery and track performance across all facilities. These systems provide:

- real-time inspection reporting
- deficiency tracking and corrective action documentation
- service-frequency verification
- response-time monitoring
- performance trend analysis

Communication & Responsiveness

The Account Manager serves as the City's primary point of contact and maintains responsibility for contract coordination across all facilities.

Supervisors support day-to-day communication with facility representatives and ensure service requests are addressed promptly. Field personnel remain accessible during active service periods and respond to operational needs as they arise.

Escalation procedures are clearly defined to ensure timely resolution of service issues at every level of the organization.

Equipment, Supplies & Logistics Support

Equipment and supplies are staged prior to service start and maintained through SFM's warehouse inventory system and supplier network. Supervisors coordinate distribution across facilities to ensure consistent availability of materials and replacement equipment.

Transition & Continuity Of Operations

During implementation, SFM conducts facility walkthroughs, confirms access procedures, stages equipment, and finalizes staffing assignments prior to service start. Additional supervisory presence is provided during the initial transition period to stabilize operations and verify service alignment with City expectations.

Follow-up reviews at 15, 30, 60, and 90 days support early performance evaluation and allow adjustments based on field conditions and City feedback.

Emergency Response Readiness

SFM maintains continuous operational readiness supported by local supervisory connectivity, mobile response capability, and access to backup equipment and personnel.

Supervisors coordinate field response across assigned facilities while the Account Manager oversees service continuity during emergency conditions, allowing services to continue without interruption during severe weather or facility disruptions.

POLICIES & PROCEDURES

SFM maintains comprehensive written policies and standard operating procedures to ensure consistent, compliant, and secure service delivery across City of Doral administrative, public safety, and operational facilities. These procedures establish clear expectations for employee conduct, facility access coordination, communications, attendance, and asset control and are reinforced through onboarding, supervisor oversight, and ongoing refresher training.

The policies below represent a selection of key procedures that will be implemented for City of Doral facilities and are part of SFM's broader corporate governance and operations manual.

KEY AND BADGE PROCEDURES

Strict control of keys, access credentials, and City-issued devices is critical in administrative and public safety environments.



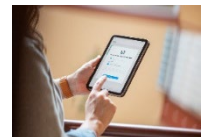
Keys & Access Credentials

- Keys and access credentials must be signed in and out each shift
- Keys may never be transferred between employees
- Lost keys or credentials are immediately reported to City representatives and SFM management
- Disciplinary procedures are enforced for any loss or misuse

These procedures support accountability, facility security, and coordination with City representatives.

MOBILE DEVICE & COMMUNICATION POLICY

To support operations across City facilities, designated supervisors are issued company Smart Phones and tablets for real-time communication, digital inspections, service verification, and coordination with City representatives.



Personal cell phone use is prohibited while on duty to maintain professionalism, situational awareness, and uninterrupted operational response. Emergency calls to frontline staff are routed through supervisors to ensure continuity of operations and proper documentation.

Communication Equipment Controls

- Smart Phones are issued based on operational requirements and logged daily
- All communication devices are tracked and accounted for at the beginning and end of each shift
- Lost or damaged equipment must be reported immediately
- Smart Phones are used strictly for operational and emergency communications

ATTENDANCE & RELIEF COVERAGE

Maintaining consistent staffing coverage across City facilities is essential to service reliability.

- Employees must notify supervisors in advance of any absence
- Supervisors maintain backup staffing and on-call coverage
- Relief staff are trained and ready to support unexpected absences

LOST & FOUND PROCEDURES

SFM employees follow City facility lost-and-found protocols.

If an item is discovered:

1. Supervisor is notified immediately
2. Item is secured and logged in the digital ticketing system
3. Item is transferred to the City's designated lost-and-found process



SECURITY AWARENESS POLICY

SFM supports City facility security practices and encourages proactive reporting consistent with municipal operational standards.

Employees are trained to:

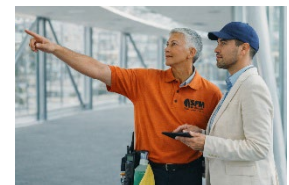
- Maintain awareness of facility surroundings
- Report suspicious activity immediately
- Follow all City access and identification requirements

PROFESSIONAL CONDUCT & CUSTOMER INTERACTION

Janitorial personnel routinely interact with City staff and visitors. SFM employees understand they represent both SFM and the City of Doral while performing services within public facilities.

Employees are trained to:

- Maintain professional appearance and behavior
- Provide courteous and respectful interactions
- Report facility issues or safety concerns immediately
- Demonstrate urgency and attention to detail



MANAGEMENT & STAFFING STRUCTURE

SFM's staffing model provides clear accountability, local supervisory coverage, and consistent service delivery across City of Doral facilities. Leadership resources are aligned by facility type and service requirements to support efficient coordination, rapid response capability, and compliance with established service standards.

SFM will make every reasonable effort to retain qualified incumbent personnel where applicable to preserve facility familiarity and ensure continuity during transition. Retained staff will be integrated into SFM's reporting systems, safety protocols, and quality control program prior to service start.

This structure ensures uninterrupted oversight from mobilization through full contract implementation and includes executive leadership support from SFM's Miami-Dade County headquarters located approximately 2.5 miles from City facilities.

ACCOUNT MANAGER

Serves as the City of Doral's primary point of contact and maintains responsibility for oversight of all service locations, staffing coordination and workforce deployment, contract compliance monitoring and reporting, coordination with City representatives, quality control oversight and corrective action tracking, and resource allocation across facilities to ensure consistent service delivery and responsiveness.

SITE SUPERVISORS

Provide direct oversight across assigned City facilities, coordinating daily service execution, staffing adjustments, equipment and supply deployment, monitoring service-level compliance, responding to service requests and operational issues, and reinforcing safety procedures and training requirements to maintain consistent service performance.

LEAD CLEANERS

Provide working supervision at City Hall and the Community Center by coordinating daily assignments and service priorities, monitoring completion of scheduled services, supporting staffing adjustments and workflow coordination, conducting spot inspections, reporting deficiencies, and reinforcing cleaning standards and safety expectations.

GENERAL CLEANERS

Perform routine custodial services in accordance with contract requirements and facility service schedules at City Hall, Police Department, Police Training Facility, & Public Works including restroom cleaning and replenishment, floor and surface maintenance, office and corridor cleaning, high-touch surface disinfection, and spill response support.

PORTERS

If requested, porter services can be provided to address high-traffic public use conditions, maintain entrances and restrooms, replenish consumables, respond to service requests, support event readiness, and assist with daily facility reset activities throughout operating hours.

FLOOR CARE CREWS

Provide periodic and specialty floor maintenance services across all City facilities, including hard floor restoration and polishing, carpet extraction and encapsulation, scheduled periodic maintenance tasks, and operation and preventive care of floor care equipment to support safe and properly maintained flooring systems.

QUALITY ASSURANCE MANAGER

Oversees SFM's independent inspection and performance verification program by conducting scheduled and unannounced inspections, monitoring service-level compliance, tracking deficiencies through digital inspection platforms, performing performance trend analysis, and supporting continuous improvement across all assigned facilities.

CORPORATE SUPPORT STRUCTURE

Provides operational support to field leadership through executive oversight, workforce compliance and onboarding coordination, OSHA training and safety monitoring, equipment readiness and logistics support, and payroll and contract administration to ensure stable and consistent contract performance throughout the service term.

STAFFING PLAN AND WORK PLAN METHODOLOGY

SFM’s staffing plan for the City of Doral is structured to provide consistent facility coverage, clear supervisory oversight, and alignment with each facility’s operating hours and service requirements. Personnel assignments are based on building function, occupancy levels, and service frequency to ensure reliable daily execution across administrative and public safety environments.

City Hall operations are supported by one Lead Cleaner and two Cleaners to coordinate multi-area service delivery within the City’s primary administrative facility. Dedicated evening Cleaners are assigned to the Police Department, Police Training Facility, and Public Works to maintain consistent service coverage aligned with secure facility access requirements and after-hours cleaning schedules.

The Community Center operates under an expanded staffing model that includes one Lead Cleaner, three Cleaners, and two Porters to support extended operating hours and continuous public use throughout the week. Porter coverage provides ongoing attention to restrooms, entrances, and high-traffic areas while supporting event readiness and daily facility reset needs.

This staffing structure is supported by an Account Manager, floor care specialists, and corporate support personnel who provide scheduling coordination, quality control oversight, and rapid response capability across all service locations. The staffing distribution shown below reflects the proposed baseline deployment designed to maintain consistent service performance across City facilities.

SFM’s Proposed Approach

Schedules

Work Plan / Methodology

	Cleaner	Leads	Porters	Total	Frequency	Schedule	Weekly Hours
City Hall	2	1		3	M-F	6:00-10:0PM	62.5
Police Department	1			1	M-F	6:00-10:0PM	25
Police Training	1			1	M-F	7:00-11:00PM	20
Public Works	1			1	M-F	5:00-7:00PM	10
<i>Included but not listed is an Account Manager and Project Work Crew</i>							

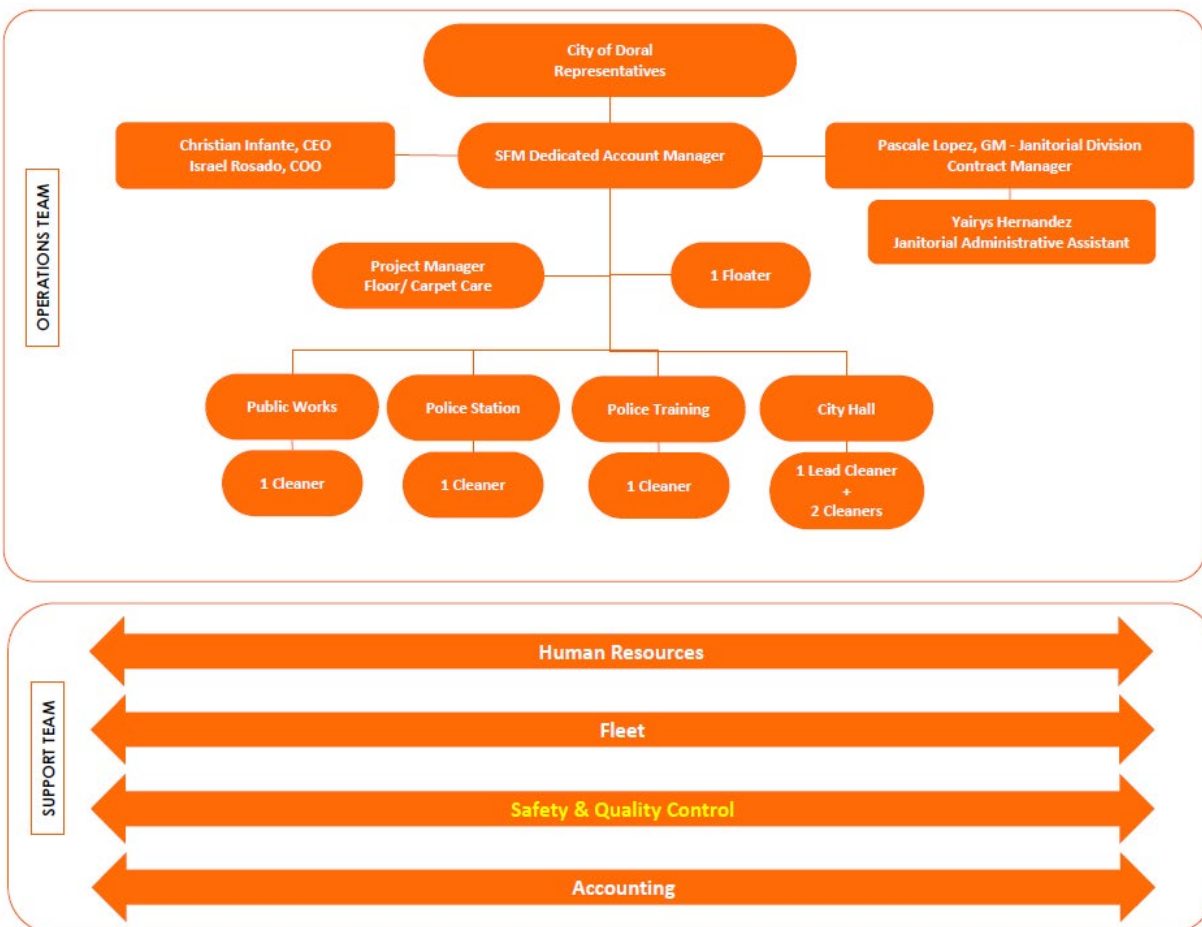
ORGANIZATIONAL CHART

The organizational structure shown below illustrates SFM’s dedicated management framework supporting custodial services across City of Doral facilities. The structure establishes clear lines of communication between City representatives, the Account Manager, facility-level supervision, and assigned cleaning personnel to ensure consistent service delivery and rapid response capability.

Executive leadership from SFM’s Miami-Dade County headquarters, located approximately 2.5 miles from City facilities, provides direct operational support throughout the contract term. This proximity allows for immediate supervisory assistance, accelerated issue resolution, and continuous coordination with City staff when service adjustments are required.

Facility-level staffing is supported by a dedicated Account Manager, Contract Manager, Administrative support personnel, floor care specialists, and floating support staff to maintain service continuity across all locations. Additional support from Human Resources, Fleet Operations, Safety & Quality Control, and Accounting ensures stable workforce management, equipment readiness, compliance monitoring, and contract administration throughout the service period.

This structure ensures the City benefits from both on-site supervision and full corporate operational support throughout mobilization and ongoing service delivery.



HUMAN RESOURCES, RECRUITMENT & WORKFORCE STABILITY

SFM maintains a dedicated Human Resources program designed to recruit, screen, train, and retain a stable workforce capable of supporting City of Doral facilities operating under varied service levels and occupancy conditions. As a Miami-Dade County headquartered contractor with more than twenty (20) years supporting City operations, SFM prioritizes local workforce continuity, rapid response capability, and compliance with all City credentialing, background screening, and workplace requirements applicable to municipal and public safety environments.

SFM has extensive experience transitioning municipal custodial contracts while retaining qualified incumbent personnel whenever available and eligible. This approach preserves facility familiarity, supports operational continuity at service start, and reduces transition-related disruptions. Retained personnel are integrated into SFM's supervision structure, reporting systems, safety procedures, and quality assurance program prior to assignment.

LOCAL HIRING & WORKFORCE CONTINUITY

SFM prioritizes local workforce participation within Miami-Dade County through incumbent outreach, recruitment within established service areas, workforce partnerships, and targeted hiring efforts near assigned facilities. This approach supports workforce stability, reduces response times, and ensures consistent staffing coverage across City locations.

RECRUITING & HIRING METHODOLOGY

SFM utilizes a structured recruitment process to maintain adequate staffing levels and respond quickly to workforce needs across assigned facilities.

Hiring Process:

1. Recruit through SFM's local workforce network, incumbent outreach, digital platforms, and regional advertising
2. Conduct structured interviews for supervisory and frontline staff
3. Complete application review and job orientation
4. Perform criminal background checks and drug screening
5. Verify employment eligibility and complete I-9 documentation
6. Issue employment offers and onboard employees
7. Provide job-specific and safety training prior to assignment

WORKFORCE AVAILABILITY & BACKUP STAFFING

Because SFM operates from within Miami-Dade County and maintains active municipal service contracts throughout the area, additional trained personnel remain available to support absences, special service

requests, fluctuating facility needs, and emergency conditions. This ensures uninterrupted service delivery across all City facilities.

BACKGROUND SCREENING & SECURITY COMPLIANCE

All employees undergo Level 1 and Level 2 nationwide background screenings, drug testing, and employment eligibility verification prior to assignment. Personnel requiring access to secure or restricted City facilities, including public safety environments, will comply with all City credentialing and identification requirements applicable to assigned locations.

SFM will not hire any individual who:

1. Has been convicted of violent felony offenses within the past five (5) years
2. Has felony convictions involving controlled substance trafficking within the past five (5) years
3. Is listed as a sexual offender or sexual predator
4. Cannot verify legal authorization to work in the United States

WORKFORCE MONITORING & ACCOUNTABILITY

SFM utilizes workforce monitoring systems to support accountability and operational efficiency across City service locations:

- SambaSafety continuous driver monitoring program
- Geotab GPS tracking on company vehicles to verify site presence and response times



This integrated workforce management approach ensures the City receives a reliable, qualified, and security-compliant workforce throughout the contract term.

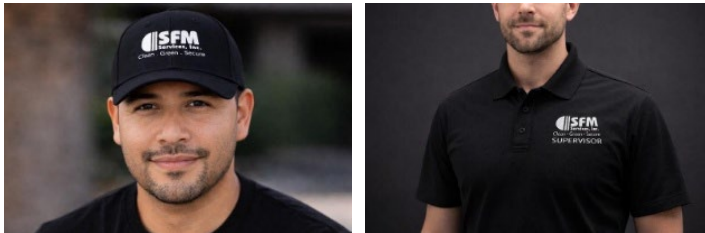
DRUG FREE WORKPLACE PROGRAM

SFM maintains a strict Drug-Free Workplace Program to support the safety, reliability, and professionalism required within municipal facilities. All employees are required to report to work fit for duty and free from the influence of drugs or alcohol while performing work on City property or conducting company business. Program requirements include pre-employment drug screening for all new hires, reasonable-suspicion testing when impairment is suspected, post-accident testing following any work-related incident or injury, and random drug testing of safety-sensitive personnel where permitted. Employees who violate this policy are subject to disciplinary action up to and including termination.

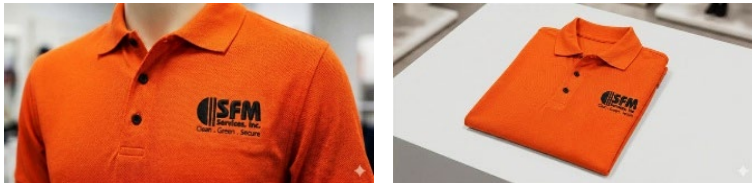
EMPLOYEE IDENTIFICATION, UNIFORMS, AND SECURITY BADGING

SFM understands the importance of clearly identifiable personnel within active municipal facilities, including administrative and public safety environments. All employees report to work in clean, professional uniforms with the SFM logo prominently displayed. Janitorial staff wear high-visibility orange shirts to enhance recognition and accountability across City facilities. Each employee is issued multiple uniform sets, which are maintained and replaced as needed. Upon request, uniforms can be coordinated with City identification protocols or operational preferences.

Supervisors are easily identified by their distinct “Supervisor Black Polo.”



Shift Leads, General Cleaners, and Day Porters are easily identified by their distinct “Orange Polo.”



Every SFM employee is issued a company photo identification badge and is required to display it at all times while on duty.



CITY FACILITIES ACCESS CREDENTIALING

SFM will fully comply with all City of Doral facility access procedures and identification requirements. Personnel assigned to facilities requiring controlled access, including administrative and public safety locations, will complete all required credentialing processes prior to assignment. SFM coordinates closely with City representatives to ensure timely submission of documentation, credential tracking, renewals, and adherence to all access control procedures.

SFM utilizes UKG (Ultimate Kronos Group) as its integrated Human Resources and Workforce Management platform. This cloud-based system supports recruiting, onboarding, compliance tracking, scheduling, timekeeping, payroll processing, certification monitoring, and document retention.



For City of Doral facilities, UKG supports accurate staffing coordination, scheduling visibility, and workforce accountability across all assigned locations.

Key capabilities include:

Biometric Time Clocks – Eliminates time fraud and confirms employees are physically present when clocking in and out.

Mobile Time Tracking with Geo-Fencing – Allows employees to clock in/out using a secure mobile application with GPS verification tied to assigned facility locations.

Telephone Time Tracking (Backup Method) – Provides a secure alternative when time clocks are not practical.

Real-Time Staffing Alerts – Supervisors receive alerts for late arrivals, missed punches, or no-shows, allowing immediate deployment of backup staff and preventing service disruptions.

This technology supports reliable staffing coverage, accurate payroll processing, and consistent service delivery across City facilities.

WORKFORCE STABILITY & EMPLOYEE ENGAGEMENT

SFM recognizes that workforce stability is essential to delivering consistent, high-quality service across City of Doral facilities. As a Miami-Dade County headquartered contractor with longstanding service experience supporting City operations, SFM prioritizes retention of qualified local personnel to preserve facility familiarity and maintain continuity throughout the contract term. Our Employee Engagement and Retention Program supports dependable staffing and long-term workforce stability.

FULL-TIME EMPLOYEE BENEFITS

For this contract, full-time employees will receive:



- ✓ 5 days of Paid Time Off (PTO)
- ✓ Company-paid Life Insurance
- ✓ Health Insurance coverage
- ✓ Work performed on designated holidays compensated at the applicable overtime rate
- ✓ Direct deposit payroll
- ✓ Free uniforms

RECOGNITION & INCENTIVE PROGRAMS

SFM reinforces performance and accountability through structured recognition initiatives, including:

- ✓ Employee of the Month awards
- ✓ Spot bonuses for positive client feedback
- ✓ Safety milestone recognition events
- ✓ Incentives for exceptional quality control performance

CAREER DEVELOPMENT & RETENTION SUPPORT

SFM supports long-term employee growth through:

- ✓ Ongoing training and skill development
- ✓ OSHA and safety certifications
- ✓ Advancement opportunities within SFM's municipal service operations
- ✓ Employee Assistance Program (EAP)
- ✓ 401(k) eligibility for supervisors and managers after one year

By investing in employee satisfaction, structured advancement pathways, and performance-based recognition, SFM maintains strong retention rates and a stable, experienced workforce—supporting reliable and consistent service delivery across City facilities throughout the contract term.

60-DAY TRANSITION PLAN

TIMELINE TABLE

SFM’s transition plan begins approximately eight (8) weeks prior to service start and emphasizes early coordination with City representatives, incumbent workforce continuity where available, equipment staging from our Miami-Dade operations base, and structured supervisor onboarding to ensure uninterrupted service implementation.

TRANSITION TASK	WEEKS BEFORE START DATE							
	-8	-7	-6	-5	-4	-3	-2	-1
Development of Contract Profile	●	●						
Mobilization of Transition Task Force	●	●	●					
Incumbent Outreach and Supplemental Recruitment		●	●	●				
Candidate Interviews			●	●	●			
Background Checks and Employment Processing				●	●	●		
Employment Offers Issued					●	●		
Site Surveys and Access Coordination with City Representatives			●	●	●			
Uniforms and Equipment Ordered				●	●			
Key Personnel Training					●	●		
New Hire Training						●	●	
Development of Master Schedule and Assignments					●	●	●	
Uniforms and Equipment Issued						●	●	
Equipment, Supplies, and SDS Documentation Staged On Site							●	●
On-Site Orientation and Facility Familiarization							●	●
Contract Compliance and Quality Control Coordination (Weekly Status Meetings)	●	●	●	●	●	●	●	●

I. IMPLEMENTATION TEAM



Armando Garcia – Proposed Account Manager (Transition Lead)

Armando will serve as the primary point of contact for the City of Doral Facilities contract and provide daily oversight of contract execution across City Hall, the Police Department, the Public Works Warehouse, and the Police Training Center. He currently oversees custodial operations at the Doral Aquatic Center, providing direct familiarity with City service expectations, reporting procedures, and facility coordination requirements. He ensures staffing levels, supplies, and equipment are properly deployed and that all services are delivered in accordance with City standards and facility access protocols. Armando also conducts regular coordination meetings with City representatives and maintains 24/7 availability for rapid response, supporting continuity of operations and accountability across all assigned facilities.



Alejandro Di Cola – Project Manager

Coordinates periodic and specialty services, including floor care and pressure washing, ensuring safe and efficient completion in accordance with City facility schedules. Oversees equipment deployment, chemical controls, and floor maintenance programs.



Pascale Lopez – General Manager

Provides operational oversight during mobilization and service delivery, supports staffing alignment with facility service levels, quality assurance implementation, and coordination with City representatives to maintain consistent performance.



Israel Rosado – Chief Operating Officer

Provides executive oversight, aligns corporate resources, and ensures accountability for contract performance and client satisfaction.



Barbara Findo – Director of Human Resources & Safety

Leads recruitment, incumbent outreach and retention efforts, background screening, drug testing, and onboarding to ensure a fully compliant workforce from day one.



Luis Sanchez – Risk & Safety Manager

Oversees safety programs, site orientation, OSHA training, and compliance with City safety requirements.



Christian Infante – President

Provides executive leadership, corporate support, and ongoing client coordination to reinforce accountability and long-term service performance.

II. EXPECTATIONS MEETING

Resources: Account Manager • Pascale Lopez • Barbara Findo

SFM will conduct a kickoff Expectations Meeting with City representatives to align first-60-day priorities and operating procedures, including communication protocols, roles and responsibilities, inspection standards, performance metrics, safety requirements, invoicing procedures, storage locations, uniform standards, facility access coordination, and sustainability practices.

SFM will conduct a kickoff Expectations Meeting with City representatives to align first-60-day priorities and operating procedures, including communication protocols, roles and responsibilities, inspection standards, performance metrics, safety requirements, invoicing procedures, storage locations, uniform standards, facility access coordination, and sustainability practices.

III. ON-SITE ORIENTATION

Resources: Account Manager • Pascale Lopez • Barbara Findo

- Conduct facility walkthroughs across assigned City locations
- Inventory janitorial closets and storage areas
- Develop site-specific schedules aligned with service requirements
- Confirm key control and facility access procedures
- Stage equipment and supplies
- Identify and resolve operational gaps prior to service start

IV. EQUIPMENT & SUPPLIES DEPLOYMENT

Resource: Account Manager

SFM will procure and deploy all equipment and consumables prior to service start. Each facility will receive standard janitorial equipment (Rubbermaid, Advance, Spartan, 3M), biohazard kits where applicable, SDS binders, and wide-area vacuums where appropriate.

SFM provides all restroom consumables and utilizes Green Seal–certified products supporting the City’s sustainability objectives.

- Safety Data Sheets (SDS) will be maintained in each janitorial closet

V. EMPLOYEE SCREENING & HIRING

Resources: Account Manager • Barbara Findo • Sophie Casas

SFM prioritizes retention of qualified incumbent personnel where available and eligible while supplementing staffing through local recruitment within Miami-Dade County. Activities include

outreach, interviews, background checks, drug screening, I-9 verification, onboarding, and completion of required facility credentialing procedures.

PLANS TO INTERVIEW INCUMBENT STAFF

SFM promotes a smooth transition by conducting early outreach to incumbent personnel following contract award. Upon receipt of available employee contact information, SFM will initiate communication and schedule information sessions to support employment continuity opportunities.

Qualified incumbent employees will be offered positions aligned with contract requirements whenever applicable. This approach preserves facility familiarity, supports workforce stability, and minimizes service disruption during transition.

VI. EMPLOYEE TRAINING

Resources: Account Manager • Barbara Findo • Luis Sanchez

Training includes PPE use, bloodborne pathogens, chemical safety, SDS compliance, waste handling procedures, infection-prevention practices, customer service expectations, sustainability protocols, severe-weather preparedness, and emergency response procedures.

VII. QUALITY CONTROL SYSTEM SETUP

Resources: Christian Infante • Israel Rosado • Barbara Findo • QC Officers

OrangeQC and Janitorial Manager will be configured using City inspection standards to support consistent service expectations across all facilities. These systems provide real-time inspection reporting, corrective action tracking, and continuous performance monitoring.

VIII. INVOICING SETUP

Resources: Account Manager • Pascale Lopez • Wilfredo Rodriguez • Vilma Santos

Contract requirements will be loaded into SFM's billing system, a mock invoice submitted for review if requested, and monthly invoices provided with supporting documentation consistent with City requirements.

IX. SERVICE START-UP

Resources: Account Manager • Pascale Lopez • Barbara Findo

Finalizing staffing assignments, coordinating equipment deployment, and confirming day-one readiness ensures a seamless startup across all facilities. These steps minimize operational risk and ensure personnel, equipment, and supplies are fully positioned prior to service commencement.

Enhanced supervisory presence during the first 30 days supports early stabilization of operations, reinforces training expectations, and allows prompt adjustment to schedules or workflows as needed.

X. FOLLOW-UP MEETINGS

Resources: Account Manager • Pascale Lopez • Christian Infante • Israel Rosado

SFM will conduct 15-, 30-, 60-, and 90-day review meetings to monitor transition progress, evaluate service performance, and confirm alignment with City expectations.

These checkpoints support early identification of improvements, verification of staffing effectiveness, and adjustment of procedures based on operational conditions, reinforcing consistent service performance throughout implementation.

EQUIPMENT & SUPPLIES

CITY OF DORAL FACILITY EQUIPMENT DEPLOYMENT PLAN

SFM will deploy a dedicated inventory of professional janitorial equipment specifically selected to support City of Doral administrative, public safety, training, and operational facilities. Our equipment strategy prioritizes productivity, safety, reliability, and rapid serviceability to ensure consistent cleanliness without disrupting normal City operations. Because SFM operates from within Miami-Dade County and maintains an established presence supporting City facilities, equipment staging and replacement resources remain immediately accessible throughout the contract term.

All equipment will be staged prior to service start and supported by SFM's local warehouse resources, supplier network, and preventative maintenance program to ensure rapid replacement and uninterrupted service continuity.

FLEET & EQUIPMENT RELIABILITY PROGRAM

SFM maintains a comprehensive preventative maintenance and fleet management program to keep all vehicles and janitorial equipment in optimal working condition.

Our Fleet Manager and maintenance team oversee:

- ✓ Preventative maintenance schedules
- ✓ Equipment inspections and repair tracking
- ✓ Replacement planning under our Max-Life Equipment Policy
- ✓ Fuel tracking and usage monitoring
- ✓ GPS and vehicle diagnostics

Fleet performance is monitored using:

- Whip Around – digital inspection & maintenance tracking
- Geotab GPS – vehicle tracking and operational monitoring

Daily driver inspections and preventative maintenance protocols minimize downtime and ensure consistent service delivery.

Key Benefit to the City:

This program ensures critical equipment remains available at all times to support facility cleanliness, operational continuity, and uninterrupted service delivery.

LOCAL SUPPLY CHAIN & INVENTORY REDUNDANCY

SFM maintains more than 20,000 square feet of warehouse space supporting a standing inventory of janitorial equipment, consumables, and replacement parts within South Florida. For City of Doral operations, SFM will implement a dual-supply strategy:

Primary Supply:

Local delivery through our established supplier network

Secondary Backup Supply:

Emergency deployment from SFM warehouse inventory located in Miami-Dade County

- This approach ensures:
- No supply shortages
- Rapid replacement of damaged equipment
- Continuity of operations during supply disruptions
- Hurricane and emergency readiness

CONTRACT RESPONSIBILITY ALIGNMENT

In accordance with the RFP requirements, SFM will furnish all janitorial equipment, cleaning chemicals, tools, and cleaning materials necessary to perform the full scope of services. SFM will coordinate closely with City representatives regarding any City-provided consumables where applicable to maintain proper stocking levels and uninterrupted service delivery across assigned facilities.

NATIONAL SUPPLIER PARTNERSHIP

SFM partners with **Veritiv**, one of the nation's largest janitorial supply distributors, providing:

- Local and regional distribution coverage
- Just-in-time delivery capability
- Sustainable and Green Seal-certified products
- Consistent pricing and product standardization

This partnership ensures the City receives reliable and timely delivery of consumables, cleaning chemicals, PPE and safety supplies, as well as janitorial equipment and replacement parts.



SFM will deploy a dedicated inventory of professional janitorial equipment and supplies specifically selected to support City of Doral administrative, public safety, training, and operational facilities. Because SFM operates from within Miami-Dade County and has longstanding experience supporting City operations, equipment staging, replacement resources, and supervisory support remain immediately accessible throughout the contract term. All equipment will be delivered and fully operational prior to service start and supported by SFM’s preventative maintenance program, centralized warehouse inventory, and established supplier network to ensure continuous availability and rapid replacement when needed.



SFM will furnish all required cleaning equipment, tools, chemicals, and consumables necessary to perform the full scope of services using a standardized chemical program built around Green Seal–certified and EPA Safer Choice–aligned products, including Spartan Clean on the Go dilution-control systems for glass cleaning, restroom sanitation, neutral disinfection, and multi-purpose surface cleaning, supplemented where appropriate by Clorox Healthcare disinfectants for high-touch and public safety environments. Color-coded microfiber systems and digitally accessible SDS documentation further support safety, cross-contamination control, and indoor air quality objectives. Equipment deployment will include HEPA vacuums, floor scrubbers and burnishers, carpet extractors, pressure washing equipment, electrostatic disinfecting systems where appropriate, and a Gausium Omnie autonomous floor scrubber to support large-area hard surface maintenance. Backup equipment remains available through SFM’s Miami-Dade operations base to ensure uninterrupted service delivery across all City facilities.

SFM’s Standardized 4-Chemical Cleaning System

			
1	2	3	4
Neutral Floor Cleaner	Disinfectant Cleaner	Glass & Mirror Cleaner	All-Purpose Cleaner
Daily floor cleaning & maintenance	Cleans, disinfects & deodorizes	Streak-free surface cleaning	General surface cleaning

Green Seal Certified • Low VOC • Standardized Across All Facilities • Safe for Occupied Spaces

SFM utilizes a centralized digital SDS management platform to ensure real-time access to chemical safety information.

For Doral facilities:

- SDS documentation will be available digitally and onsite
- Supervisors and staff can access SDS via mobile devices
- Chemical safety compliance is maintained at all times

This system supports OSHA compliance and enhances workplace safety.

1. **Clean on the Go Clean by Peroxy No. 15**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4820.pdf>
2. **Clean on the Go Biorenewables Glass Cleaner No. 18**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4835.pdf>
3. **Clean on the Go NABC Concentrate No. 1**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4716.pdf>
4. **Clean on the Go Tribase Multi-Purpose Cleaner No. 17**
<https://www.spartanchemical.com//sds/downloads/AGHS/EN/4830.pdf>
5. **Clorox Healthcare® Spore10 Defense™ Cleaner Disinfectant**
https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Spore10-Defense%E2%84%A2-Cleaner-Disinfectant_Multilingual2.pdf
6. **Clorox Healthcare® Fuzion Cleaner Disinfectant**
https://www.thecloroxcompany.com/wp-content/uploads/2020/06/Clorox-Healthcare%C2%AE-Fuzion-Cleaner-Disinfectant_Multilingual2.pdf
7. **Clorox Healthcare® Bleach Germicidal Wipes**
<https://www.thecloroxcompany.com/wp-content/uploads/2019/02/Clorox-Healthcare%C2%AE-Bleach-Germicidal-Wipes.pdf>
8. **Clorox Commercial Solutions® Clorox® Total 360® Disinfectant Cleaner1**
<https://www.thecloroxcompany.com/wp-content/uploads/2019/09/Clorox-Commercial-Solutions%C2%AE-Clorox%C2%AE-Total-360%C2%AE-Disinfectant-Cleaner1.pdf>

MICROFIBER CLEANING TECHNOLOGY

SFM utilizes a color-coded microfiber cleaning system to:

- Prevent cross-contamination
- Improve cleaning effectiveness
- Reduce chemical and water usage
- Enhance sanitation outcomes



Microfiber technology removes up to **99% of surface bacteria** and supports the County's sustainability goals.

LOCAL LAUNDRY & LINEN STRATEGY

SFM collects soiled microfiber cloths, mop heads, and related cleaning textiles from assigned facilities and processes them at our Miami-Dade County operations base using dedicated commercial washing and drying equipment. This in-house laundering process supports consistent material availability, maintains sanitation standards, reduces turnaround time, and ensures compliance with applicable environmental and health requirements while minimizing service interruptions across City facilities.



EQUIPMENT STAGING & ON-SITE DEPLOYMENT


All required janitorial equipment will be delivered, staged, and fully operational prior to service commencement in accordance with the Implementation Plan. Dedicated onsite equipment inventories will be maintained throughout the contract term to support continuous service delivery across City facilities.

Equipment deployment will include floor scrubbers and burnishers, HEPA vacuums and carpet extractors, pressure washing equipment, electrostatic disinfecting systems where appropriate, air movers, water extraction equipment, standard janitorial carts and mop systems, and deployment of a Gausium Omnie autonomous floor scrubber where appropriate to support large-area hard surface maintenance.

SFM maintains backup equipment availability and rapid replacement capability through its Miami-Dade operations base to ensure uninterrupted service and no disruption to City operations.

GENERAL EQUIPMENT LIST

SFM deploys modern, high-productivity equipment specifically suited for large public facilities and aviation environments. Representative equipment to be deployed for this contract is shown below.

	<h3>TECHNOLOGY & COMMUNICATION EQUIPMENT</h3> <h4>iPads / Tablets</h4> <p>Specifications:</p> <ul style="list-style-type: none">• Real-time access to quality control and inspection software• Digital work order management and reporting• Photo documentation of deficiencies and corrective actions• Secure connectivity for communication and reporting
	<h4>Company-Issued Smartphones</h4> <p>Specifications:</p> <ul style="list-style-type: none">• Immediate supervisor and operations communication• Real-time timekeeping and workforce management access• GPS-enabled punch verification (if applicable)• Rapid emergency coordination and escalation capability
	<h3>TRANSPORTATION & SUPPORT VEHICLES</h3> <h4>Pick-Up Truck</h4> <p>Specifications:</p> <ul style="list-style-type: none">• Engine: 2.7L Turbo (237 hp / 260 lb-ft)• 4-cylinder• 2 seats• Gross Vehicle Weight: 6,250 lbs
	<h3>RESTROOM DEEP CLEANING SYSTEMS</h3> <h4>Kaivac No-Touch Cleaning System</h4> <ul style="list-style-type: none">• High-pressure spray and vacuum recovery system• Integrated chemical injection for controlled dilution• Designed for deep cleaning of tile, grout, partitions, and fixtures• Reduces cross-contamination compared to traditional mop methods



PRESSURE WASHING EQUIPMENT

3000 PSI 1.1 GPM Electric Pressure Washer

Specifications:

- Ryobi 3000 PSI / 1.1 GPM
- 13 Amp Electric Motor
- Gun/Wand with quick connects
- 20' Ultra Flex Hose



AIR MOVEMENT & DRYING EQUIPMENT

Advance AM2400D Air Mover

Specifications:

- Three speed settings
- 2,400 CFM airflow
- Daisy-chain power outlet
- Circuit breaker protection
- Durable rotomold housing



DISINFECTION EQUIPMENT

Clorox® Total 360® Electrostatic Sprayer

Specifications:

- 100% surface coverage
- Kills C. diff in 5 minutes
- Eliminates 38+ bacteria, viruses & fungi in 1 minute
- Inhibits mold & mildew for up to 7 days
- Low odor formulation



STANDARD SITE EQUIPMENT

Litter Toter (with storage options)



Rubbermaid Maid Cart



Rubbermaid WaveBrake® 35 Qt. Mop Bucket with Down Press Wringer

	<p>FLOOR MACHINES & POLISHING EQUIPMENT</p> <p>Tennant FM-20-SS Floor Machine</p> <p>Specifications:</p> <ul style="list-style-type: none"> • Productivity: Up to 3,000 sq ft / 279 sq m • Pad Speed: Up to 175 rpm • Sound Level: As low as 60 dBA
	<p>Pacesetter 20 TS</p> <p>Specifications:</p> <ul style="list-style-type: none"> • Max Productivity: 41,580 sq ft/hr (at 3.5 mph) • Pad Motor: 1.5 hp DC Rectified • Pad Driver Size: 20 in • Pad Speed: 180 / 320 rpm • Weight: 87 lbs
	<p>Tennant i-mop XL</p> <p>Specifications:</p> <ul style="list-style-type: none"> • Coverage: Up to 19,375 sq ft / 1,800 sq m • Weight: 58.9 lbs / 26.7 kg (with batteries and water) • Sound Level: As low as 79.6 dBA
	<p>BURNISHERS (High-Speed Polishing)</p> <p>Nilfisk Advance Advolution</p> <p>Specifications:</p> <ul style="list-style-type: none"> • Speed: 1,500 rpm • Pad Motor: 1.5 hp • Pad Driver: 20 in • Cord Length: 75 ft • Weight: 85 lbs
	<p>AUTO SCRUBBERS (Hard Surface Cleaning)</p> <p>Tennant T300 – Walk-Behind Scrubber</p> <p>Specifications:</p> <ul style="list-style-type: none"> • Coverage: Up to 24,000 sq ft / 2,230 sq m • Solution Tank: 11 gal / 42 L • Sound Level: As low as 66.4 dBA (57.6 quiet mode)

CARPET & EXTRACTION EQUIPMENT



Viper Wolf Carpet Spotter

Specifications:

- 30 PSI pump
- 85" water lift
- 1 gal solution / 1 gal recovery
- Includes 8' hose & grooming tool
- Weight: 24 lbs



VACUUM SYSTEMS

Tennant WD-24 Wet-Dry Vacuum

Specifications:

- HEPA Filtration
- Tank Capacity: 24 gal / 90 L
- Sound Level: As low as 70 dBA



CleanMax CMNR-QD Upright HEPA Vacuum

Specifications:

- HEPA Filter
- 107 CFM
- 40 ft Power Cord
- 40' SJT, 3-wire pigtail power cord



Ettore 90007 Wet/Dry Vacuum

Specifications:

- 1.17 HP vacuum motor
- 18 gal recovery capacity
- 95 CFM / 110" water lift
- 9' x 1.5" recovery hose
- Front mount squeegee & accessory kit

CITY OF DORAL



SFM maintains a structured safety and training program designed to support City of Doral administrative, public safety, training, and operational facilities. Because SFM operates from within Miami-Dade County and has longstanding experience supporting municipal environments, employees are trained to work safely in occupied government facilities, coordinate with City representatives, and respond appropriately to emergencies and biohazard conditions that may occur in public-sector settings.

Training is led by SFM’s Risk & Safety Manager, Luis Sanchez, an OSHA 501 Certified Instructor. This allows SFM to deliver ongoing in-house training, refresher instruction, and site-specific safety programs throughout the contract term.

Training combines classroom instruction, hands-on demonstrations, scenario-based exercises, and documented competency verification. Employees must complete required training prior to assignment and participate in continuous refresher training thereafter.

City Facility-Specific Training Approach

All employees assigned to City facilities receive site-specific training focused on:

- Working safely in occupied administrative and operational facilities
- Interaction with City staff and members of the public
- Coordination with City representatives and facility contacts
- Emergency response and evacuation procedures
- Biohazard and bodily fluid response
- Safety in high-traffic and shared-use environments

This training ensures employees understand the expectations, safety standards, and operational requirements of City facilities.

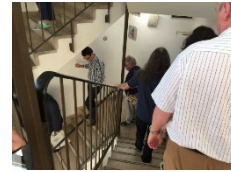


SFM In-House OSHA certified trainer.



Emergency and Evacuation Training

SFM will coordinate closely with City representatives to align with facility emergency and evacuation procedures.



Training includes:

- Evacuation routes and assembly locations
- Emergency communication protocols
- Interaction with occupants during emergencies
- Incident reporting and escalation procedures
- Severe weather and hurricane response awareness

Employees are trained to remain calm, follow established procedures, and immediately notify supervisors of emergency conditions.

Slip, Trip, & Fall Prevention

Slip and fall prevention is critical in public facilities with continuous daily occupancy.

Training emphasizes:

- Immediate cleanup of spills and wet conditions
- Proper placement of wet floor signage
- Safe chemical application techniques
- Identification and reporting of hazards
- Maintaining dry restroom and entryway floors
- Safe cord management while vacuuming
- Use of slip-resistant footwear



Employees are trained to treat entrances, corridors, and restrooms as priority safety zones.

Accident Reporting & Incident Response

All accidents and incidents must be reported immediately to supervision.

Employees are trained on:

- Immediate reporting procedures
- Medical evaluation protocols
- Documentation and incident forms
- Modified duty procedures when needed

This ensures timely response, proper documentation, and compliance with workplace safety standards.

Bloodborne Pathogen & Biohazard Response

City facilities may encounter bodily fluids and biohazard conditions. SFM provides extensive training to ensure safe and compliant response.



Training includes:

- Identification of bloodborne pathogens and exposure risks
- Proper PPE selection and usage
- Biohazard cleanup procedures
- Safe disposal of contaminated materials
- Needle and sharps awareness
- Immediate supervisor notification protocols

Employees are trained to treat all bodily fluids as potentially infectious and follow strict containment procedures.

Chemical Safety & Hazardous Materials Training

Employees receive OSHA-compliant Hazard Communication (HAZCOM) training covering:

- Proper chemical handling and storage
- SDS usage and interpretation
- Spill response procedures
- Labeling and dilution safety
- Never mixing chemicals
- Emergency first aid procedures



SFM uses the Spartan Dilution Chemical Dispenser to safely mix and/or dilute chemicals.

All employees are trained to access digital SDS information via mobile devices.

Electrical & Equipment Safety

Training includes:

- Safe use of powered janitorial equipment
- Avoiding overloaded outlets and damaged cords
- Proper equipment inspection and reporting
- Safe use of extension cords and chargers



Personal Protective Equipment (PPE)

SFM provides and trains staff on proper use of PPE, including:

- Gloves and eye protection
- Face shields and masks (as required)
- Protective footwear and clothing
- Respiratory protection when applicable



Ergonomics & Safe Lifting

Training covers:

- Proper lifting techniques
- Stretching and injury prevention
- Team lifting and assistance procedures
- Safe handling of equipment and supplies



Professional Conduct & Customer Service

Janitorial personnel routinely interact with City staff and visitors.

Training includes:

- Professional appearance and conduct
- Workplace violence prevention
- Harassment prevention
- Facility awareness and reporting procedures
- Prompt communication of maintenance or safety concerns



Continuous Training & Documentation

Training is ongoing and includes:

- New-hire orientation
- Refresher training
- Site-specific updates
- Safety meetings and toolbox talks



All training is documented and maintained in employee records to ensure compliance and accountability throughout the contract term.

TRAINING CERTIFICATIONS



Building Service Contractors Association International

Awards this certificate to

Pascale Lopez

For raising the professional standards of Building service management by attaining designation of

Certified Building Service Executive

By successfully fulfilling the designation's conditions of Eligibility and passing all examination requirements as approved by The BSCAI Certification Committee.

on August 1, 2025

This certificate is good for three years

A handwritten signature in black ink, appearing to read 'Chris Mundschenk'.

Chris Mundschenk, CAE, Executive Director



Certificate of Achievement

Presented to:
Pascale Lopez

has received 0.2 CEU for successfully completing: *Best Practices for Electrostatic and Other Sprayer Technology Roundtable*

Test name:
1.27.20 Best Practices for Electrostatic and Other Sprayer Technology Roundtable

Score: 100% 5 / 5



Trade Press Media Group, Inc.

Thu 28th Jan 2021



20-900557980

This card acknowledges that the recipient has successfully completed:

30-hour General Industry Safety and Health

This card issued to:
Alejandro Di Cola

David E Couch Jr
Trainer Name

9/30/2023
Date Issued



CERTIFICATE
Of Completion For

Pascale Lopez

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
NOVEMBER 2023

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Matea Reyes

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JULY 2025

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Suyeng Calderon

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JUNE 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Armando Garcia

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JUNE 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Mara Hernandez

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JUNE 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Felipe Munoz

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JUNE 2025

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Caridad Lopez

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JUNE 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Deysi Villamizar

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JUNE 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Alejandro Velarde

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JULY 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Pedro Reus

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JULY 2025

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

CERTIFICATE
Of Completion For

Giselle Alfonso

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JUNE 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence

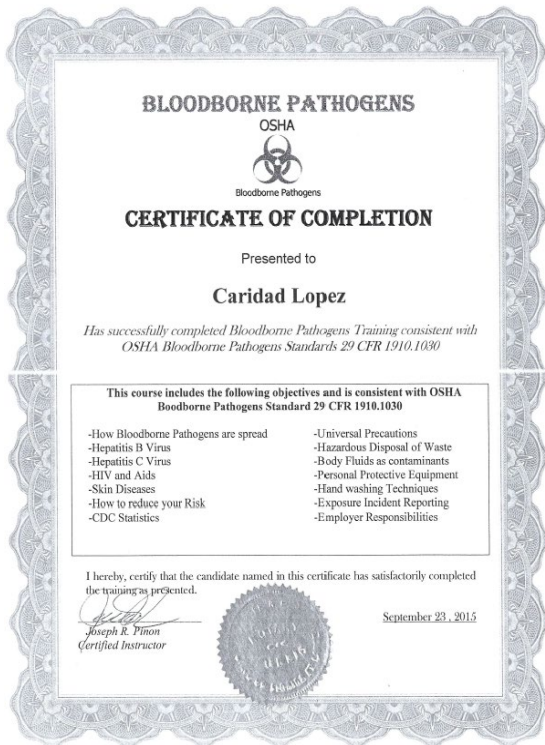
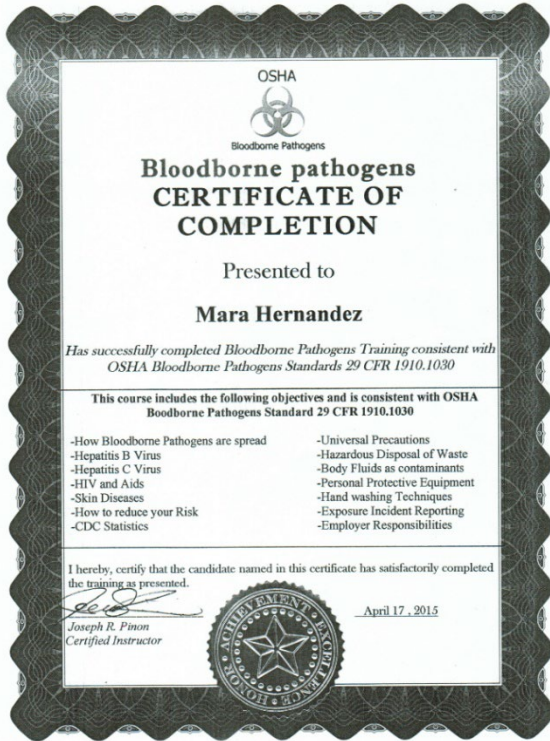
CERTIFICATE
Of Completion For

Orlando Reyes

This graduate has passed the **Master Green Technician Course**, as instructed by the Academy of Cleaning Excellence. This certified Master Technician now has the knowledge and conceptual ability to apply healthy, Best Practices, within commercial environments.

BOBBY ZAGERS - I.C.E.
GEM Supply Company
JULY 2026

ACADEMY OF CLEANING EXCELLENCE
Powered By
DAVID THOMPSON
Director
Academy of Cleaning Excellence



QUALITY CONTROL, PERFORMANCE MONITORING, & TECHNOLOGY

SFM will implement a structured, technology-supported Quality Control and Performance Monitoring Program designed to support the operational, reporting, and documentation requirements of City of Doral facilities. Because SFM operates locally within Miami-Dade County and maintains established service experience supporting City operations, supervision, inspections, and corrective actions are coordinated directly and resolved quickly. Our approach combines scheduled inspections, real-time reporting, and continuous performance tracking to ensure transparency and consistent service delivery throughout the contract term.

WEB-BASED QUALITY CONTROL PLATFORM - ORANGEQC

SFM utilizes OrangeQC, a cloud-based inspection and reporting platform that provides City representatives with real-time visibility into service performance, inspection results, work orders, and corrective actions. The system will be configured to align with City service standards, reporting expectations, and facility-specific requirements. City representatives will have direct access to inspection results and performance dashboards at any time.



Key capabilities include:

- Mobile inspections with date/time/location stamps
- Real-time deficiency alerts and corrective action tracking
- Digital work order and incident reporting
- KPI dashboards and trend analytics
- Electronic reporting in City-preferred formats
- Full audit trail of all services performed

STRUCTURED INSPECTION & MONITORING PROGRAM

Quality assurance is a shared responsibility across all levels of SFM's organization. Frontline employees, supervisors, Quality Control Officers, and executive leadership all play defined roles in monitoring performance. SFM's Quality Control Program consists of two integrated components:

- 1. Quality Control Plan** - Establishes service standards, inspection protocols, performance indicators, and reporting procedures aligned with contract requirements and facility service levels.
- 2. Quality Control Monitoring Plan** - Implements ongoing inspection scheduling, deficiency prevention, corrective action tracking, and performance reporting across all assigned City locations.

Inspection frequencies and performance thresholds will be developed in coordination with City representatives and adjusted as operational needs evolve.

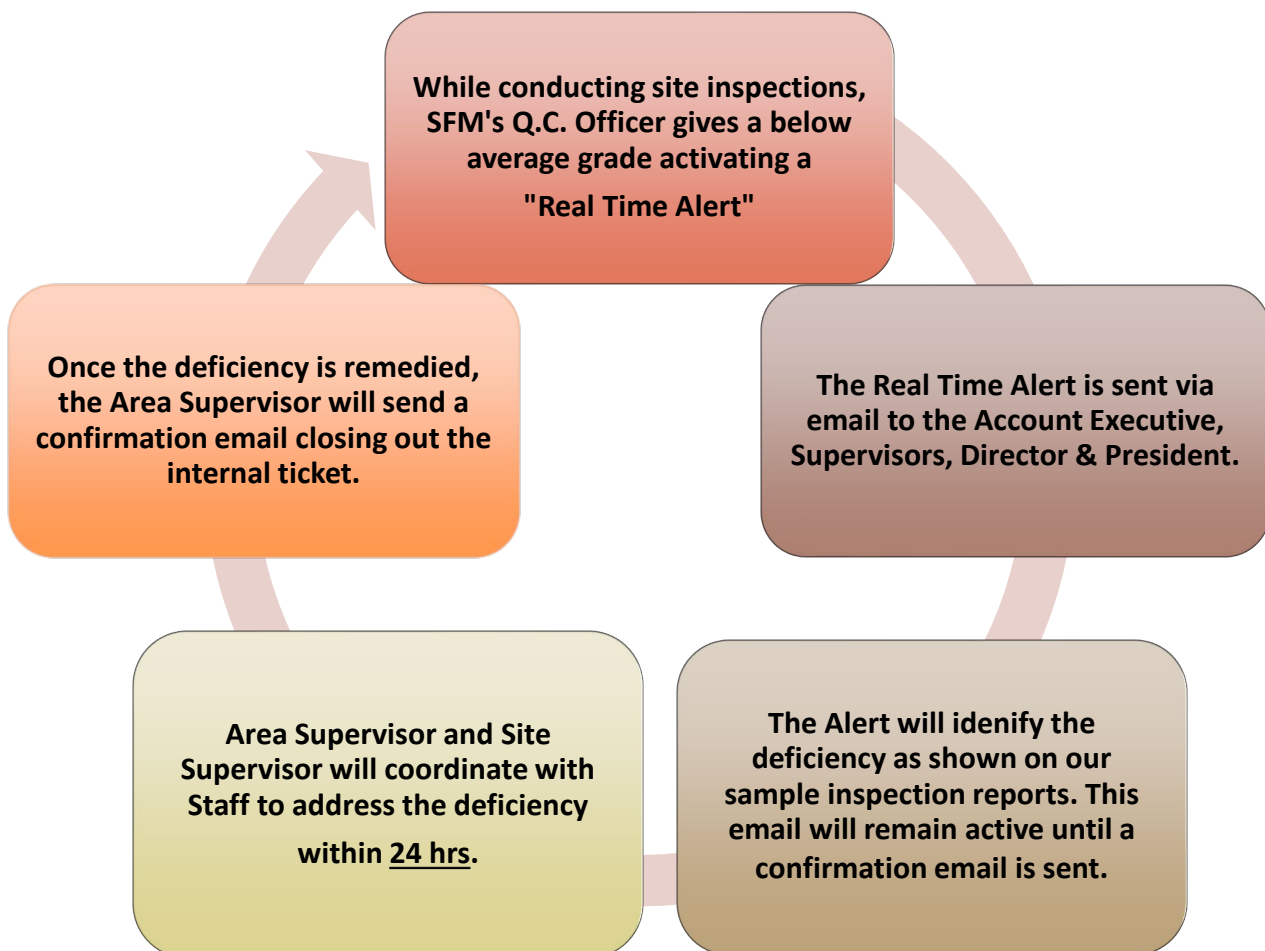
REAL-TIME ALERTS & INTERNAL COMMUNICATION

All inspections are completed using mobile devices that synchronize instantly with OrangeQC. When deficiencies are identified:

- Automatic alerts are sent to supervisors and management
- Corrective actions are assigned and tracked in real time
- Completion is verified and documented electronically

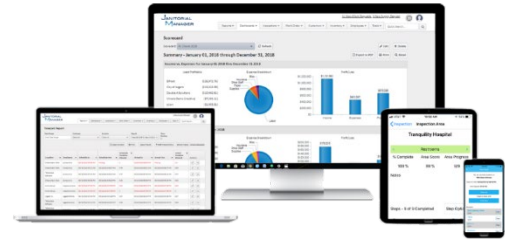
This immediate communication loop ensures rapid response and accountability across multiple service locations.

This immediate communication loop ensures rapid response and accountability.



JANITORIAL MANAGER - REAL-TIME SERVICE VERIFICATION & REPORTING

SFM will implement Janitorial Manager, a cloud-based operations platform that replaces traditional paper cleaning logs and provides City of Doral representatives with real-time visibility into service delivery across all assigned facilities. This system digitizes task verification, inspection tracking, and service documentation, improving accountability and allowing supervisors to respond quickly to changing facility needs.



REAL-TIME SERVICE VERIFICATION

Each service location, task, and route is programmed into the system. Employees scan area-specific QR or NFC tags when beginning and completing work, creating a time-stamped record of service activity.

This allows the City to verify:

- When an area was last serviced
- Who performed the work
- How long the task required
- Whether service frequencies are being met



New QR code system for daily reports.

LIVE VISIBILITY & DASHBOARD REPORTING

Supervisors and City representatives can view performance dashboards in real time, including:

- Task completion rates
- Service frequency compliance
- Open and closed work orders
- Restroom service history
- Response times to service requests

SMART RESTROOM & CONSUMABLE MONITORING

Janitorial Manager is also used to track consumable inventory levels such as paper towels, toilet tissue, and hand soap. Tasks are automatically generated and assigned when replenishment thresholds are reached, helping prevent outages and maintain consistent service levels across City facilities.

WORK ORDER & SERVICE REQUEST TRACKING

The system includes a built-in service request portal that allows City staff to submit cleaning requests electronically. Requests are instantly routed to the appropriate supervisor and tracked from creation through completion, with full documentation and response-time reporting.

AUDIT & PUBLIC RECORDS SUPPORT

All activity is stored electronically and can be exported into detailed reports. This creates a permanent, auditable service record that supports:

- Contract compliance verification
- Performance reviews
- Public records requests
- Operational and financial audits

CONTINUOUS IMPROVEMENT THROUGH DATA

By analyzing historical performance data, SFM can identify trends, optimize staffing levels, adjust service frequencies, and proactively address problem areas—ensuring continuous improvement throughout the contract term.

CLIENT SERVICE REQUEST & TICKET SYSTEM

Through our Quality Control software, we ask our clients to use the “Ticket System”. This feature helps us document and keep track of the quality of our services. *It's as simple as 1-2-3!*



1. TICKET CREATED BY CITY OF MIAMI BEACH

From: Delgado, Steve <SteveDelgado@miamibeachfl.gov>

Sent: Thursday, December 21, 2023 7:10:31 PM

To: Ticket <ticket@sfmservices.com>;

Subject: G-9 (1661 Pennsylvania Ave)

Good evening,

At the above location stair# 1 level 6 (SW corner) outside elevator there is feces can we have someone take care of this matter.

See attach picture.

Thank you.

Steve Delgado, *Parking Operations Supervisor (Off-street Unit)*

ACTUAL
CLIENT TICKET



2. TICKET ACKNOWLEDGED BY SFM WITHIN 9 MINUTES

From: Pedro Reus <preus@sfmservices.com>

Sent: Thursday, December 21, 2023 7:19:33 PM

To: Delgado, Steve <SteveDelgado@miamibeachfl.gov>

Subject: Re: G-9 (1661 Pennsylvania Ave)

Good evening Steve,

I'm sending the crew right now.

Regards.

Pedro P. Reus

3. TICKET CLOSED WITHIN THE HOUR

From: Pedro Reus <preus@sfmservices.com>

Date: December 21, 2023 at 8:14:51 PM EST

To: "Delgado, Steve" <SteveDelgado@miamibeachfl.gov>

Subject: Re: G-9 (1661 Pennsylvania Ave)

Good evening Steve, All cleaned and done. Homeless man who did it was still here changing clothes.

Regards.

Pedro P. Reus







ORANGE QC SAMPLE INSPECTION REPORTS

Time Stamped



#9467608
BATHROOMS

Location: (60357) CMB Public Restrooms 1 Washington Ave South Point Park (6 am - 8 pm)
 Inspector: Lucia Mioniz
 Completed: 2023-06-27 3:42pm
 Score: 100%

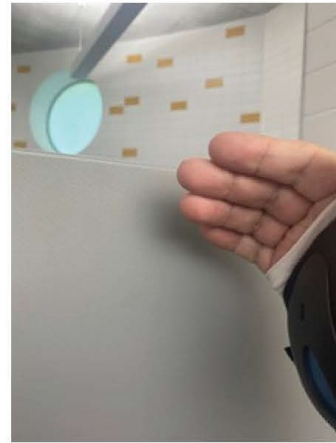
Line Item	Rating	Score
Location		
 <p>1</p>		
Toilets	Excellent	100%
 <p>2</p>		
Floors	Excellent	100%
 <p>3</p>		
Baseboards	Excellent	100%
Urinals	Excellent	100%
Partitions	Excellent	100%
 <p>4</p>		



1
In-app Photo
2023-06-27 3:39pm



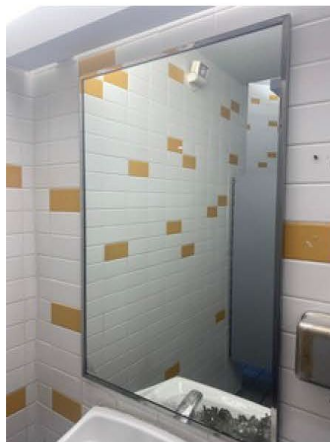
2
In-app Photo
2023-06-27 3:40pm



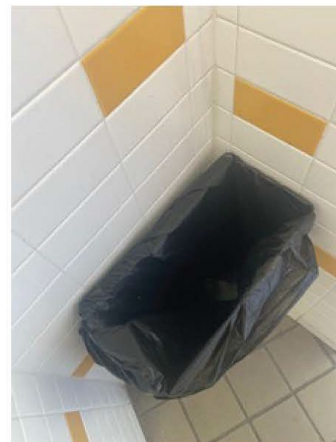
3
In-app Photo
2023-06-27 3:40pm



4
In-app Photo
2023-06-27 3:40pm



5
In-app Photo
2023-06-27 3:40pm



6
In-app Photo
2023-06-27 3:40pm



7
In-app Photo
2023-06-27 3:41pm




8
In-app Photo
2023-06-27 3:42pm

JANITORIAL MANAGER SAMPLE DAILY LOG/REPORT

EMPLOYEE AREA SCAN PUNCH REPORT				
Report generated on 11/14/2023 at 18:46 pm				
Powered by Janitorial Manager				
From Date		To Date		
11/06/2023		11/10/2023		
TOTALS	Location	Area	Type	Punch Time
Abreu, Laura	Restrooms	Allison Park - Women's Restroom* 64th Street	Start Cleaning	11/10/2023 01:09 PM
Baptiste, Edeline	Restrooms	Allison Park - Men's Restroom* 64th Street	Start Cleaning	11/10/2023 01:09 PM
Fernandez, Eusebio	Garages	*G-1: 7th Street - Ramp	End Cleaning	11/10/2023 01:17 PM
Fernandez, Eusebio	Garages	*G-1: 7th Street - Ramp	Start Cleaning	11/10/2023 01:17 PM
Baptiste, Edeline	Restrooms	Allison Park - Men	End Cleaning	11/10/2023 01:24 PM
Ramirez, Jose	Restrooms	Lummus Park 6th St - women s Restroom*	End Cleaning	11/10/2023 01:25 PM
Ramirez, Jose	Restrooms	Marjory Stoneman Douglas - Women's Restroom*	Start Cleaning	11/10/2023 01:31 PM
Abreu, Laura	Restrooms	Mid-Beach - Women's Restroom* 53th Street	Start Cleaning	11/10/2023 01:32 PM
Abreu, Laura	Restrooms	Allison Park - Women's Restroom* 64th Street	End Cleaning	11/10/2023 01:32 PM
Baptiste, Edeline	Restrooms	Mid-Beach - Men's Restroom* 53th Street	Start Cleaning	11/10/2023 01:32 PM
Fernandez, Eusebio	Garages	*G-2: 12th Street - Ramp	End Cleaning	11/10/2023 01:46 PM
Fernandez, Eusebio	Garages	*G-2: 12th Street - Ramp	Start Cleaning	11/10/2023 01:46 PM
Baptiste, Edeline	Restrooms	Mid-Beach - Men's Restroom* 53th Street	End Cleaning	11/10/2023 01:47 PM
Abreu, Laura	Restrooms	Mid-Beach - Women's Restroom* 53th Street	End Cleaning	11/10/2023 01:48 PM

Reports are time-stamped.

JANITORIAL MANAGER SAMPLE WEEKLY LOG/REPORT

Title: Service Report By Day (Mon 13, Nov, 2023, 01:26 PM)	
Report Date: Mon 13, Nov, 2023, 01:26 PM	
Date Range: 11/08/23 12:00 AM - 11/12/23 11:59 PM	

Filters By:			
Customer: Miami Beach	Location: Parks	Area: All	# Of Scan:

Area	Location	Wed 08	Thu 09	Fri 10	Sat 11	Sun 12
Crespi Park Men Restrooms	Parks	2	2	2	0	0
Crespi Park Women Restrooms	Parks	1	1	1	1	1
Fairway Park Men Restrooms	Parks	2	3	2	0	0
Fairway Park Women Restrooms	Parks	1	1	2	1	1
Flamingo Park Baseball Men Restrooms	Parks	0	0	0	0	0
Flamingo Park Baseball Women Restrooms	Parks	0	0	0	0	0
Flamingo Park Football Men Restrooms	Parks	1	0	0	0	0
Flamingo Park Football Women Restrooms	Parks	0	1	0	0	0
Flamingo Park Pool Men Restrooms	Parks	0	0	0	0	0
Flamingo Park Pool Women Restrooms	Parks	1	0	0	0	0
Flamingo Park Softball Men Restrooms	Parks	1	1	0	0	0

HIGH DISINFECTION & INFECTIOUS DISEASE RESPONSE SERVICES

SFM provides advanced disinfection and infectious disease response services that can be deployed whenever the City of Doral requires enhanced sanitation support. These services are designed for public health events, biohazard incidents, seasonal illness response, or temporary increases in sanitation protocols within administrative and public safety facilities. Because SFM operates locally within Miami-Dade County and maintains established municipal response capability, rapid deployment can be coordinated with minimal disruption to facility operations.



SFM utilizes hospital-grade, EPA-registered disinfectants proven effective against a broad spectrum of bacteria and viruses on treated surfaces. Personnel are trained to perform rapid-response disinfection in occupied municipal environments while maintaining compliance with safety and facility access requirements.

Disinfection Methods Available

Electrostatic Disinfection

Electrostatic application technology allows disinfectant to uniformly coat surfaces, including high-touch and hard-to-reach areas. This method supports efficient treatment of offices, meeting spaces, corridors, training rooms, and shared-use environments.



Manual High-Touch Surface Disinfection

When targeted response is required, SFM performs detailed manual disinfection of high-touch surfaces including workstations, counters, handrails, restrooms, doors, elevators, training equipment, and common-use areas.



These services can be deployed for:

- Public health events or disease outbreaks
- Biohazard or bodily fluid incidents
- Post-incident sanitation
- Seasonal illness prevention measures
- Temporary enhanced sanitation protocols for public-facing facilities

SFM has successfully deployed high-level disinfection services for municipalities, healthcare facilities, schools, and government agencies throughout South Florida. Upon completion of large-scale disinfection services, documentation verifying service completion can be provided if requested. This capability ensures the City has access to rapid-response sanitation services whenever elevated cleaning protocols are required.

EMERGENCY REPOSE

SFM brings more than 50 years of experience supporting emergency operations for critical infrastructure, including municipal facilities, healthcare environments, and major public facilities such as Miami International Airport. We understand City facilities require uninterrupted operations and rapid response capability to maintain occupant safety, service continuity, and facility readiness during unexpected events.

SFM maintains formal Business Continuity, Business Resumption, and Disaster Recovery plans supported by routine Business Impact Analyses (BIA) and tabletop exercises conducted internally and with clients to prepare for severe weather events, facility disruptions, biohazard incidents, and other operational emergencies.

As a 24/7/365 service provider operating from within Miami-Dade County, SFM maintains continuous operational readiness and rapid response capability across City locations. For City of Doral facilities, our emergency response framework includes:

- Established Emergency Standard Operating Procedures aligned with municipal facility protocols
- Dedicated Account Management available at all times
- Supervisor and management connectivity via mobile devices and cloud-based platforms
- Defined escalation call trees supporting coordination with City representatives
- Supervisors equipped with company vehicles and purchasing authority for immediate response needs
- Access to emergency equipment including air movers, water extraction units, and disinfecting systems
- Virtual coordination capability through Microsoft Teams and cloud-based communication platforms
- Pre-established vendor relationships for rapid specialty-service support

This structured approach ensures the City receives immediate response, coordinated field support, and continuity of custodial services during emergency conditions affecting assigned facilities.

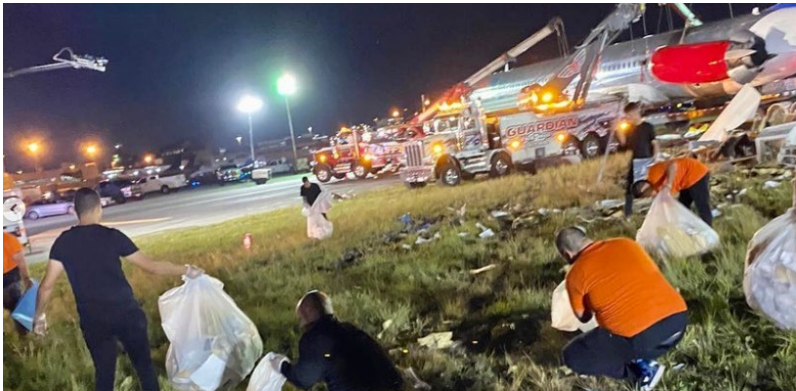
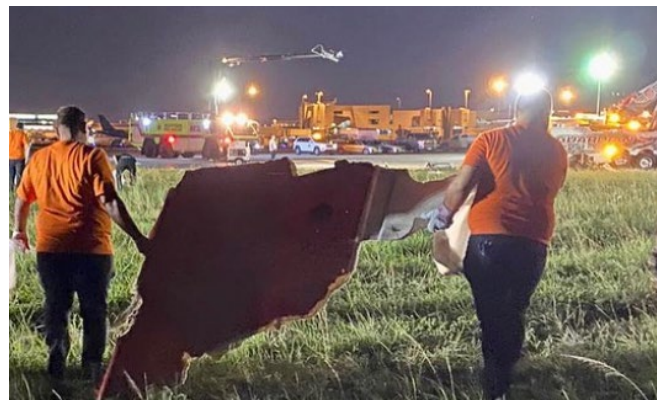
*The City of Doral will have access to SFM's Management and Executive Leadership 24x7.
SFM will respond to an emergency situation within 1 hour of notification.*

24/7 Escalation Chain



YOU CAN COUNT ON SFM!

On June 21, 2022, following the RED Air Flight 203 accident, SFM was called out to MIA to assist with clearing the debris from the runway. SFM deployed an emergency response team within 2 hours of notification.

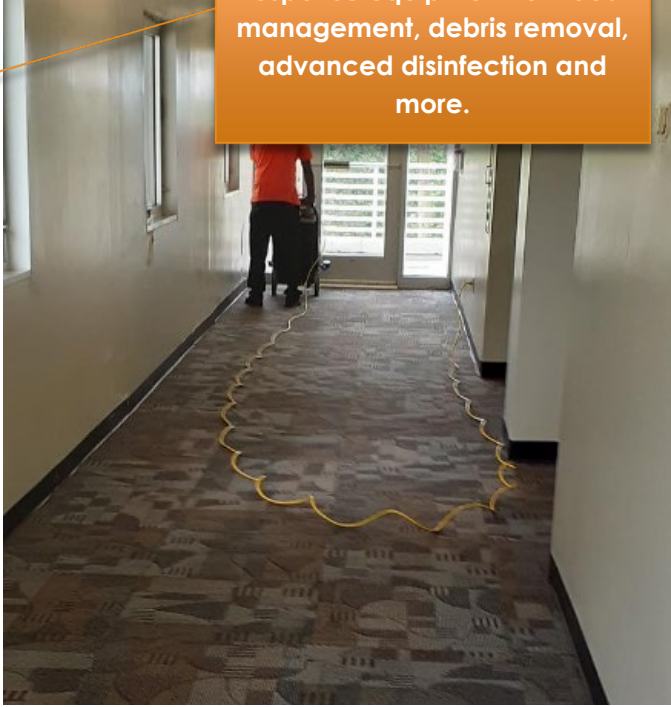


EMERGENCY RESPONSE AT MIAMI INTERNATIONAL AIRPORT



FLOODING/ WATER EXTRACTION AT MIA

SFM is fully equipped with specialized emergency response equipment for flood management, debris removal, advanced disinfection and more.



EMERGENCY RESPONSE CLIENT TESTIMONIAL

From: Plant, Jeffrey (Aviation) <JPlant@flyMIA.com>

Sent: Thursday, August 3, 2023 8:30 AM

To: Pascale Lopez <plopez@sfmtservices.com>; Londono, Carolina A. (Aviation) <CLondono@FlyMIA.com>

Cc: Simm, Michael (Aviation) <MSimm@FlyMIA.com>; Christian Infante <CInfante@sfmtservices.com>

Subject: RE: Emergency Deep Cleaning at Checkpoint 3

Pascale,

The team did a fantastic job. You are why we were able to open this morning. Thank you for all the great work.

Jeff Plant, Division Director 3

Facility Maintenance

Miami-Dade Aviation Department

P.O. Box 025504

Miami, Florida 33102-5504

Office: 305-876-7463

JPlant@FlyMIA.com

www.iFlyMIA.com

Connect With Us on:

[Twitter](#) | [Facebook](#) | [Instagram](#) | [YouTube](#) | [LinkedIn](#)



DISASTER RECOVERY SERVICES

SFM maintains a proven emergency response capability supported by a vetted network of subcontractors, equipment providers, and logistics partners capable of rapid mobilization during severe weather or operational disruptions. This network allows SFM to quickly scale staffing, equipment, and supplies to maintain safe and sanitary City facilities during emergency events.

SFM has supported multiple hurricane response and recovery efforts across South Florida and has extensive experience pre-staging resources, mobilizing crews, and sustaining operations before, during, and after storm events. During Hurricane Irma in Miami-Dade County, SFM pre-positioned personnel and equipment, coordinated more than 35 subcontractors, and supported large-scale recovery operations throughout the response period.

Operating from within Miami-Dade County, SFM maintains seasonal storm readiness and remains prepared to coordinate directly with City representatives when severe weather threatens facility operations. Our experience working across municipal jurisdictions and supporting emergency management coordination strengthens documentation, reporting, and resource tracking during response activities, ensuring organized and accountable recovery support while maintaining continuity of City operations.



SFM supports the City of Doral’s sustainability objectives through environmentally responsible cleaning practices, efficient resource use, and resilient service delivery planning. As a CIMS–GB (Cleaning Industry Management Standard – Green Building with Honors) certified contractor, SFM applies standardized green cleaning procedures across municipal facilities using certified products, high-efficiency equipment, and structured supply chain planning to support occupant health and operational continuity.

Green Cleaning Program

SFM implements LEED-aligned and ISSA best practices appropriate for administrative buildings, public safety facilities, training environments, and other occupied City locations. Key elements include:

- Use of Green Seal, EcoLogo, Safer Choice, and GREENGUARD-certified products
- Color-coded microfiber systems that reduce water and chemical usage and prevent cross-contamination
- CRI-certified HEPA vacuum systems supporting improved indoor air quality
- Low-VOC cleaning chemicals for occupied environments
- Sustainable floor care methods that reduce stripping frequency and wastewater generation

Waste Reduction & Recycling Support

SFM supports City waste-reduction initiatives through:

- Recycling and waste diversion coordination
- Refillable chemical management systems
- Reduced packaging through bulk supply deployment
- Proper handling of recyclable materials
- Staff training on sustainable work practices

Water & Chemical Conservation

Cleaning procedures are designed to reduce consumption without affecting service quality:

- Microfiber systems reducing water usage by up to 90%
- Controlled dilution systems preventing chemical overuse
- High-efficiency floor equipment reducing water demand
- Structured chemical storage and disposal procedures

Energy-Efficient Equipment

SFM deploys commercial equipment selected for productivity and reduced environmental impact:

- Battery-powered floor equipment with low energy consumption
- HEPA-filtered vacuum systems
- Low-noise equipment suitable for occupied facilities

Resilient Supply Chain & Storm Preparedness

Because SFM operates locally within Miami-Dade County, equipment, supplies, and supervisory resources remain immediately accessible during severe weather or service disruptions. Resiliency planning includes:

- Dual-source supply chain support and warehouse inventory reserves
- Pre-storm preparation and post-storm cleanup capability
- Backup equipment staging for uninterrupted service delivery
- Business continuity procedures supporting ongoing facility operations

Continuous Monitoring & Improvement

SFM maintains sustainability performance through routine inspections, ongoing staff training in green cleaning practices, and continuous evaluation of improved equipment, materials, and service methods.

MUNICIPAL FACILITY FLOOR CARE STRATEGY

At SFM, floor care is a core component of facility presentation, occupant safety, and long-term asset preservation. City of Doral facilities experience continuous foot traffic, weather-related moisture, and daily operational use, requiring a structured maintenance program that protects appearance, slip resistance, and surface longevity.

To support these environments, SFM maintains a 35+ year partnership with 3M, providing access to advanced floor care systems, technical guidance, and specialized training designed for high-traffic public-sector facilities. This program supports maintenance of:



This partnership enables SFM to maintain major facility floor types, including:

- Terrazzo
- VCT and LVT
- Sealed concrete
- Ceramic and porcelain tile

Our approach maintains consistent appearance standards while reducing disruption to normal facility operations.

3M-CERTIFIED FLOOR CARE PROGRAM

SFM utilizes a 3M-certified terrazzo and hard floor maintenance system appropriate for municipal administrative and public safety facilities.

Key elements include:

- NSF-certified slip-resistant floor care products
- Water-only diamond pad restoration technology
- Elimination of wax buildup and aggressive stripping cycles
- Reduced chemical usage supporting improved indoor air quality
- Quiet equipment suitable for occupied City facilities

This system allows floors to be cleaned and polished simultaneously while maintaining safe walking surfaces.

Daily Procedures

- Dust mop to remove debris and prevent abrasion
- Scrub and polish high-traffic areas using ride-on scrubbers with 3M diamond pads
- Damp mop low and medium-traffic areas

Weekly Procedures

- Scrub and polish low/medium-traffic areas
- Burnish high-traffic zones to maintain consistent gloss levels

Burnishing Schedule

- High-traffic areas: Daily
- Low/medium-traffic areas: Weekly

Restoration & Protection Cycle

Quarterly (As Needed)

- Diamond resurfacing of high-traffic areas
- Application of 3M Stone Protector
- Reintegration into maintenance cycle

Bi-Annually

- Restoration of low/medium-traffic areas
- Protective treatment application

Five-Step Terazzo Restoration Process

When restoration is required, SFM follows a structured process:

- Stripping
- Repair
- Grinding
- Polishing
- Crystallization

This program protects flooring assets, maintains slip resistance, and supports a consistent appearance standard across City facilities while minimizing disruption to daily operations.

SFM Floor Maintenance Program – Terrazzo Floor Care Procedures

Daily Procedures

- **Dust Mop** all floors to remove dirt and debris.
- **Scrub & Polish High-Traffic Areas** using Tennant T12 ride-on machines with 3M Diamond pads for simultaneous cleaning and polishing (up to 28,000 sq ft/hr).
- **Damp Mop** all low to medium-traffic areas.

Weekly Procedures

- **Scrub & Polish Low/Medium-Traffic Areas** using the same Tennant T12 and 3M Diamond pad system.
- **Burnish High-Traffic Areas** using HTC propane burnishers and Tennant B10 riding burnishers.

Burnishing Schedule

- **Daily:** High-traffic areas.
- **Weekly:** Low/medium-traffic areas.

Restoration & Protection Procedures

- **Quarterly (As Needed):**
 - Resurface high-traffic terrazzo floors using 3M's diamond grinding system.
 - Apply 3M Stone Protector post-restoration.
 - Reintegrate areas into the standard maintenance cycle.
- **Bi-Annually**
 - Apply the same restoration and protection process to low/medium-traffic areas.

SFM Floor Maintenance Program – Terrazzo Floor Care Schedule

Dust mop all floors to remove surface debris.	DAILY
Scrub and polish high-traffic areas using Tennant T7 32 inch ride-on machines with 3M Diamond Pads (cleans and polishes simultaneously).	DAILY
Damp mop low and medium-traffic areas.	DAILY
Scrub and polish low/medium-traffic areas using Tennant T7 32 inch and 3M Diamond Pads.	WEEKLY
Burnish high-traffic areas using a cordless Tennant B7 27 inch walk behind burnishers.	WEEKLY
Restore high-traffic terrazzo floors using the 3M Diamond Grinding Process to reestablish gloss.	QUARTERLY (OR AS NEEDED)
Apply 3M Stone Protector to restored high-traffic areas.	QUARTERLY (OR AS NEEDED)
Reinstate restored areas into the standard daily/weekly maintenance cycle.	QUARTERLY (OR AS NEEDED)
Restore low/medium-traffic terrazzo floors using the same 3M Diamond Grinding Process.	BI-ANNUALLY
Apply 3M Stone Protector to restored low/medium-traffic areas.	BI-ANNUALLY

Maintenance Frequency

3M™ Diamond Floor Care System

Process details	Buffing	Burnishing	Spray cleaning Spray buffing	Spray cleaning Spray buffing	Cleaning	Deep cleaning	Stripping (construction removal)	Renovation
Type of machine	Swing machine	Burnisher	Swing machine	Burnisher	Scrubber dryer	Swing machine	Scrubber dryer/ Swing machine	Scrubber dryer/ Swing machine
Conditions	Dry	Dry	Spray	Spray	Wet	Wet	Wet	Wet
Speed	150-400	400-3000	150-400	400-1200	150-400	150-400	150-400	150-400
Frequency	Daily or less	Daily or less	Daily or less	Daily or less	Daily or less	Spot operation	Spot operation	Spot operation
Type of floor								
Concrete, rough	○				●	●	●	3 Step Process
Concrete, polished	○	●			●	●	●	3 Step Process
Marble/Terrazo, dull, un-protected	●	●	●	●	●	●	●	3 Step Process
Marble/Terrazo, shiny, un-protected	●	●	●	●	●	●	●	3 Step Process
Marble/Terrazo, shiny, crystallized	○	●	○		●	●	●	3 Step Process
Marble/Terrazo, shiny, grouted	○	●	●	●	●	●	●	3 Step Process
Granite, rough or non-shiny	○	●	●	●	●	●	●	3 Step Process
Granite, shiny	○	●	●	●	●	●	●	3 Step Process
PVC, protected by floor manufacturer	○	●	●	●	●	●	●	3 Step Process
PVC/VCT, protected by user acrylic...	○	●	●	●	●	●	●	3 Step Process
PVC, unprotected	○	●	●	●	●	●	●	3 Step Process
VCT, unprotected	○	●	●	●	●	●	●	3 Step Process
Rubber	○	●	●	●	●	●	●	3 Step Process
Linoleum	○	●	●	●	●	●	●	3 Step Process
Oiled Wood	○	●	●	●	●	●	●	3 Step Process
Varnished Wood	○	●	●	●	●	●	●	3 Step Process
Ceramic, dull	○	●	●	●	●	●	●	3 Step Process
Ceramic, high gloss (glazed)	○	●	●	●	●	●	●	3 Step Process

3M Science. Applied to Life.™

Choose the right floor pad for the job.

Maintenance Operation	Equipment Speed	First Choice	Alternate Choices
Stripping To remove finish, sealer and contaminants from the floor surface.	Rotary or Automatic Low Speed 175-950 RPM	 3M™ High Productivity Pad 7300 Our most aggressive stripping pad. Unique open construction resists loading and clogging. For fast removal of finish and proven consistent stripping.	 3M™ Black Stripper Pad 7200 Standard of the industry. Consistent proven performance. Long pad life.
Scrubbing To provide a fresh new surface for finishing.	Rotary or Automatic Low Speed 175-950 RPM	 Scotch-Brite™ Surface Preparation Pad Plus Long lasting, high performance scrubbing pad for top coat removal prior to recoating.	 Scotch-Brite™ Surface Preparation Pad Heavy-duty scrubbing for top coat removal prior to recoating.
Cleaning To remove light soil and other contaminants.	Rotary or Automatic Low Speed 175-950 RPM	 Scotch-Brite™ Clean & Shine Pad 2-in-1 daily cleaning pad for low-speed scrubbers that gradually increases shine with repeated use.	 3M™ TopLine Autoscrubber Pad 5000 Scrubs and cleans. Open construction resists clogging. Ideal for autoscrubbers.
Buffing To remove scuffs and black heel marks and enhance floor appearance.	Rotary Low Speed 175-950 RPM	 3M™ White Super Polish Pad 4100 Ideal for removing soil and scuff marks with minimal dulling. Also used to polish wood floors.	 3M™ Red Buffer Pad 5100 Designed for everyday cleaning and light scrubbing to remove light soil, scuff marks and black heel marks.
Burnishing To remove scuffs and marks, repair finish and improve gloss and image clarity.	Electric, Battery, Prepreg Ultra High Speed 1500 RPM & Above	 3M™ Eraser Burnish Pad 3600 Removes black marks and returns gloss in fewer passes than other pads while producing less dust. Ideal for harder finishes and high traffic areas. Excellent durability and minimal finish removal.	 3M™ Natural Blend Tan Pad 3500 Blend of natural and synthetic fibers. Ideal for harder finishes and high traffic conditions. Removes marks and scuffs while polishing.
Best Gloss	Electric, Battery, Prepreg Ultra High Speed 1500 RPM & Above	 3M™ TopLine Speed Burnish Pad 3200 Optimizes UHS burnishing on a wide variety of finishes. Combines black mark removal and gloss generation in one pad.	 3M™ Natural Blend White Pad 3300 Blend of natural and synthetic fibers. Excellent results on a wide variety of finishes and traffic conditions. Consistent high gloss with minimal scuff marks.
Soft Finish	Electric, Battery, Prepreg Ultra High Speed 1500 RPM & Above	 3M™ Sky Blue Hi-Performance Burnish Pad 3050 Burnishes glass in dull floors. Designed for frequent burnishing with less dust, point buildup and burning.	 3M™ Aqua Burnish Pad 3100 Good gloss improvement with exceptional durability and life. The soft finish premium solver.
Stone Floor Conditioning	Rotary, Automatic, Electric, Battery or Prepreg Low to Ultra High Speed 175-1500 RPM & Above	 Scotch-Brite™ Sienna Diamond Floor Pad Plus Diamond-coated floor pads clean and condition worn and dull marble, terrazzo, slate and polished concrete, bringing it to a medium gloss.	 Scotch-Brite™ Purple Diamond Floor Pad Plus Diamond-coated floor pads further enhance the appearance of terrazzo, slate and polished concrete.

Green Seal
The Green Seal has been awarded to 3M™ TopLine Speed Burnish Pad 3200, 3M™ Natural Blend White Pad 3300, 3M™ Aqua Burnish Pad 3100, 3M™ Eraser Burnish Pad 3600, 3M™ High Productivity Pad 7300, 3M™ Black Stripper Pad 7200, 3M™ White Super Polish Pad 4100, 3M™ TopLine Autoscrubber Pad 5000, 3M™ Sky Blue Hi-Performance Burnish Pad 3050, 3M™ Natural Blend Tan Pad 3500, 3M™ Natural Blend White Pad 3300, 3M™ Red Buffer Pad 5100, 3M™ Blue Cleaner Pad 5300, 3M™ Brown Stripper Pad 7100, 3M™ Purple Diamond Floor Pad Plus, 3M™ Sienna Diamond Floor Pad Plus, 3M™ Ultra High Speed Burnish Pad 3200, 3M™ Ultra High Speed Burnish Pad 3050, 3M™ Ultra High Speed Burnish Pad 3100, 3M™ Ultra High Speed Burnish Pad 3150, 3M™ Ultra High Speed Burnish Pad 3200, 3M™ Ultra High Speed Burnish Pad 3250, 3M™ Ultra High Speed Burnish Pad 3300, 3M™ Ultra High Speed Burnish Pad 3350, 3M™ Ultra High Speed Burnish Pad 3400, 3M™ Ultra High Speed Burnish Pad 3450, 3M™ Ultra High Speed Burnish Pad 3500, 3M™ Ultra High Speed Burnish Pad 3550, 3M™ Ultra High Speed Burnish Pad 3600, 3M™ Ultra High Speed Burnish Pad 3650, 3M™ Ultra High Speed Burnish Pad 3700, 3M™ Ultra High Speed Burnish Pad 3750, 3M™ Ultra High Speed Burnish Pad 3800, 3M™ Ultra High Speed Burnish Pad 3850, 3M™ Ultra High Speed Burnish Pad 3900, 3M™ Ultra High Speed Burnish Pad 3950, 3M™ Ultra High Speed Burnish Pad 4000, 3M™ Ultra High Speed Burnish Pad 4050, 3M™ Ultra High Speed Burnish Pad 4100, 3M™ Ultra High Speed Burnish Pad 4150, 3M™ Ultra High Speed Burnish Pad 4200, 3M™ Ultra High Speed Burnish Pad 4250, 3M™ Ultra High Speed Burnish Pad 4300, 3M™ Ultra High Speed Burnish Pad 4350, 3M™ Ultra High Speed Burnish Pad 4400, 3M™ Ultra High Speed Burnish Pad 4450, 3M™ Ultra High Speed Burnish Pad 4500, 3M™ Ultra High Speed Burnish Pad 4550, 3M™ Ultra High Speed Burnish Pad 4600, 3M™ Ultra High Speed Burnish Pad 4650, 3M™ Ultra High Speed Burnish Pad 4700, 3M™ Ultra High Speed Burnish Pad 4750, 3M™ Ultra High Speed Burnish Pad 4800, 3M™ Ultra High Speed Burnish Pad 4850, 3M™ Ultra High Speed Burnish Pad 4900, 3M™ Ultra High Speed Burnish Pad 4950, 3M™ Ultra High Speed Burnish Pad 5000.

Stone Polishing

3M TRIZACT™ TZ Diamond Abrasive Strips

Creates a smooth, highly refined surface.

www.johnson-wholesale.com



Coarse

3M TRIZACT™
Diamond TZ Gold
TZDGLD - Sold Individually



Medium

3M TRIZACT™
Diamond TZ Red
TZDRD - Sold Individually



Fine

3M TRIZACT™
Diamond TZ Blue
TZDBLU - Sold Individually

3M™ Diamond Floor Care System Equipment And Supplies



3M



SLIP-RESISTANT FLOOR SAFETY PROGRAM

REDUCING SLIP-AND-FALL RISK IN HIGH-TRAFFIC CITY FACILITIES

City facilities experience continuous occupancy, weather-related moisture at entrances, and routine public use that can increase the risk of slip-and-fall incidents—one of the most common sources of liability exposure in municipal buildings. SFM’s floor care program incorporates NFSI-certified high-traction floor protection designed to improve slip resistance while maintaining a clean, professional appearance across administrative, public safety, and public-access environments.

Program Benefits

- ✓ Improves wet and dry slip resistance in entrances, corridors, restrooms, and common areas
- ✓ Helps reduce slip-and-fall incidents and associated liability exposure
- ✓ Maintains a consistent appearance without wax buildup
- ✓ Extends floor life and reduces long-term restoration costs
- ✓ Supports City safety and risk-management objectives

Scotchgard™ Stone Floor Protector is now listed on the NFSI website as a certified product. The certification is good for three years and can be recertified at that time. During this period, the NFSI certification logo may be used on any literature, presentations, etc. involving Scotchgard™ Stone Floor Protector. More information on the NFSI certification process and use of the NFSI certification logo can be found on their website at www.nfsi.org.



Important Notices:

Product Use: Many factors beyond 3M's control and uniquely within user's knowledge and control can affect the use and performance of a 3M product in a particular application. Given the variety of factors that can affect the use and performance of a 3M product, user is solely responsible for evaluating the 3M product and determining whether it is fit for user's particular purpose and suitable for user's method of application.

Technical Information: The technical information, recommendations and other statements contained in this document are based upon tests or experience that 3M believes are reliable, but the accuracy or completeness of such information is not guaranteed.

Warranty and Limited Remedy: 3M warrants that each 3M product will be free from defects in material and manufacture for 90 days from the date of purchase from 3M's authorized distributor. 3M MAKES NO OTHER EXPRESS OR IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. If a 3M product does not conform to this warranty, the sole and exclusive remedy is, at 3M's option, replacement of the 3M product or refund of the purchase price. **Limitation of Liability:** Except where prohibited by law, 3M will not be liable for any loss or damage arising from the 3M product, whether direct, indirect, special, incidental or consequential, regardless of the legal theory asserted.

Notice to Reader

The technical information, recommendations and other statements contained in this document are based upon tests or experience that 3M believes are reliable, but the accuracy or completeness of such information is not guaranteed. Many factors beyond 3M's control and uniquely within the user's knowledge and control can affect the use and performance of a 3M product in a particular application. Given the variety of factors that can affect the use and performance of a 3M product, the user is solely responsible for evaluating the 3M product and determining whether it is fit for a particular purpose and suitable for user's method of application.

NFSI logo is a registered trademark of National Floor Safety Institute.

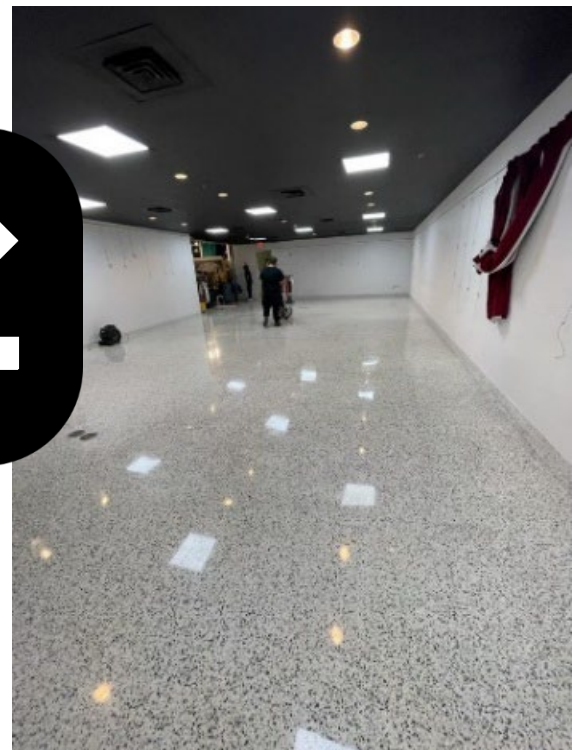
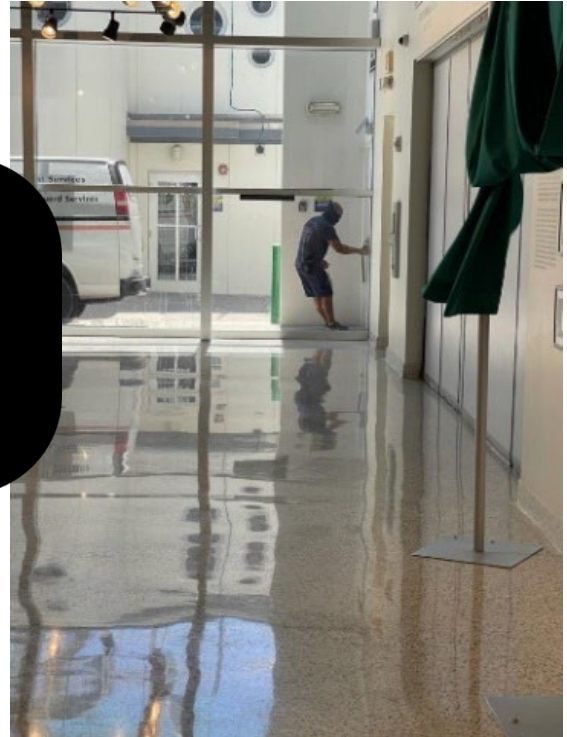
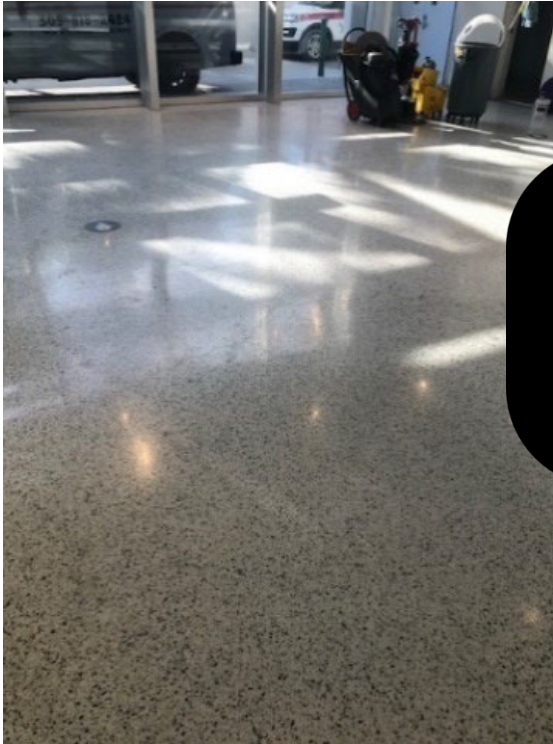


**Building and Commercial
Services Division**
St. Paul, MN 55144-1000
1-800-852-9722

3M and Scotchgard are
trademarks of 3M Company.
© 3M 2011.
All rights reserved.

Terrazzo Restoration

Below are actual before and after projects completed by the SFM Floor Care Team.



CARPET CARE & EXTRACTION PROGRAM

SFM will implement a preventative carpet maintenance program designed to maintain appearance, extend carpet life, improve indoor air quality, and minimize disruption to normal City facility operations.

Daily / Routine Maintenance

- HEPA vacuuming of all carpeted areas using commercial upright and backpack vacuums
- Spot removal of spills and stains as discovered
- Treatment of high-traffic lanes and building entrances
- Edge vacuuming and detail cleaning along walls and fixtures

Scheduled Maintenance

- High-traffic areas: Interim encapsulation cleaning on a scheduled rotation
- Moderate-traffic areas: Encapsulation cleaning as required
- All carpeted areas: Periodic deep extraction based on soil load and City direction

Deep Extraction Process

- Hot water extraction will be performed using commercial carpet extractors to:
- Remove embedded soil and allergens
- Restore carpet appearance and texture
- Improve indoor air quality
- Extend carpet lifespan

Low-moisture methods and air movers will be used to ensure rapid dry times and minimize disruption to occupied City facilities.

Equipment Utilized

- Commercial HEPA upright vacuums
- Portable carpet extractors
- Low-moisture encapsulation equipment
- Air movers for accelerated drying

PROPOSER QUALIFICATION STATEMENT

The Proposer's response to this questionnaire will be utilized as part of the City's evaluation to ensure that the Proposer meets, to the satisfaction of the City, the minimum requirements for participating in this Solicitation. **PROPOSER MUST PROVIDE DETAILS FULFILLING THE SOLICITATION'S MINIMUM QUALIFICATIONS.**

Proposer	SFM Janitorial Services, LLC.
Years in Business	19+
Manager*	Christian Infante

* attach certification*

Identify past and current contracts to support compliance with required years of experience. Additional tables may be added by completing additional copies of this form, as needed.

Contract No. 1			
Name:	City of Coral Gables RFP No. 2021-005 – Janitorial Maintenance Services		
Description:	SFM provides janitorial services for all City-owned facilities, including nightly cleaning of offices, restrooms, and common areas; daily porter support for high-traffic areas; carpet cleaning; floor stripping and refinishing; high-pressure cleaning; electrostatic disinfection; specialty cleaning services; and janitorial support for City-sponsored events.		
Budget/Cost:	Approx. > \$500k	Contract Dates:	2021 to present; 2016 to 2021; 1991 to 2006
Owner/Client Name:	City of Coral Gables	Reference Name:	Ralph Rodriguez
Reference Phone No.:	305.460.5014	Reference Email:	RRodriguez1@coralgables.com
Contract No. 2			
Name:	City of Miami Beach RFP 2024-032-WG Janitorial Services		
Description:	SFM delivers 24/7 janitorial services across all City-owned facilities—including administrative buildings, parking garages, and public/park restrooms—supported by continuous coordination, staffing, and quality control, along with large-scale cleaning for City-sponsored special events to keep facilities clean, safe, and operational at all times.		
Budget/Cost:	Approx. > \$1M	Contract Dates:	2025 to present; 2019 to 2025
Owner/Client Name:	City of Miami Beach	Reference Name:	Carlos Da Cruz
Reference Phone No.:	305.673.7272	Reference Email:	CarlosDaCruz@miamibeachfl.gov
Contract No. 3			
Name:	City of Hialeah RFP 2022-23-8500-36-039 – Citywide Janitorial Services		
Description:	SFM provides comprehensive janitorial services for City facilities, including nightly cleaning of offices, restrooms, and common areas; daytime porter support for the Mayor's suite and high-traffic areas; and specialty services such as carpet cleaning, floor stripping and refinishing, pressure cleaning, concrete degreasing, water extraction, graffiti removal, and canopy/awning cleaning.		
Budget/Cost:	Approx. > \$1M	Contract Dates:	2023 to present
Owner/Client Name:	City of Hialeah	Reference Name:	Quentin R. Webb
Reference Phone No.:	305.687.2650	Reference Email:	qwebbpr@hialeahfl.gov

City of Doral Facility - City Hall

No.	Description	Unit	Quantity	Unit Cost (\$)	Total Cost (\$)
1	Labor (e.g., janitors)	Hours/month	228.00	\$ 19.75	\$ 4,503.00
2	Supervisor Oversight	Hours/month	10.00	\$ 25.00	\$ 250.00
3	Cleaning Supplies (e.g., soap)	Monthly	1.00	\$ 109.00	\$ 109.00
4	Floor Cleaning Equipment Rental	Monthly	1.00	\$ 25.00	\$ 25.00
5	Trash Removal	Monthly	42.00	\$ 19.75	\$ 829.50
6	Restroom Supplies (toilet paper, etc.)	Monthly	1.00	\$ 450.00	\$ 450.00
7	PPE for Staff (gloves, masks)	Monthly	1.00	\$ 35.00	\$ 35.00
8	Administrative Costs	Monthly	1.00	\$ 699.00	\$ 699.00
9	Insurance & Overhead	Monthly	1.00	\$ 1,180.00	\$ 1,180.00
10	Miscellaneous (Other)	Monthly	1.00	\$ 750.00	\$ 750.00
Total Monthly Lump Sum					\$ 8,830.50

City of Doral Facility - Doral Police Department -

No.	Description	Unit	Quantity	Unit Cost (\$)	Total Cost (\$)
1	Labor (e.g., janitors)	Hours/month	90	\$ 19.75	\$ 1,777.50
2	Supervisor Oversight	Hours/month	10	\$ 25.00	\$ 250.00
3	Cleaning Supplies (e.g., soap)	Monthly	1	\$ 58.00	\$ 58.00
4	Floor Cleaning Equipment Rental	Monthly	1	\$ 25.00	\$ 25.00
5	Trash Removal	Monthly	20	\$ 19.75	\$ 395.00
6	Restroom Supplies (toilet paper, etc.)	Monthly	1	\$ 366.00	\$ 366.00
7	PPE for Staff (gloves, masks)	Monthly	1	\$ 35.00	\$ 35.00
8	Administrative Costs	Monthly	1	\$ 400.00	\$ 400.00
9	Insurance & Overhead	Monthly	1	\$ 870.00	\$ 870.00
10	Miscellaneous (Other)	Monthly	1	\$ 482.00	\$ 482.00
Total Monthly Lump Sum					\$ 4,658.50

City of Doral Facility - Police Department Training Center

No.	Description	Unit	Quantity	Unit Cost (\$)	Total Cost (\$)
1	Labor (e.g., janitors)	Hours/month	103	\$ 19.75	\$ 2,034.25
2	Supervisor Oversight	Hours/month	5	\$ 25.00	\$ 125.00
3	Cleaning Supplies (e.g., soap)	Monthly	1	\$ 85.00	\$ 85.00
4	Floor Cleaning Equipment Rental	Monthly	1	\$ 45.00	\$ 45.00
5	Trash Removal	Monthly	4	\$ 19.75	\$ 79.00
6	Restroom Supplies (toilet paper, etc.)	Monthly	1	\$ 97.00	\$ 97.00
7	PPE for Staff (gloves, masks)	Monthly	1	\$ 35.00	\$ 35.00
8	Administrative Costs	Monthly	1	\$ 283.00	\$ 283.00
9	Insurance & Overhead	Monthly	1	\$ 500.00	\$ 500.00
10	Miscellaneous (Other)	Monthly	1	\$ 300.00	\$ 300.00
Total Monthly Lump Sum					\$ 3,583.25

City of Doral Facility - Public Works Warehouse

No.	Description	Unit	Quantity	Unit Cost (\$)	Total Cost (\$)
1	Labor (e.g., janitors)	Hours/month	41.50	\$ 19.75	\$ 819.63
2	Supervisor Oversight	Hours/month	1	\$ 25.00	\$ 25.00
3	Cleaning Supplies (e.g., soap)	Monthly	1	\$ 35.00	\$ 35.00
4	Floor Cleaning Equipment Rental	Monthly	1	\$ 35.00	\$ 35.00
5	Trash Removal	Monthly	1	\$ 19.75	\$ 19.75
6	Restroom Supplies (toilet paper, etc.)	Monthly	1	\$ 62.00	\$ 62.00
7	PPE for Staff (gloves, masks)	Monthly	1	\$ 35.00	\$ 35.00
8	Administrative Costs	Monthly	1	\$ 107.00	\$ 107.00
9	Insurance & Overhead	Monthly	1	\$ 110.00	\$ 110.00
10	Miscellaneous (Other)	Monthly	1	\$ 100.00	\$ 100.00
Total Monthly Lump Sum					\$ 1,348.38

Custodial Supplies Pricing Table

Category	Item Description	Unit Size	Quantity	Vendor Name	List Price (Per Unit)	Total Price	Notes
Paper Products	Toilet Paper (2-ply)	96 rolls/case	1	Veritiv	\$ 71.28	\$ 71.28	Recycled content, if any
	Paper Towels (multi-fold)	4000 sheets	1	Veritiv	\$ 43.18	\$ 43.18	Specify fold type (C, Z, etc.)
	Toilet Seat Covers	5000/case	1	Veritiv	\$ 66.67	\$ 66.67	
	Other	_____					
Cleaning Solutions	All-Purpose Cleaner	1 gal	1	Veritiv	\$ 86.78	\$ 86.78	Concentrate or ready-to-use?
	Disinfectant	1 gal	1	Veritiv	\$ 74.40	\$ 74.40	EPA-approved list N?
	Glass Cleaner	1 qt	1	Veritiv	\$ 73.76	\$ 73.76	Streak-free formula?
	Floor Stripper	1 gal	1	Veritiv	\$ 122.53	\$ 122.53	pH level, if available
	Floor Finish	1 gal	1	Veritiv	\$ 92.83	\$ 92.83	Gloss level
	Other	_____					
Misc. Supplies	Trash Liners (33 gal)	250/case	1	Veritiv	\$ 33.01	\$ 33.01	Mil thickness
	Mop Heads	Each	1	Veritiv	\$ 20.98	\$ 20.98	Size/material
	Brooms/Dustpans	Set	1	Veritiv	\$ 49.00	\$ 49.00	
	Other	_____					
PPE (if needed)	Disposable Gloves	100/box	1	Veritiv	\$ 83.70	\$ 83.70	Latex
	Face Masks	50/box	1	Veritiv	\$ 8.00	\$ 8.00	Disposable
Other Miscellaneous Supplies							

**BID BOND
RFP 2026-09**

STATE OF FLORIDA)

)

COUNTY OF MIAMI-DADE)

HARCO
NATIONAL
INSURANCE
COMPANY

KNOW ALL MEN BY THESE PRESENTS, that we, SFM Janitorial Services, LLC., as Principal, and HARCO NATIONAL INSURANCE COMPANY, as Surety, are held and firmly bound unto the City of Doral, a municipal corporation of the State of Florida in the sum of 5% of the amount bid Dollars (\$ 5%-----), lawful money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators and successors jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH that whereas the Principal has submitted the accompanying Bid dated, APRIL 27, 2026 for: RFP No. 2026-09 - Custodial Services for City of Doral Facilities.

WHEREAS, it was a condition precedent to the submission of said Bid that a cashier's check or Bid Bond in the amount of five percent (5%) of the Base Bid be submitted with said Bid as a guarantee that the BIDDER would, if awarded the Contract, enter into a written Contract with the City for the performance of said Contract, within ten (10) consecutive calendar days after written notice having been given of the Award of the Contract.

NOW, THEREFORE, the conditions of this obligation are such that if the Principal within ten (10) consecutive calendar days after written notice of such acceptance, enters into a written Contract with the City of Doral and furnishes the Performance and Payment Bonds, satisfactory to the City, each in an amount equal to one hundred percent (100%) of the Contract Price, and provides all required Certificates of Insurance, then this obligation shall be void; otherwise the sum herein stated shall be due and payable to the City of Doral and the Surety herein agrees to pay said sum immediately, upon demand of the City, in good and lawful money of the United States of America, as liquidated damages for failure thereof of said Principal.

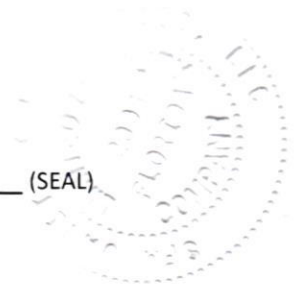
IN WITNESS WHEREOF, the above bonded parties have executed this instrument under their several seals this 24 day of April, 2026, the name and the corporate seal of each corporate party being hereto affixed and these presents being duly signed by its undersigned representative.

IN PRESENCE OF:



(Individual or Partnership Principal)

SFM Janitorial Services, LLC. (SEAL)

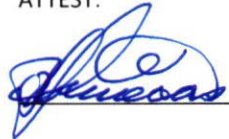


7500 NW 74 Avenue
(Business Address)

Medley, FL 33166
(City/State/Zip)

305.818.2424
(Business Phone)

ATTEST:



HARCO NATIONAL INSURANCE COMPANY
(Corporate Surety)*

By: 

D.W. MATSON III



Surety companies executing bonds must appear on the Treasury Department's most current list (circular 570 as amended) and be authorized to transact business in the State of Florida.

Signed, sealed and delivered

in the presence of:

SFM Janitorial Services, LLC.

[Signature]

By: [Signature]

Vanessa Rivera

(Printed Name)

Manager / Owner

(Title)

ACKNOWLEDGMENT

State of Florida

County of Miami-Dade

On this the 24 day of April, 2026, before me, the undersigned Notary Public of the State of Florida, personally appeared

D.W. MATSON III and

(Name(s) of individual(s) who appeared before notary)

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

WITNESS my hand

and official seal.

[Signature]

NOTARY PUBLIC, STATE OF FLORIDA



INDIANA L ESPINOZA
Commission # HH 378028
Expires April 13, 2027

NOTARY PUBLIC:

SEAL OF OFFICE:

Indiana L. Espinoza

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

Personally known to me, or

Personally identification:

(Type of Identification Produced)

DID take an oath,

or

DID NOT take an oath.

OPTIONAL INFORMATION:

Type Of Document:

Number of Signatures Notarized:

END OF SECTION

Request for Taxpayer Identification Number and Certification

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

**Give form to the
requester. Do not
send to the IRS.**

Before you begin. For guidance related to the purpose of Form W-9, see *Purpose of Form*, below.

Print or type. See <i>Specific Instructions</i> on page 3.	<p>1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)</p> <p>SFM Janitorial Services, LLC.</p>	
	<p>2 Business name/disregarded entity name, if different from above.</p>	
	<p>3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C corporation <input type="checkbox"/> S corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate</p> <p><input checked="" type="checkbox"/> LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) S</p> <p>Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) _____</p>	<p>4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) _____</p> <p style="text-align: right;"><i>(Applies to accounts maintained outside the United States.)</i></p>
	<p>3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions <input type="checkbox"/></p>	
	<p>5 Address (number, street, and apt. or suite no.). See instructions.</p> <p>7500 NW 74 Avenue</p>	<p>Requester's name and address (optional)</p>
	<p>6 City, state, and ZIP code</p> <p>Medley, Florida, 33166</p>	
	<p>7 List account number(s) here (optional)</p>	

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Social security number									
or									
Employer identification number									
2	0	-	4	9	0	8	9	3	7

Note: If the account is in more than one name, see the instructions for line 1. See also *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here	Signature of U.S. person	Date 1-19-26
------------------	--------------------------	---------------------

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9.

What's New

Line 3a has been modified to clarify how a disregarded entity completes this line. An LLC that is a disregarded entity should check the appropriate box for the tax classification of its owner. Otherwise, it should check the "LLC" box and enter its appropriate tax classification.

New line 3b has been added to this form. A flow-through entity is required to complete this line to indicate that it has direct or indirect foreign partners, owners, or beneficiaries when it provides the Form W-9 to another flow-through entity in which it has an ownership interest. This change is intended to provide a flow-through entity with information regarding the status of its indirect foreign partners, owners, or beneficiaries, so that it can satisfy any applicable reporting requirements. For example, a partnership that has any indirect foreign partners may be required to complete Schedules K-2 and K-3. See the Partnership Instructions for Schedules K-2 and K-3 (Form 1065).

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS is giving you this form because they

BIDDER AFFIRMATION

I, the undersigned affiant, being first duly sworn as an authorized agent of the below-named Bidder, does hereby affirm and attest under penalty of perjury as the proposed Bidder for City of Doral that the certifications and statements provided above on behalf of Bidder are true to the best of affiant's knowledge and belief and that Bidder is compliant with all requirements outlined in these City of Doral Affidavits. Bidder acknowledges it is required to comply with and keep current all statements sworn to in the above affidavits and will notify the City of Doral immediately if any of the statements attested hereto are no longer valid.

SFM Janitorial Services, LLC.

Bidder Name

04/20/2026

Date Signed


Affiant Signature

Christian Infante, Manager/ Owner

Affiant Name & Title (Printed)

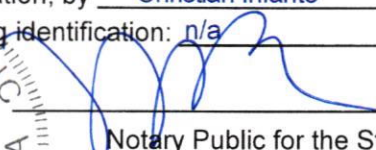
STATE OF Florida

COUNTY OF Miami-Dade

The foregoing instrument was affirmed, subscribed, and sworn to before me this 20th day of April, 2026 by means of physical presence or online notarization, by Christian Infante who is personally known to me or who produced the following identification: n/a.

[Notary Seal]




Notary Public for the State of Florida

My commission expires: _____

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

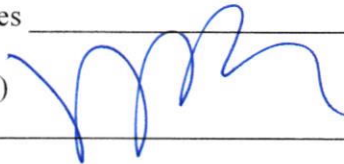

[Signature]

Sworn to and subscribed before me this 20th day of April, 2026 personally known, Christian Infante OR produced identification _____.

Notary Public – State of Florida

My commission expires _____

(Type of Identification)



(Printed typed or stamped commission name of notary public.)



BUSINESS ENTITY AFFIDAVIT
(VENDOR / BIDDER DISCLOSURE)

I, Christian Infante, being first duly sworn state:

The full legal name and business address of the person(s) or entity contracting or transacting business with the City of Doral ("City") are (Post Office addresses are not acceptable), as follows:

20-4908937

FEDERAL EMPLOYER IDENTIFICATION NUMBER (IF NONE, SOCIAL SECURITY NUMBER)

SFM Janitorial Services, LLC.

Name of Entity, Individual, Partners, or Corporation

Doing business as, if same as above, leave blank

7500 NW 74 Avenue Medley, FL 33166

STREET ADDRESS

SUITE

CITY

STATE

ZIP CODE

OWNERSHIP DISCLOSURE AFFIDAVIT


1. If the contact or business transaction is with a corporation, the full legal name and business address shall be provided for each officer and director and each stockholder who holds directly or indirectly five percent (5%) or more of the corporation's stock. If the contract or business transaction is with a trust, the full legal name and address shall be provided for each trustee and each beneficiary. All such names and addresses are (Post Office addresses are not acceptable), as follows:

<u>Full Legal Name</u>	<u>Address</u>	<u>Ownership</u>
<u>Christian Infante</u>	<u>7500 NW 74 Avenue Medley, FL 33166</u>	<u>51 %</u>
<u>Jose Infante</u>	<u>7500 NW 74 Avenue Medley, FL 33166</u>	<u>49 %</u>
		<u>%</u>

2. The full legal names and business address of any other individual (other than subcontractors, material men, suppliers, laborers, or lenders) who have, or will have, any

interest (legal, equitable, beneficial or otherwise) in the contract or business transaction with the City are (Post Office addresses are not acceptable), as follows:

n/a



Signature of Affiant

04/20/2026

Date

Christian Infante

Printed Name of Affiant

Sworn to and subscribed before me this 20 day of April, 2026.

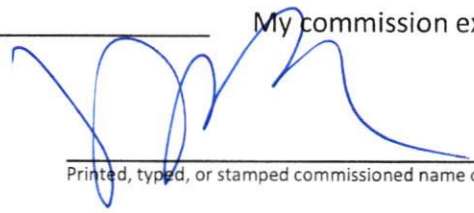
Personally known _____
OR
Produced identification _____

Notary Public-State of Florida

n/a

Type of Identification

My commission expires: _____



Printed, typed, or stamped commissioned name of Notary Public



CERTIFICATE OF AUTHORITY

STATE OF Florida

SS: COUNTY OF Miami-Dade

(IF CORPORATION): I HEREBY CERTIFY that at a meeting of the Board of Directors of SFM Janitorial Services, LLC, a corporation existing under the laws of the State of Florida, held on April 20th, 2026, the following resolution was duly passed and adopted:

RESOLVED, that Christian Infante, as President of the Corporation, be and is hereby authorized to execute the bid dated April 20th, 2026, to the City of Doral on behalf of this Corporation, and that such execution, attested by the Secretary of the Corporation and with the corporate seal affixed, shall be the official act and deed of this Corporation.

(IF PARTNERSHIP): I HEREBY CERTIFY that at a meeting of the Partners of _____, a partnership existing under the laws of the State of _____, held on _____, 2026, the following resolution was duly passed and adopted:

RESOLVED, that _____, as _____ of the Partnership, be and is hereby authorized to execute the bid dated _____, 2026, to the City of Doral on behalf of this Partnership, and that such execution, attested by _____, shall be the official act and deed of this Partnership.

(IF JOINT VENTURE): I HEREBY CERTIFY that at a meeting of the principals of _____, a corporation existing under the laws of the State of _____, held on _____, 2026, the following resolution was duly passed and adopted:

RESOLVED, that _____ is hereby authorized to execute the proposal of the Joint Venture, dated _____, 2026, to the City of Doral, and to do all acts and deeds necessary on behalf of this Joint Venture in connection therewith.

I further certify that said resolution is now in full force and effect.

IN WITNESS WHEREOF, I have hereunto set my hand this 20 day of April, 2026.

Secretary: [Signature] (SEAL)



Required Affidavit Regarding the Use of Coercion for Labor and Services

Contractor Name: SFM Janitorial Services, LLC.

Contractor FEIN: 20-4908937

Contractor's Authorized Representative Name and Title: Christian Infante, Manager/ Owner

Address: 7500 NW 74 Avenue

City: Medley State: FL Zip: 33166

Phone Number: 305.818.2424 x.1117


Email Address: cinfante@sfmtservices.com

Section 787.06(13), Florida Statutes requires all nongovernmental entities executing, renewing, or extending a contract with a governmental entity to provide an affidavit signed by an officer or representative of the nongovernmental entity under penalty of perjury that the nongovernmental entity does not use coercion for labor or services as defined in that statute. The District Board of Trustees of Miami Dade College, Florida, is a governmental entity for purposes of this statute.

As the person authorized to sign on behalf of the Contractor, I certify that the Contractor identified does not:

- Use or threaten to use physical force against any person;
- Restrain, isolate, or confine or threaten to restrain, isolate, or confine any person without lawful authority and against her or his will;
- Use lending or other credit methods to establish a debt by any person when labor or services are pledged as a security for the debt, if the value of the labor or services as reasonably assessed is not applied toward the liquidation of the debt, the length and nature of the labor or services are not respectively limited and defined;
- Destroy, conceal, remove, confiscate, withhold, or possess any actual or purported passport, visa, or other immigration document, or any other actual or purported government identification document, of any person;
- Cause or threaten to cause financial harm to any person;
- Entice or lure any person by fraud or deceit; or
- Provide a controlled substance as outlined in Schedule I or Schedule II of s. 893.03 to any person for the purpose

Under penalties of perjury, I declare that I have read the foregoing document and the facts stated in it are true.

By:  _____
Authorized Signature

Print Name and Title: Christian Infante, Manager/ Owner

Date: 04/20/2026

CONFLICT OF INTEREST DISCLOSURE

Business Name: SFM Janitorial Services, LLC.

D.B.A.: _____ Federal I.D. No.: 20-4908937

Business Address: 7500 NW 74 Avenue

City: Medley State: FL Zip: 33166

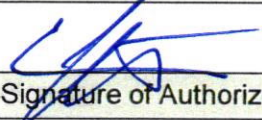
Please note that all business entities interested in or conducting business with the City are subject to comply with the City of Doral's conflict of interest policies as stated within the certification section below. If a vendor has a relationship with a City of Doral official or employee, an immediate family member of a City of Doral official or employee, the vendor shall disclose the information required below.

1. No City official or employee or City employee's immediate family member has an ownership interest in vendor's company or is deriving personal financial gain from this contract.
2. No retired or separated City official or employee who has been retired or separated from the City for less than one (1) year has an ownership interest in vendor's Company.
3. No City employee is contemporaneously employed or prospectively to be employed with the vendor.
4. Vendor hereby declares it has not and will not provide gifts or hospitality of any dollar value or any other gratuities to any City employee or elected official to obtain or maintain a contract.

Conflict of Interest Disclosure*	
Name of City of Doral employees, elected officials, or immediate family members with whom there may be a potential conflict of interest: <u>N/A</u> _____ _____ _____	<input type="checkbox"/> Relationship to employee <input type="checkbox"/> Interest in vendor's company <input type="checkbox"/> Other (please describe below) <u>N/A</u> _____ _____ <input checked="" type="checkbox"/> No Conflict of Interest

**Disclosing a potential conflict of interest does not automatically disqualify vendors. In the event vendors do not disclose potential conflicts of interest and they are detected by the City, vendor will be exempt from doing business with the City.*

I certify that this Conflict-of-Interest Disclosure has been examined by me and that its contents are true and correct to my knowledge and belief and I have the authority to so certify on behalf of the Vendor by my signature below:

	04/20/2026	Christian Infante, Manager/ Owner
Signature of Authorized Representative	Date	Printed Name of Authorized Representative

SFM Janitorial Services, LLC.
LIST OF PROPOSED SUBCONTRACTORS

BIDDER confirms no Subcontractors will used on this project if they are awarded the contract.

BIDDER shall list all Proposed Subcontractors to be used on this project if they are awarded the contract.

SCOPE

SUBCONTRACTOR NAME, ADDRESS AND LICENSE #

If, prior to Notice of the Award, the City or the Contractor has reasonable objection to and refuses to accept any Subcontractor, Supplier, person or organization listed, the Contractor may, prior to Notice of Award, submit an acceptable substitute without an increase in their bid price.

Certificate of Status

*State of Florida
Department of State*

I certify from the records of this office that SFM JANITORIAL SERVICES, LLC is a limited liability company organized under the laws of the State of Florida, filed on May 9, 2006.

The document number of this limited liability company is L06000047722.

I further certify that said limited liability company has paid all fees due this office through December 31, 2020, that its most recent annual report was filed on April 28, 2020, and that its status is active.

*Given under my hand and the
Great Seal of the State of Florida
at Tallahassee, the Capital, this
the Nineteenth day of August,
2020*



Ronald R. DeSantis
Secretary of State

Tracking Number: 3698809230CU

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

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

Current Annual Filing

2025 FLORIDA LIMITED LIABILITY COMPANY ANNUAL REPORT

DOCUMENT# L06000047722

Entity Name: SFM JANITORIAL SERVICES, LLC

Current Principal Place of Business:

7500 NW 74TH AVE
MEDLEY, FL 33166

Current Mailing Address:

7500 NW 74TH AVE
MEDLEY, FL 33166 US

FEI Number: 20-4908937

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

TRIAIY, CARLOS
2301 NW 87 AVE
501
DORAL, FL 33172 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent

Date

Authorized Person(s) Detail :

Title	MGR	Title	MGRM
Name	INFANTE, CHRISTIAN H	Name	SFM SERVICES, INC
Address	7500 NW 74TH AVENUE	Address	7500 NW 74TH AVENUE
City-State-Zip:	MEDLEY FL 33166	City-State-Zip:	MEDLEY FL 33166

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: CHRISTIAN INFANTE

MANAGER

04/17/2025

Electronic Signature of Signing Authorized Person(s) Detail

Date

Occupational Licenses

000079

Local Business Tax Receipt

Miami-Dade County, State of Florida

-THIS IS NOT A BILL - DO NOT PAY



5770830

BUSINESS NAME/LOCATION

SFM JANITORIAL SERVICES LLC
7500 NW 74TH AVE
MEDLEY FL 33166

RECEIPT NO.

RENEWAL
3101375

**EXPIRES
SEPTEMBER 30, 2026**

Must be displayed at place of business
Pursuant to County Code
Chapter 8A - Art. 9 & 10



OWNER

SFM JANITORIAL SERVICES LLC
C/O CHRISTIAN H INFANTE MGR

SEC. TYPE OF BUSINESS

213 SERVICE BUSINESS
EXEMPT

**PAYMENT RECEIVED
BY TAX COLLECTOR**

\$135.00 08/29/2025
FPPD19-25-007782

Employee(s) 30



This Local Business Tax Receipt only confirms payment of the Local Business Tax. The Receipt is not a license, permit, or a certification of the holder's qualifications, to do business. Holder must comply with any governmental or nongovernmental regulatory laws and requirements which apply to the business.

The RECEIPT NO. above must be displayed on all commercial vehicles - Miami-Dade Code Sec 8a-276.

For more information, visit mdctaxcollector.gov

Town of Medley

LOCAL BUSINESS TAX RECEIPT

BTAX26-2639

VALID OCT 1, 2025 - SEPT 30, 2026

SFM JANITORIAL SERVICES LLC
7500 NW 74 AVE
Medley, FL 33166

SFM JANITORIAL SERVICES LLC
7500 NW 74 AVE
Medley, FL 33166

Is hereby issued a Local Business Tax Receipt for the Town of Medley, valid through September 30th of the tax year listed above for the occupation of:

JANITORIAL SERVICES

"Issuance of this Business Tax Receipt (BTR) is not a development or zoning approval. All activities and uses operated pursuant to this BTR shall comply with the Town of Medley Municipal Code, Miami-Dade County Regulations and State Laws."

Folio No. 22-3011-002-0740





AGENCY CUSTOMER ID: SFMSERV-01

FSANMIGUEL

LOC #: 1

ADDITIONAL REMARKS SCHEDULE

Page 1 of 1

AGENCY Hub International South Florida		NAMED INSURED SFM Services, Inc. 7500 NW 74th Avenue Medley, FL 33166	
POLICY NUMBER SEE PAGE 1		EFFECTIVE DATE: SEE PAGE 1	
CARRIER SEE PAGE 1	NAIC CODE SEE P 1		

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,
 FORM NUMBER: ACORD 25 FORM TITLE: Certificate of Liability Insurance

Other Coverage
 Crime
 Policy No. # MPL 4152426 – 07
 Effective Dates: 03/01/2026 - 03/01/2027
 Limit \$1,000,000
 Deductible \$10,000

Client Property
 Policy No. # MPL 4152426 – 07
 Effective Dates: 03/01/2026 - 03/01/2027
 Limit \$1,000,000
 Deductible \$25,000

**SWORN STATEMENT PURSUANT TO SECTION 287.133(3)(A), FLORIDA STATUTES,
ON PUBLIC ENTITY CRIMES**

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

1. This sworn statement is submitted to City of Doral
by Christian Infante, Manager/ Owner
[Print individual's name and title]
for SFM Janitorial Services, LLC.
[Print name of submitting sworn statement]
whose business address is 7500 NW 74 Avenue Medley, FL 33166
and (if applicable) its Federal Employer Identification Number (FEIN) is
20-4908937.
If the entity has no FEIN, include the Social Security Number of the individual signing this
sworn statement: _____.
[Social Security Number]

2. I understand that a "public entity crime" as defined in Paragraph Section 287.133 (1)(g),
Florida Statutes, means

a violation of any state or federal law by a person with respect to and directly related to the transaction of business with any public entity or with an agency or political subdivision of any other state or of the United States, including, but not limited to, any bid or contract for goods or services to be provided to any public entity or an agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

3. I understand that "convicted" or "conviction" as defined in Paragraph 287.133 (1)(b),
Florida Statutes, means a finding of guilt or conviction of a public entity crime, with or
without an adjudication of guilt, in any federal or state trial court of record relating to
charges brought by indictment or information after July 1, 1989, as a result of a jury verdict,
non jury trial, or entry of a plea of guilty or nolo contendere.

4. I understand that an "affiliate" as defined in Paragraph 287.133 (1)(a), Florida Statutes,
means:

A predecessor or successor of a person convicted of a public entity crime; or

An entity under the control of any natural person who is active in the management of the entity and who has been convicted of a public entity crime. The term "affiliate" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an affiliate. The ownership by one person of shares constituting a controlling interest in another person, or a pooling of equipment or

income among persons when not for fair market value under an arm's length agreement, shall be a prima facie case that one person controls another person. A person who knowingly enters into a joint venture with a person who has been convicted of a public entity crime in Florida during the preceding 36 months shall be considered an affiliate.

5. I understand that a "person" as defined in Paragraph 287.133 (1)(e), Florida Statutes, means any natural person or entity organized under the laws of any state or of the United States with the legal power to enter into a binding contract and which bids or applies to bid on contracts for the provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity. The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in the management of an entity.
6. Based on information and belief, the statement, which I have marked below, is true in relation to the entity submitting this sworn statement. [Initial next to statement which applies.]

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

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

_____ The entity submitting this sworn statement, or one or more of its officers, directors, executives, partners, shareholders, employees, members, or agents who are active in the management of the entity, or an affiliate of the entity has been charged with and convicted of a public entity crime subsequent to July 1, 1989. However, there has been a subsequent proceeding before a Hearing Officer of the State of Florida, Division of Administrative Hearings and the Final Order entered by the Hearing Officer determined that it was not in the public interest to place the entity submitting this sworn statement on the convicted vendor list. [Attach a copy of the final order]

I UNDERSTAND THAT THE SUBMISSION OF THIS FORM TO THE CONTRACTING OFFICER FOR THE PUBLIC ENTITY IDENTIFIED IN PARAGRAPH 1 (ONE) ABOVE IS FOR THAT PUBLIC ENTITY ONLY AND, THAT THIS FORM IS VALID THROUGH DECEMBER 31 OF THE CALENDAR YEAR IN WHICH IT IS FILED. I ALSO UNDERSTAND THAT I AM REQUIRED TO INFORM THE PUBLIC ENTITY PRIOR TO ENTERING INTO A CONTRACT IN EXCESS OF THE THRESHOLD AMOUNT PROVIDED IN SECTION 287.017, FLORIDA STATUTES FOR CATEGORY TWO OF ANY CHANGE IN THE INFORMATION CONTAINED IN THIS FORM.

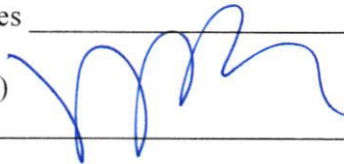

[Signature]

Sworn to and subscribed before me this 20th day of April, 2026 personally known, Christian Infante OR produced identification _____.

Notary Public – State of Florida

My commission expires _____

(Type of Identification)



(Printed typed or stamped commission name of notary public.)

