



**City of Whitewater
Bid for Janitorial and
Cleaning Services**



**Cover Letter
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City of Whitewater
City Clerk's Office
312 W Whitewater Street
P.O. Box 178
Whitewater, WI 53190
Attn: Heather Boehm

May 9, 2025

Re: RFP for Janitorial and Cleaning Services

Dear Ms. Boehm and Representatives of the City of Whitewater:

Thank you for considering Kleen-Tech for Janitorial and Cleaning Services as specified in your RFP. We appreciate your review of our proposal submission.

As detailed throughout our proposal package, we have read and understand the specifications, terms and conditions detailed in the solicitation document and have submitted the required material to be considered fully responsive. Please accept this cover letter as a brief introduction to Kleen-Tech.

Excellence is the very spirit of our values and Guiding Principles. Our Guiding Principles serve as a base of our reasoning and action, the personal code of conduct that leads us, shows the way and directs our movements from day-to-day decision-making to service delivery.

IMPACT of our People:

We know it's all about the people

DEVELOPMENT of Community:

We cherish our culture of employee development, dialogue, inclusion and fun

TEAMWORK produces Results:

We continuously develop our functional teams in a creative and transparent work environment focused on Enterprise results

Results RELY on each Other:

We can be counted on

LEAD through Greatness:

We lead through great questions, great communication and great facilitation

PLAY to Win:

We compete for no other reason and in no other way than being the best

Kleen-Tech, founded and headquartered in Denver, Colorado, is one of America's leading janitorial companies. We currently have customers located throughout the United States and more than 2,000 employees servicing over 89 million square feet of commercial and government facilities.

We have crafted this proposal to address all of the City of Whitewater's requirements and plan to use our proven operational approach and wage rates to ensure dedicated responsiveness to you, the citizens of Whitewater, and your visitors. In addition to meeting all the required qualifications in the solicitation, Kleen-Tech provides the following value-added services to the City of Whitewater at no additional cost:

- Our 24 hours a day, 7 days a week, 365 days a year Mission Control Communications Center that is staffed by bilingual Kleen-Tech employees, who are located in our headquarters office and available to address any City of Whitewater issue, such as: staffing, billing, quality assurance, safety, and concerns, in a timely and efficient manner.
- Our customized, proprietary Work Order system that manages and tracks communication between the City of Whitewater and Kleen-Tech ensures contract compliance by creating City of Whitewater-specific Work Orders, enables viewing/tracking of Quality Inspections, creates City of Whitewater-requested special projects, and provides reports on topics such as safety incidents, task performance, and periodic service.
- Our innovative quality program that includes City of Whitewater security, employee safety, random quality inspections, supply cost containment, employee training and development, reporting, and City of Whitewater feedback and surveys.
- Our Green Cleaning Program Policy that incorporates safer cleaning methods, less toxic cleaning products, more efficient cleaning equipment, packaging and recycled paper products that have less impact on the environment.

We commit to accomplishing the custodial services outlined in the solicitation for janitorial services at the City of Whitewater's facilities with an orientation toward, and compliance with, all safety, environmental, and aesthetic issues and requirements.

Kleen-Tech looks forward to developing a successful and longstanding partnership with the City of Whitewater through the execution of this proposal. Should you have any questions regarding our proposal, please contact Tracy White, Director of Proposals & Corporate Communications, at (303) 468-6355 or TWhite@Kleen-Tech.com. We look forward to performing these services for you and will ensure all tasks are completed to the highest standards of quality and professionalism.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jorge Saldana'.

Jorge Saldana
Senior Vice President, Operations

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1. Organization

- a. Organizational History
- b. Fiscal Integrity
- c. Management Structure
- d. Corporate Support
- e. Staffing
- f. Equal Opportunity Statement

a. Organizational History

Provide a brief history of your organization, including:

- *Mission, vision, and values*
- *Years of experience in the janitorial industry*
- *Key milestones and achievements*

Kleen-Tech Mission Statement

Kleen-Tech maintains long-term customer partnerships through a laser-like focus on customer satisfaction, a commitment to adapting to new situations and challenges, and the continual evolution and robust use of our systems, processes, tools and culture.

Kleen-Tech Core Values

- **Centralized Command and Control with Decentralized Execution Authority:** with Mission Control acting as our “hub”, all information flows from and to our field operations that have the full authority to execute our scope of work
- **Flexibility:** our systems, processes, tools and culture are all standardized, yet customizable to meet the unique needs of each of our customers
- **Culture of Ownership:** we hold ourselves accountable by publicly documenting our commitments to timely completion of our actions
- **Transparency:** we publicly acknowledge and collaboratively overcome our challenges
- **Customer Service:** our high level of customer focus adds value for our existing customers and enhances our ability to gain new customers
- **Consistency:** our customers can count on consistently high levels of service that achieves their satisfaction
- **Leadership:** we continuously seize opportunities to generate lasting, positive change to the benefit of our customers, employees and the Enterprise as a whole
- **Lasting Relationships:** we maintain lasting customer relationships as a result of the training and support we provide to our employees, giving them the skills and tools they need to better serve our customers
- **Standardization:** we understand our business is scalable only through a standardized approach (that allows for thoughtful exceptions) to consistently performing our duties and responsibilities
- **Profitable Growth:** we achieve profitable growth through our **Leadership**, coupled with a culture of development, collaboration, accountability, and continuous process improvement

Kleen-Tech Vision Statement

Through our systems-oriented processes, collaboration, and the cultivation of *real* relationships, we aspire to establish Kleen-Tech as the leading Custodial services provider in the regions we currently serve and expand into new geography, resulting in our profitable growth.

City of Whitewater Janitorial and Cleaning Services

Kleen-Tech Aspirational Values

- **Collaboration:** we aspire toward inclusion, involving all affected parties in our decision-making process to produce buy-in and support for our chosen direction
- **Systems Orientation:** we strive toward a concept of operations that is centered around standardization and a systematic approach that encourages contract compliance and promotes proactive operations - effectively avoiding most issues and solving issues that do arise in a manner that prevents recurrence
- **Profitable Accounts:** we aim to achieve consistently profitable accounts
- **Real Relationships:** we seek to maintain open and honest lines of communication with our employees and our customers

Company Background and Achievements

Kleen-Tech is considered one of America's leading providers of innovative, high-quality janitorial/custodial services, and has been named the BEST Janitorial Service in Colorado by *ColoradoBiz Magazine* for the last 9 consecutive years. Founded in Denver, Colorado in 1993 as Kleen-Tech Building Services, the company quickly established itself as a trusted janitorial services provider. In 2019, Kleen-Tech underwent a change of ownership and organizational structure. Under the newly formed Kleen-Tech, all of the organization's defining systems, processes, tools, and culture, along with its first-class leadership remain in place. We continue to service customers located throughout the United States with over 2,000 employees providing the Kleen-Tech brand of service to more than 89 million square feet of commercial and government facilities.



Kleen-Tech's many diverse contracts demonstrate our ability to successfully perform varying scopes of work with professionalism, integrity, strong business ethics, a remarkable safety record and, most importantly, total customer satisfaction. As an award-winning custodial services provider, Kleen-Tech specializes in *consistency*, demonstrated by our ability to fulfill contract specifications with diligence. We take pride in our longstanding customer relationships, and the tools we have built to maintain fluid lines of communication with our customers. Kleen-Tech has fostered a corporate-wide culture of bringing value to our customers' organizations and operations that create win-win business relationships with customers and our employees.

Kleen-Tech offers a full range of janitorial, custodial, and office services, that include:

- | | |
|--|---|
| • Janitorial/Custodial | • Carpet Restoration, Maintenance, and Extraction |
| • Window Cleaning | • Hard Floor Restoration and Maintenance |
| • Grounds Maintenance | • Snow Removal |
| • Power Washing | • Construction Clean-Up |
| • Specialized and One-Time Cleaning Services | • Security Services |
| • Tile and Grout Restoration | • Specialized Hazardous Materials Clean-Up |
| • LEED® Certification | • Warehouse Operations |

We are proud to have a client base that has included:

- | | |
|---|----------------------------|
| • Research and Development Laboratories | • Government Installations |
| • Local, City, and State Government Buildings | • Public Utilities |

City of Whitewater Janitorial and Cleaning Services

- Airports
- Police and Fire Departments
- K-12 Schools and College Campuses
- Computer Clean Rooms
- Military Institutions
- Recreation, Community, and Senior Centers
- Casinos
- Warehouses
- Corporate Campuses
- City Parks
- Medical Facilities
- Native American Reservations
- High Rise Buildings and Multi-Tenant Facilities
- Retail Centers

Our customers receive the highest quality services to maintain a clean work environment, enhance the appearance of facilities, and assist in preserving long-term property values. This is achieved using the latest advancements in equipment and supplies, our recurring employee training program, our comprehensive quality control program, and elite management team.

When you work with Kleen-Tech, we become your partner to the fullest extent. Kleen-Tech is supported by an experienced Corporate Support Team. Through this team, our customers and Kleen-Tech receive the following value-added services:

- Finance and Accounting
- Benefits Administration
- Information Technology
- Safety
- Security
- Business Administration
- Financial Audit
- Payroll
- Human Resources
- Quality
- Contracts and Procurement
- Environmental
- Operational Audit
- Marketing

b. Fiscal Integrity

Demonstrate financial stability by providing one or more of the following:

- ***Most recent annual report to stockholders***
- ***Audited financial report***
- ***Bank statement***
- ***Dun & Bradstreet rating or other proof of financial viability***

Kleen-Tech has been in business since 1993 and is financially stable. We continue to pride ourselves on having longstanding relationships with our customer base. We have serviced our top 5 customers for an average of 19.3 years and their revenue amounts to over \$14,000,000 annually. Our current contracts with these customers have expiration dates ranging from 2025 to the end of 2027. The average service life of all other accounts is 7.4 years and include commercial, governmental and municipality facilities.

Additionally, we possess over \$5 million in inventory, \$1 million in equipment assets, cash on hand, a line of credit of \$1.5 million available, and an inventory of over 100 vehicles. Kleen-Tech continues to have stable and profitable growth year over year which is consistent with our strategic plan. Kleen-Tech currently employs 2,000 employees nationwide and maintains a Headquarters office in Colorado with regional offices in Texas, Florida, Illinois, Minnesota, Nevada, Connecticut, California, Arizona, and Pennsylvania, and South Carolina.

Kleen-Tech's Dun & Bradstreet rating is provided on the following pages.

Dun and Bradstreet Rating

D&B Finance Analytics

Printed By: Margie Smith

Date Printed: 02/12/2025

LIVE REPORT

KLEEN-TECH SERVICES, LLC

Tradestyle(s): KLEFN-TECH 1

24-1152 [\[CREDIT LIMIT\]](#)

D-U-N-S Number: 11-742-9268
Phone: +1 866 385 0672

Address: 7100 Broadway Ste 6I, Denver, CO, 80221, United States Of America
Endorsement: smithm@dnb.com

Summary

Currency: USD

KEY DATA ELEMENTS (Formerly: SCORE BAR)

KDE Name		Current Status	Details
PAYDEX®	↑	71	14 Days Beyond Terms
Delinquency Score	↑	83	Low to Moderate Risk of severe payment delinquency.
Failure Score	↑	32	Moderate to High Risk of severe financial stress.
D&B Viability Rating		<div>3 2 B G</div>	View More Details
Bankruptcy Found		N	
D&B Rating		--	Undetermined.

ALL ACCOUNTS

Totals	Total Outstanding	Approved Credit Limit	Credit Limit Utilization	Total Past Due
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Account Level Detail

Account Name	Total Outstanding	Approved Credit Limit	Credit Limit Utilization	Total Past Due	Account Status	Filters
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There are currently no account associated with this D-U-N-S.
Upload account or create an account to view summary.

City of Whitewater Janitorial and Cleaning Services

D&B MAX CREDIT RECOMMENDATION ⓘ

MAXIMUM CREDIT RECOMMENDATION

2,250,000 (USD)

The recommended limit is based on a low probability of severe delinquency.

FAILURE SCORE ⓘ (Formerly Financial Stress Score)

Company's Risk Level

High Risk (1)

Probability of failure over the next 12 months

0.42 %



Past 12 Months

Low Risk

High Risk

DELINQUENCY SCORE ⓘ (Formerly Commercial Credit Score)

Company's Risk Level

Low Risk (100)

Probability of delinquency over the next 12 months

2.24 %



Past 12 Months

Low Risk

High Risk

VIABILITY RATING SUMMARY ⓘ

Viability Score



Data Depth Indicator



Portfolio Comparison



Financial Data

Trade Payments

Company Size

Years in Business

Unavailable:
Availability: 3+ Trade
Large: Employees: 50+ or Sales:
\$500K+
Established

City of Whitewater Janitorial and Cleaning Services

D&B PAYDEX® ⓘ



14 days beyond terms

Past 24 Months

Low Risk

High Risk

D&B PAYDEX - 3 MONTHS ⓘ



19 days beyond terms

PAYDEX® TREND CHART ⓘ

SBRI ORIGINATION



No SBRI Origination Score data is currently available

D&B S&F® SCORE



D&B RATING ⓘ

Special Rating

Current Rating as of 02/20/2020

[Update Rating](#)

LEGAL EVENTS

Events	Occurrences	Last Filed
Bankruptcies	0	
Judgements	0	
Liens	1	08/24/2020
Suits	0	
UCC	3	09/25/2020

DETAILED TRADE RISK INSIGHT™

Days Beyond Terms
4 Days

3 Months
From Dec-24 to Feb-25



Days Beyond Terms Past 3 months : 4

Low Risk:0 ; High Risk:120+

Dollar-weighted average of 9 payment experiences reported from 9 companies

DETAILED TRADE RISK INSIGHT™ 13 MONTH TREND

Total Amount Current and Past Due -

FINANCIAL OVERVIEW - BALANCE SHEET



No Data Available

TRADE PAYMENTS

Highest Past Due:
250

Highest Now Owning 5,000	Total Trade Experiences 21	Largest High Credit 30,000
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FINANCIAL OVERVIEW - PROFIT AND LOSS



No Data Available

OWNERSHIP

Subsidiaries
2

Total Members
4

This company is a Global Ultimate, Domestic Ultimate, Parent.

	Global Ultimate	Domestic Ultimate
Name	Kleen-Tech Services, LLC	Kleen-Tech Services, LLC
Country	United States	United States
D-U-N-S	11-742-9268	11-742-9268
Others		

FINANCIAL OVERVIEW - KEY BUSINESS RATIOS



No Data Available

ALERTS ⓘ



There are no alerts for this D-U-N-S Number.

NEWS



No Data Available

COUNTRY/REGIONAL INSIGHT



United States Of America

The US Federal Reserve has signalled a slower and shallower pace of Interest rate cuts, which has contributed to supporting a strong dollar, encouraging Investment in the country.

Risk Category

High Risk

LOW

Low Risk

Available Reports

Country Insight Report (CIR) ⓘ

Current Publication Date: 01/27/2025

Country Insight Snapshot (CIS) ⓘ

Current Publication Date: 01/27/2025

STOCK PERFORMANCE



No stock performance data is available for this D-U-N-S Number.

The scores and ratings included in this report are designed as a tool to assist the user in making their own credit related decisions, and should be used as part of a balanced and complete assessment relying on the knowledge and expertise of the reader, and where appropriate on other information sources. The score and rating models are developed using statistical analysis in order to generate a prediction of future events. Dun & Bradstreet monitors the performance of thousands of businesses in order to identify characteristics common to specific business events. These characteristics are weighted by significance to form rules within its models that identify other businesses with similar characteristics in order to provide a score or rating.

Dun & Bradstreet's scores and ratings are not a statement of what will happen, but an indication of what is more likely to happen based on previous experience. Though Dun & Bradstreet uses extensive procedures to maintain the quality of its information, Dun & Bradstreet cannot guarantee that it is accurate, complete or timely, and this may affect the included scores and ratings. Your use of this report is subject to applicable law, and to the terms of your agreement with Dun & Bradstreet.

Risk Assessment

Currency: All figures in USD unless otherwise stated

D&B RISK ASSESSMENT

OVERALL BUSINESS RISK



MAXIMUM CREDIT RECOMMENDATION

2,250,000 (USD)

Dun & Bradstreet thinks...

- Overall assessment of this organization over the next 12 months: **STABILITY CONCERNS**
- Based on the predicted risk of business discontinuation: **MODERATELY-HIGHER-THAN-AVERAGE-RISK-OF-FINANCIAL-STRESS**
- Based on the predicted risk of severely delinquent payments: **LOW POTENTIAL FOR SEVERELY DELINQUENT PAYMENTS**

The recommended limit is based on a low probability of severe delinquency.

D&B VIABILITY RATING SUMMARY

The D&B Viability Rating uses D&B's proprietary analytics to compare the most predictive business risk indicators and deliver a highly reliable assessment of the probability that a company will go out of business, become dormant/inactive, or file for bankruptcy/insolvency within the next 12 months. The D&B Viability Rating is made up of 4 components:

Viability Score

Compared to All US Businesses within the D&B Database:

- Level of Risk: **Low Risk**
- Businesses ranked **3** have a probability of becoming no longer viable: **3 %**
- Percentage of businesses ranked **3**: **15 %**
- Across all US businesses, the average probability of becoming no longer viable: **14 %**

Portfolio Comparison

Compared to All US Businesses within the same MODEL SEGMENT:

- Model Segment : **Established Trade Payments**
- Level of Risk: **Low Risk**
- Businesses ranked **2** within this model segment have a probability of becoming no longer viable: **3 %**
- Percentage of businesses ranked **2** with this model segment: **16 %**
- Within this model segment, the average probability of becoming no longer viable: **5 %**

City of Whitewater Janitorial and Cleaning Services

Data Depth Indicator

Data Depth Indicator:

- ✓ Rich Firmographics
- ✓ Extensive Commercial Trading Activity
- ✓ Basic Financial Attributes

Greater data depth can increase the precision of the D&B Viability Rating assessment.

To help improve the current data depth of this company, you can ask D&B to make a personalized request to this company on your behalf to obtain its latest financial information. To make the request, click the link below. Note, the company must be saved to a folder before the request can be made.

Request Financial Statements

Reference the FINANCIALS tab for this company to monitor the status of your request.

Company Profile:

Company Profile Details:

- Financial Data: **False**
- Trade Payments: **Available: 3+Trade**
- Company Size: **Large: Employees:50+ or Sales: \$500K+**
- Years in Business: **Established: 5+**



Financial

Data

False

Trade

Payments

Available:
3+Trade

Company

Size

Large

Years in

Business

Established

FAILURE SCORE FORMERLY FINANCIAL STRESS SCORE



- Low proportion of satisfactory payment experiences to total payment experiences
- UCC Filings reported
- High proportion of slow payment experiences to total number of payment experiences
- Limited time under present management control

Level of Risk	Raw Score	Probability of Failure	Average Probability of Failure for Businesses In D&B Database	Class
Moderate-High	1446	0.42 %	0.48	4

Business and Industry Trends

BUSINESS AND INDUSTRY COMPARISON

Selected Segments of Business Attributes

Norms	National %
This Business	32
Region:(MOUNTAIN)	33
Industry:BUSINESS, LEGAL AND ENGINEERING SERVICES	37
Employee range:(500-2300000)	53
Years in Business:(6-10)	33

DELINQUENCY SCORE FORMERLY COMMERCIAL CREDIT SCORE



- Higher risk industry based on delinquency rates for this industry
- Limited time under present management control
- Evidence of open liens
- Proportion of slow payments in recent months

Level of Risk	Raw Score	Probability of Delinquency	Compared to Businesses In D&B Database	Class
Low-Moderate	559	2.24 %	10.2 %	2

Business and Industry Trends

BUSINESS AND INDUSTRY COMPARISON

Selected Segments of Business Attributes

City of Whitewater Janitorial and Cleaning Services

Norms	National %
This Business	83
Region:(MOUNTAIN)	25
Industry:BUSINESS, LEGAL AND ENGINEERING SERVICES	35
Employee range:(500-2768886)	75
Years in Business:(6-10)	34

D&B PAYDEX



When weighted by amount, Payments to suppliers average 14 Days Beyond Terms

- ☐ High risk of late payment (Average 30 to 120 days beyond terms)
- ☐ Medium risk of late payment (Average 30 days or less beyond terms)
- ☐ Low risk of late payment (Average prompt to 30+ days sooner)

Industry Median: 77
Equals 5 Days Beyond Terms

D&B 3 MONTH PAYDEX



Based on payments collected 3 months ago.
When weighted by amount, Payments to suppliers average 19 days beyond terms

- ☐ High risk of late payment (Average 30 to 120 days beyond terms)
- ☐ Medium risk of late payment (Average 30 days or less beyond terms)
- ☐ Low risk of late payment (Average prompt to 30+ days sooner)

Industry Median: 77
Equals 5 Days Beyond Terms

Business and Industry Trends

7349 -Building maintenance services

D&B RATING

Current Rating as of 02/20/2020

Special Rating

--- Unrated/Unrated

Trade Payments

Currency: All figures in USD unless otherwise stated

TRADE PAYMENTS SUMMARY (Based on 24 months of data)

Overall Payment Behaviour
14
Days Beyond Terms

% of Trade Within Terms
70%

Highest Past Due
250 (USD)

Highest Now Owing :
5 000 (USD)

Total Trade Experiences:
21
Largest High Credit:
28 800 (USD)
Average High Credit:
5 673 (USD)

Total Unfavorable Comments :
0
Largest High Credit:
0 (USD)
Total Placed in Collections:
0
Largest High Credit:
0 (USD)

City of Whitewater Janitorial and Cleaning Services

Goods

5085 - Whol Industrial suppl	1	50	0	0	0	0	100
~51 - Wholesale Trade - Nondurable Goods	1	1,000	50	50	0	0	0
5113 - Whol service paper	1	1,000	50	50	0	0	0
~59 - Miscellaneous Retail	1	25,000	50	50	0	0	0
5999 - Ret misc merchandise	1	25,000	50	50	0	0	0
~60 - Depository Institutions	1	100	100	0	0	0	0
6021 - Natnl commercial bank	1	100	100	0	0	0	0
~61 - Nondepository Credit Institutions	1	250	50	50	0	0	0
6159 - Misc business credit	1	250	50	50	0	0	0
~73 - Business Services	2	15,000	50	50	0	0	0
7359 - Misc equipment rental	1	15,000	50	50	0	0	0
7361 - Employment agency	1	1,000	50	50	0	0	0
~75 - Automotive Repair, Services and Parking	1	250	0	100	0	0	0
7514 - Passenger car rental	1	250	0	100	0	0	0
~99 - Nonclassifiable Establishments	1	30,000	100	0	0	0	0
9999 - Nonclassified	1	30,000	100	0	0	0	0

TRADE LINES

Date of Experience -	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
01/25	Pays Promptly	-	500	500	0	1
01/25	Pays Promptly	N30	100	100	0	1
01/25	Pays Prompt to Slow 15+	-	1,000	0	0	Between 6 and 12 Months
01/25	Pays Prompt to Slow 30+	-	25,000	5,000	0	1
01/25	Pays Prompt to Slow 30+	N15	15,000	5,000	0	1
01/25	Pays Prompt to Slow 30+	Lease Agreemnt	250	250	0	1
01/25	Pays Slow 150+	N30	50	0	0	1
01/25	-	Cash account	0	0	0	Between 6 and 12 Months
12/24	Pays Promptly	-	250	100	0	1
12/24	Pays Promptly	-	250	250	0	1

City of Whitewater

Janitorial and Cleaning Services

Date of Experience ▾	Payment Status	Selling Terms	High Credit (US\$)	Now Owes (US\$)	Past Due (US\$)	Months Since Last Sale
12/24	Pays Promptly	+	100	0	0	1
12/24	Pays Prompt to Slow 30+	+	1,000	0	0	Between 2 and 3 Months
12/24	+	Cash account	100	0	0	1
11/24	Pays Slow 30+	+	250	250	250	+
09/24	+	Cash account	50	0	0	1
08/24	+	Cash account	500	0	0	1
08/24	+	Cash account	100	0	0	Between 4 and 5 Months
06/24	+	Cash account	50	0	0	1
05/24	Pays Promptly	+	30,000	0	0	Between 6 and 12 Months
05/24	+	Cash account	50	0	0	1
07/23	+	Cash account	50	0	0	1

OTHER PAYMENT CATEGORIES

Other Payment Categories	Experience	Total Amount
Cash experiences	8	900 (USD)
Payment record unknown	0	0 (USD)
Unfavorable comments	0	0 (USD)
Placed for collections	0	0 (USD)
Total in D&B's file	21	74,650 (USD)

Accounts are sometimes placed for collection even though the existence or amount of the debt is disputed. Payment experiences reflect how bills are met in relation to the terms granted. In some instances payment beyond terms can be the result of disputes over merchandise, skipped invoices etc. Each experience shown represents a separate account reported by a supplier. Updated trade experiences replace those previously reported.

Legal Events

Currency: All figures in USD unless otherwise stated

The following Public Filing data is for information purposes only and is not the official record. Certified copies can only be obtained from the official source.

Bankruptcies	Judgements	Liens	Suits	UCCs
No	0	1	0	3
	Latest Filing ▾	Latest Filing 08/24/2020	Latest Filing ▾	Latest Filing 09/25/2020

EVENTS

Lien - Tax Lien

Filing Date	08/24/2020
Filing Number	20JG089801
status	Open
Date Status Attained	08/24/2020
Received Date	08/26/2020
Debtors	KLEEN-TECH ACQUISITION, LLC

City of Whitewater Janitorial and Cleaning Services

Creditors	STATE OF OHIO
Court	FRANKLIN COUNTY COMMON PLEAS COURT, COLUMBUS, OH
UCC Filing - Original	
Filing Date	09/25/2020
Filing Number	2020 6638680
Received Date	10/30/2020
Collateral	All Assets and proceeds
Secured Party	DEERPATH FUND SERVICES, LLC, AS AGENT FOR THE RATABLE BENEFIT OF THE LENDERS, NEW YORK, NY
Debtors	KLEEN TECH SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
UCC Filing - Original	
Filing Date	09/25/2020
Filing Number	2020 6638938
Received Date	10/30/2020
Collateral	INTERESTS including proceeds and products
Secured Party	DEERPATH FUND SERVICES, LLC, AS AGENT FOR THE RATABLE BENEFIT OF THE LENDERS, NEW YORK, NY
Debtors	KLEEN TECH SERVICES, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE
UCC Filing - Original	
Filing Date	04/17/2019
Filing Number	2019 2668205
Received Date	05/10/2019
Collateral	Account(s) including proceeds and products - Assets including proceeds and products - General intangibles(s) including proceeds and products - Chattel paper including proceeds and products
Secured Party	WELLS FARGO BANK, NATIONAL ASSOCIATION, DALLAS, TX
Debtors	KLEEN-TECH ACQUISITION, LLC
Filing Office	SECRETARY OF STATE/UCC DIVISION, DOVER, DE

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City of Whitewater Janitorial and Cleaning Services

A lien holder can file the same lien in more than one filing location. The appearance of multiple liens filed by the same lien holder against a debtor may be indicative of such an occurrence.

Special Events

Currency: All figures in USD unless otherwise stated

SPECIAL EVENTS

Date	Event Description
10/11/2022	MERGER/ACQUISITION: According to published reports on February 18, 2022, Kleen-Tech Services, LLC, DUNS 117429268, (Denver, CO) announced that it has acquired Peterson Cleaning, Inc., DUNS 808250385, (Rockford, IL). MERGER/ACQUISITION: According to published reports on October 26, 2021, Skyway Capital Markets, LLC, DUNS 117258606, (Tampa, FL) announced the sale of Sentinel Maintenance Inc. to Kleen-Tech Services, LLC, DUNS 117429268, (Denver, CO).

Financials - D&B

Currency: All figures in USD unless otherwise stated

A detailed financial statement is not available from this company for publication.

Currency: All figures in USD unless otherwise stated

A detailed financial statement is not available from this company for publication.

Currency: All figures in USD unless otherwise stated

D&B currently has no financial information on file for this company.

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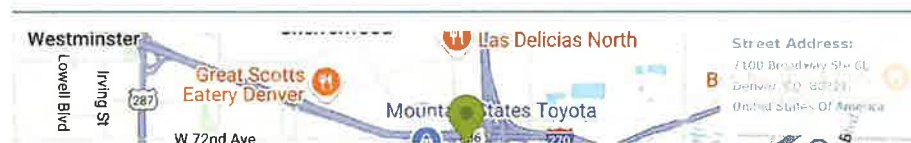
D&B currently has no financial information on file for this company.

Company Profile

Currency: All figures in USD unless otherwise stated

COMPANY OVERVIEW

D-U-N-S 117429268	Mailing Address UNITED STATES	Employees 105
Legal Form Unknown	Telephone +1 303 335 0672	Age (Year Started) 6 Years (2016)
History Record In complete	Present Control Succeeded 2016	Named Principal James Vaughan CEO
Business Commenced On 2016	SIC 7219	Line of Business Building maintenance services
Ownership Not publicly traded	NAICS 561720	



City of Whitewater Janitorial and Cleaning Services



BUSINESS REGISTRATION

No business registration attached to this DUNS

PRINCIPALS

Officers

JAMES VAUGHAN, CEO
RICK LEFORCE, CFO

Directors

DIRECTOR(S): THE OFFICER(S)

COMPANY EVENTS

The following information was reported on: 10/31/2023

The Delaware Secretary of State's business registrations file showed that Kleen Tech Services, LLC was registered as a Limited Liability Company on March 12, 2019 under file registration number 7321311.

Business started 2019. 100% of capital stock is owned by Concierge Building Services.

RECENT EVENTS:

On March 18, 2022, sources stated that Kleen-Tech Services, LLC, Denver, CO, has acquired PCI Services, Inc. d/b/a Peterson Cleaning, Rockford, IL, on February 16, 2022. With the acquisition, PCI Services, Inc. will now operate as a subsidiary of Kleen-Tech Services, LLC. Employees and management were retained. Terms of the transaction were not disclosed. Further details are unavailable.

On December 2, 2021, sources stated that Kleen Tech Services, LLC, Denver, CO, has acquired Sentinel Maintenance Inc., Canada, from Skyway Capital Markets LLC, Tampa, FL, on October 12, 2021. Terms of the deal were not disclosed. Further details are unavailable.

JAMES VAUGHAN. Antecedents are unknown.

RICK LEFORCE. Antecedents are unknown.

BUSINESS ACTIVITIES AND EMPLOYEES

The following information was reported on: 10/31/2023

Business Information

Trade Names	KLEEN-TECH; SONORAN MAINTENANCE A KLEEN TECH COMPANY
Description	Provides building maintenance services, specializing in contractual janitorial services. Terms are on contract-based.
Employees	1,095 which includes officer(s). UNDETERMINED employed here.
Financing Status	Unsecured
Facilities	Occupies premises in a building.
Related Concerns	

SIC/NAICS Information

Industry Code	Description	Percentage of Business
7349	Building maintenance services	*
73490104	Janitorial service, contract basis	*

City of Whitewater Janitorial and Cleaning Services

NAICS Codes	NAICS Description
561720	Janitorial Services

GOVERNMENT ACTIVITY

Activity Summary

Borrower(Dir/Guar)	No
Administrative Debt	No
Contractor	No
Grantee	No
Party excluded from federal program(s)	No

Your Information

Currency: All figures in USD unless otherwise stated

Record additional information about this company to supplement the D&B information.

Note: Information entered in this section will not be added to D&B's central repository and will be kept private under your user ID. Only you will be able to view the information.

In Folders: View

Account Number

Endorsement/Billing Reference *

Sales Representatives

Credit Limit

Total Outstanding

Your Information Currency

US Dollar (USD)

Last Login: 02/11/2025 11:46:58 AM

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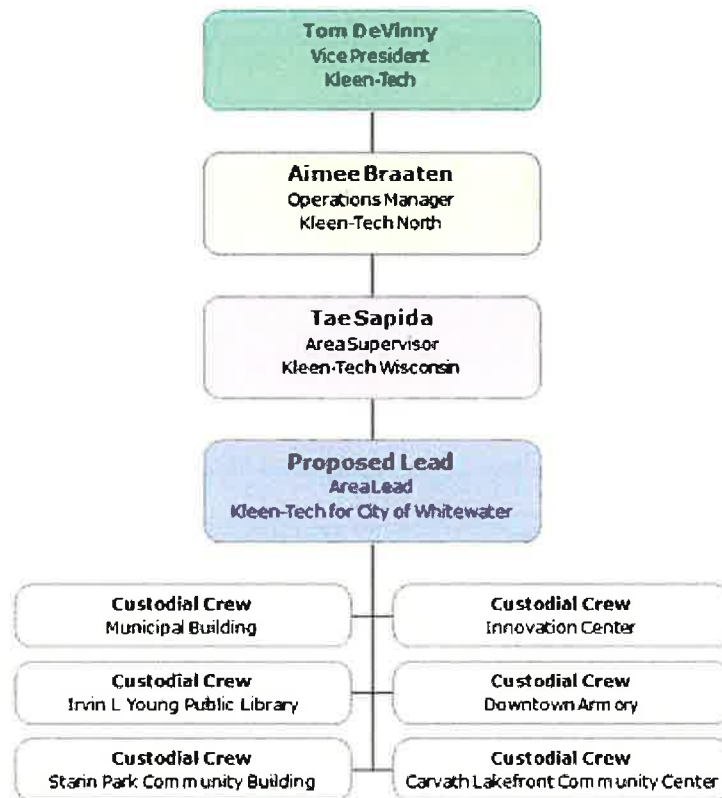
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c. Management Structure

- *Submit an organizational chart outlining the Vendor's management structure.*
- *Provide descriptions of qualifications and credentials for upper-level and regional management.*
- *Indicate the location of key management and support staff.*

Organizational Chart

The organizational chart below provides a visual representation of Kleen-Tech's management structure that will support the City of Whitewater's needs for janitorial services.



Kleen-Tech Position Summaries

Area Supervisor, Tae Sapida

Your Area Supervisor, Tae Sapida, who is local to the Whitewater area, is onsite daily to meet with the Custodial Crew and address any needs or concerns with the City of Whitewater. The Area Supervisor also performs quality inspections, provides additional training to the Custodial Crew as needed, and ensures all contract deliverables are being met. Your Area Supervisor is responsible for managing assigned projects, including employees, labor, supplies, and customer relationships.

Operations Manager, Aimee Braaten

Your Operations Manager, Aimee Braaten, is located in Minnesota and regularly visits your facilities and at any time on request. During these visits, the Operations Manager meets with the City of Whitewater's personnel, performs formal quality assurance inspections, addresses all needs and concerns, and ensures the current scope of work is

meeting the City of Whitewater's needs.

Senior Vice President, Jorge Saldana

Kleen-Tech's Senior Vice President, Jorge Saldana, is located in Denver at Kleen-Tech's Corporate Headquarters and ensures the entire Kleen-Tech team, from the Operations Manager to the Custodial Crew, are performing all contract deliverables to satisfy Kleen-Tech's contractual obligations, and also ensure the City of Whitewater's total satisfaction. He is available to meet with the City of Whitewater when requested—or when the need arises—to provide executive oversight to the services being provided.

With exceptional customer relations experience and a unique adeptness toward executive-level decision makers, Kleen-Tech's Senior Vice President, Jorge Saldana, has provided leadership within our enterprise for more than 25 years. A highly motivated self-starter possessing a strong work ethic, and an experienced problem-solver, he brings over two decades of training, supervisory, and management expertise to the City of Whitewater's janitorial contract. A highly valued Kleen-Tech asset, Mr. Saldana is proficient in both English and Spanish.

Mr. Sapida's, Ms. Braaten's and Mr. Saldana's resumes are provided on the following pages to showcase their experience and expertise.



Tae Sapida – Area Supervisor

EXPERIENCE SUMMARY

Mr. Sapida has over 13 years' experience managing customer relationships and project management. His expertise includes project phase-in, employee training, quality control, conflict resolution, and account management.

Area Supervisor, Kleen-Tech

October 2018 – Present

- Mr. Sapida is responsible for supervising the custodial activities of more than 40 employees and directs the varying types of janitorial services at secure facilities.
- Mr. Sapida coordinates and manages leads and custodians when working in buildings and implements the Quality Control Program for the individual location.
- Mr. Sapida documents QC inspection results, records and plots QC metrics, performs trend analyses, directs re-work/deficiency correction, conducts employee custodial trainings, ensures equipment and supplies are available for all facilities, conducts monthly safety trainings, and ensures the employee safety program is implemented.

Prior to Kleen-Tech

Mr. Sapida has held several technical and management roles which has served him well in creating a disciplined approach to janitorial services while increasing employee retention.

EDUCATION

B.S. Notre Dame de Namur University 2004-2007

*High Honors, Dean's list for 6 quarters and 4 years with
golf scholarship



**Aimee Braaten – Operations
Manager**

abraaten@kleen-tech.com • Cell: (877) 846-4080 • Fax: (866) 621-1871

EXPERIENCE SUMMARY

Ms. Braaten has been an asset to Kleen-Tech Services Corporation for more than 5 years. A positive and driven self-starter, Ms. Braaten successfully manages and maintains daily operations of multiple accounts.

Operations Manager, Kleen-Tech

Minnesota; 2019 Present

- Ensures Minnesota operations are within budget requirements
- Directs Project Managers and Area Supervisors in day-to-day janitorial operations within office settings, universities/colleges and industrial facilities
- Conducts weekly visits with Property Managers, according to our customer calendar
- Coordinates scheduling of all employees and customer requested projects
- Manages the Quality Control Program, including the creation of inspection procedures from contract scope of work, best commercial practices and industry performance standards
- Calculates inspection frequencies and inspects janitorial services according to established inspection procedures that include: documentation of inspection results, recording and plotting QC metrics, performing trend analysis, and directing re-work and deficiency correction
- Executes the Safety and Training Program
- Monitors equipment and supply inventories
- Executes the leadership development plan for subordinate Supervisors
- Assists the Director in special projects

Owner, Final Crew LLC

Minnesota; 2007-2014

- Planned work and determined appropriate tools and equipment
- Processed work orders and prioritized jobs
- Responsible for promoting safe and clean working environment
- Reviewed work orders and communicated with prior shift to assess work needs for the day
- Led a team of 12 to perform a Final Clean for several large apartment complexes
- Managed work with little supervision

CERTIFICATIONS

Kleen-Tech Management

RCTC- Certified Nursing Assistant Program

Certified Kleen-Tech Quality Inspector Certified



Jorge Saldana – Senior Vice President

866-385-0672

EXPERIENCE SUMMARY

Mr. Saldana has held leadership positions at Kleen-Tech for more than 26 years. He has exceptional customer relations experience and is very adept at interfacing with executive level customers and decision makers. A highly motivated self-starter, with a strong work ethic, he is an experienced problem solver within a fast-paced environment, he offers over a decade's worth of training, supervisory, and management expertise. Mr. Saldana is also fluent in English and Spanish.

Senior Vice President, Kleen-Tech

Denver, Colorado; June 2003- Present

- Serves as a member of Kleen-Tech's Executive Leadership Team and directs the operations of facility support projects nationally including Colorado, New Mexico, Texas, Wyoming, Michigan, and new territories
- Oversight of leadership teams responsible for close to 1,000 employees, project managers, and supervisors
- Provides developmental input and oversees rollout of operational system upgrades, reporting tools, training and safety programs across all territories
- Leads new contract phase-ins and special projects
- Key supporter of enterprise profitability through monitoring of equipment, supply inventories, and budgets
- Coordinates with Sales and Proposals team to add new business and increase profitability

Operations Manager, Kleen-Tech

Denver, Colorado; October 1996 – June 2003

- Mr. Saldana ensured Kleen-Tech exceeded customer expectations in quality control and relations. Customers included commercial and government accounts varying in size, with values ranging up to \$10 million. He was also responsible for developing, sustaining, and adapting training programs implemented through standard Kleen-Tech work practices.
- Management duties included supporting the hiring process, daily supervisory activities, and evaluation of Operations team members in performance, qualification, and teaming skills. Mr. Saldana also documented changes to products, processes, and equipment.

Education

Bachelor's Degree, Universidad Autonoma de Chihuahua, Mexico

d. Corporate Support

- ***Describe the corporate support services offered to ensure contract success, including:***
 - ***Internal systems support (e.g., HR, payroll, scheduling, reporting)***
 - ***Corporate programs that assist in quality assurance, compliance, or staff training***

Kleen-Tech's Headquarters provides our customers and Kleen-Tech team members support in the following areas:

- Accounting
- Finance
- Payroll
- Administration
- Quality
- Human Resources
- Safety and Health Training
- Information Technology
- Business Development

This approach allows Kleen-Tech to provide all the services the City of Whitewater requires, without the need for outsourcing or subcontracting with other providers. We provide our customers with peace of mind by handling their janitorial services professionally, promptly, and properly, only by Kleen-Tech.

Employee Payroll & Timekeeping

Kleen-Tech has invested in numerous state-of-the-art innovations and technologies to best serve our customers and employees. We utilize Kronos for all employee payroll and timekeeping functions. This system ensures we have real-time labor reporting capabilities and Supervisors have immediate visibility of all employee schedules and hours worked. By utilizing this system, our Supervisors in the field no longer have to manually enter employee hours, enabling them to focus on Supervision and service delivery. In addition, through this timekeeping system we meet our commitment to timely and accurate pay for every single employee.

The Kronos system allows employees to clock in and out in a variety of ways:

- Biometric clocks onsite that require a fingerprint to record time entries
- USTelePunch dial in system that employees call from pre-authorized telephones onsite
- Kronos smartphone app that enables employees to clock in and out from their smartphone, with geofencing capabilities enabled to only permit time entries from specific addresses

Each of the options above ensures employees can only clock in and out from the location to which they are assigned.

Attendance Verification

Kleen-Tech's timekeeping system provides absence notifications that send text message alerts to Supervisors when employees do not clock in or out according to their schedule. This functionality allows us to see, in real-time, that each employee is working their assigned shift at their assigned location. Should an employee fail to clock in for their shift, the Supervisor is immediately aware. Oftentimes this occurs when an employee has forgotten to clock in, however, when an employee is absent the Supervisor takes immediate action, dispatching coverage from a pre-badged and cross-trained relief staff member in the area.

Labor Reporting

City of Whitewater Janitorial and Cleaning Services

Through the use of this sophisticated system, Kleen-Tech can see all labor hours for each employee, by location. This enables our teams to review labor reports and ensure we are meeting all service commitments at each City of Whitewater location. Below is a sample report showing the level of detail provided in these reports:

Sample Report by Location

Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 1	9.00	-	-	-	-	-	-	9.00
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 2	20.70	-	-	-	-	-	-	20.70
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 3	16.40	-	-	-	-	-	-	16.40
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 4	5.10	-	-	-	-	-	-	5.10
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 5	5.00	-	-	-	-	-	-	5.00
Work Task Descr	Regular Hours	Overtime Hours	Double Time Hours	Holiday Hours	Vacation Hours	PTO Scheduled	PTO Unscheduled	Total Hours
Customer Location 6	-	1.50	-	-	-	-	-	1.50
Customer Location 6	102.90	-	-	-	-	-	-	102.90

Sample Report by Employee

Employee 1 ID Number

Employee 1 Name

Date	Work Task Descr	Hours Worked
06/10/2024	Location Worked Name	7.50
06/11/2024	Location Worked Name	7.50
06/12/2024	Location Worked Name	7.50
06/13/2024	Location Worked Name	7.50
06/14/2024	Location Worked Name	7.50
Total Hours Worked in Selected Period		37.50

Employee 2 Name

Date	Work Task Descr	Hours Worked
06/10/2024	Location Worked Name	5.25
06/11/2024	Location Worked Name	5.25
06/12/2024	Location Worked Name	5.25
06/13/2024	Location Worked Name	5.25
06/14/2024	Location Worked Name	5.25
Total Hours Worked in Selected Period		26.25

Employee 3 ID Number

Employee 3 Name

Date	Work Task Descr	Hours Worked
06/10/2024	Location Worked Name	8.00
06/11/2024	Location Worked Name	8.00
06/12/2024	Location Worked Name	8.00
06/13/2024	Location Worked Name	8.00
06/14/2024	Location Worked Name	8.00
Total Hours Worked in Selected Period		40.00

Systems, Processes, and Tools

Kleen-Tech has developed a menu of systems, processes, and tools that enable our field teams to focus on service delivery to the City of Whitewater, tracking progress and maintaining open lines of communication within our organization as well as with the City of Whitewater. Below we describe these unique, and valuable tools, each of which is available to the City of Whitewater at no additional cost.

Mission Control

One of the defining features of Kleen-Tech is Mission Control, our 24/7 Communication Center. Mission Control is an in-house Department located at our Headquarters, staffed by multilingual Kleen-Tech employees. This Communication Center is available as a single point of contact for all Kleen-Tech customers and employees should they have a question, request, or issue. Mission Control sets us apart from our competitors, who often use

City of Whitewater

Janitorial and Cleaning Services

outsourced labor and callback services. With Kleen-Tech's Mission Control, you speak with a live Kleen-Tech employee every time.

The City of Whitewater and Kleen-Tech employees may contact Mission Control any time, 24/7, by phone or e-mail any time. All inquiries to Mission Control are documented via a Work Order or Incident Report, immediately escalating and dispatching the matter, while also enabling reporting and tracking of all needs. As a result, Kleen-Tech better serves all of our customers and employees through the timely transfer of information and documentation of all customer needs.

We encourage our customers and require our employees to use Mission Control to:

- ✓ Report an incident
- ✓ Report controllable and uncontrollable cleaning issues
- ✓ Report emergencies (flood, security, injury, vehicle accident, etc.)
- ✓ Report a customer request/issue/concern/complaint
- ✓ Report staffing vacancies and request/obtain backup staff
- ✓ Order supplies
- ✓ Request uniforms
- ✓ Obtain equipment repair
- ✓ Acquire general information
- ✓ Request Payroll, Information Technology, Human Resources, and Executive Assistance
- ✓ Request additional cleaning or customer services
- ✓ Mobilize supplemental resources in response to an emergency

Mission Control was established by Kleen-Tech to ensure 'round the clock support of our customers. While janitorial work is primarily conducted after hours when our customers are not in their facilities, Mission Control is available to receive and dispatch customer needs should they arise after Kleen-Tech crews have left the building. This provides the City of Whitewater with an additional resource to support their facility needs, day or night.

In addition to Mission Control, each of our customers and employees has direct access to their Kleen-Tech Supervisor, Manager, and Vice President via phone and e-mail.

How Does Mission Control Work?

Mission Control facilitates a "what-by-when" approach.

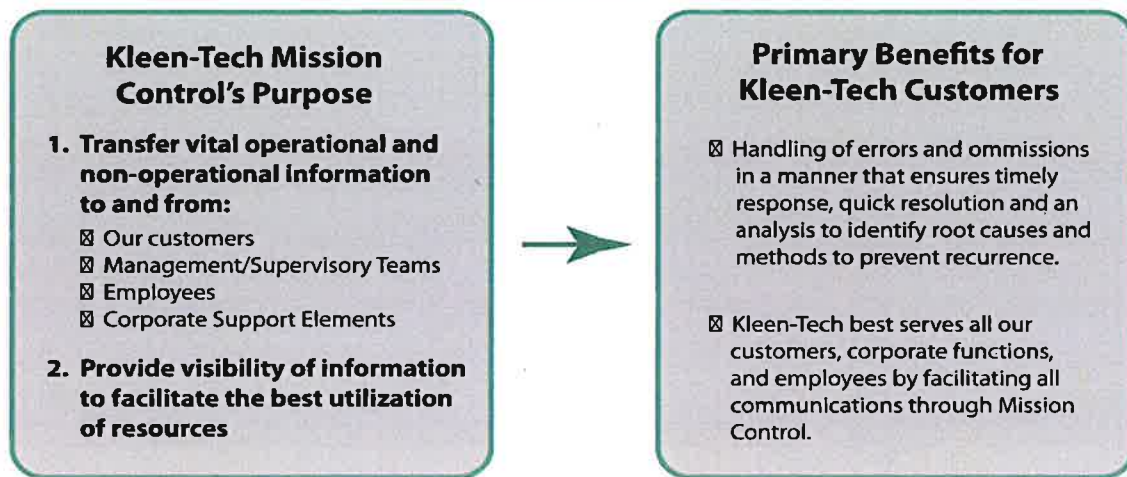
This approach assists Kleen-Tech employees in making commitments (specifically what, by specifically when), and in following up on those commitments to ensure they are met.

Mission Control tracks deadlines and escalates task requests.

When deadlines are in jeopardy of being compromised, Mission Control ensures the proper visibility for issue owners and other stakeholders and that follow-up procedures are taken. Mission Control aids in ensuring issues are resolved timely and efficiently.

Mission Control escalates issues that are not resolved.

Per agreed upon dates/commitments to Kleen-Tech's Quality Department, Mission Control escalates unresolved issues through a Raise The Flag quality improvement report, immediately gaining Executive and Quality Department visibility.



Mission Control brings value to the City of Whitewater in the following ways:

- **24/7 Telephone Coverage**—The City of Whitewater and our employees can reach a live Kleen-Tech Mission Control Dispatch Specialist to assist with any issue 'round the clock. Kleen-Tech also supplies our customers with a Mission Control e-mail address, where electronic correspondence is facilitated in a manner similar to phone conversations.
- **Escalation of Urgent Matters**—Mission Control follows an escalation process that involves three levels of support at every site, in addition to our Headquarters. When the Mission Control Dispatch Specialist cannot resolve a City of Whitewater or employee issue directly, they immediately escalate the matter to someone who can.
- **Work Order Tracking**—Our Mission Control staff utilize the SHARP Work Order system to schedule and track Work Orders.
- **Multilingual Staff**—Our Mission Controls Dispatchers are fluent, at a minimum, in English and Spanish.
- **Daily Calls**—Mission Control Dispatch Specialists have daily contact with all project management staff to follow up on existing actions related to their areas of responsibility, to proactively identify potential issues, and to report on the status of their assigned Work Orders.
- **Access to Kleen-Tech Applications**—Mission Control Dispatch Specialists are well-trained and have full access to Kleen-Tech's systems, processes, and tools, including City of Whitewater emergency contacts, our payroll database, employee contact listings, electronic document management systems, and more. This access and training provide the Mission Control Dispatch Specialist with the ability to assist immediately, or to escalate information to the designated authority.

SHARP Work Order System

To enhance customer service and quality, Kleen-Tech offers a customized, proprietary Work Order software program, the SHARP Work Order System, to manage and track communication among our customers, the custodial staff and supervisors, and Kleen-Tech's support departments such as the Mission Control Communication Center and our executive leadership team.

Upon contract award from the City of Whitewater, Kleen-Tech creates a recurring Work Order for all periodic service requirements from the scope of work, for each building. We then work with the City of Whitewater to determine the

schedule for each service at each location. Once established, these Work Orders are tracked in our system with completion dates documented for each facility and service. Work Orders are reviewed with Management personnel on a regular basis, allowing Kleen-Tech's teams to prepare for all work ahead of time. In addition to documenting periodic services, the SHARP Work Order System is utilized to document and track customer and employee needs such as:

- Additional service needs
- Emergency service needs
- Quality Inspection findings
- Equipment preventative maintenance schedules

Some of the features of the SHARP Work Order system include:

- The City of Whitewater may submit a request directly to Kleen-Tech, any time
- Kleen-Tech personnel are immediately notified of all Work Orders created
- Customers and Kleen-Tech can track requests, response time, and status of all requests and periodic services
- Track custodial assets
- Access the entire message history
- Provides visibility of the services Kleen-Tech is contracted to perform, as well as our compliance with the City of Whitewater's scope of work
- Realtime reporting of all services, available upon request or at regularly scheduled intervals

SHARP Work Order System Screenshot

The screenshot displays the 'Work Order - SHARP' application window. The form includes the following sections:

- Header:** File, Master Issue, About
- Entered by:** Lopez, Xochitl; **Date entered:** 10/6/2020
- Requested by:** Lopez, Xochitl; ☐ High Visibility; **Customer Request:** ☒ No ☐ Yes
- Location ID:** 1086; **Location Picker:** Police Services Main (Timberline) (Fort Collins)
- Location Description:** first Monday of each month; **Client:** Fort Collins
- Further Location:** Remind Friday before first Monday of each month
- Subject:** CO2/Monthly Deep Cleaning on 28th of Each Month
- Work Category:** Customer Request (no extra charge); **Work Class:** -select-
- Work Description:** Email rcv'd 10/6/20 @ 8:23am
Hello MC,
Nabor is requesting a Work Order for monthly deep cleaning at Fort Collins Police Main in the 911 area. Please set it as a recurring WO on the 28th of every month.
Thank you,
Tracy White | Proposal & Corporate Communications Coordinator
- Due Date:** Wednesday, June 1, 2022; **Completed Date:** [empty]; **Complete** button
- Billable:** ☐ Yes ☒ No; ☐ Approval Required; **RTF Number:** [empty]
- Approved By:** -select-; **Approved:** [empty]; **Approve** button
- Master Issue:** -select-; **Next Action:** 6/28/2023
- Comments:**
 - 6/6/2023 6:37:19 PM by Ivan **MCD** Ramirez Reviewed
 - 6/2/2023 6:27:03 PM by Mari **MCD** Martinez F/U tuesday
 - 5/30/2023 7:36:17 PM by Nallely Morelos-Aguilar Remind on Friday
 - 5/3/2023 6:27:40 PM by Mari **MCD** Martinez Completed
- Contact:** [empty]; **Title:** [empty]; **Primary Phone:** [empty]; **Secondary Phone:** [empty]; **E-Mail:** [empty]; **Assign To:** Vasquez, Nabor; **Assigned Date:** 10/6/2020, 08:44
- Attachments:** Table with File and Type columns.
- Frequency:** ☒ Recurring; ☐ Daily; ☐ Weekly; ☐ Biweekly; ☒ Monthly; ☐ Quarterly; ☐ Annually
- Notes:** Remind the 28th for the first Monday of the month
- Next Contact Date:** [empty]; **Periodics** button
- Milestone Date:** Monday, June 19, 2023
- Buttons:** Add Comment, Edit Comments, Copy Work Order
- Status Bar:** 48081 | User = ** MCD** Martinez, Sylena

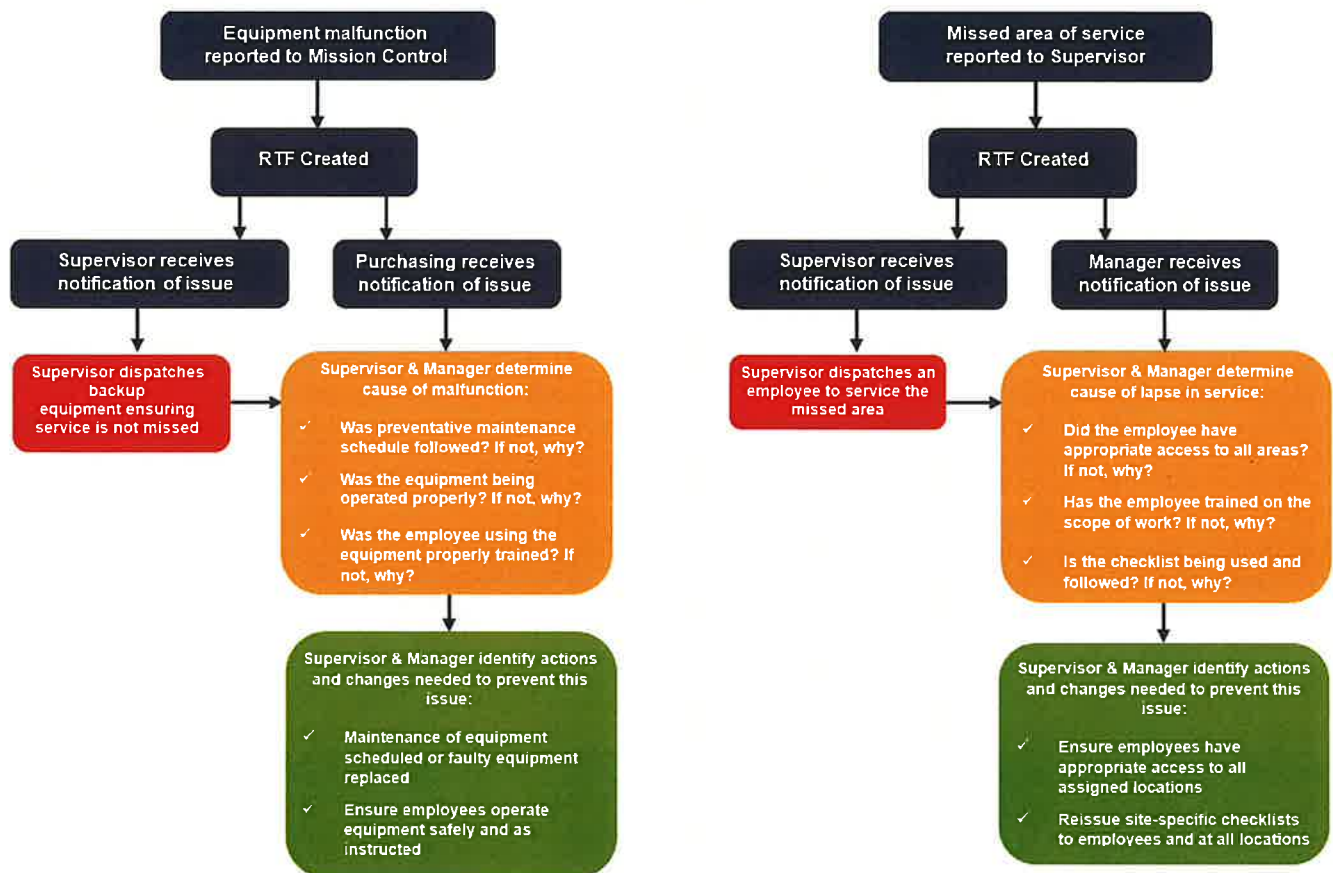
Raise The Flag (RTF)

At Kleen-Tech we emphasize continuous improvement in all that we do, and we achieve this through the implementation of our proprietary incident reporting and management system, Raise The Flag (RTF). The RTF system is one of the pillars of our organization. This system, which we created in-house, facilitates timely and effective incident resolution and drives our continuous improvement.

In the event a Kleen-Tech standard is in jeopardy or has been jeopardized, an RTF report is immediately filed. The RTF report details the location, date, and details of the incident, and once created, triggers instant notification to the appropriate stakeholders based on the type of issue and location. Once created, our leadership team gets to work on the three components of the RTF to ensure the issue is resolved and addressed, with actions taken to prevent recurrence.

1. **Immediate Fix:** the first action taken is to identify and implement an immediate fix, or short-term resolution.
2. **Root Cause Analysis:** next, our team conducts an analysis of the issue to identify the Root Cause, so we may get to the root of the problem and implement an effective prevention.
3. **Irreversible Corrective Action:** once the Root Cause has been pinpointed, our team identifies the actions and changes needed to prevent this same issue from occurring again

Each of the three steps above must be taken, and documented in the RTF System, before an incident report may be closed. Below are two examples of RTF reports and the actions taken:



The RTF system has many advantages to the City of Whitewater and Kleen-Tech, which include:

City of Whitewater Janitorial and Cleaning Services

- Provides the City of Whitewater and Kleen-Tech employees with a mechanism for reporting incidents or concerns
- Allows for timely documentation of incidents, which in turn contributes to timely and thorough follow-up, and improved customer service
- Gives Kleen-Tech's executive leadership team timely visibility of incidents
- Ensures the appropriate Kleen-Tech departments receive immediate visibility of incidents
- Provides for immediate short-term solutions to incidents, while simultaneously analyzing data to create long-term, permanent solutions
- Tracks and measures the types of incidents that occur, to aid in identifying systemic trends
- Creates reports, which are available to the City of Whitewater and Kleen-Tech, aiding in the process of continuous improvement while maintaining transparency between, and within, our organizations

Site-Specific Checklists

Upon contract award, Kleen-Tech creates site-specific checklists for each City of Whitewater facility detailing all scope of work requirements. This checklist is completed daily by Custodial crews as they complete services. The checklist is a living document that is updated on an ongoing basis to address site-specific items that must be addressed. In large facilities with multiple employees assigned, the checklist is customized for each employee, for the area to which they are assigned, providing a higher level of detail and creating accountability for each person.

In addition to creating a routine and setting expectations for individual employees, our checklists are important training tools used to familiarize new employees with their assigned responsibilities. Furthermore, the checklist is used to cross-train other employees to ensure all service requirements are met when coverage is provided.

A sample checklist has been provided below.

Approved by Lead _____
Approved by Area Supervisor _____



Custodial Maintenance Task and Frequency Checklist - 7 days/week

If at any time tasks are not able to be completed per the scheduled checklist please contact Mission Control at 1-866-385-0672. Failure to notify Mission Control of uncompleted task may result in disciplinary action. Report any facility issues and items in need of repair to Mission Control.

Please place an X in the boxes in the columns to the right of each task to show completion each day. The frequency for each task is listed in the columns on the left - completion must match frequency. Please sign and date at the bottom.		SUN	MON	TUES	WED	TH	FRI	SAT
Restrooms								
Daily	Restroom Fixtures: Clean, polish and disinfect dispensers and fixtures. Clean and disinfect sinks, toilet bowls, urinals and counter tops.							
Daily	Restroom Walls: Clean accessible walls and toilet partitions.							
Daily	Restroom Floors: Sweep and mop all restroom floors.							
Daily	Restroom Mirrors: Polish all chrome and mirrors.							
Daily	Restroom Supplies: Restock expendable products such as paper towels, toilet tissue, hand soap, liners and deodorant products from customer inventory.							
Daily	Restroom Trash: Empty trash cans, replace liners, spot clean receptacles as needed and take trash to designated area.							

Upon contract start, we establish the "route" for the services that are performed within each building, which is reflected in the checklist. This route dictates the starting and ending point for service, along with the order each area is addressed during each service. This route is established to increase efficiency and helps to ensure all areas are addressed nightly and no areas are missed. We follow these steps:

- Offices, Conference Rooms, Break Areas, etc.
 - Empty all trash containers into the approved brute barrel or trash gondola
 - All trash must be bagged
 - Trash removed from food service areas must be double bagged to avoid leaks
 - Wipe and dust surfaces to remove debris



- Apply disinfectant cleaner to surfaces and allow to dwell for the appropriate time as specified in the SDS
- While disinfecting cleaner dwells, sweep and mop floors and then vacuum any carpet (vacuuming is done after hard floors are cleaned)
- Restock any paper or soap supplies in dispensers
- Return to surfaces and wipe clean removing disinfecting cleaner only once the specified dwell time has been reached
- Restrooms
 - Empty all trash containers into the approved brute barrel or trash gondola
 - All trash must be bagged
 - Restock all supplies (paper, hand soap, etc.)
 - Wipe and dust surfaces to remove debris
 - Apply disinfectant cleaner to surfaces and fixtures, allowing the cleaner to dwell for the appropriate time as specified in the SDS
 - While disinfecting cleaner dwells, sweep and mop floors
 - Return to surfaces and wipe clean removing disinfecting cleaner only once the specified dwell time has been reached

Color-Coded Tools

At Kleen-Tech, we recognize that how we do our work is as, or more, important than performing the work itself: when our work is performed properly, we reduce the risk of illness and exposure for each building occupant. As such, we have developed a color-coding system for our cleaning tools, with the explicit goal of eliminating the risk of cross contamination in service delivery. The standards we have developed around this system are mandatory for all employees to follow. Our simple methodology is as follows:



BLUE Rags and Tools
Are for use in breakrooms
and common areas only



GREEN Rags and Tools
Are for use in restrooms only

All new employees receive in-depth training on this imperative process before they begin working at a City of Whitewater facility. Furthermore, our entire staff receives refresher training on the standard throughout the year.

Why Color Code?

Color coding is a system that is easy to remember, easy to follow, and is a simple and effective way for Supervisors and the City of Whitewater to see that our staff are following the proper procedures.

Color, for all intents and purposes, is a universal language that is recognized by anyone—regardless of one's native tongue. Implementing a color-coded cleaning program using different colored towels, rags, and mops to represent each task, job or department eliminates confusion among our staff while also simplifying their training.

Implementing Color Coding

The colors themselves aren't what make the system successful. For the system to work, training and consistency are key. If you don't take the time to explain why color coding is important and how it helps stop the spread of germs, people may wrongfully assume that certain colors are more effective for certain tasks. We understand the importance

of not only ensuring our employees know the right way to use their tools, but also why it matters: we are the first line of defense in keeping the public healthy.

Proper Handling and Transportation

When using microfiber as part of a program to prevent cross-contamination, we also need to consider how we handle, transport, and store the clean and soiled microfiber. Here are a few of Kleen-Tech requirements that may seem obvious, but are often overlooked:

- ✓ Store clean products appropriately. Keep clean towels and mop pads in plastic bags to prevent them from being contaminated after they're laundered, but before they're used. They should only be removed from their bag when they're ready to be used or charged with cleaning or disinfecting solution.
- ✓ Have a designated spot for dirty microfiber. Store soiled microfiber in soil-designated laundry carts and laundry bags; never put clean textiles in those carts or bags. Make sure the carts and bags are sanitized regularly.
- ✓ Separate soiled microfiber from other products. Keep soil sorting areas separate from where you handle clean microfiber. Don't use the same table for sorting that you use to fold freshly laundered cleaning cloths.
- ✓ Clean the equipment. It's also important to sanitize the cleaning equipment. Sanitize custodial carts, caddies, mop handles, vacuums, etc. at the beginning and end of every shift and take care to prevent contamination between sanitizations.
- ✓ Keep the storeroom or supply closet clean and organized.

Kleen-Tech Customer Survey

At Kleen-Tech, we are always looking for ways to improve our services to the benefit of our customers. To achieve our commitment to continuous improvement, we actively solicit feedback from each customer on a monthly basis using a web-based survey. This survey allows our customers to score Kleen-Tech's services for the prior month on a 5 to 1 scale and asks our customers to provide feedback on improvements that we can make to get our rating to the next higher score the following month. In addition, we always provide room for additional comments and improvement opportunities.

All feedback received is acted upon:

- A Work Order is created to address any improvement opportunities or comments provided by the customer
- A Raise The Flag incident report is created for a score of 3 or lower
- Any employee praised by name in a survey is entered in our Employee Recognition Program and included in the pool of Employee of the Month candidates

We greatly value the feedback we receive each month and are proud to have received more than 2,000 surveys last year with an average score of 4.5 out of 5. This feature has added great value for our customers and our organization, generating lasting, positive change for our customers, our overall level of service, and our processes.

Weekly Leadership Meetings

"We are very happy, this is one of the best cleaning services in a long time, we see the difference and see Kleen-Tech as part of the company."

"We are very satisfied and have no issues. The team continues to do a great job and we have had no issues. The switch to Kleen-Tech for day porter service has been a game changer – love it. I wish I had Kleen-Tech in more of my buildings."

And finally, our Weekly Leadership Meetings, where insights gained and actions taken through the various systems, processes, and tools we have outlined above all come together through metrics, information, and most importantly actions that are reviewed by Kleen-Tech's operations teams on a weekly basis. These meetings provide a regular opportunity for our field employees to converse and collaborate with Operations Leadership and support staff from our corporate office, often resulting in new ideas and Enterprise-wide development, innovation, and improvement. Our people work hard, which means they are always busy, yet each person always has time for their Weekly Leadership Meeting, as it is a valuable tool where we see real, tangible results.

Every Weekly Leadership Meeting is structured around a standard agenda, with minutes taken by an assigned Administrator. This allows our teams to create actions and commitments, which are documented and followed-up on from creation through completion. Topics of discussion in our Weekly Leadership Meetings include:

- Labor compliance
- Customer satisfaction
- Quality assurance results
- Status of scheduled and requested Work Orders
- Reviews of employee performance
- Tracking of employee training
- And analysis of other metrics and key performance indicators

The discussions and data reviews that take place during our Weekly Leadership Meetings allow our teams to monitor our overall performance and ensure we are exceeding customer expectations, as well as meeting the scope of work at our various customer locations.

What does this mean to the City of Whitewater? It means you can rest assured we do what we say we'll do, when we say we'll do it. We take accountability very seriously, and our Weekly Leadership Meetings facilitate not only accountability in our daily operations, but they also provide for transparency of all commitments and collaboration across departments.

Staff Training Program

Kleen-Tech believes that employees benefit from being provided an environment that is healthy and safe. We have a strong commitment to our Training Program for our employees. Kleen-Tech strives to make every employee's first day on the job a positive and memorable learning experience—and Kleen-Tech believes the first day "sets the pace" for future performance. Training is continuous and does not end once an employee has successfully completed orientation and the initial probationary period. Afterwards, employees receive regular training in all work areas to update and enhance their knowledge and improve their skills. A comprehensive outline of our Training Program can be found on page 35.

e. Staffing

- ***Identify positions, number of staff per position, and required qualifications.***
- ***Describe recruitment and hiring practices, including:***
 - ***Criminal background investigations***
 - ***Pre-employment screening procedures***
- ***Outline the training program for new and existing employees.***

Staffing Plan

In addition to the support Kleen-Tech's Janitorial Team at the City of Whitewater will receive from the Area Supervisor, Operations Manager, and Senior Vice President, we will employ a full-time, locally based, Lead Janitor who will assure the work crew performs scope of work services at or above established standards by performing quality checks throughout each shift. He/she trains employees, participates in planning, assigning, and directing

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work. The Lead Janitor will be equipped with a company vehicle and will assist in transportation for others on the Janitorial Team. Kleen-Tech estimates another .61 janitors (40 hours a week) are necessary to complete the work outline in the City of Whitewater's RFP.

Recruitment

Kleen-Tech understands that maintaining adequate, consistent, and reliable staffing is crucial to our ability to deliver effective, high-quality services for the City of Whitewater. Therefore, we have developed a Strategic Recruitment Process that is executed by our in-house Recruiters to ensure we maintain full staffing levels across our organization.

Our in-house Recruitment model is one of the defining features of Kleen-Tech that you won't find elsewhere, and it sets us up for success in a number of ways:

- By using dedicated Recruiters, we allow our Operations Teams to focus on service delivery
- In-house Recruiters ensure a standardized hiring practice and adherence to all documentation requirements, including background check processing and I-9 compliance
- Recruiters maintain active candidate pipelines at all times, ensuring we can quickly respond to turnover without missing service

Our Recruiters use Kleen-Tech's own Strategic Recruitment Process to attract, identify, and recruit qualified personnel. The purpose of this Process is to clearly define and communicate best practices for targeting quality candidates, strategies to identify primary sources, and the most effective closing approaches (who, what, when, and how). By implementing this Process, we drive down the costs associated with unwanted turnover, thereby creating cost savings and ensuring a high level of service for the City of Whitewater.

The following details each stage of the recruitment process:

Job Openings

Whenever job openings are anticipated or arise, the Recruiter meets with the Operations Manager to review the Job Description and site-specific capability requirements to determine the minimum qualifications for the position. The Recruiter then begins recruitment efforts, starting with a visit to the job site to obtain referrals from the onsite team.

In the event no qualified referrals are available, the Recruiter reviews the candidate pipeline to identify pre-screened applicants located within 15 minutes from the vacant position. Should our pre-screened candidates not be interested in the particular position, the Recruiter will consider a candidate outside of the required geographical area to work temporarily in the position while recruitment efforts continue.

Prescreening

The Recruiter uses standardized prescreening forms to ensure consistency throughout the process. Once a candidate successfully completes the prescreen, the Recruiter coordinates an interview to include attendance by the Operations Manager.

Only the prescreened candidates that meet all requirements are forwarded to the Hiring Manager or Operations Manager with a recommendation to interview and the reason(s) why.

Background Checks

Although we will adhere to customer guidelines regarding background checks and hiring policies, below we provide details of Kleen-Tech Services' standard written policy with regard to background checks that applies to prescreening potential employees, or at any time during an employee's term of employment.

Background Check Policy

I. Purpose

To outline the requirements for background check and eligibility for employment based on results.

II. Policy

Prior to, at the beginning, or at any time during an employee's term of employment, the company may require a background check. These background checks may be done as a condition of employment or subsequently at the discretion of the Company.

The following adjudicative guidelines are established for all employees who perform duties in secured, sensitive, restricted access areas and/or that require access to protected information, perform work considered sensitive in nature or hold a "position of trust" within the Company. These guidelines also apply to persons being considered for initial or continued eligibility to access to classified and/or protected information, to include sensitive compartmented information and special access programs, and are used by the Company in all final clearance determinations.

The Company will not hire and/or will terminate employment when the background check reveals any of the following disqualifying convictions. Disqualifying convictions are any plea, judgment, verdict of guilty or no contest, an Alford plea in this state or from any state to any of the disqualifying convictions listed below. This list is not all inclusive and may be subject to change according to Company or customer requirements.

- Espionage or conspiracy of espionage.
- Sedition, or conspiracy to commit sedition.
- Treason, or conspiracy to commit treason.
- A federal crime of terrorism as or conspiracy to commit such crime.
- A crime involving a transportation security incident. A transportation security incident is a security incident resulting in a significant loss of life, environmental damage, transportation system disruption, or economic disruption in a particular area, as defined in 46 U.S.C. 70101. The term "economic disruption" does not include a work stoppage or other employee-related action not related to terrorism and resulting from an employer-employee dispute.
- Unlawful possession, use, sale, distribution, manufacture, purchase, receipt, transfer, shipping, transporting, import, export, storage of, or dealing in an explosive or explosive device.
- Murder.
- Making any threat, or maliciously conveying false information knowing the same to be false, concerning the deliverance, placement, or detonation of an explosive or other lethal device in or against a place of public use, a state or government facility, a public transportation system, or an infrastructure facility.
- Extortion.
- Dishonesty, fraud, or misrepresentation, including identity fraud and money laundering where the money laundering is related to a crime.
- Bribery.

- Smuggling.
- Immigration violations
- Distribution of, possession with intent to distribute, or importation of a controlled substance.
- Arson.
- Kidnapping or hostage taking.
- Rape or aggravated sexual abuse
- Assault with intent to kill.
- Robbery

The background check is an examination of a sufficient period of a person's life to make an affirmative determination that the person is an acceptable security risk. Eligibility for personnel security guidelines. The background check process is the careful weighing of a number of variables known as the "whole-person concept". Available, reliable information about the person, past and present, favorable and unfavorable, is considered in reaching a determination. In evaluating the relevance of an individual's conduct, the Company may consider the following factors:

- The nature, extent, and seriousness of the conduct;
- The circumstances surrounding the conduct, to include knowledgeable participation;
- The frequency and recency of the conduct;
- The individual's age and maturity at the time of the conduct;
- The extent to which participation is voluntary;
- The presence or absence of rehabilitation and other permanent behavioral changes;
- The motivation for the conduct;
- The potential for pressure, coercion, exploitation, or duress; and
- The likelihood of continuation or recurrence.

All employees/applicants are provided with a background check release form, which authorizes the Company to conduct these background checks as required. Refusal to sign, as well as falsification or omission of information on the background check form will result in the employee's/applicant's ineligibility for employment with our Company.

III. Responsibilities

The Director of Human Resources is responsible for this policy.

Hiring

Once a candidate has successfully completed an interview, the Recruiter processes their background check, conducts reference checks, and schedules drug testing as required. Once all have been completed successfully, a formal job offer is made to the candidate.

Onboarding

The Operations Manager works with the employee to complete their New Hire Paperwork and conducts a New Hire Orientation. The New Hire Orientation is completed at the start of employment (please refer to page # for more information). The Onboarding Process, which is described in detail on page 35, is a two-week process during which the employee receives the various trainings required of their position. We have developed this two-week process to ensure the information is retained and new hires are not overwhelmed with too much new information on their first day.

New Hire Follow Up

To promote employee retention and continuously improve our processes, we have implemented a new hire follow up process as part of our overall recruitment process and retention strategy.

After a new hire has been onboarded and successfully transitioned into their role with Kleen-Tech, the Recruiter interviews the employee to obtain feedback on the recruiting process, expectations of job position, training, benefits/perks, the supervisor, and ideas for improvement. The Recruiter reports the findings from the interviews to the Human Resources Manager to make any modifications to the Strategic Recruiting Process based on the findings.

Kleen-Tech has developed this Strategic Recruitment Process with customer satisfaction at the forefront, ensuring we place qualified and trained employees in their facilities. We have also developed numerous programs aimed at employee retention and development.

Candidate Pipelines

Kleen-Tech's Recruiters are responsible for maintaining a pipeline of candidates to ensure we are ready with reserve staffing should the need arise. They accomplish this through active involvement and participation in local job fairs, keeping job postings active and fresh, and networking with local career and workforce centers. Additionally, Recruiters build a community culture of recruitment by promoting our employee referral and retention bonuses when interacting with candidates and new hires.

Candidate pipelines are organized by city and state, or by district, and are maintained through regular contact with candidates to ensure they are still seeking employment.

Kleen-Tech Employee Training

Kleen-Tech knows that employees perform best when provided a healthy, safe environment. We are committed to our Training Program for our employees, which is demonstrated through our creation of an in-house Training Department overseen by our Human Resources Director. Our Training Department has created more than 80 customized training modules, which are all translated into the various languages spoken by our employees, so all team members receive the information they need in their preferred language, ensuring thorough comprehension.

Kleen-Tech's makes each employee's first day on the job a positive and retainable learning experience—and we ensure the first day "sets the pace" for future performance. Training is continuous and **does not end** once an employee has successfully completed orientation and the initial probationary period. Afterward, employees receive regular training in all work areas to update and enhance their knowledge and improve their skills.

Below we detail the training topics covered during each employee's initial two-week onboarding. Additionally, Kleen-Tech employees are required to attend regular, monthly safety training sessions.

New Hire Paperwork

- Completed application
- W-4 and 1-9 forms
- Copies of two forms of identification
- Photo identification badge
- Name/phone for two previous employers
- Name/phone for one personal reference
- Job description review

Badges and Security

- Application for badge

Introduction

- Mission Control introduction
- Necessary equipment and uniform assignment
- Security requirements of building
- Property Tour
- Introduction of assigned area
- Introduction to building manager
- Training on cleaning standards and specifics for the location
- Task deadlines

Cleaning Tools/Proper Use of:

- Vacuums

Kleen-Tech Goals and Mission Statement

- General safety rules
- Accident/emergency procedures
- Health and safety risks

Wage and Benefit Schedule/Time Cards/Reporting Hours

- Schedules and pay dates
- Timekeeping
- Correct reporting procedures

Kleen-Tech Policies and Procedures/Training

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- | | | |
|--|---|--|
| <ul style="list-style-type: none"> • When/where to wear badges • Replacement procedure for lost badges • Levels of training and recognition | <ul style="list-style-type: none"> • Brute barrels, buckets/wringers • Burnishers and buffers • Tilt buckets • Carpet extractors | <ul style="list-style-type: none"> • Standard precautions and exposure control • Hazard communications/blood-borne pathogens • Ladders/general safety • Job classifications sensitive to exposure • Chemical spill clean-ups • Provision/location of PPE/supplies • Lockout/tag-out/electrical safety • Back injury prevention/lifting |
| <p>Supervision Communications</p> <ul style="list-style-type: none"> • Corporate/project communication • Proper payroll procedures • Workers Compensation • Benefits • Reporting requirements • Customer contact procedures | <p>SDS</p> <ul style="list-style-type: none"> • Chemicals/compatibility with other chemicals • Health hazards/symptoms of overexposure • Spills/leaks/flammability • Location | |
| <p>Site-Specific Work Area Familiarization</p> <ul style="list-style-type: none"> • Work Schedule/Areas of responsibility • QCR program • Hazard identification/mitigation • Emergency evacuation | <p>Accident Prevention/Reporting</p> <ul style="list-style-type: none"> • Reporting procedures and responsibility in prevention • Policies, responsibility, and compliance • Correction of unsafe/unhealthful conditions • Employee/Supervisor requirements • Workers Compensation requirements | <p>Quarterly Group Training Schedule</p> <ul style="list-style-type: none"> • Proper lifting • Carpet/spot cleaning techniques • Wall washing/spot removal techniques • Person hygiene expectations |

All employee training is completed on-site with a hands-on approach to our training sessions. Most of our training classes are 30 minutes, occurring before or after the employee's shift, while some are conducted during the shift to facilitate the firsthand team approach.

All training sessions are documented via an Employee Training Roster and data-entered into our Enterprise-wide Company Training Information System. This allows us to pull reports via employee, location, topic, or date range. Additionally, we can provide Training Certificates as verification of training sessions conducted, upon request.

Ongoing Training and Assessment

The best way to develop an employee is to provide ongoing training. Each week in our Weekly Leadership Meetings (WLMs), which are described in more detail on page 31, we review employee performance and development. As part of this process, the Supervisor provides the names of the employees consisting of 10% of their workforce that are most in need of training, development, or discipline. At this time, the Supervisor identifies the actions to be taken to help these employees improve.

In the following weeks, the Supervisor reports on the progress made the prior week and discusses the next steps for the upcoming week. When the initial issues or trainings have been resolved/provided, the Supervisor uses the opportunity to find supplemental trainings that can be used to assist the employee in reaching their personal and professional goals. Every week the Supervisor provides a status update and next actions and commitments to the progress of each employee's training/discipline. Below is a sample tracker that shows how we review and document employee performance throughout this process.

Name	Job Site	Position	Issue(s)	Date Added	Wk 1 Action	Wk 2 Action	Wk 3 Action	Wk 4 Action
Employee #1	Site #1	Custodian	Not performing duties	6/1	Retraining	EC issued	Recruit and possibly terminate	Separated 7/30
Employee #2	Site #2	Day Porter	Call offs	6/5	Issue EC	Help from HR	New schedule	New schedule seems to be working, no call offs
Employee #3	Site #3	Lead	No issue, potential	6/5	Approach about position	Provide review of job description,	Conduct Supervisor Training	Plan completion supervisor

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			for promotion			Supervisor Training overview		training and promotion timeline
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Through this process, our Supervisors aid in employee development while also improving customer satisfaction.

Supervisor Training

Research shows more than half of new supervisors and managers receive little or no training before assuming their new roles. The typical assumption is that high performing individual contributors will transition easily to managing people. However, we have found that managing people requires an incredibly different and unique skill set. As such, Kleen-Tech has implemented a robust Supervisor training, that includes a "Train the Trainer" approach for all Supervisors, ensuring they are well prepared to train their teams.

Kleen-Tech supervisors receive more extensive administrative training, to include the topics below. This training occurs during the first two months the employee is positioned in a supervisory role. Additionally, Kleen-Tech holds, at a minimum, semi-annual supervisor refresher training to update supervisors on any new or revised company policies and procedures, in addition to quarterly leadership training.

- | | | |
|------------------------|--------------------------------------|-------------------------------|
| • Rules and Standards | • Issuing Expectation Clarifications | • E-Separations |
| • Transparency | • Harassment/Discrimination Policies | • Recruitment Process |
| • Hiring Process | • Performance Appraisals | • Providing Feedback |
| • Injury Process | • Safety Program | • Supervision Part I |
| • Supervision Part II | • Communication | • Leading Your Team |
| • Motivating Your Crew | • Mission Control | • Scheduling Employees |
| • Budgets | • Benefits Overview | • Company Policies/Procedures |
| • Equipment Training | • Chemical/Supply Training | • Customer Service |

Training Modules Overview

Kleen-Tech's Employee Training programs place a strong focus on safety. A few of the topics are highlighted below.

EMPLOYEE ORIENTATION PROGRAM	
Introduction	Each employee's first day with Kleen-Tech sets the tone for learning and quality work. New hire paperwork is important and ensures each employee is fully informed and understands their role. Once the paperwork is completed and understood, we review job description, Kleen-Tech rules and established standards, uniform requirements, necessary equipment, Mission Control introduction, employee benefits, Kleen-Tech's Guiding Principles, our regular safety trainings and release of Motor Vehicle Records (for authorized drivers).
Wage and Benefit Schedule/Time Cards/Reporting Hours	We teach new employees about schedules and pay dates, timekeeping and correct reporting procedures.
Site-Specific Information and Work Area Familiarization	Kleen-Tech supervisors review with the new hire the following regarding the specific requirements of the site(s) to which the employee is assigned: security requirements of the building, property tour, introduction of assigned area(s), introduction to building manager, training on cleaning standards and specifics for the location, task deadlines, work schedule/areas of responsibility, the Quality Control Program, hazard identification/mitigation, and emergency evacuation.

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Badges and Security	Employees are instructed when/where to wear badges, replacement procedure for lost badges, and review levels of training and recognition.
Safety	Kleen-Tech supervisors review general safety rules, accident and emergency procedures, employee on-the-job injury reporting processes, and health and safety risks.
Kleen-Tech Procedures	Employees learn correct corporate/project communication, proper payroll procedures, Workers Compensation, reporting requirements, and customer contact procedures.
Cleaning Tools	A review of Kleen-Tech's basic cleaning processes and the proper use of vacuums, brute barrels, buckets/wringers, burnishers and buffers, tilt buckets, and carpet extractors.
SDS	Employees learn the basics of the Safety Data Sheet and how to read them, chemicals/compatibility with other chemicals, health hazards/symptoms of overexposure, spills/leaks/flammability and location.
Supervisor Communication	Supervisors review with employees each of the reporting procedures and responsibilities in prevention, policies, compliance, correction of unsafe/unhealthful conditions, employee/supervisor requirements, and Workers Compensation requirements.
Additional Trainings	In addition to regular safety trainings, additional policies and procedures in which Kleen-Tech employees receive training include: standard precautions and exposure control, hazard communications, ladders/general safety, job classifications sensitive to exposure, chemical spill clean-ups, provision/location of PPE/supplies, lockout/tag-out/electrical safety, and back injury prevention/lifting. Quarterly Group Trainings involve subjects including proper lifting, carpet/spot cleaning techniques, wall washing/spot removal techniques, person hygiene expectations.

WORKPLACE SAFETY TRAINING OVERVIEW	
Safety Is Our Priority	Kleen-Tech employees learn the importance of safety on the job as the number one priority. This concept is continually reinforced in regular meetings, trainings, as well as on the job.
Building Security and Safety	Kleen-Tech trains our employees in security and safety inside the building, including disarming alarms (as directed by our customers), keeping keys on their person or stored properly as directed by our customers, locking all doors, and arming alarms when leaving the building.
Proper Lifting	

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	Kleen-Tech employees learn how to safely lift heavy items, unload equipment safely from a truck or van, and carrying heavy items from place to place.
Prevention of Slips and Falls	Our employees are taught safety while cleaning wet floors, as well as safety during winter months when snow or ice may be present, plus safe maneuvering up and down stairs while cleaning or carrying items.
Proper Use of Ladders and Footstools	We review the uses of ladders and footstools, also covering the importance of using an equipment belt while on a ladder or footstool.
Electrical Safety	Kleen-Tech employees are trained in the proper identification of potential electrical problems with equipment, proper electrical cord handling, and communication with a supervisor for maintenance or emergencies.
Use Chemicals With Care	We train our employees on the proper mixing of chemicals per manufacturer specifications, proper protective material, and what to do in case of a spill.
Careful Trash Removal	Kleen-Tech employees are instructed on how to properly and safely remove trash bags from containers, in addition to proper handling of the trash on the way to the designated disposal site.
Driving Rules	Kleen-Tech's Employee Training Program emphasizes the essentials of safe driving, from obeying traffic laws, to mandatory seatbelt use, to avoidance of cell phone use while driving.
Drugs and Alcohol	We ensure our employees understand our zero tolerance policy towards using substances at the workplace and the employment consequences, as well as the safety risks of being under the influence of drugs or alcohol while at work, and how to notify a supervisor if someone is suspected of being under the influence.
Emergencies	Kleen-Tech employees are trained (and such training is continually reinforced) to know what to do if an emergency or accident occurs and, in the case of a fire, how to properly use a fire extinguisher.
Reporting Hazards and Unsafe Conditions	A key element in Kleen-Tech's Safety Training program is to ensure a thorough understanding that it is every employee's responsibility to be on the lookout for possible hazards and unsafe conditions at all times. We train employees on Compliance with the OSHA Hazard Communication Standard, 29 Code of the Federal Regulations 1910.1200, explaining container labeling, safety data sheets, employee information and training, hazardous non-routine tasks, and a Hazard Communication Test.

GREEN CLEANING TRAINING	
Introduction	Kleen-Tech Employee Green Cleaning training first identifies our purposes and goals for our Green Cleaning Program, discussing the benefits and basic techniques. Employees learn the importance of and how to document the Green Cleaning Processes to ensure compliance at every level.
Compliance	

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	We provide our employees with a list of personnel and management responsible for oversight of the program, general information on the program, our processes and guidelines, required appearance level, and library characterization.
Training	Employees learn how to ensure quality in our custodial service, utilizing standardized green products and practices, and conducting periodic Quality Control Inspections in accordance with APPA Custodial Staffing Guidelines to determine library appearance.
Reporting	Employees are instructed on how and why to develop Green Cleaning Program reports.
Products	Kleen-Tech provides our employees with general information on green cleaning products used, equipment log use and maintenance, and our preventative maintenance program. We also demonstrate to our employees the selection of Green Certified Foam Hand Cleaner and its effectiveness and importance to the program.
Recycling and Storage	Training also covers hazards, uses, maintenance, disposal, and recycling of cleaning chemicals, dispensing equipment, and packaging, in addition to proper storage of chemicals per OSHA regulations.
Spills	We teach the prevention of leaks and spills, inspection of containers on a regular basis, and proper procedures for transferring chemical substances.
SDS and Standard Procedures	The location of all SDS on site is reviewed and a comprehensive list of Standard Operating Procedures is provided for all employees to consult.

HAZARD COMMUNICATION PROGRAM	
Purpose	Kleen-Tech's Hazard Communication program informs employees that Kleen-Tech is complying with the OSHA HCS, 29 CFR 1910.1200.
Employee Right To Know	Our employees are provided with detailed information and specific training on the chemicals they work with—including the nature of the chemicals, the harm they may cause, and how to protect themselves and others when using those chemicals.
Identifying Chemical Hazards	We train our employees to identify potential hazards by reading labels, checking for physical hazards, always using PPE properly, handling and storage of chemicals, and following recommended hygiene practices.
Protection Against Chemical Hazards	Employees receive strict and continuous instruction on general precautions to be taken, potential health hazards, toxic chemicals, and the ways chemicals can enter the body.

Safety Data Sheet	<p>Kleen-Tech's Hazard Communication program requires employees to learn the ins and outs of Safety Data Sheets, along with each employee becoming thoroughly familiar with each of the chemicals that may be used. This also includes a thorough understanding of the terminology used in SDSs and a detailed breakdown of each section of an SDS.</p> <p>Kleen-Tech's Hazard Communications program also drives home the importance of reading labels thoroughly and properly identifying words for dangerous chemicals.</p>
Protective Clothing	We stress utilizing the SDS to determine what type of protective clothing is to be used and following instructions closely.
Chemical Spills	Our employees are trained on chemical spills and hazards spills may pose, in addition to the steps to prevent spills and what to do when a chemical spill does happen, including proper notification of management.
Chemical Storage	Our employees learn the importance of storing chemicals properly and why, along with the potential hazards and best practices to protect themselves and others when storing chemicals.
Respiratory Protection	We teach our employees why respirators are essential PPE and the dangers one may face breathing in hazardous dusts, vapors, gases, or fumes. We also demonstrate the proper usage of the types of respirators available, how it should fit, how to check the fit, and inspect the respirator for leaks or other damage, as well as proper maintenance of the respirator. We stress the employee's responsibility to use a respirator when the situation warrants.
Chemical Exposure	We take exposure seriously and train all employees on what to do when faced with chemical exposure.
Ongoing Training	Kleen-Tech regularly reviews initial training with employees and notifies our crews that when a new hazard is introduced, they will receive training promptly. A list of hazardous chemicals used, as well as their location at the work site is also thoroughly reviewed.

ASBESTOS AWARENESS TRAINING OVERVIEW	
What is asbestos and how can it be identified? Where might it be found in buildings?	Kleen-Tech employees learn what asbestos is and how to properly identify the six different types.
Who is at risk for asbestos?	

	Kleen-Tech employees are trained in the types of materials and products used where asbestos-containing materials are found, its forms, and appearance.
How do I protect myself and others from exposure?	We inform our employees of their risk from exposure to airborne fibers from asbestos and how proper care must be taken to avoid the dangers to their health and to others, particularly to the respiratory system.
What is asbestos' danger to health? How does asbestos affect the respiratory system?	Employees learn the rules for personal protection, such as wearing PPE; never drilling holes or hammering nails in ceilings or surfaced walls, not dusting or sweeping up debris or vacuuming areas that may contain asbestos-contaminated waste, and more.
What are the diseases associated with asbestosis?	Diseases such as asbestosis, lung cancer, and mesothelioma are addressed and studied to ensure our employees are well informed.

BLOOD-BORNE PATHOGEN TRAINING OVERVIEW	
Means of Transmission	We teach our employees what blood-borne pathogens are and how they are transmitted.
Exposure Control Plan	Kleen-Tech's Exposure Control Plan guides employees through areas at risk for exposure to blood. This comprehensive plan helps to minimize the risks of infection by blood-borne pathogens.
Identifying Dangerous Tasks	Our employees learn what tasks may involve potential exposure and how to safely complete those tasks.
Minimizing Exposure	Kleen-Tech trains our employees to minimize exposure of blood-borne pathogens whenever the potential for that exposure exists. We train using OSHA's "General Duty Clause" and our own processes to minimize exposure. These include Universal Precautions, Work Practice Controls, PPE, and proper housekeeping.
Exposure Response Dos and Don'ts	Kleen-Tech instructs our employees on what to do if they have been exposed. We have established procedures through the documentation of the incident, identifying the source, testing of the employee's blood, providing counseling, and evaluating any reported illness.
Comprehension and Retention Quizzes	We demonstrate how to appropriately use PPE (check first for damage), personal hygiene (flush exposed eyes, nose, or mouth quickly and thoroughly with water), work practices (minimize splashing of infectious materials), as well as the proper responses and procedures for accidental exposures.

RECURRING SAFETY TRAINING TOPICS AND FREQUENCIES

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Quarterly – topics reviewed quarterly <ul style="list-style-type: none"> Preventing Slips, Trips and Falls STOP WORK Procedure and Cards Proper Use of Backpack Vacuums 	
<ul style="list-style-type: none"> Lifting – Preventing Back Injuries and How to Lift Personal Protective Equipment (PPE) 	
Semi-Annual – all topics reviewed together <u>in the same month</u> twice per year <ul style="list-style-type: none"> Hazard Communication Standard Asbestos Awareness Bloodborne Pathogens and Spill Kit Clean Up 	
Annual – <u>3-4 topics</u> from the lists below are <u>selected at random each month</u> to include in the Monthly Safety Training; all topics are reviewed once a year <ul style="list-style-type: none"> Biohazards/Sharps Safety Electrical Safety Eyes and Ears of Maintenance Inclement Weather – beginning of winter months Injury Reporting Summer Heat Safety Tips – beginning of summer months Extension Cord Safety Ladder/Footstool Safety Closet Maintenance Storing Boxes Fire Safety Trash / Recycle Disposal Bending Properly Lockout/Tagout General Safety Rules When Cleaning Be Aware of Your Surroundings Keeping Focused to Avoid Injuries Proper Disposal of Sanitary Product Receptacles Wet Floor Safety 	
SITE-SPECIFIC REQUIRED RECURRING TRAININGS	
Quarterly – these topics are being reviewed quarterly with <u>all</u> of Kleen-Tech, so site-specific requirements are also satisfied <ul style="list-style-type: none"> Preventing Slips, Trips and Falls Personal Protective Equipment (PPE) Wet Floor Signs Personal Protective Equipment (PPE) 	
Semi-Annual – these topics are being reviewed semi-annually with <u>all</u> of Kleen-Tech, so site-specific requirements are also satisfied <ul style="list-style-type: none"> Hazard Communication Standard Bloodborne Pathogens and Spill Kit Clean Up Understanding and Using the SDS Binder Asbestos Awareness 20 Rules of Contractor Responsibilities 	
TRAINING PACKET	
Semi-Annual – all topics reviewed together in the same month twice per year <u>in addition to the Monthly Safety Training</u> <ul style="list-style-type: none"> Diversity, Discrimination, Anti-Harassment, Cultural Sensitivity Escalation/Visibility (Mission Control & Presidential Hotline) Triangulation Professional Conduct 	
MOST COMMON MINI-REFRESHERS	
Semi-Annual – all topics reviewed together in the same month twice per year <u>in addition to the Monthly Safety Training</u> <ul style="list-style-type: none"> Attendance and Call Off Process Clocking In/Out Process Do Not Bring Unauthorized Personnel to Work Do Not Touch or Take Customer or Employee Property Securing the Area and Turning Off the Lights 	

f. Equal Opportunity Statement

The City of Whitewater is committed to equal opportunity employment and non-discrimination based on race, creed, color, sex, age, national origin, or religion.

To be considered for selection, Proposers must include a statement affirming their commitment to Equal Opportunity Employment and compliance with all applicable laws.

As a company whose CEO is a minority, diversity and inclusiveness are extremely important to Kleen-Tech. We promote diversity in all that we do, from building a diverse workforce and cultivating an environment of inclusiveness, to incorporating diverse suppliers into our operations.

Kleen-Tech's Diversity Program is an in-depth discussion of diversity, cultural sensitivity, non-discrimination, and anti-harassment policies that explains each topic and includes examples relevant to the workplace. This program ensures employees are informed of the company's responsibilities as well as their own. All employees receive this in-depth training in their new hire orientation and all Overhead employees, including Supervisors, receive this training annually thereafter.

We work closely with a number of different suppliers that are minority, women owned, and service-disabled veteran owned businesses to ensure we achieve inclusiveness in our supply and procurement activities. This includes suppliers that provide us with materials as well as working with a number of other janitorial companies that we include in our contracts to help them grow their own businesses.

As a national service provider, Kleen-Tech has extensive experience working with diverse workforces, one example of which is our contract for the University of Colorado, Denver. At this contract we worked closely with our employees and customer to modify our dress code to ensure it is accommodating and respectful of the religious beliefs of our employees. Additionally, we have collaborated with our customer and employees to adjust employee schedules to allow for prayer breaks during custodial shifts. We strive for and celebrate diversity in our workforce and ensure we are sensitive to all beliefs and exude professionalism in all interactions.

As an equal opportunity employer, Kleen-Tech does not discriminate on the basis of race, color, religion, national origin, sex, physical or mental disability, age, or any other protected class, all of which is documented in our Diversity Training Program.

2. Experience/Reputation

- a. Client List
- b. References

a. Client List

Provide a comprehensive list of all municipal or similar office type facilities where the Vendor currently manages janitorial and cleaning services. The list should include:

- ***Client name and location***
- ***Scope of services provided***
- ***Length of contract***

Kleen-Tech has been providing janitorial services as outlined in the City of Whitewater's RFP for over 30 years. In fact, Kleen-Tech specializes in the provision of high-quality janitorial services to public sector clients in general, and municipal customers. With Kleen-Tech as its trusted janitorial service provider, the City of Whitewater can expect first class janitorial services that allow their employees and the citizens of Whitewater to work, play, and access vital services in clean, sanitary, and beautiful buildings that they take civic pride in. Kleen-Tech has developed a robust training system to equip our janitors with the skills needed to meet this level of service, and a rigorous Quality Assurance Program to ensure that our team meets the standards of the City of Whitewater and Kleen-Tech from the first day of the contract. For information about our Quality Assurance Program, please see page 57. For a detailed overview of our training program, please refer to page 35.

Kleen-Tech's Guiding Principles include the belief that "It's All About the People." This value can be seen in practice through our dedication to providing the best possible value and service to public sector customers like the City of Whitewater. The public services provided by local and county-level officials have a profound and long-lasting impact upon the quality of life in the communities they serve, communities that our employees often call home. With this in mind, we cherish any opportunity to partner with local governments like the City of Whitewater to ensure that your facilities are as clean, sanitary, and pleasantly tidy as the day they first opened.

For Kleen-Tech, these standards are not just words on the page. Our decades of experience and the systems, processes, and tools that we have developed over that time allow us to ensure that we are able to provide this peace of mind to our customers far more reliably than our competitors. These claims are proven through our nearly three decades of experience providing high quality janitorial and floor care services to cities and counties, federal agencies, and public universities. Kleen-Tech currently serves over 800 accounts; a selection of such customers that are relevant to the scope of work in the City of Whitewater's RFP include:

Client Name and Location	Length of Contract	Scope of Services
City of Hercules, California	2023 to Present	Kleen-Tech is pleased to have started servicing the City of Hercules, California in 2023. We service 15 of the City's facilities for a total of 95,000 square feet including City Hall, the Senior Center, Community Centers, Swim Center, PD Admin and Patrol, and Library among others. We provide full janitorial services to the City on a daily basis.
City of Vallejo, California	2024 to Present	Kleen-Tech was pleased to begin servicing 16 of the City of Vallejo's municipal facilities in 2024. This contract, which covers 320,951 square feet, includes City

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		Hall, the Public Library, Police Department and Substations, Housing Authority, and Water Treatment facilities. We provide daily and weekly janitorial services as well as day porters, and we successfully track the schedules and progress of all periodic tasks. Recently, the City added an Air Force Base water treatment plant to the contract, which we service weekly.
City of Boulder, Colorado	2013 to Present	<p>Kleen-Tech is pleased to have had a longstanding partnership with the City of Boulder, Colorado. From 2013 to 2016 we were pleased to service the City's Park Restrooms, Recreation Centers, and Senior Centers, a contract that covered 35 facilities with more than 225,000 square feet. In addition to the Day Porter and nightly custodial service required at the Recreation and Senior Centers, the Park facilities required multiple services per day. We ensured consistent service delivery at these locations through the implementation of a Custodial Route, staffed by authorized drivers in company vehicles that were equipped with all the tools and supplies needed to perform services in these busy, high-traffic, high-visibility facilities.</p> <p>In 2016 our contract for the Parks, Recreation, and Senior Centers ended, and we began services for the City's Public Libraries, FAM (Facility Asset Management), and Water Treatment locations. This contract was fulfilled, and in 2021 Kleen-Tech was awarded a new contract for the City's entire portfolio consisting of the Parks, Recreation Centers, Senior Centers, FAM, Water Treatment, Open Space, and Public Libraries. While the Public Libraries have since been separated into their own contract (with Kleen-Tech), we continue to clean all of these facilities today. Presently, we provide routine custodial and periodic floor care services in 60 City of Boulder facilities covering more than 525,000 square feet.</p> <p>We believe our history for the City of Boulder is a testament to the quality and consistency of our service, as well as our ability to achieve extremely high levels of customer satisfaction.</p>
Jefferson County, Colorado	2017 to Present	Kleen-Tech is proud to have a longstanding partnership with Jefferson County, Colorado. As the provider of services at Jefferson County's 22 municipal facilities, we have demonstrated our ability to successfully perform and provide services that meet or exceed our customer's expectations. The services provided to Jefferson County's municipal facilities cover over 900,000 square feet of space, and several facilities require special security clearance for Kleen-Tech employees. In addition to successfully managing the scope of work, employee schedules, and customer needs at each of these buildings, Kleen-Tech worked closely with our customer to ensure that we have a smooth and efficient process to recruit, clear, hire, and onboard each employee assigned to a Jefferson County location.
City of Longmont, Colorado	2007 to Present	Kleen-Tech has enjoyed a partnership with the City of Longmont since 2007 and has performed janitorial services for various city facilities. Historically, Kleen-Tech has provided regular services at the City's Pools, Sunset Campus, Union Reservoir, and provides on-call and floor care services for the City's various municipal facilities. Presently we provide on-call services to the City to supplement their now in-house janitorial staff as needed.
El Paso County, Colorado	2019 to Present	In 2019 Kleen-Tech began janitorial services for El Paso County, Colorado. We currently service 31 County facilities in the Colorado Springs area, covering 1,721,204 square feet of space. In addition to delivering high quality nightly

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		janitorial services to the County, we also provide Day Porter and Floor Care services throughout the County, ensuring our customer's facilities are clean and presentable for their tenants and the citizens of El Paso County. Of the 31 County facilities we service, two are Department of Motor Vehicle facilities, demonstrating our ability to provide excellent services in high traffic locations.
City of Fort Collins, Colorado	2019 to Present	<p>Kleen-Tech provides full service janitorial and floor maintenance services to the City of Fort Collins. The scope of work for this contract includes various types of facilities, including City Hall, the Senior Center, Recreation Centers, the Museum of Discovery, Police Services, Public Libraries, and several public works facilities, among others. We service 20 buildings covering more than 330,000 square feet on a daily basis.</p> <p>The City awarded Kleen-Tech a separate contract for the Poudre Fire Authority earlier this year, for which we provide full janitorial services for two fire authority training centers and the administration building (totaling 22,500 square feet). Additionally, just this summer, the City awarded Kleen-Tech a contract for day porter services at their 11 Recreation Centers, which we provide 7 days per week.</p>
City of Lake Worth Beach, Florida	2022 to Present	Kleen-Tech has been serving the City of Lake Worth Beach, Florida since 2021. We service 8 of the City's facilities including City Hall, the Public Safety Complex, Public Works, Utilities and the Public Library among others. We provide full custodial services for the city as well as cleaning interior windows on a quarterly basis.
City of Boca Raton, Florida	2024 to Present	Kleen-Tech has enjoyed a successful partnership with the City of Boca Raton, Florida since the beginning of 2024. Our current agreement includes full janitorial, floor care, and Day Porter services for 28 of the City's facilities including its City Hall and police facilities, among others. Overall, we service over 277,000 square feet of space for the City each day.
City of West Palm Beach, Florida	2023 to Present	Kleen-Tech is pleased to provide janitorial and day porter services to 21 of the City of West Palm Beach's wastewater treatment buildings. These services, which we provide five days per week, cover more than 42,000 square feet of space.
Wayne County, Michigan	2019 to Present	Kleen-Tech currently delivers municipal janitorial services for Wayne County, Michigan (includes Detroit). We work with the County's Field Engineering Office, Tenant House and Nankin Mills facilities. We have been working with the County since 2018 and service 43,800 square feet.
Harris County Region 3, Texas	2015 to Present	Kleen-Tech has provided janitorial, floor care, and day porter services for Harris County's Region 3 facilities since 2015. This contract includes 13 facilities with more than 600,000 square feet of space serviced nightly. In addition to managing the delivery of routine, periodic, and as-requested services at these facilities, Kleen-Tech maintains staffing levels in secure buildings such as the Medical Examiner's Office that require strict clearance and service processes.
City of Lubbock, Texas	2019 to Present	Kleen-Tech has enjoyed a longstanding partnership with the City of Lubbock, Texas. Our current agreement, which has been in place since January 2019 includes janitorial, floor care, and Day Porter services for 49 of the City's facilities including community and recreation centers, police facilities, and water treatment locations, among others. Overall, we service 588,000 square feet of space for the City each night. We have held previous contracts for these same

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		services and locations from 2008 to 2014. The longevity of our partnership with the City of Lubbock demonstrates our commitment to service and ability to deliver quality service in a variety of facilities.
City of Marble Falls, Texas	2021 to Present	Kleen-Tech is proud to have served the City of Marble Falls since 2021 where we provide nightly janitorial services as well as periodic floor care services to 8 facilities with more than 47,000 square feet of space serviced nightly. Through our contract with the City we ensure the cleanliness of locations including City Hall, the Parks and Recreation facility, Public Safety building, as well as the Public Library and Visitor Center.

b. References

In addition to the complete client list, submit at least five (5) references. Each reference should include:

- *Client name and location*
- *Length of time vendor has managed the contract*
- *Contact information for an official with direct authority over the cleaning service operations, including:*
 - *Name*
 - *Email address*
 - *Telephone number*

These references will be used to verify service quality, reliability, and contract performance.

City of Plymouth, Minnesota

Length of Contract: 1/1/2021 to Present
Contact Name: Amy Hanson, Fleet & Facilities Manager
Email: ae Hanson@plymouthmn.gov
Phone: 515-570-5307

El Paso County, Colorado

Length of Contract: 1/1/2019 to Present
Contact Name: Frank Martinez, Service Contract Supervisor
Email: frankmartinez@elpasoco.com
Phone: 719-238-6550

City of Boca Raton, Florida

Length of Contract: 2/1/2024 to Present
Contact Name: Diahanne M. Wong, Facilities Contract Administrator
Email: dmwong@myboca.us
Phone: 561-416-3851

Wayne County, Michigan

Length of Contract: 4/10/2019 to Present
Contact Name: Gloria Weems, Department Supervisor W.C. Parks
Email: GWeems@WayneCounty.com
Phone: 734-261-2025

City of Marble Falls, Texas

Length of Contract: 10/6/2021 to Present
Contact Name: Tony Kelly
Email: tkelly@marblefallstx.gov
Phone: 830-265-7408

3. Operations and Performance Narrative

1. Compliance with Scope of Services
2. Working Plan for Janitorial Services

1. Compliance with Scope of Services

- *Provide a clear explanation of how the Vendor will fulfill all Scope of Services requirements.*
- *Detail the methods, equipment, and products to be used in cleaning operations.*

Kleen-Tech will provide all necessary labor, equipment, and supplies required to perform the outlined Scope of Services in the City of Whitewater's RFP. All materials and equipment supplied will be selected to ensure they are appropriate for their intended use, fully functional, and meet or exceed industry standards.

Kleen-Tech is committed to the health and safety of all personnel and the environment. Therefore, all products and materials used will be non-harmful, environmentally responsible, and fully compliant with all applicable safety and environmental regulations. To support this, we will furnish MSDS sheets for all applicable products upon award of the contract.

In addition, Kleen-Tech will assign a qualified Supervisor to oversee all operations under the City of Whitewater's contract. This Supervisor will serve as the primary point of contact and will be accessible during all regular business hours and will be available to respond promptly in the event of any emergency, ensuring consistent communication and operational oversight.

Kleen-Tech ensures the highest quality of service of our daily operations through our customized systems, processes and tools (SPTs) with a focus on ensuring every single employee is plugged in to these SPTs. These SPTs add significant value to our service offerings and customers. We believe these features should be standard-issue: in the same way you expect seatbelts in any new car you purchase, your custodial contractor must have processes in place to ensure the full delivery of service in a manner that meets or exceeds your expectations. Our systems, processes, and tools do just that. For Kleen-Tech, these standards are not just words on the page; our decades of experience and these features ensure we provide this peace of mind to our customers far more reliably than our competitors.

With Kleen-Tech as your custodial services provider, you receive full access to, as well as the benefit of, our SPTs, which include:

- **Mission Control:** Kleen-Tech's 24/7 Communications Center provides customers and employees with round-the-clock support. Mission Control Dispatchers are trained to respond to requests and concerns, create work orders, and create Raise The Flag incident reports. The processes carried out by Mission Control document the various occurrences in any given day and are the means by which we hold ourselves accountable to meet our commitments and the needs of our Clients. Mission Control is discussed in more detail on page 23.
- **SHARP Work Order System:** through this system we document and track all work tasks due and complete. Mission Control Dispatchers review open and upcoming Work Orders with Leads and Supervisors on their Daily Calls. Please see page 25 or more information about the SHARP Work Order System and its benefits.
- **Raise The Flag Incident Reporting System:** when a standard is in jeopardy or an issue arises, it is documented and our team acts immediately to resolve issues and ensure we have taken steps to prevent

recurrence. Through this system we achieve our commitment to transparency and continuous improvement. The Raise The Flag system is discussed in detail on page 27.

- **Site Specific Checklists:** Kleen-Tech creates site-specific checklists for each facility (and at larger facilities for each zone/area within the facility for the assigned custodial employee) to ensure all services are performed according to the scope of work and schedule. Please see page 28 for more information about our checklists.
- **Quality Assurance Program:** we routinely document Quality Assurance inspections and their results. Our Quality Assurance App for smartphones automatically creates Work Orders for any identified deficiencies and Raise The Flag reports for scores below our standard, ensuring the proper follow up and escalation of any issue. Please see page 57 for a detailed discussion of Kleen-Tech's Quality Assurance Program.
- **Monthly Customer Survey:** each month we ask our customers to score our services for the prior month on a 5 to 1 scale and provide the top improvement we can make to improve our score the following month. This 1-minute survey facilitates ongoing improvement and customer satisfaction. Please refer to page 30 for more information about our Monthly Customer Survey.
- **Weekly Leadership Meetings:** our leadership teams meet weekly to discuss a variety of topics. During these meetings, actions are documented and commitment dates are created and documented, allowing our teams to maintain transparency and to hold themselves and each other accountable to their commitments. Please refer to page 31 for more information about our Weekly Leadership Meetings and why they are crucial to delivering high-quality, consistent services.

We know these systems, processes, and tools are most effective when our employees are plugged in and have embraced our company culture. Therefore, we actively work to plug all employees in to our systems, processes, tools, and culture. We do this through a robust and continuous Training Program (see page 35 for more information about our Training Program), and a commitment to transparency and communication with—as well as the development of—our employees.

Cleaning Methods

Kleen-Tech will take direction from the City of Whitewater on the Scope of Services and cleaning frequencies. The following are the basic steps Kleen-Tech takes to ensure your facilities are thoroughly clean and well cared for.

Basic Cleaning Techniques and Procedures

OFFICE SPACES	
1.	All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2.	Recycling containers are emptied and placed in appropriate areas per customer instructions.
3.	Glass surfaces are spot cleaned, including entrance glass daily
4.	All carpeted floors are vacuumed thoroughly, moving and replacing items as possible/necessary daily
5.	All uncarpeted floors are swept & dust mopped daily. Damp mopping is performed as needed to keep floors clean, dirt-free, scuff-free, trash-free & dust-free. All gum is removed as needed
6.	All drinking fountains are cleaned and disinfected daily
7.	Dusting: removing dust from all surfaces, including telephones, chairs, file cabinets, pictures, wall plaques, clocks, countertops, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
8.	Perform periodic high dusting (above 72"), removing cobwebs, dusting blinds, per customer requirement
9.	Spot cleaning of walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
10.	Periodically vacuum upholstered furniture and spot clean as needed

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11. Periodically check trash cans; clean and disinfect as needed
12. Periodically remove dust from wall vents and air returns
13. Periodically clean & polish all wood furniture, wood trims on furniture, other wood surfaces, etc.
14. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse. Re-wax and buff
15. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
16. Per customer requirement, shampoo, steam, or dry clean carpets, & as-needed spot cleaning
17. Per customer requirement, wash window blinds (blinds are removed from windows, cleaned, dried, and replaced)
18. Per customer requirement, clean all light lenses, light globes, light diffusers

CORRIDORS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied & placed in appropriate areas per customer instructions
3. Spot clean all glass surfaces daily
4. Sweep and dust mop all uncarpeted floors daily. Damp mop as needed to keep floors clean, dirt-free, scuff-free, trash-free, and dust-free. Remove all gum daily
5. Clean and disinfect all drinking fountains daily
6. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
7. Perform periodic high dusting (above 72"), removing cobwebs, dusting blinds, per customer requirement
8. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
9. Periodically check trash cans; clean and disinfect as needed, per customer requirement
10. Periodically remove dust from wall vents and air returns, per customer requirement
11. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse. Re-wax and buff
12. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
13. Per customer requirement, shampoo, steam, or dry clean all carpets & spot cleaning
14. Per customer requirement, clean all light lenses, light globes, light diffusers

LOBBIES

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied & placed in appropriate areas, as per customer instructions
3. Spot clean all glass surfaces daily
4. Sweep and dust mop all uncarpeted floors daily. Damp mop as needed to keep floors clean, dirt-free, scuff-free, trash-free, and dust-free. Remove all gum daily
5. Clean and disinfect all drinking fountains daily
6. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
7. Vacuum all entrance mats thoroughly on a daily basis; during wet weather, remove mats for thorough cleaning of the mat and the surface underneath the mat
8. In common areas remove dust from all surfaces; dust telephones, chairs, pictures, wall plaques, clocks, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
9. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds, per customer requirement
10. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
11. Completely clean all glass surfaces, per customer requirement
12. Periodically vacuum upholstered furniture and spot clean as needed
13. Periodically check trash cans; clean and disinfect as needed
14. Periodically remove dust from wall vents and air returns, per customer requirement
15. Periodically clean and polish all wood furniture, wood trims on furniture, other wood surfaces, etc. per customer requirement
16. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse, re-wax and buff, per customer requirement
17. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
18. Per customer requirement, shampoo, steam, or dry clean all carpets and spot cleaning
19. Per customer requirement, clean all light lenses, light globes, light diffusers

RESTROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Sanitary napkin dispensers are emptied and liners are replaced. Interior and exterior surfaces are thoroughly wiped with an appropriate cleaner daily

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3. Wash basins, urinals, toilets, toilet stalls, and shower stalls are thoroughly cleaned with an appropriate disinfectant cleaner daily
4. All horizontal surfaces are dusted and/or wiped with an appropriate disinfectant cleaner daily
5. Clean and disinfect all drinking fountains daily
6. Replenish all consumables daily
7. Damp wipe and polish all chrome surfaces and mirrors daily
8. Clean, deodorize, and disinfect inside and outside toilets, seats, and urinals daily
9. Disinfect all handles on stall doors, grab bars and disinfect and deodorize drains daily
10. Sweep and mop floors with approved disinfectant cleaner daily
11. Perform periodic high dusting (above 72"), remove cobwebs per customer requirement
12. Spot clean walls, partitions, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
13. Thoroughly wash and disinfect all restroom walls and partitions per customer requirement
14. Pour approved disinfectant/deodorizer into restroom floors drains to prevent odors per customer requirement or as needed
15. Periodically check trash cans; clean and disinfect as needed
16. Periodically remove dust from wall vents and air returns per customer requirement
17. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
18. Per customer requirement, clean all light lenses, light globes, light diffusers

CONFERENCE ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied & placed in appropriate areas per customer instructions
3. Spot clean glass surfaces including all entrance glass daily
4. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
5. Clean tabletops in conference and meeting rooms daily
6. Remove dust from all surfaces; dust telephones, chairs, file cabinets, pictures, wall plaques, clocks, countertops, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
7. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds per customer requirement
8. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
9. Periodically vacuum upholstered furniture and spot clean as needed
10. Periodically check trash cans; clean and disinfect as needed
11. Periodically remove dust from wall vents and air returns per customer requirement
12. Periodically clean and polish all wood furniture, wood trims on furniture, other wood surfaces, etc. per customer requirement
13. Per customer requirement, shampoo, steam, or dry clean all carpets and spot cleaning
14. Per customer requirement, wash window blinds (blinds are removed from windows, cleaned, dried, and replaced)
15. Per customer requirement, clean all light lenses, light globes, light diffusers

BREAK ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied and placed in appropriate areas, as per customer instructions daily
3. Spot clean glass surfaces including all entrance glass daily
4. Clean and disinfect all drinking fountains daily
5. Sweep exterior entrance ways out to 10' daily
6. Periodically check trash cans; clean and disinfect as needed
7. Per customer requirement, clean all light lenses, light globes, light diffusers

LOCKER ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/ torn daily
2. Recycling containers are emptied and placed in appropriate areas, as per customer instructions
3. Clean and disinfect all drinking fountains daily
4. Replenish all consumables daily
5. Damp wipe and polish all chrome surfaces and mirrors daily
6. Disinfect all handles on stall doors, grab bars and disinfect and deodorize drains daily
7. Clean and sanitize shower areas, floors, remove hair from shower drains daily
8. Sweep and mop floors with approved disinfectant cleaner daily
9. Remove used soap and toiletry containers (i.e. shampoo bottles) and put in trash daily
10. Perform periodic high dusting (above 72"), remove cobwebs per customer requirement
11. Spot clean walls, light switches, doors, ledges, countertops, to remove stains & smudges daily
12. Dust and wipe down the tops of lockers per customer requirement

City of Whitewater Janitorial and Cleaning Services

13. Pour approved disinfectant/deodorizer into restroom floors drains to prevent odors per customer requirement
14. Spot clean shower curtains/doors daily
15. Periodically clean and wipe down inside and outside of all lockers per customer requirement
16. Periodically thoroughly wash & disinfect locker room walls, grills, partitions per customer req.
17. Periodically check trash cans; clean and disinfect as needed
18. Periodically remove dust from wall vents and air returns per customer requirement
19. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
20. Per customer requirement, clean all light lenses, light globes, light diffusers
21. Periodically spot-check and remove mold and mildew from tile, walls, ceiling as needed

LABORATORY ROOMS

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied and placed in appropriate areas per customer instructions
3. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds per customer requirement
4. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
5. Periodically check trash cans; clean and disinfect as needed
6. Periodically remove dust from wall vents and air returns per customer requirement
7. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse. Re-wax and buff
8. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
9. Per customer requirement, clean all light lenses, light globes, light diffusers

PUBLIC SPACES

1. All waste receptacles are emptied & liners are replaced when they've become soiled/torn daily
2. Recycling containers are emptied and placed in appropriate areas, per customer instructions
3. Spot clean glass surfaces daily
4. Sweep and dust mop all uncarpeted floors daily. Damp mop as needed to keep floors clean, dirt-free, scuff-free, trash-free, and dust-free. Remove all gum daily
5. Clean and disinfect all drinking fountains daily
6. Vacuum all carpeted floors thoroughly, moving and replacing items as possible/necessary daily
7. Remove dust from all surfaces; dust telephones, chairs, file cabinets, pictures, wall plaques, clocks, countertops, bookshelves, ledges on walls, window ledges and other surface areas, including fixtures and lamps daily
8. Perform periodic high dusting (above 72"), remove cobwebs, dust blinds per customer requirement
9. Spot clean walls, light switches, doors, woodwork, ledges, countertops, etc. to remove stains and smudges daily
10. Periodically vacuum upholstered furniture and spot clean as needed
11. Periodically check trash cans; clean and disinfect as needed
12. Periodically remove dust from wall vents and air returns per customer requirement
13. Periodically clean and polish all wood furniture, wood trims on furniture, other wood surfaces, etc. per customer requirement
14. Per customer requirement, top scrub all floor tile and linoleum floors with appropriate cleaner and rinse, re-wax and buff per customer requirement
15. Per customer requirement, completely sweep, strip, re-wax and buff all tile and linoleum floors. Terrazzo and polished stone floors shall not be waxed or have caustic strippers applied, but shall be cleaned and sealed per manufacturer's specifications
16. Per customer requirement, shampoo, steam, or dry clean all carpet, aside from spot cleaning
17. Per customer requirement, wash window blinds (blinds are removed from windows, cleaned, dried, and replaced)
18. Per customer requirement, clean all light lenses, light globes, light diffusers

Equipment

Kleen-Tech has a multitude of resources across the United States, including our first-class Operations Team, which has an equipment inventory valued at over \$1 million. While it is our standard to purchase dedicated, new equipment for new contracts, our vast inventory may be used at our various customer facilities should the need arise.

City of Whitewater Janitorial and Cleaning Services

Since the City of Whitewater does not require semi-annual or annual periodic services, no major equipment will be necessary for the current scope of services in the RFP. The chart below outlines the equipment and materials Kleen-Tech will utilize should Kleen-Tech be awarded this contract:

Item	Quantity
Backpack Vacuum	6
Mop Handle, Head, and Frame	6
Dust Mop and Frame	6
Mop Bucket and Wringer	6
Angle Broom and Lobby Dustpan	6
Toilet Bowl Brush	6 on Startup Order, Replenished as Needed
Lambswool Duster	6 on Startup Order, Replenished as Needed
Disposable Gloves	6 boxes on Startup Order, Replenished as Needed
Microfiber Rags	72 on Startup Order, Replenished as Needed
Brute Trash Can with Dolly and Caddy Bag	6
Spray Bottle with Trigger Sprayer	72
Wet Floor Sign	6
Little Dipper Bowl Mop	6 on Startup Order, Replenished as Needed

Chemicals

Environmental sustainability is one of Kleen-Tech's values, and as such, our standard is to use Green products to ensure that we clean in a manner that is both environmentally-friendly and safe for our customers and staff, while ensuring the most hygienic facilities possible for the City of Whitewater.

Please see below for the chemicals Kleen-Tech proposes should we be awarded this contract, we are happy to provide SDS sheets upon request. This list is based on the scope of work provided in the City of Whitewater's RFP and our 30 years of experience providing high quality janitorial services.

XCELENTE® 24 Multi-Purpose Cleaners



Enjoy the fresh, clean fragrance of lavender while you clean with Xcelente multi-purpose, hard surface cleaner. The phosphate-free formula is great for floors, and other surfaces where a bright, shiny, streak free finish is desired. With a long-lasting, fragrant bloom of lavender, Xcelente will delight building residents and visitors throughout the day.

CLEAN BY PEROXY® 15 Multi-Purpose Cleaners



Clean by Peroxy is a Green Seal Certified all-purpose cleaner that is environmentally responsible. With the cleaning power of peroxide, Clean by Peroxy is a unique product that will effectively clean windows, mirrors, floors, walls, carpets, restrooms, kitchens, tile and grout without streaking. Clean by Peroxy minimizes the number of products, simplifying training and inventory management.

BIORENEWABLES® GLASS CLEANER 18



BioRenewables Glass Cleaner is a ready-to-use, bio-based product designed to clean mirrors, glass, and plexiglass surfaces as well as remove tough soils such as: grease, smoke, oils, and dirt. The simple spray on and wipe off formula can be used to clean and polish any hard surface not harmed by water such as: windows, mirrors, countertops, chrome, automobile glass, and any other glass or mirror finish.

X-EFFECT™ Clean on the Go

City of Whitewater Janitorial and Cleaning Services

X-EFFECT is a non-alkaline disinfectant cleaner concentrate specially designed to clean and disinfect high-gloss floors, restrooms, and other non-porous surfaces. At 2 oz. per gallon X-EFFECT kills 99.9% of bacteria*** in 30 seconds. Suitable for clean-ups per the Bloodborne Pathogen Standard, X-EFFECT kills Hepatitis C Virus (HCV), Hepatitis B Virus (HBV), and HIV-1 (AIDS Virus). EPA Reg. No. 5741-20.

Chemical Selection

Kleen-Tech uses the process below to evaluate each chemical we use for the City of Whitewater, and would employ this process should we identify a need for new or specialty chemicals:

ACCESSIBILITY	<ol style="list-style-type: none"> 1. Is the product available direct from the manufacturer? Is the product available from a known and trusted distributor/supplier? 2. Is the product label available in multiple languages (i.e., the native language of our custodians)? Are the product's SDSs also available in multiple languages? 3. Is there room to store adequate supplies on site? Items that ship in large containers create space and storage problems.
SUSTAINABILITY	<ol style="list-style-type: none"> 1. Is it a Green Seal or EcoLogo product? If not, is it environmentally friendly? Kleen-Tech works as much as possible with chemicals that are non-hazardous and safe for the environment.
AFFORDABILITY	<ol style="list-style-type: none"> 1. Is the product cost effective? 2. Is the product a multi-use product? Multi-use products provide cost savings because they may be purchased at bulk rates. 3. What kind of device is required to utilize the product? A \$0.50 spray bottle that can be re-used multiple times is more cost effective than a \$2.75 treated microfiber cloth that must be replaced once the treatment wears off.
TRAINABILITY	<ol style="list-style-type: none"> 1. Is the product a multi-use application? Products that can be used on multiple surfaces reduce time spent training employees. 2. Are SDSs printed on each label? If not, is there an easy to find phone number to call on the label? Kleen-Tech also provides up-to-date SDSs for every chemical product we use in each custodial closet, in each location. 3. What kind of device is required to utilize the product? Employees must be trained to properly determine when to discontinue use of treated microfiber cloths, how to operate varying types of sprayers, and more.
USABILITY	<ol style="list-style-type: none"> 1. Is the product usable at a mixing station, thereby avoiding waste and spills? 2. Is the product non-hazardous? Most of the chemical products Kleen-Tech uses are non-lethal, even when ingested. 3. Is the product a multi-use application? This saves time, keeping costs down for our customers. 4. Is the color of the product appropriate? Kleen-Tech doesn't use toilet bowl cleaners that are yellow in color. 5. Does the product have a neutral or light scent? Kleen-Tech does not use products with strong chemical odors. 6. What kind of device is required to utilize the product? Sprayer, rag, treated microfiber cloth? Is there room to store adequate supplies on site? Items that ship in large containers create space and storage problems. 7. Is the chemical of a quaternary chemical? This is a chemical that will continue working after cleaning is finished. 8. Does the product neutralize odors? Kleen-Tech believes odors neutralized are odors cleaned. We do not use products that mask odors.

Due to our three decades of experience providing high quality janitorial services, Kleen-Tech understands that we must provide each of our Custodians with the right chemicals to ensure their success and enable us to exceed the City of Whitewater's expectations.

2. Working Plan for Janitorial Services

- ***Describe the proposed operational plan for providing both routine and emergency janitorial services.***
- ***Explain how the Vendor will collaborate with City staff to address both planned and unplanned janitorial and cleaning needs.***
- ***Outline any quality control measures, reporting procedures, and communication protocols to ensure consistent service delivery.***

This section should demonstrate the Vendor's ability to proactively manage janitorial operations while maintaining flexibility and responsiveness to the City's needs.

Kleen-Tech provides the management, supervision, and personnel to plan, schedule, coordinate, and assure effective performance of all janitorial services at the City of Whitewater.

We are responsible for the performance and conduct of our employees while performing work on this contract. Our proposal accounts for the staffing levels needed to ensure the full performance of the City of Whitewater's scope of work, and our teams are qualified, experienced, and fully trained. Kleen-Tech has minimized overhead and indirect expenses, as well as proposed the wages and benefits necessary to attract workers to perform your scope of work at the most efficient price without sacrificing quality.

Kleen-Tech's overall philosophy is one of centralized command and control with decentralized execution authority:

Centralized Command and Control: Kleen-Tech's 24/7 Communication Center, Mission Control, acts as our "hub", with all information flowing from and to our field operations teams and the City of Whitewater.

Decentralized Execution Authority: we build layers of supervision and support into our staffing plan and give our management and supervision personnel full authority to execute our scope of work, ensuring our field teams are fully empowered to make the decisions needed to deliver exceptional service to the City of Whitewater on a daily basis.

This philosophy is the thread that weaves throughout our operations organization; the key benefit for our customers being that there is a single point-of-contact for your contract, supported by a designated management representative for each day, each shift, and each building. This management structure allows for a dramatically different operating philosophy from our competitors, while driving accountability and authority down to the lowest levels in our organization and maintaining responsibility at the top levels of the organization.

Kleen-Tech has established clear lines of authority and responsibility for contract performance management and quality monitoring. We link our management personnel with their counterparts within the City of Whitewater to ensure open lines of communication are maintained between our organizations. The information obtained through these lines of communication is then used for the purposes of planning and coordinating the accomplishment of our work, as well as obtaining customer feedback on our performance.

Kleen-Tech's proven cleaning methodology encompasses our plan to provide supervision, training, and employee management, customer relations, quality control and assurance, and a team-building environment for our operations in support of the City of Whitewater. Through our team approach, staffing plan, and Mission Control Communication Center, Kleen-Tech is always available to the City of Whitewater 24 hours a day, 7 days a week. We offer a local team to provide you with the highest quality services, as well as an executive team to ensure all of your needs are met.

Collaboration and Communication for Routine and Emergency Requests

For Routine Requests

1. The City of Whitewater submits a request to Mission Control or the Kleen-Tech Supervisor, either via phone or email
2. The City of Whitewater receives an email within 60 minutes, confirming receipt of the request
3. Mission Control creates a Work Order from the information contained in the request
4. The Work Order is transmitted to the Supervisor
5. Your Kleen-Tech Supervisor communicates the request to the Lead Custodian or Custodial Crew and ensures the request is performed timely and accurately
6. Your Kleen-Tech Supervisor relays the completion of the request to Mission Control
7. Mission Control closes out the Work Order for recordkeeping and reporting
8. Your Kleen-Tech Supervisor follows-up with the customer to ensure satisfaction

For Emergency Services/Requests

1. The City of Whitewater submits an emergency request to Mission Control or your Kleen-Tech Supervisor either via phone or email
2. The City of Whitewater receives an email within 15 minutes, confirming receipt of the emergency request
3. Mission Control creates a Work Order and contacts your Kleen-Tech Supervisor immediately
4. Your Kleen-Tech Supervisor communicates the emergency request to the Lead Custodian or Custodial Crew and ensures the request is performed timely and accurately
5. Your Kleen-Tech Supervisor relays the completion of the request to Mission Control
6. Mission Control closes out the Work Order for recordkeeping and reporting
7. Your Kleen-Tech Supervisor follows-up with the customer to ensure satisfaction

Contract Deficiencies/Customer Dissatisfaction

1. The City of Whitewater communicates the deficiency to Mission Control or your Kleen-Tech Supervisor, Project Manager, Regional Manager, or Director of Operations via phone or email.
2. Your Kleen-Tech Project Manager or Mission Control utilizes Kleen-Tech's Raise The Flag (RTF), incident management system, to document the deficiency and provide visibility to the Supervisor, Area Supervisor, Regional Manager, Director of Operations, and Kleen-Tech's executive leadership team.
3. The Director of Operations and Project Manager create an immediate fix to address the problem in the short-term.
4. Once the immediate fix has been completed, we evaluate the root cause of the issue to prevent reoccurrence in the long term.
5. We document, implement, and track the solution to the issue in the RTF system.
6. We present a routine (usually monthly or quarterly) Incident Summary Report to the City of Whitewater to evaluate the quality of service being received and whether the solution was successful.
7. Only after the customer agrees, is the issue considered resolved and is closed in the RTF system.

Please refer to page 27 for more information about Kleen-Tech's Raise The Flag System, as well as to learn more about Kleen-Tech's proprietary Work Order System, both of which are used to document, escalate, and report on our operations.

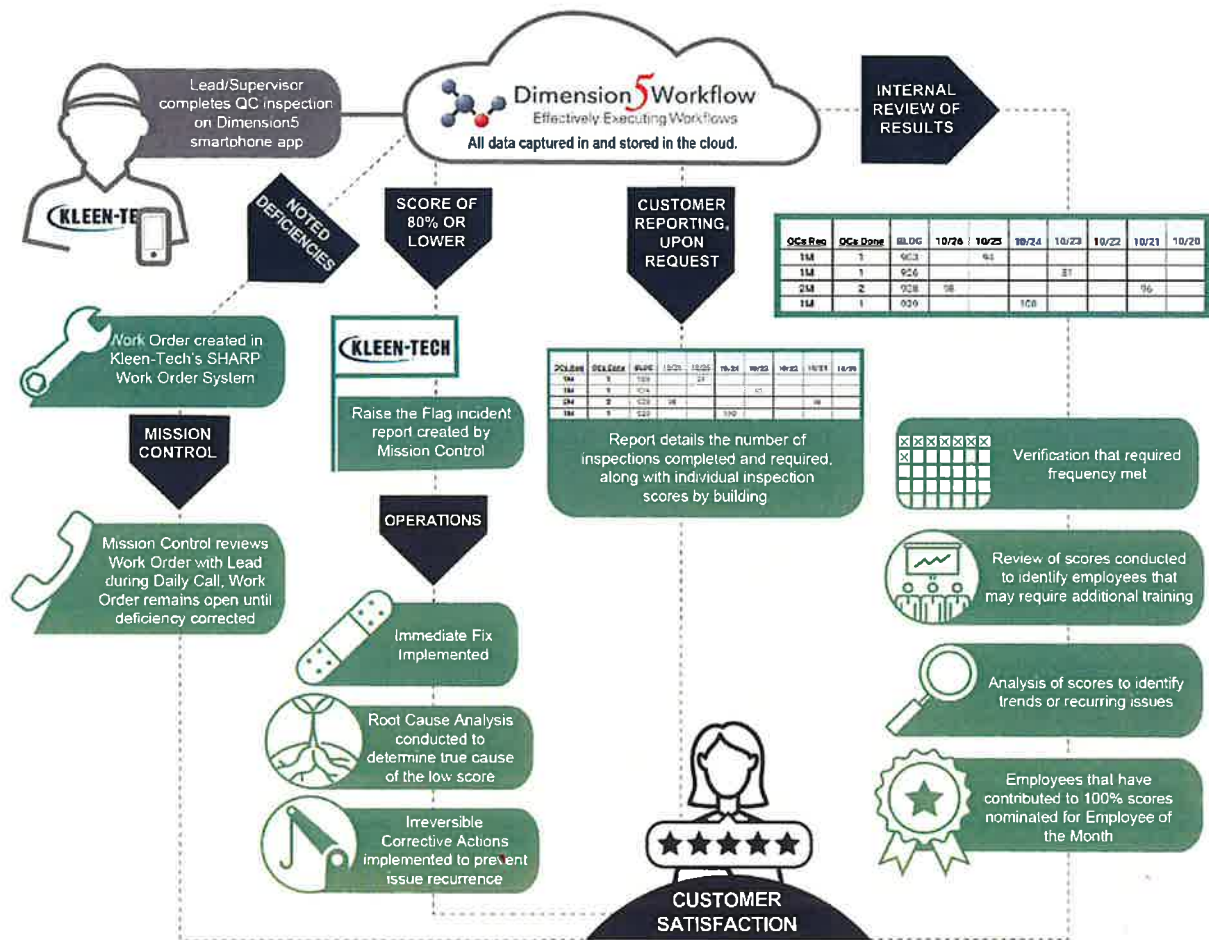
Kleen-Tech Quality

Kleen-Tech ensures the quality of our products and services through the implementation of our Quality Program. This program provides the tools and actions necessary to provide confidence that your scope of work requirements are being met and that you are receiving superior performance and cleanliness. The key features of Kleen-Tech's Quality Program are:

- Monthly report of Quality Inspection scores provided to the City of Whitewater, upon request
- Sophisticated reporting system facilitates tracking of completed inspections to ensure your facilities are inspected according to the identified schedule
- Quality inspections are completed via smartphone app to allow for real-time reporting of results

- Immediate creation of work orders to address any identified deficiencies
- A score of 80% or lower results in the automatic creation of a Raise The Flag incident report
- Kleen-Tech's proven Quality Inspection questionnaire is used to perform all inspections

The image below illustrates Kleen-Tech's Quality Program. The pages that follow contain a detailed description of each feature of this innovative program.



Quality Inspection Process

Quality Inspections are the backbone of Kleen-Tech's Quality Program. Our Quality Program establishes one Kleen-Tech employee as the Quality Representative (QR) in each work area and on each shift. Although a crew of several employees may perform differing custodial services within a particular work area, one employee is designated as the QR for each area. This individual is accountable and responsible for the total quality and customer satisfaction of that particular area. He or she ensures that:

1. Work is completed by Kleen-Tech crew members in their assigned area(s)
2. The QR performs a Quality Inspection in his/her area, documenting results and making corrections during the inspection
3. The Supervisor conducts routine Quality Inspections in each area/building/facility, documents the results, and performs retraining when necessary
4. The Operations Manager conducts regular Quality Inspections in all areas/buildings/facilities, discusses results with Supervisors and crew members, and retrain staff as necessary
5. The Director of Operations and the Quality Manager conduct random inspections in those areas where escalated deficiencies have occurred

The screenshots below display portions of Kleen-Tech's interactive Quality Inspection questionnaire. The questionnaire requires users to input a pass or fail score for each area and aspect of the facility they are inspecting, provide comments to detail any identified deficiencies, take a photo of an area or item and upload it to the inspection form, and create a Work Order based on the results of the inspection.

11:24 AM 73% AT&T
dimensionworkflows.com

Do To + Submit

MAIN ENTRANCE / LOBBY / ELEVATORS

Door Glass / Side Glass - Main entrance

Pass Fail

Walk Off Mats / Corners & Edges

Pass Fail

Carpets Vacuumed / Spot Clean Stains

Pass Fail

Building Exterior (police area)

Fail

Pass Fail

COMMENTS

Take a photo

Upload

Total Rating

Kleen-Tech Quality Process

Crew member performs assigned work in assigned area per your Scope of Work. The Quality Representative is responsible for ensuring the quality of the work in her/her designated area.

1

Supervisors/Managers conduct Quality Inspections, providing the leadership necessary to correct deficiencies on the spot.

2

Supervisors/Managers track Quality Inspection results and Mission Control creates a Work Order for tasks or RTF* to dispatch deficiencies.

3

Mission Control follows up with Supervisors/Managers daily on each Work Order and RTF*.

4

Supervisors/Managers and Directors of Operation and Quality review overdue Work Orders and all RTFs* during the Weekly Leadership Meeting, capturing commitments, updates, and results.

5

The Director of Quality tracks deficiencies and analyzes trends. The Director of Operations and the Vice President identify and implement opportunities for improvement.

6

Mission Control and the Director of Quality close out Work Orders and RTFs* only when the work is confirmed as completed, the root cause has been identified, and the prevention has been implemented.

7

*RTF is the acronym for Kleen-Tech's Raise The Flag quality improvement reports.

Reporting

Kleen-Tech's commitment to quality is a vital feature of our operations, and we regularly compile and review Quality inspection results. A Quality Inspection schedule is created for your facilities, identifying the required number of inspections to be performed by location or area. This standard is developed using Kleen-Tech's proven methodology. This system is highly adaptable, and all aspects of the Quality Program are adjusted to accommodate changes in facility needs.

The Quality report details the required number of inspections for each location, the total number of inspections completed, and the score for each facility by day. Kleen-Tech's Leadership Team monitors the progress of each month's inspection schedule ensuring all required inspections are performed and the scores meet or exceed expectations. Below is a sample Quality Report showing the required number of inspections for the month, the number completed thus far, and the score for each inspection along with the date it was completed.

# Req This Month	# Done This Month	Building	Score (Percentage)			
			10/11	10/10	10/9	10/8
1M	2	903				81
1M	1	926				94
1M	1	928			96	
1M	1	929		98		
1M	1	940			84	
1M	1	941		96		
1M	1	942		89		
1M	1	943	100			
1M	1	955	96			
1M	1	956	100			

Quality inspection results are used along with customer feedback to determine:

- When a process is continuing to work and therefore needs no action
- When further employee training is required to ensure adherence to the process
- Which action(s) should be taken to correct a process that is not working

Our system tracks the location, user, date and time the inspection started, how long the inspection took, and percentage of the review that is complete. Since the Quality review process is being tracked and uploaded in real-time, Kleen-Tech's Supervisors have immediate visibility of low scores and incomplete inspections. This system also allows us to pick up on trends and correct issues proactively.

Quality Inspection Work Orders

Our Quality System interacts seamlessly with Kleen-Tech's SHARP Work Order System. The identification of a deficiency within a facility automatically triggers the creation of a Work Order using Kleen-Tech's SHARP Work Order system (refer to page 27 for more information on the SHARP Work Order System). The Work Order is reviewed in the facility Lead's next Daily Call with Kleen-Tech Mission Control and may only be closed upon notification that the deficiency has been resolved. The communication between the Quality System and our Work Order System ensures all inspection findings are properly documented, without relying on individual users to escalate concerns.

Quality Inspection Raise the Flag (RTF) Reports

When a Quality inspection score is 80% or lower, the system automatically triggers the creation of a Raise The Flag incident report. Once this report has been triggered, a notification is sent to Kleen-Tech's Leadership Team as well as the operational supervisors responsible for services at the City of Whitewater, providing visibility of the low score to all stakeholders.

Once the Raise The Flag incident report is created, the following steps are taken to resolve the issue and prevent its recurrence:

- An Immediate Fix is identified and implemented. This is our short-term solution to immediately correct the issue and prevent it from affecting work performance and City of Whitewater operations.
- A Root Cause Analysis is conducted. This process calls on stakeholders to get to the heart of the issue, identifying the true cause of the deficiency.
- The Irreversible Corrective Action is taken. This Action is designed to address the Root Cause and is our long-term solution to prevent the same issue from occurring at this or any other location.

This process is the means by which we achieve and maintain customer satisfaction and the Raise The Flag System is how we ensure continuous improvement in our operations so as to meet or exceed all City of Whitewater expectations. Please refer to page 27 to learn more about Kleen-Tech's innovative Raise The Flag system.

Achieving and Maintaining Quality

Kleen-Tech achieves and maintains quality through these proven systems, as well as by providing its employees with the proper training (please refer to page 35 for a detailed description of our training program) and tools in order to effectively perform the services required by the City of Whitewater. Our site-specific checklists are then used to concentrate on quality and consistency of service. When combined with our Quality Assurance Program the training program and checklist processes ensure we are meeting our commitment to quality while meeting or exceeding City of Whitewater expectations.

Our quality program has been developed, refined, and evolved throughout our 30+ year history of successful business operations during which our managers and employees have developed and refined best practices that work for our customers.



Quality Control Measures

Kleen-Tech provides our customers with the highest quality product and performance possible through the use of our Systems, Processes, and Tools (SPTs) that are described in detail on page 23. One of the most important SPTs we use internally to ensure customer satisfaction is our Weekly Leadership Meeting (WLM).

Every WLM is structured around a standard agenda, with minutes taken by an assigned Administrator. This allows our teams to create actions and commitments, which are documented and followed-up on from creation through completion. Topics of discussion in our WLMs include:

- Customer satisfaction
- Results of our scheduled Quality Control inspections
- Completion of scheduled and requested work orders
- Reviews of employee performance
- Tracking of employee training
- And analysis of other metrics and key performance indicators.

The metrics, key performance indicators and information included in the WLM represent a comprehensive analysis that allows all team members to see the performance of the contract in an easily understood format that captures deep insights into performance, enabling Operations Leaders to take immediate action on any areas of concern.

The first section of each WLM focuses on Labor Management. In this section, weekly labor hours and costs are reviewed, with a focus on verifying the hours of service delivered meet our requirements. Through this review, we verify that we are delivering the staffing levels required in our commitments to the City of Whitewater, and that our teams are cleaning effectively and efficiently.

Site	Required Budgeted Hours	Actual Hours 2.25.22	Actual Hours 3.4.22	Actual Hours 3.11.22	How much over/under hours Req'd?

The second section of our WLM agenda examines customer relationships, specifically customer satisfaction. While Kleen-Tech conducts regular and random Quality Assurance Inspections, we also give our customers the option to complete a one-minute monthly Customer Survey. Our management team reviews your survey scores, and any additional feedback provided, creating actions designed to continuously improve service and recognize employees for outstanding results. Additionally, we compare your scores to our self-assessment, certifying our assessments are aligned with your feedback. For more information on our Customer Survey, please refer to page 30.

March 2022 Customer Feedback

Name	Date	Account	Location	Score	Improvement	Comments
Customer Contact	3/7/2022	Account	A	5	No improvements needed at this time	Employee continues to do a great job for Customer

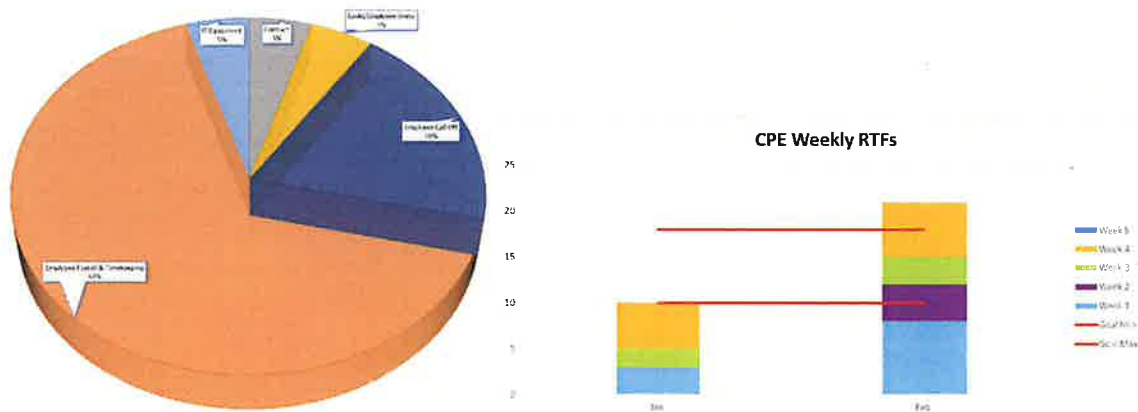
Survey Response Pending

City of Whitewater Janitorial and Cleaning Services

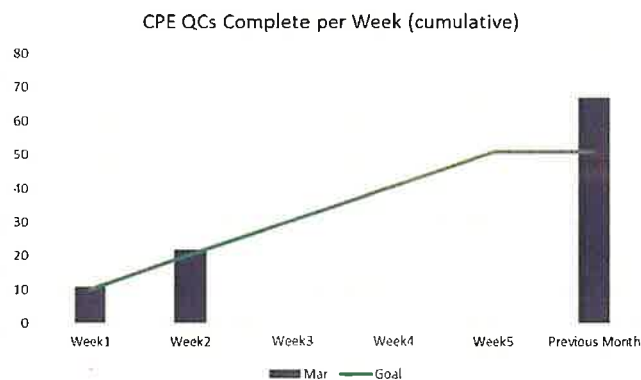
Account	Buildings	Contacts Name	Owner of Customer Relationship	March	
				Survey Received	Score
CUSTOMER	Location 1	John Smith	Sonia Castro		
CUSTOMER	Location 2	John Smith	Sonia Castro		

The third section of our WLM agenda focuses on one of Kleen-Tech's most important values, Transparency. In this section, we examine our performance through our Raise The Flag System (page 27) and our Quality Assurance Program (page 57). In doing so, we maximize transparency with the City of Whitewater reduce any preventable issues, thereby making continuous and progressive improvement to the benefit of the City of Whitewater.

Raise The Flag Metrics



Quality Assurance Metrics



Finally, in Section 4 of our WLM agenda, Kleen-Tech focuses on our most important asset: our people. Here, we review employee performance, training, and development. This section is essential to our employee evaluation methods, specifically our process for ensuring that we are improving the performance and quality of our employees. Kleen-Tech evaluates the work performance of our employees daily and does so formally through our Bottom 10% Process. The purpose of the Bottom 10% is to identify employees that are in need of development (either related to skills, performance, or behavior) so that we can work with those employees to prepare them for advancement

(promotion) or to develop the necessary skills for their position. Through this process, which incorporates training and progressive disciplinary practices, we identify which employees are qualified to be promoted and any that may be a hindrance to our overall mission.

The discussions and data reviews that take place during our WLMs allow our teams to monitor our overall performance and ensure we are exceeding customer expectations, as well as meeting the scope of work at each customer location. We also work any issues reported through our proprietary Raise The Flag system, ensuring we provide timely solutions that eliminate recurrence of issues.

Through these weekly meetings, we combine robust metrics and key performance indicators to judge our own performance and confirm we are meeting or exceeding the expectations of quality and reliability of the City of Whitewater. Through our commitment to actions based upon these metrics, we continually improve the services that we provide to our customers. This continual improvement comes with tangible benefits to our customers through cost savings, and intangible benefits like better looking, cleaner, and safer facilities. At Kleen-Tech, we pledge that we do what we say we'll do, when we say we'll do it. We take accountability and provide transparency for the services we provide and stand by the work of our highly trained employees.

Pricing Proposal

Facility	Year 1 Monthly Price	Year 2 Monthly Price	Year 3 Monthly Price
Whitewater Municipal Building	\$3,470	\$3,591	\$3,717
Whitewater Innovation Center	\$1,227	\$1,270	\$1,314
Irvin L Young Public Library	\$1,534	\$1,588	\$1,643
Downtown Armory	\$1,088	\$1,126	\$1,165
Starin Park Community Building	\$637	\$659	\$682
Cravath Lakefront Community Center	\$273	\$282	\$292
Monthly Total	\$8,228	\$8,516	\$8,814

Appendix

- a. Proposal Form A
- b. Responses to Technical and Financial Proposal Criteria in Section II
- c. Acknowledgment of the Scope of Services in Section III
- d. Acknowledgment of Staffing and Training Requirements in Section IV
- e. Completion of Attachments
- f. Proposer References Form
- g. Copy of Declaration Page from Liability Insurance Policy

a. Proposal Form A

A signed copy of Proposal Form A is provided on the following page.

SECTION V- PROPOSAL FORM A

1. Performance Work Statement Exceptions

If the Vendor cannot provide all the services as specified in this Request for Proposal, please explain the exceptions below. If no explanation is given, it is agreed upon that the services/goods will be provided as specified in this Request for Proposal.

Kleen-Tech can provide all of the services listed in this RFP.

2. Addendum (s)

List Addendum Numbers you have received (if applicable) #1 _____, _____, _____

3. Proposal Submittal Requirements

Proposers MUST complete and submit the following:

- a. Proposal Form A
- b. Proposer References
- c. All Proposal Requirements as listed in Section II.
- d. Acknowledgement of the Scope of Services in Section III.
- e. Acknowledgement of Staffing & Training requirements in Section IV.

4. Signatures

By signing below, Proposer represents to the City that Proposer has not made any changes to the RFP document as originally provided to Proposer by City and Proposer acknowledges and agrees that no changes to the Proposal documents will be effective unless expressly approved in writing by City.

Proposer hereby certifies that the proposal has been made without any connection with any other Proposer and is in all respects fair and without collusion or fraud, and it is made with the understanding that no elected officer or any employee of the City is interested therein, directly or indirectly, unless otherwise stated.

Having carefully examined the Scope of Services and requirements, it is stated that the undersigned has full authority to make and execute an agreement with the City.

Company Kleen-Tech Services, LLC

Address 7100 Broadway, Suite 6-L Denver CO 80221
Street City State Zip Code

(866) 385-0672 twhite@kleen-tech.com
Telephone Email Address

 4/30/25
Signature Date

Jorge Saldana, Senior Vice President

Typed Name and Title

b. Responses to Technical and Financial Proposal Criteria in Section II

Kleen-Tech has provided a response to Section II of the City of Whitewater's RFP herein that outlines our qualifications, technical capabilities, and management approach in alignment with industry best practices.

c. Acknowledgment of the Scope of Services in Section III

Kleen-Tech acknowledges all requirements of the Scope of Services in Section III of the City of Whitewater's RFP.

d. Acknowledgment of Staffing and Training Requirements in Section IV

Kleen-Tech acknowledges all requirements for Staffing and Training in Section IV of the City of Whitewater's RFP.

e. Completion of Attachments

All attachments have been completed and submitted within Kleen-Tech's response to the City of Whitewater's RFP.

f. Proposer References Form

A References Form has not been provided with the City of Whitewater's RFP. Kleen-Tech has provided the requested references in Section 2 Experience/Reputation of our response on page 48.

g. Copy of Declaration Page from Liability Insurance Policy

A copy of Kleen-Tech's Declaration Page from our Liability Insurance Policy has been provided on the following page.

City of Whitewater Janitorial and Cleaning Services



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
1/21/2025

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

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

PRODUCER IMA, Inc. - Colorado Division 1705 17th Street, Suite 100 Denver CO 80202		CONTACT NAME: IMA Denver Team PHONE (A/C, No, Ext): 303-534-4567 FAX (A/C, No): E-MAIL: DenAccountTechs@imacorp.com ADDRESS:															
INSURED Kleen-Tech Services, LLC 7100 Broadway, Suite 6L Denver, CO 80221		INSURER(S) AFFORDING COVERAGE <table border="1"> <tr> <th>INSURER</th> <th>NAIC #</th> </tr> <tr> <td>INSURER A: Travelers Casualty and Surety Company of America</td> <td>31194</td> </tr> <tr> <td>INSURER B: Middlesex Insurance Company</td> <td>23434</td> </tr> <tr> <td>INSURER C: CopperPoint American Insurance Company</td> <td>13751</td> </tr> <tr> <td>INSURER D: Argo Re Ltd.</td> <td>0</td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>		INSURER	NAIC #	INSURER A: Travelers Casualty and Surety Company of America	31194	INSURER B: Middlesex Insurance Company	23434	INSURER C: CopperPoint American Insurance Company	13751	INSURER D: Argo Re Ltd.	0	INSURER E:		INSURER F:	
INSURER	NAIC #																
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INSURER C: CopperPoint American Insurance Company	13751																
INSURER D: Argo Re Ltd.	0																
INSURER E:																	
INSURER F:																	

COVERAGES

CERTIFICATE NUMBER: 1084773272

REVISION NUMBER:

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

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> XCU Not Excluded GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		A0237592004	1/1/2025	1/1/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 3,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		A0237592001	1/1/2025	1/1/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0		A0237592005	1/1/2025	1/1/2026	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	WC1041714 WC929188829184	1/1/2025 1/1/2025	1/1/2026 1/1/2026	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	CRIME		107102503	1/1/2025	1/1/2026	Employee Theft Deductible \$1,000,000 \$25,000

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

CERTIFICATE HOLDER

For Information Only
United States

CANCELLATION

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

AUTHORIZED REPRESENTATIVE

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ACORD 25 (2016/03)

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