



**SENTRAL**  
SERVICES

**RFP #DPW20-001**  
Building Cleaning Maintenance  
**COPY**



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February 1, 2021

Laura Reams  
City Clerk  
The City of Hyattsville  
4310 Gallatin Street  
Hyattsville, Maryland 20781

RE: RFP #DPW20-001  
Building Cleaning Maintenance

Dear Ms. Reams,

It is with sincere gratitude and appreciation that I enclose our proposal for Building Cleaning Maintenance at the Hyattsville locations. Our tri-focus at Sentral centers on our Clients, Team Members & the Environment allowing us to deliver a GREEN service with an educated staff that loves what they do: deliver a superior product and a clean atmosphere for your team.

Additionally our communications only begin during the sales process. We are there each and every day to address the needs and concerns that you and your fellow team mates may have.

Janitorial is a relationship-based contract. It is personal. It is cleaning. It is service. It is the "little things." Finally, it is teamwork performance and that being said, we are ready to be there for you in all the new and exciting developments that will evolve as we grow together as a team.

As the President of Sentral Services, I have the legal authority to negotiate, obligate and bind the corporation through signature. Please contact me at 301-339-0517 or [gtucker@sentralservices.com](mailto:gtucker@sentralservices.com) with any questions.

Respectfully,

A blue ink handwritten signature of Greg Tucker.

Greg Tucker  
President

Sentral Services, LLC  
11218 Midvale Rd, Kensington, MD 20895  
P: 301-339-0517  
F: 301-263-8598  
[www.sentralservices.com](http://www.sentralservices.com)

ENGAGED • EMPOWERED • PEOPLE

**PROPOSAL DOCUMENTS**

In order to qualify for this Project, Contractors must submit all information requested in the following pages.

**CONTRACTOR INFORMATION**

Proposals must adhere to the format of these Proposal forms and content of this RFP. Proposals will not be evaluated unless all parts of the Proposal form are submitted in a complete package. The information set forth is the minimum required in order to qualify for consideration.

Firm Name	Sentral Services, LLC
Address	11218 Midvale Rd
City, State, Zip	Kensington, MD 20895
Contact Person	Greg Tucker 
Phone Number	301-339-0517
Email Address	gtucker@sentralservices.com

**PROPOSAL RATE SHEET**

In compliance with your Invitation to Proposal, we propose to furnish all materials, labor, equipment and services, necessary to complete the work as outlined in the Scope, per the pricing stated below:

Item	Approx. Quantity	Unit	Position	Unit Rate	Proposal Amount
1	260	Days	<b>Cleaning of the City Administration Building 4310 Gallatin St 5 Days a week</b>	\$85.00	\$22,100.00
2	104	Days	<b>Cleaning of the Department of Public Works Building 4637 Arundel Place 2 Days a week</b>	\$78.00	\$8,112.00
3	104	Days	<b>Cleaning of the Department of Public Works Building 4633 Arundel Place 2 Days a week</b>	\$51.00	\$5,304.00
4	356	Days	<b>Cleaning of the Magruder Park Recreation Building 3911 Hamilton St 7 Days a week</b>	\$45.00	\$16,020.00
5	130	Days	<b>Cleaning of the Teen Center Recreation Building 5812 40<sup>th</sup> Ave 5 Days a week</b>	\$32.00	\$4,160.00
6	260	Days	<b>Cleaning of the Public Safety Building 3505 Hamilton St 5 Days a week</b>	\$147.00	\$38,220.00
				<b>Total Proposal</b>	<b>\$93,916.00</b>

The quantities on this Proposal form are an estimate. Proposals will be for an hourly rate; Contractor will be only paid for work that is inspected and accepted by the City.

**PROPOSAL FORM PRICE AUTHORIZATION**

By signing this Proposal form, such action certifies that the Contractor has personal knowledge of the following:

That said Contractor has examined the RFP and specifications, carefully prepared the Proposal form, and has checked the same in detail before submitting said Proposal; and that said Contractor, or the agents, officers, or employees thereof, have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive Proposing in connection with this Proposal.

That all said work will be performed at the Contractor's own proper cost and expense. The Contractor will furnish all necessary materials, labor, tools, machinery, apparatus and other means of construction in the manner provided in the applicable specifications, and at the time stated in the contract.

The undersigned, being a reputable Contractor and having submitted the necessary pre-qualification forms, hereby submits in good faith and in full accordance with all specifications, attached or integral, his/her Proposal:

Name of Contractor **Sentral Services, LLC**

Authorized Signature 

Name and Title of Signatory **Greg Tucker, President**

Date **1/29/2021**

Type of Organization (circle One): Corporation Partnership Proprietorship

SEAL: *Sentra Svcs, LLC*  
(If corporation)

Client#: 457420

SENTRSER1

ACORD™

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
12/22/2017

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

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

<b>PRODUCER</b> USI Insurance Services LLC-CL 3190 Fairview Park Drive Suite 400 Falls Church, VA 22042-4546 703 698-0788		<b>CONTACT NAME:</b> Irene Fick <b>PHONE (A/C, No, Ext):</b> 703 698-0788 <b>FAX (A/C, No):</b> 610 362-8377 <b>E-MAIL ADDRESS:</b> usi.certrequest@usi.com															
<b>INSURED</b> Sentral Services, LLC 11218 Midvale Rd Kensington, MD 20895		<table border="1"> <thead> <tr> <th>INSURER(S) AFFORDING COVERAGE</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A : Travelers Indemnity Co. of America</td> <td>25666</td> </tr> <tr> <td>INSURER B : Travelers Property Cas. Co. of America</td> <td>25674</td> </tr> <tr> <td>INSURER C : Farmington Casualty Company</td> <td>41483</td> </tr> <tr> <td>INSURER D : Travelers Casualty and Surety Co of Ame</td> <td>31194</td> </tr> <tr> <td>INSURER E :</td> <td></td> </tr> <tr> <td>INSURER F :</td> <td></td> </tr> </tbody> </table>		INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A : Travelers Indemnity Co. of America	25666	INSURER B : Travelers Property Cas. Co. of America	25674	INSURER C : Farmington Casualty Company	41483	INSURER D : Travelers Casualty and Surety Co of Ame	31194	INSURER E :		INSURER F :	
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COVERAGES      CERTIFICATE NUMBER:      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 INSR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GENL AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	X	6602089X741COF18	01/01/2021	01/01/2022	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMPROP AGG \$ 2,000,000 Max Agg \$ 15,000,000
B	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO OWNED AUTOS ONLY <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY	X X	BA2089X74118CAG	01/01/2021	01/01/2022	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 EXCESS LIAB    CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10000		CUP2089X741TIL18	01/01/2021	01/01/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 \$
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    N/A	UB2094X14818	01/01/2021	01/01/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E L EACH ACCIDENT \$ 500,000 E L DISEASE - EA EMPLOYEE \$ 500,000 E L DISEASE - POLICY LIMIT \$ 500,000
D	Empl Dishonesty Incl. 3rd Party		105545518	01/01/2021	01/01/2022	\$50,000

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

<b>CERTIFICATE HOLDER</b>  Sample	<b>CANCELLATION</b>  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  <i>John C. Middleton</i>
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## COMPANY BACKGROUND

Company Name	<b>Sentral Services, LLC</b>
Main Office Location	<b>11218 Midvale Rd, Kensington, MD 20895</b>
Year Founded	<b>2007</b>
Project Manager Name	<b>Francisco Lizama</b>
Project Manager Phone	<b>240-215-5740</b>
Project Manager Email	<b>flizama@centralservices.com</b>
Years of Experience	<b>10 years</b>

Has the company ever operated under another name? If yes, what name?

**Yes. Sentral Building Services, LLC**

Do you have the equipment and staff available to start within 10 days of notice to proceed?

**Yes**

If no to the previous question, how long would it take to have the equipment and staff available?

**N/A**

Has the company ever done work with the City of Hyattsville? If yes, when and what type of work.

**No**



**REFERENCES**

Complete and submit the following for three (3) projects of similar nature as the project specified. Make copies and/or attach additional pages as needed.

Name of Project	Warehouse at Camden Yards
Owner of Project	Maryland Stadium Authority
Address of Project	333 West Camden Street, Ste. 500, Baltimore, MD 21201
Contact Person	Jana Brooks, Coordinator - Events & Tenant Services
Phone Number	410-347-9303
Email address	jnbrooks@mdstad.com
Description of work	COVID-19 emergency cleaning, day porter service, daily janitorial and window cleaning to the Warehouse at Camden Yards. This building is part of and located at Oriole Park at Camden Yards and M&T Bank Stadium also at Camden Yards.
Comments	Annual Contract Amount: \$290,000.00 Contract Inception: November 1, 2013 Square Footage: Approx. 300,000

## REFERENCES

Complete and submit the following for three (3) projects of similar nature as the project specified. Make copies and/or attach additional pages as needed.

Name of Project	County Building Cleaning
Owner of Project	Wicomico County
Address of Project	125 North Division Street, Room B-3, Salisbury, MD 21801
Contact Person	Pate Matthews, Facilities Maintenance
Phone Number	410-548-4860 410-713-8366
Email address	pmatthews@wicomicocounty.org
Description of work	COVID-19 disinfecting services, as well as providing daily janitorial services to the following locations: Government Office Building, Courthouse, Old Courthouse, Public Works, State's Attorney Office, Sheriff's Department and Salisbury-Ocean City Airport (SBY). These locations house approx. 400 County employees and experience high levels of foot traffic each day. Additional periodic services include hard surface floor care, carpet cleaning, pressure washing, and window washing.
Comments	Annual Contract Amount: \$250,000.00 Contract Inception: September 1, 2013 Term of Contract: Original - One (1) year with an additional four (4) option years 2018 Re-Award - One (1) year with an additional four (4) option years Square Footage: Approx. 125,000

Very responsive

6yr.

Hands on Touch

## REFERENCES

Complete and submit the following for three (3) projects of similar nature as the project specified. Make copies and/or attach additional pages as needed.

Name of Project	UA Daily Janitorial Services
Owner of Project	Under Armour
Address of Project	1020 Hull Street, Baltimore, MD 21230
Contact Person	Tia Freiburger, Facilities
Phone Number	410-246-6812
Email address	tia.freiburger@underarmour.com
Description of work	COVID-19 emergency cleaning, Return to Work (RTW) plans for phasing back employees to in-person, and standard requirements of providing janitorial services, day porter, special project, carpet maintenance, and hard surface floor maintenance to over 1M square feet at Tide Point, Bldg 37, Lighthouse, ODH, Photo Studio, Joy & Cascade, and UAPC.
Comments	Annual Contract Amount: \$2.3M Contract Inception: October 1, 2012 Square Footage: Approx. 2,100,000

**ADDENDUM NO. 1**  
**TO THE REQUEST FOR PROPOSALS (RFP)**  
**FOR BUILDING CLEANING MAINTENANCE**  
**FOR THE CITY OF HYATTSVILLE, MARYLAND**  
**RFP #DPW21-001**

Monday, January 26, 2021

The City of Hyattsville, Maryland, hereafter the "City", is issuing this Addendum #1 on January 26, 2021 to amend and clarify information and specifications included in RFP #DPW21-001, Building Cleaning Maintenance. **Addendum #1 includes the sign in sheets and questions received between the pre-proposal meeting and the issuing of this addendum.** There are no other changes to the RFP. There is no change to the submission date or time. This addendum is incorporated into RFP #DPW21-001 and any associated contract documents as if fully set out in the original RFP. **Proposer must acknowledge the receipt of Addendum #1 by signing this addendum where indicated and including this addendum as part of your bid package.**

Questions and Answers

1. What are the service days and preferred cleaning times for each location?
  1. 4310 Gallatin Street 5 days a week 7AM to 3:30PM, plus 5 Saturdays a year after a planned event we will need cleaning of the first floor
  2. 4633 Arundel Pl. 1 time a week 7AM to 3:00PM
  3. 4637 Arundel Pl. 2 times a week after 1:00PM or before 7AM
  4. 3911 Hamilton street 5 days a week before 7AM or after 6PM
  5. 3505 Hamilton Street 5 days a week 7AM to 3:00PM
  6. 5812 40<sup>th</sup> Ave. 5 days a week before 7AM or after 6PM
2. What is the required number of service hours per each location?

There are no required service hours. What ever time it takes to complete the cleaning and trash removal.
3. Please provide clarification for this statement in the RFP?: "No work is to occur between the hours 7:00 P.M. and 7:00 A.M Monday through Friday or anytime on Saturday and Sunday. All work, including emergencies, during these hours require written permission from Department of Public Works (DPW) staff."

This statement is stricken from the RFP, there is no replacement for this text.

4. What are the frequency requirements with regard to strip & wax, carpet cleaning, and restroom scrubbing?  
Carpet cleaning should be yearly. Striping and waxing and buffing/ burnishing should be alternated every 6 months.
5. What is the total square footage of each building?  
4310 Gallatin St = ~16,000SF  
4633 Arundel Pl = ~7,700SF  
4637 Arundel Pl = ~14,000SF  
3311 Hamilton St = ~3,200SF  
3505 Hamilton St = ~36,000SF  
5012 40<sup>th</sup> Ave = ~3000SF  
Any floor plans available are attached.
6. What is the percentage square footage for each type of floor surface at each location, if available?  
4310 Gallatin St = Map of floor types is attached  
4633 Arundel Pl = 2<sup>nd</sup> floor is carpet, 1<sup>st</sup> floor and stairs are VCT, bathrooms and locker room are tile  
4637 Arundel Pl = Offices are carpet, hallways and public spaces are polished concrete, locker rooms are tile  
3311 Hamilton St = Indoor space is VCT, outdoor bathrooms are painted concrete  
3505 Hamilton St = Offices will be carpet, bathrooms anticipated to be tile, and other spaces will be VCT, polished concrete, or epoxy  
5012 40<sup>th</sup> Ave = Offices may be carpet or rugs, the remaining floor will be polished concrete or epoxy coated
7. We were informed that supplies will be rebilled to the City of Hyattsville as they are ordered: How should we present this pricing?  
This does not need to be included in the proposal, the contractor will be allowed to invoice the City monthly (in arrears) for consumable products provided per building.
8. Could you provide the monthly supply usage amount, per item, for the past 12 months?  
12. This varies per building from meetings, events and building usage. The contractor will be allowed to invoice the City monthly (in arrears) for consumable products provided per building.
9. Are there background checks or US citizenship requirements for any location?  
Background checks are required.
10. What is the history on deductions or non-payment for services not approved by the city?  
None
11. Could you provide clarification on how the City's procedures for inspection, acceptance, and payment for work performed?

We would conduct a quarterly inspection with a supervisor to review cleaning performance. Changes to the frequency of the cleaning at each address will be made in writing after each quarterly inspection.

13. The pricing sheet for location 5 indicates a service requirement of (5) five days per week, but the unit quantity per year (130) appears to be incorrect: Could you please confirm if this location is closed and not serviced for 6 months each year?  
This location is anticipated to only be open for 6 months the first year of the contract. The frequency
14. Is this contract subject to MD minimum wage requirements each year? \$11.75 per hour as of 1/1/2021?  
All applicable federal, state, and local laws are to be followed as part of this contract.
15. What method will the City allow the contractor for labor increases due to minimum wage requirements?  
Please provide an annual % increase for each year of the contract after the initial year.
16. Is this contract subject to the MD Sick & Safe Leave Act? Required sick leave.  
All applicable federal, state, and local laws are to be followed as part of this contract.
17. Please confirm that the contractor will be allowed to invoice the City monthly (in arrears) for consumable products provided per building. Paper, can liners, hand soaps, sanitizer refills, air fresheners, etc.  
This is correct.
18. Was the preproposal meeting mandatory?  
The preproposal meeting was not mandatory. Any reference in the RFP to the preproposal meeting being mandatory is struck and there is no replacement language.

END OF ADDENDUM #1

Hal W. Metzler, Jr. EI  
City of Hyattsville, Deputy Director

I acknowledge receipt of addendum #1 for this RFP and have enclosed it as part of the bid package.

Company

Central Services, LLC

Signature



Date

1/29/2021

## STATEMENT OF THE SCOPE

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In reviewing your request for service, we have drawn on our extensive experience and our understanding of the requirements set forth by the City of Hyattsville at these locations. Sentral's plan to provide janitorial services at these location is simple: take care of the City with professional, high-quality service, and ensure that all contract requirements are met or exceeded on a daily basis.

In preparing our proposal response, we are certain that by Sentralizing the project, desired results will be achieved. This will include complete training and support for the on-site team, the delivery and implementation of the proper tools and equipment, as well as our knowledge of the workforce landscape.

We believe that the secret to the company's success is through understanding our customer's needs and ensuring those needs are met on a consistent basis. Sentral is dedicated to the continual development of stronger customer relations and consistent quality improvement. We do this by having a proven and tested cleaning system upon which our entire operations are based. Our unique style and ability to communicate with Town facilities management representatives, purchasing and other departments only simplifies and eases the process.

The key component to the success of any cleaning program is the site staff. Our proposal includes hours and wages we feel are competitive for the market, environment and shifts required.

Our management team experience has provided similar services and currently today we clean facilities that have similar style, hours, population and services similar to these locations. We are confident that our systems, processes and training will guide us to success and clean buildings for the employees and visitors of these locations.

Most importantly, we recognize our greatest asset in any cleaning program: our team on site. Everyone at Sentral recognizes that this is our client and we are here to support them each and every day. We provide daily janitorial services, day porter services, hard surface floor care, carpet cleaning and other various specialized services to over 150 separate locations each day.

This experience will allow us to deliver exceptional service to  
The City of Hyattsville at these locations.

## EXECUTIVE SUMMARY

Sentral Services was established in 2007 and began operations in the spring of 2008 as an organization devoted to contract cleaning and commercial real estate related services, while focused on our clients, team members and the environment – the Sentral Tri-Focus. Our goal is to follow a Blue Ocean Strategy by consistently staying one step ahead in the industry while managing our growth. Combined, our leadership team has the collective experience of over one hundred years – strictly in real estate and real estate related service businesses.

In the first year of operation, our focus was on strategic growth throughout the Washington and Baltimore regions. Since that 1st year, we've increased our operational reach into the Mid-Atlantic.

Greg Tucker, the founder and President of Sentral Building Services, has over forty five years of experience in real estate service industries, including twenty five years in the janitorial market. His extensive experience in the industry provided him with the opportunity to learn many facets of the business. Greg has also served on committees within organizations that support the real estate industry, such as BOMA, IFMA, IREM, NAIOP, AOBA, PMA, & CABSC. He has traveled the east coast working with businesses such as FedEx, CNN Center, UPS, Michelin Tire, & Delta Airlines. He uses these experiences to develop programs to meet client needs while staying on budget. Greg also invests many hours in community organizations, schools and non-profits, translating the public service philosophy to Sentral's operations.

As President, Greg is responsible for the overall leadership, revenue, expenses, profits, and the retention of both clients and employees. People are the foundation of any service business; Greg dedicates himself to Sentral's client and employee needs, maintaining a high level of communication with both. He works closely with sales and operations to ensure service expectations and the company goal of green cleaning are met.

Over the course of the past thirteen years, we have negotiated eighty percent of our contracts and lost less than ten percent. We do what we say, we keep it simple and we exceed requirements and expectations. Our unique philosophy and ability to see things from our client's perspective provide strong relationships and long term service compatibility.



## CAPABILITIES

We provide daily janitorial services, day porter services, hard surface floor care, carpet cleaning and other various specialized services to over 230 separate locations each day. Our service locations include Class A office space, government offices, medical offices and exam rooms, warehouses, educational institutions, retail establishments and day care facilities. Sentral Services employs approx. 350 team members and our annual revenue over the past 4 years has been: \$6.1M (2016), \$6.6M (2017), \$8.5M (2018) and \$11M (2019).

## Retention

Our client retention record speaks for itself. Over the course of eleven years we have negotiated eighty percent of our contracts and lost less than ten percent. We do what we say, we keep it simple and we exceed requirements and expectations! Our unique philosophy and ability to see things from our client's perspective provide strong relationships and long term service compatibility.

## Green

Today we consume more resources on a daily basis - as conservation of the environment around us becomes increasing more critical. With this in mind Sentral has built green into everything we do. Our products (GS-37 or EPA certified), equipment (Energy Star) and processes (less electricity, less water, lasting results) allow our team to perform at optimum levels, using the best tools and knowledge available. Our equipment and training provide ergonomic support and more efficient, environmentally friendly, custodial processes while increasing safety and reducing physical stress on our team members. Our commitment to green far exceeds recycled consumable products, corporate requirements and unregulated certifications. We practice green every day, in all that we do.

## Communication

Sentral's communication plan is simple - over communicate. We recognize that our clients have many tasks to complete each day, therefore we communicate regularly on all aspects of our work as it affects a property. We understand that we see and support each and every occupant of a building every day. With today's technology, this communication becomes simple: to manage our processes throughout a facility while keeping you informed and always closing the loop.

## SENTRAL PURPOSE

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We provide daily janitorial services, day porter services, hard surface floor care, carpet cleaning and other various specialized services to over 210 separate locations each day. Our service locations include Class A office space, government offices, medical offices and exam rooms, warehouses, educational institutions, retail establishments and day care facilities.

This experience will allow us to deliver exceptional service to the City of Hyattsville locations.

## SENTRAL TRI-FOCUS

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Sentral was established as an organization devoted to the *science and technology of cleaning* and commercial real estate related services, while focused on our clients, team members and the environment: our Tri-Focus.

The Tri-Focus is based on managing and understanding our clients' needs, supporting the environment using EcoVision (green cleaning), and providing a healthy, safe working atmosphere for all of our team members.

### **Tri-Focus - 1: Client Focused**

#### **Caring for your facility and your tenants**

It's no secret that every building has its own idiosyncrasies: this tenant likes to work late; this floor needs frequent treatment; this tenant is allergic to ... The list can go on and on. As part of our Tri-Focus, Sentral analyzes each facility individually to understand your building and its tenants. Our bilingual Operations Manager will be available to effectively coordinate all of your building's needs and requirements to make sure that the day-to-day cleaning is performed to your standards.



### **Tri-Focus 2: Team Member Focused**

#### **Without our team members, we are nothing**

Historically team member management has not been the focus of most service providers. Our objective is to find and retain the best team members through proper screening processes, training, support, best practices, pay and creating a pleasant work environment. Our market workforce has stabilized over recent years thus allowing us to provide our Tri-Focused approach and bring our innovative capabilities to the mid-Atlantic region. Management is the key to success in janitorial services, and Sentral has the best operational managers in the market to ensure team members are professionally trained and coached.

### **Tri-Focus 3: Environment Focused**

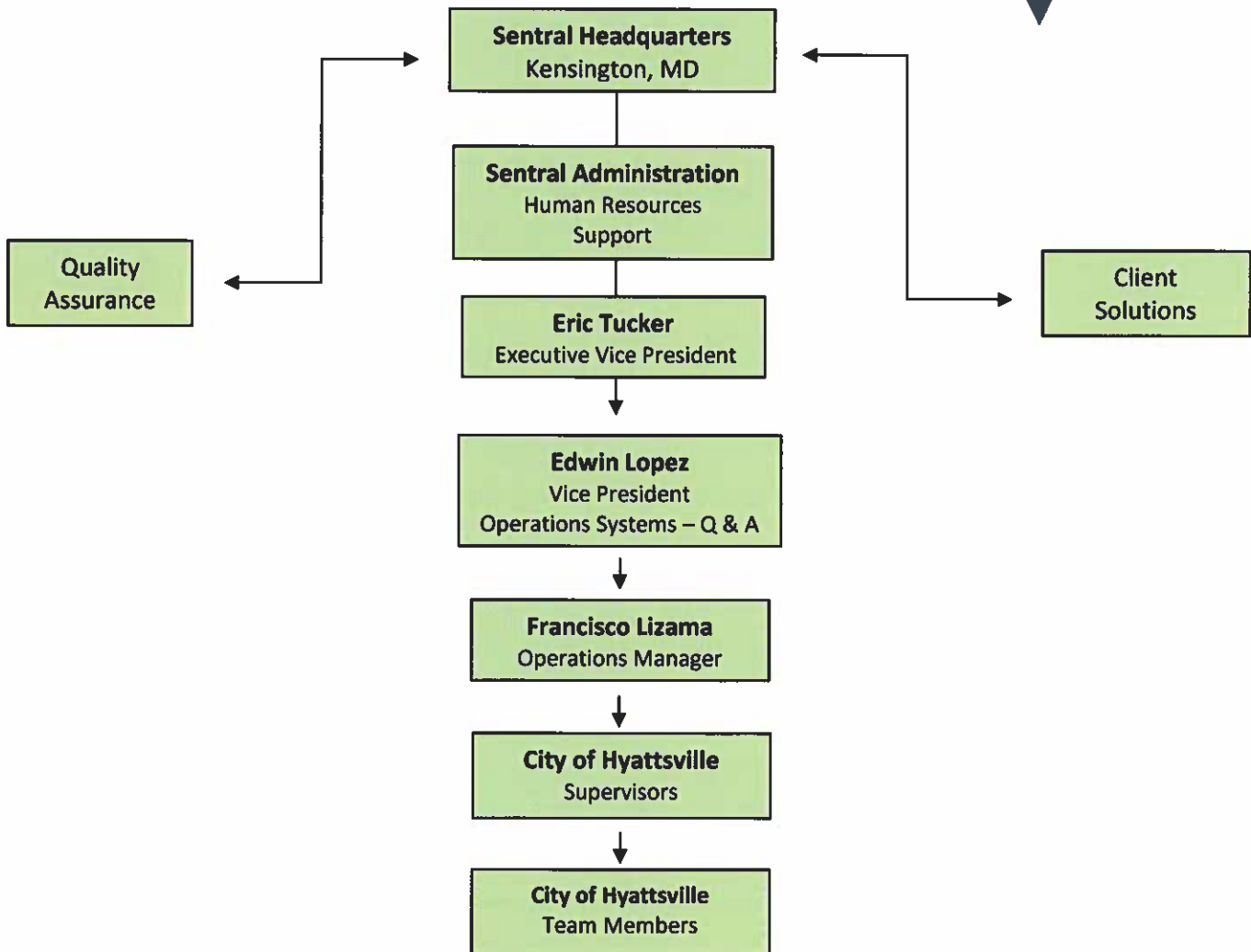
#### **Green is more than just a color...**

'Green cleaning' is a term that has been coined to describe a trend away from chemically-reactive and toxic cleaning products which contain various toxic chemicals some of which emit volatile organic compounds (VOCs) causing respiratory and dermatological problems among other adverse effects. Green cleaning can also describe the way residential and industrial cleaning products are manufactured, packaged and distributed. If the manufacturing process is environmentally-friendly and the products are biodegradable, then the term 'green' or ecofriendly may apply.

## ORGANIZATIONAL STRUCTURE

Sentral provides an unparalleled level of service delivered through our greatest asset: **OUR TEAM MEMBERS.**

An appreciated and acknowledged person will deliver better results each and every day. Engaged team members provide a vital advantage and are held at the highest level within the Sentral organization. An empowered **TEAM MEMBER** is a source of untapped power that has profound implications for our company's growth and profitability.



## PROJECT & SUPPORT STAFFING

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### Greg Tucker - President

As the founder and President of Sentral Services, Greg Tucker *has over thirty-five years of experience in real estate service industries, including eighteen years in the janitorial market.* His extensive experience in the industry provided him with the opportunity to learn many facets of the business. Greg has also served on committees within organizations that support the real estate industry, such as BOMA, IFMA, IREM, NAIOP, AOBA, PMA, & CABSC. He has traveled the east coast working with businesses such as FedEx, CNN Center, UPS, Michelin Tire, & Delta Airlines. He uses these experiences to develop programs to meet client needs while staying on budget. Greg also invests many hours in community organizations, schools and non-profits, translating the public service philosophy to Sentral's operations.

As President, Greg is responsible for the overall leadership, revenue, expenses, profits, and the retention of both clients and employees. People are the foundation of any service business; Greg dedicates himself to Sentral's client and employee needs, maintaining a high level of communication with both. He works closely with sales and operations to ensure service expectations and the company goal of green cleaning are met.

### Edwin Lopez - Vice President, Operations Systems and QA

Twenty-eight years ago, Edwin Lopez began his career in the cleaning industry as a building supervisor. His expertise and excellent communication skills have allowed him to rise to his current role as Vice President of Operations. He has managed over four million square feet of cleanable space at one time and over 250 employees. Edwin received training from manufacturers, vendors, industry specialists and time spent in the field.

Every day, Edwin focuses on customer service, operational oversight, and purchasing. He specializes in client communication, program development and staff training, ensuring that Sentral's service is exceptional and specialized for each client. He is proud of creating a good, healthy work environment for Sentral's team members and showing that Sentral is different by paying attention to the little things, walking the extra mile for clients, and training others to do the same. Edwin emphasizes employee training to make sure each employee knows Sentral's philosophies, such as using green cleaning systems.

### **Eric Tucker – Executive Vice President**

Eric has over 8 years of experience in customer relations and sales, and during this time he has honed and developed his listening, communication, and interpersonal skills. These skills have helped him fill a wide range of duties for the business that we represent. His background in sales and customer relations in retail and manufacturing industries led to the production and sales of over \$3 million, annually. Communication at the highest level is what brings about the consistency in the job we produce. As EVP, Eric acts as a liaison between the client and the operations team to generate the best quality service and simultaneously alleviate any customer inquiries/concerns in an efficient and effective manner.

### **Francisco Lizama – Operations Manager**

Francisco has been in the cleaning industry for ten years beginning his career as a cleaner, working his way to building supervisor in one year. Fluent in English and Spanish, Francisco has also performed the duties of a day porter and building engineer's assistant capable of changing light bulbs, ballasts, fixtures, filters and general building maintenance items. Today Francisco is a Project Manager for Sentral responsible for multiple accounts, and using his communication and leadership skills, he will define and evaluate Sentral processes including quality control procedures by evaluating performance and execution of team members. Because he is local, he can be on-site in 90 minutes or less to address any issues that may potentially arise at these locations for the City of Hyattsville.

## TRAINING PLAN

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Sentral's management and technical cleaners have been through a variety of training and educational programs. For Sentral, training is not a one-time event. All of our training is a continual evolution to make our team better for themselves and our customers.

### **Vice President of Operations:**

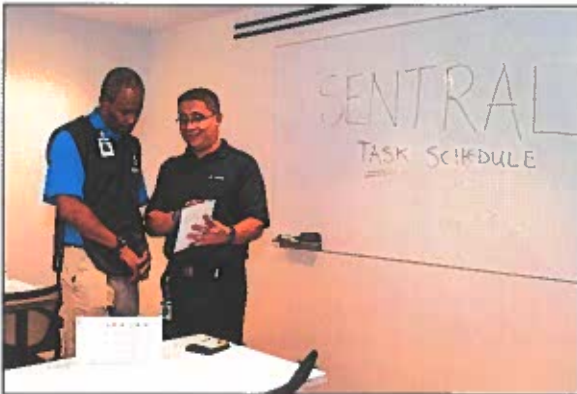
- Janitor University (JU): A week long course designed to teach custodial professionals the benefits and usage of team cleaning, proper equipment selection, chemical selection and safety, green cleaning methods, and personnel management.
- IIRC - Commercial Carpet Care Technician. Certifies technicians on commercial carpet cleaning techniques to those individuals engaged in the carpet maintenance of commercial facilities.
- Windsor Technician - Training end users on the usage and operation of Windsor Equipment. Training includes Safety, Maintenance, Carpet Fibers, and Carpet cleaning methodology.
- Johns Hopkins University - Supervisor Training Seminar. Training management staff on work loading and scheduling, effectively staffing a building, new methods of team cleaning, cleaning methods to comply with Green Seal and CIMS applications.
- Vendor training - Benefits, usage, green application of microfiber in daily cleaning work

### **Project Manager:**

- IIRC - Commercial Carpet Care Technician. Certifies technicians on commercial carpet cleaning techniques to those individuals engaged in the carpet maintenance of commercial facilities.
- Windsor Technician - Training end users on the usage and operation of Windsor Equipment. Training includes Safety, Maintenance, Carpet Fibers, and Carpet cleaning methodology.
- Vendor training - Benefits, usage, green application of microfiber in daily cleaning shift work.

## Cleaning Crew

- Windsor Technician – Training end users on the usage and operation of Windsor Equipment. Training includes Safety, Maintenance, Carpet Fibers, and Carpet cleaning methodology.
- Vendor training – Benefits, usage, green application of microfiber in daily cleaning shift work



- Process-driven
- Pre-start Training
- On-going Training
- Standardized Process / Task Schedules
- REM Program

## Cleaning Crew

Sentral team members are provided with Task Schedules, which outline the standardized process for cleaning operations at the locations we service. These task schedules are invaluable training tools as they provide an exact outline of how tasks are to be completed for each specialist. On the following page you will find an example of a Task Schedule we will be used to train Sentral's Team Members on this project.



### Tools Required

Alrx 44, 8 oz. Measuring Cup, Red Microfiber Flat Mop (For all restrooms), Wet Floor Sign, Yellow Microfiber Cloth, Red Microfiber Cloth, Green Door Stopper, Closed for Cleaning Sign, Telescopic Duster, Yellow Dust Cloth, Cleaning Cart, Soft Cleanser, Bowl Mop & Bowl Caddy, Red Double Bucket, Dust Pan & Broom, Bucket-less Mop with Red Top Container, Grout Cleaning Brush, Plastic Liners, Rubber Gloves

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## Restroom Specialist Task Schedule

**PURPOSE**

Disinfect and clean all surfaces while maintaining an odor free environment.

No. 234

### Restroom Specialist Task Schedule

#### Key Functions

Place wringer on front tank permanently.

Place wet floor signs outside restroom.

Knock on restroom door.

Place stopper under door to keep open.

Place cleaning cart or caddy inside restroom.

After placing cleaning cart or caddy in restroom, Place Closed for Cleaning sign in entrance at eye level.

Spray cleaners on cloth, not on surface, unless otherwise directed.

**NOTE: Always wear gloves when cleaning restroom.**

### Restroom Specialist

Daily	Daily
<p>Use red double bucket, fill front tank with 2 gallons of water and 1 - 8 oz. measuring cup of ready to use Alrx 44 from 5 gallon container. Soak mops overnight. Next day rinse, wring dry in same tank. Place clean mops in rear tank and re-use.</p>	<p>Re-stock toilet paper, hand soap, paper towels and sanitary products when required.</p>
<p>Place wet floor signs outside restroom door. Knock on restroom door before entering. Place door stopper under door.</p>	<p>Apply Soft Cleanser to Urinals and toilets. Scrub with brush.</p>
<p>Move cleaning cart into restroom. Hang Closed for Cleaning sign in doorway.</p>	<p>Wipe toilets and urinals. Use red microfiber cloth</p>
<p>Flush toilets and urinals. Spray Alrx 44 Disinfectant on toilet seat, toilet bowl and urinal. Allow 10 minute dwell time.</p>	<p>Remove trash - replace plastic liners. Remove disposable sanitary bag. Replace with new bag.</p>
<p>Use yellow dust cloth and telescoping duster, do high up dusting.</p>	<p>Sweep floor with broom. Pick-up what you sweep up using dust pan and broom.</p>
<p>Clean partitions and walls with Alrx 44 and yellow microfiber cloth.</p>	<p>Mop floor with Bucket-less Mop with red chemical container and new red microfiber mop for each restroom. Place dirty mop in red bucket, change water daily.</p>
<p>Spray Alrx 44 on sinks and counters, wipe with yellow microfiber cloth. Use Grout Brush around faucet. Clean mirror separately.</p>	<p>Turn off lights, remove door stopper and wet floor signs when floor is dry.</p>
	<p><b>Weekly</b></p>
	<p>Clean air vents</p>

## QUALITY ASSURANCE

To maintain the standards required by the City of Hyattsville at these locations, Sentral will engage in multi-levels of Quality Control. At the end of each daily shift, the supervisor completes our Nightly Cleaning Report Form on our APP and forwards it to the distribution list associated with this account. These reports contain information about the day's activities including new issues, resolved issues, These daily reports are digital documents that are sent to a unique (for this project) email address for automatic distribution to the Sentral Team Members on the distribution list designated for the location and any contacts designated by the City of Hyattsville. The files are downloaded, reviewed and acted upon as required.



The next level of QC is performed by periodic and unannounced site visits by the Vice President of Operations Systems – Q & A, the Executive Vice President, and a designate QC auditor. Each of these visits will result in feedback to the Project Manager and Vice President of Operations for corrective action – if any is required. Each of these actions is used not as a hammer, but a tool to enhance the job performance of the project team and identify areas of opportunity.

The QC auditor is responsible for visiting the site for an unannounced review. Equipped with an internet connected iPad or smartphone and custom Account Survey app, the auditor will review the project and sample various areas and project focuses (carpet cleaning, upholstery cleaning, post restoration job, etc.). The auditor, using a simple rating scheme, will review the work and note any issues. Upon completion of the review, the app is finalized and emailed to the project stakeholders for immediate review and action. The finished audits are saved in an off-site storage area and used for trending comparison and analysis. In any industry where service is paramount to your success, the communication of accurate and timely information is critical in allowing all responsible parties to react to ever-changing priorities and circumstances.

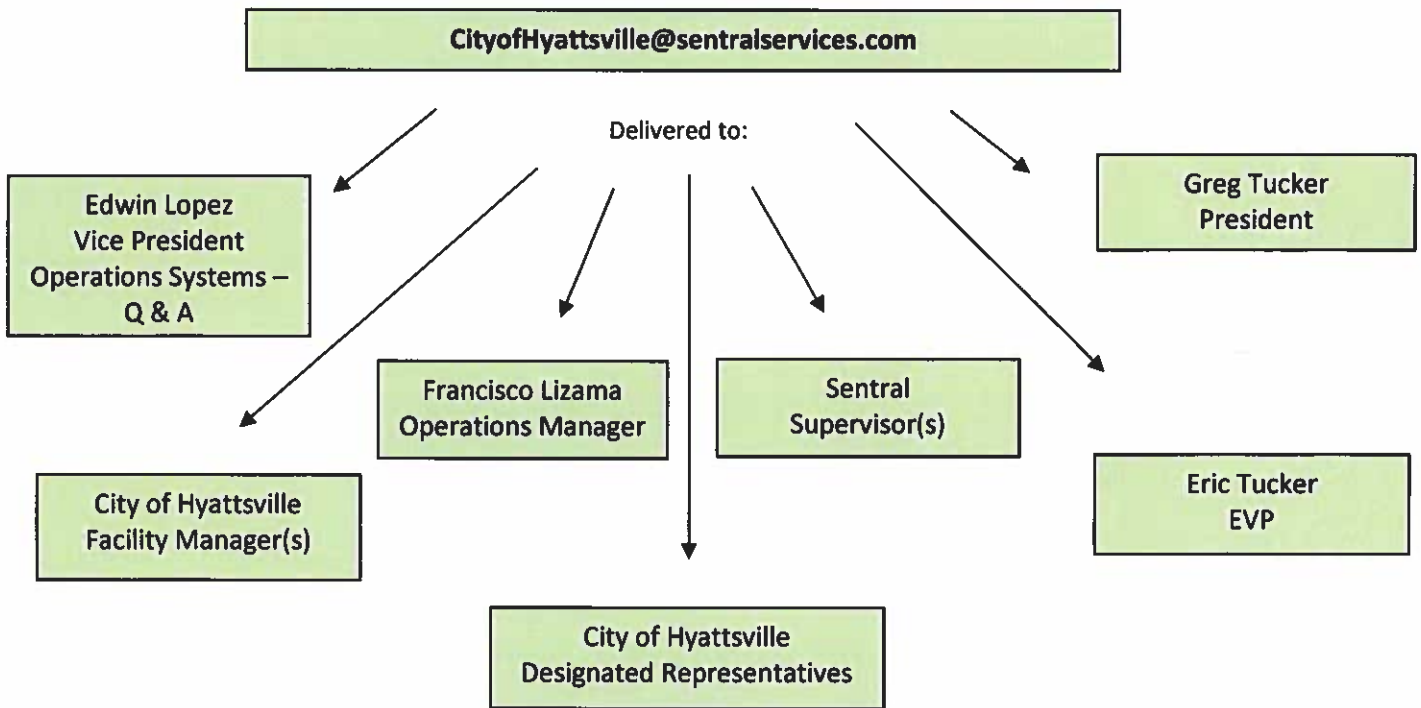
## COMMUNICATION & DISTRIBUTION LIST

At Sentral, we take pride in our communication systems. We designed our process to provide our clients with fast and easy access to our team for any issues that may arise as well as requests for additional services outside the scope of our normal daily tasks.

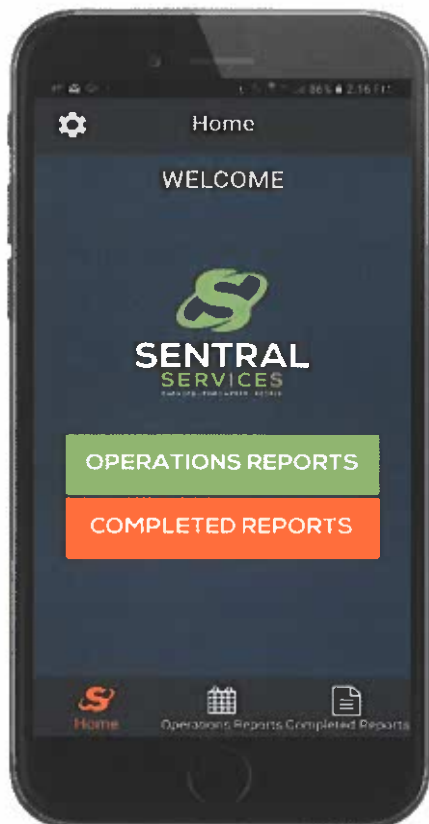
For the City of Hyattsville locations under this project, the individual responsible for the day-to-day management will be the Operations Manager, Mr. Francisco Lizama. Mr. Lizama is fluent in both English and Spanish, and responsible for operations, budgets, employees and daily cleaning functions.

Sentral will provide the City of Hyattsville with a custom e-mail address to enable the speedy dissemination of information to the Operations Manager and other members of Sentral’s operations staff and any other party that you deem necessary. The purpose is simple; we want to be able to accurately and appropriately respond to your needs.

For example, your custom e-mail and distribution list could look like this:



## Nightly Communication



Sentral works in close partnership with our clients to develop customized reporting plans that work perfectly and seamlessly using documented and efficient work management processes, advanced technologies, and highly trained and trustworthy personnel.

At the end of each daily shift, the supervisor completes our Nightly Cleaning Report Form on our APP and forwards it to the distribution list associated with this account. This form documents any issues discovered during the shift such as complaints, unforeseen ability to access a certain area to provide service, and maintenance or security concerns. In addition, we take inventory of all keys after ensuring each area is secured per client instruction.


**Completed Nightly Cleaning Reports will be delivered through our custom APP to the distribution list associated with the location**

## Sample Nightly Report

Sentral's Nightly Cleaning Report serves as our daily checklist for the building supervisor to complete and submit through the distribution email for each location we service. On the following pages you will find screen shots of a **SAMPLE** Nightly Cleaning Report that can be customized to your requirements.

## Nightly Communication Report

This is an example of a Nightly Report recently completed for a customer, including a description of the specific periodic cleaning task performed as well as pictures of the area

	<b>Nightly Report</b> 323-333-351 W. Camden Street	
<b>Date:</b> 9/15/2020	<b>Time:</b>	<b>By:</b> William Juarez
<b>1. Areas not cleaned due to restricted access:</b>		
None		
<b>2. Periodic cleaning performed:</b>		
We dusted the high and low sites inside the suites on the 6th floor, north warehouse and dusted the tables, cabinet and chair on 7th floor, north side and 3rd floor, north side, south warehouse. *The stairwell "B" were dusted and vacuumed on the 8th floor to basement, north warehouse. *The Lobby's were dusted and detailed in all the high and low areas of the 8th floor to the 3rd floor, south warehouse.		
<b>3. Requests/actions taken from e-mail requests today:</b>		
None		
<b>4. Observed maintenance concerns:</b>		
None		
<b>5. People working late in buildings:</b>		
See below		
<b>6. Security problem/issues:</b>		
None		
<b>7. Other items to be communicated to management:</b>		
None		
<b>8. All keys accounted for and secured:</b>		
None		
<b>9. If "no" to #8 please explain why:</b>		
<b>10. Unique occurrences:</b>		
None		
<b>11. Pictures included:</b>		
Yes		
<b>Note:</b>		



**Nightly Report**  
323-333-351 W. Camden Street

1

Suite #	Tenant Name		Suite #	Tenant Name	
<b>North Warehouse - 323 and 333 W. Camden Street</b>					
Basement	MSA Maintenance & Security, DNC		5 <sup>th</sup> floor	MASN	1
4 <sup>th</sup> floor	MSA (IT) Office		6 <sup>th</sup> floor	Snowden Capital Advisors	
4 <sup>th</sup> floor	MOAG & Company		6 <sup>th</sup> floor	ME Engineers	
4 <sup>th</sup> floor	Law Offices of Melissa Menkel McGuire		7 <sup>th</sup> floor	EXIT 10	
4 <sup>th</sup> floor	Delaware North offices		8 <sup>th</sup> floor	Maryland Emergency Medicine Network	S
5 <sup>th</sup> floor	MSA Offices Maryland Sports & Conference Rooms		1 <sup>st</sup> thru 3 <sup>rd</sup>	Orioles	

<b>South Warehouse - 351 W. Camden Street</b>					
1st floor	Pennoni	N	4 <sup>th</sup> floor	-vacant-	N
1st floor	-vacant-	S	5th floor	University of MD	N
1st floor	SP + Parking Office	Ste175	5th floor	University of MD (soon)	S
2 <sup>nd</sup> floor	Pennoni	N	6 <sup>th</sup> floor	Wolters Kluwer	N/S
2nd floor	The Vascular Surgeon's office	S	7 <sup>th</sup> floor	Wolters Kluwer	1 N/S
3rd floor	MSA Capital Projects	N/S	8 <sup>th</sup> floor	Harpoon Medical	1 S
4th floor	eOriginal	S	8 <sup>th</sup> floor	eOriginal	1 N







## HIRING & SCREENING PROCESS

Sentral will be using a combination of advertising and employee referrals to fill available positions for this project.

To ensure Sentral provides our customers with great service and safety, all team members are required to partake in a 2-tiered background check. The first tier is performed by a government service named E-Verify which certifies that all team members are entitled to work in the United States.



### **GLOBAL** INVESTIGATIVE SERVICES

Sentral's second tier background check is performed by Global Investigative Services. This service was founded in 1993 as a licensed private investigation company specializing in providing accurate and timely pre-employment background investigative services. This background check, as part of the hiring process, provides our clients with the comfort and satisfaction of know that their facilities are in good hands.

Global Investigations uses a unique review process called the Global Secure Online System. The GSO is a time-tested methodology designed to provide an unparalleled level of technological support. The process starts with a web-based system that speeds background requests directly to the Global offices through secure telecommunication lines.

Using cutting-edge secure telecommunications, computers and web-enabled services, Global provides us with well-organized, practical, easy-to-read reports 24 hours a day, 7 days a week.

Global provides to Sentral the option of a multi-jurisdictional search of state and county criminal records for the potential new hire. Only after a potential new hire is approved, will he or she be a candidate for your account.

## REFERENCES

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### Under Armour

Tia Freiburger: 410-246-6812 tia.freiburger@underarmour.com  
1020 Hull Street, Baltimore, MD 21230

**Annual Contract Amount: \$2.3M**

Contract Inception: October 1, 2012

Square Footage: Approx. 2,100,000

COVID-19 emergency cleaning, Return to Work (RTW) plans for phasing back employees to in-person, and standard requirements of providing janitorial services, day porter, special project, carpet maintenance, and hard surface floor maintenance to over 1M square feet at Tide Point, Bldg 37, Lighthouse, ODH, Photo Studio, Joy & Cascade, and UAPC.



**UNDER ARMOUR**

### Maryland Stadium Authority

Ms. Jana N. Brooks, Coordinator, Events and Tenant Services

The Warehouse at Camden Yards

333 West Camden Street, Suite 500, Baltimore, MD 21201

P: 410-347-9303 jnbrooks@mdstad.com

**Annual Contract Amount: \$290,000.00**

*Contract Inception: November 1, 2013*

Square Footage: Approx. 300,000

COVID-19 emergency cleaning, day porter service, daily janitorial and window cleaning to the Warehouse at Camden Yards. This building is part of and located at Oriole Park at Camden Yards and M&T Bank Stadium also at Camden Yards.



### Wicomico County

Pate Matthews, Facilities Maintenance

125 North Division Street, Room B-3, Salisbury, MD 21801

P: 410-548-4860 pmatthews@wicomicocounty.org

**Annual Contract Amount: \$250,000.00**

*Contract Inception: September 1, 2013*

Term of Contract: One (1) year with an additional four (4) option years

Square Footage: Approx. 125,000

COVID-19 disinfecting services, as well as providing daily janitorial services to the following locations: Government Office Building, Courthouse, Old Courthouse, Public Works, State's Attorney Office, Sheriff's Department and Salisbury-Ocean City Airport (SBY). These locations house approx. 400 County employees and experience high levels of foot traffic each day. Additional periodic services include hard surface floor care, carpet cleaning, pressure washing, and window washing.



## PROJECT SUCCESS

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The most effective way to demonstrate our capabilities on this project and past success is to show you what our customers have to say about Sentral Services:

*We had a late afternoon leak of contaminated water at one of my buildings inside a tenant space. I called Luis at about 4:30 in the afternoon and he is getting a disinfectant team out there tonight. He was so professional, so concerned about getting the job done right, concerned about setting the tenant's fears to rest, and on top of all that he was pleasant and helpful and just generally excellent. And got us exactly what we needed in a very difficult time frame. Just wanted you to know that Luis rocks.*

---

**Lynn R. Rinker**  
**Property Administrator**  
**Avison Young**

*It was a very nice dinner. Special thanks to Jessie and Sandra for the homemade goodies. But I was extremely happy to be able to celebrate with such a hard working crew!!*

*Thank you for the dinner but also for your dedication and hard work everyday.*

*Great night, great crew, great company!!*

---

**Charlaine Eckstein**  
**General Manager**  
**Jones Lang LaSalle**



We recently switched to Sentral Services for a full service four story office building in Hanover, Maryland. For the first time in my career, a transition went seamlessly. Sentral started meeting with the tenants and myself approximately 30 days prior to the changeover to ensure a smooth transition, and it truly was. They assist management in their nightly reports by reporting operational items that need to be brought to our attention and truly act as a second set of eyes for the manager. We have been very pleased with our new partnership.

---

**Amy Lacock, RPA, LEED Green Associate**  
**Vice President, Portfolio Manager | Baltimore**  
**JLL**

For the past year and a half since I have been working alongside of Sentral services I have been very impressed. As a Building Engineer I regularly interact with onsite staff and can honestly say they are some of the most professional, friendly and hardworking that I have been around. Not to mention respectful and considerate of their client's, their space and security. There have been occasions when I have had to come on site after hours, and not knowing I would be there, could be found diligently working. There were a couple times I had problems with my access card but they would not allow me access until calling and getting approval from land lords security before letting me in. Sentral also keeps neat, clean appearances with their uniforms and work trucks and communicates often and clearly whether notifying of special services or sending a detailed nightly work report via email.

It's clear that Sentral principles and staff have a lot of pride in what they do. Great job guys!

---

**Corey Mackall**  
**Assistant Chief Engineer**  
**Jones Lang LaSalle**

I'm very pleased with your services and you guys clearly know what you're doing and what it takes to put the finishing touches on something that we worked so hard to do.

---

**Jerry Grill**  
**Mosely Construction Group**

Ok, you are going to think they are paying me but I LOVE THEM!!!! They are amazing and better than all of the cleaning vendors I've dealt with. I have no negative references except to say that they need MORE POLLY. I assume you've met her, but you'd think there was 10 of her because she gets around and does so much. The upper level team is terrific and they have a clear way of handling things quickly and professionally. Their on the ground team is great too and with managers, they seem to like their jobs and like to do a good job. Their day porters are great too - so far, no issues.

I've had them at one of my buildings for over two years (that is how long I've been managing that bldg.), switched my Columbia location about a year and half ago and two of my Rockville bldgs this summer. All is going great!

---

**Susan Seidman**  
**Senior Property Manager**  
**Avison Young**

Thank you for being a businessman with class and integrity. I have a great deal of respect for you and your management staff. I know this account has been a challenge, but you all have always handled yourselves and business with dignity and integrity. Your management team members are fortunate to have you as a mentor.

---

**Eva Cosner**  
**Operations Support Supervisor**  
**City of Frederick**

I am your biggest fan! Ever since Sentral took over here it has been so amazing. One of the best things about Sentral Services is that I know I can count on them to respond quickly and when they do they make it right. If there is a concern; their communication is great! I like the pictures they send also. It is a great experience working with the team. I can't say enough about them . . . they make us look great!

---

**Kathy Gagnon**  
**Facilities Coordinator**  
**Under Armour Headquarters**

Seriously you guys are a pleasure to work with and make my job easy!!

---

**Amy Lacock, RPA**  
**LEED Green Associate - Vice President**  
**Jones Lang LaSalle**

Platt Development Group has been using the services of Sentral for over six years. Before Sentral, I went through three cleaners in under 2 years! I have been extremely satisfied with this professional group of men and women. Their crews are always dependable and thorough and there has never been a time that I have not been able to count on Sentral for emergency service. With this company, I have been able to put janitorial services on the back burner and am able to concentrate on other management issues.

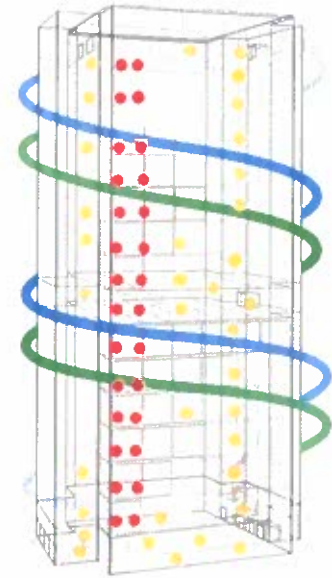
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**Theresa Beckner**  
**Vice President**  
**Platt Development Group**

## OPERATING (WORK) PLAN

Sentral firmly believes in helping all our team members achieve the level of success he or she is capable of and desires. The Team Cleaning approach helps keep our 1st class citizens (i.e., field personnel) motivated, safe, and, should he or she desire, a long-term career.

Every night Sentral team cleaners will follow an orchestrated routine to clean your facility. Starting at the top floor of their assigned area, the “dance partners” led by the Light Duty Specialist, will begin a predetermined route to perform his/her duties throughout a floor and then down to the next. Soon after, the Vacuum Specialist will follow the same route of the Light Duty Specialist finalizing the cleaning started by his/her partner – as well as turning off lights and locking doors.



While the Light Duty and Vacuum Specialist are whirling throughout the property, the Utility Specialist is strategically moving through the building removing garbage and recycling bags, cleaning hard surface floors with a bucket-less mop, maintaining elevator tracks, carpet spotting and more. During all of this cleaning activity, the Restroom Specialists are performing the floor-to-floor sanitizing of the restrooms.



### Light Duty Specialist

- Beginning of shift, prepares needed equipment and supplies to perform duties.
- Starts by removing trash and replacing trashcans liners as needed, from designated areas.
- Cleans kitchen areas, counters, sinks, cabinet doors, outside of microwaves and toasters. (This procedure is repeated in each floor.)
- Cleans conference room tables.



- Detail clean designated areas for the day, tops, partitions, window sills, desks, chair legs.
- One day per week, usually Fridays, is designated to do projects such as cleaning window blinds, air vents/returns.
- At the end of shift, replenishes supplies for next day.

### Vacuum Specialist

- Beginning of shift, prepares needed equipment to perform duties.
- Starts by vacuuming hard surface areas, puts wet floor signs and begins wet mopping designated areas.
- Right after mopping begins vacuuming traffic areas. (This procedure is repeated in each floor.)
- Detail vacuuming designated areas for the day, edges, corners, under desks, tables, etc.
- One day per week, usually Fridays, is designated to do projects such as cleaning window blinds, air vents/returns, and wipe baseboards.
- At the end of shift, empties vacuum and stores it for next day.



### Restroom Specialist

- Beginning of shift, prepares needed equipment and supplies to perform duties.
- Starts by announcing herself and placing wet floor signs outside restrooms.
- Proceeds to apply disinfectant to commodes and urinals.
- Stocks paper supplies and soap, removes dust, clean partitions, counters, sinks, mirrors, walls, etc.
- Wipes commodes and urinals, removes trash, sweeps and mops the floor, removes wet floor signs once the floor is dry.
- Details clean, mirrors, walls, vents, partitions, doors, etc. this is done to a number of restrooms in order to detail clean them once per week.
- At the end of shift, replenishes supplies for next day.



## Utility Specialist

- Prepares equipment and supplies needed to perform duties.
- Performs routine maintenance in areas such as elevators, main lobby, main entrances, etc.
- Takes trash and recycle down to designated areas.
- This person is in charge of periodic cleaning of elevator tracks, stairs, polishes VCT floors, machine scrubs restroom floors, restores hard surfaces, cleans spots on carpets, etc.



## EMERGENCY RESPONSE

Sentral's emergency response plan has been developed to minimize the impact of emergencies and maximize the effectiveness of our response to those incidents. The plan is initiated whenever a crisis, man-made or natural, disrupts operations or creates major damage to your locations.



We are available 24/7 to handle emergencies. After normal business hours, we have established a toll free hotline (877-403-4080) with direct contract to the President of Sentral Services, Mr. Greg Tucker as well the Operations Manager responsible for your locations, Mr. Francisco Lizama. **We are ready and able to handle any emergency situation that may arise and will respond within 1-hour to an emergency request.**



## ENVIRONMENTAL AWARENESS

Today we consume more resources on a daily basis - as conservation of the environment around us becomes increasing more critical. With this in mind Sentral has built green into everything we do. Our products (GS-37 or EPA certified), equipment (Energy Star) and processes (less electricity, less water, lasting results) allow our team to perform at optimum levels, using the best tools and knowledge available. Our commitment to green far exceeds recycled consumable products, corporate requirements and unregulated certifications.



All parts of this technology are Green certified formulations that meet environmental standards for safety in application. Through education, cleaning teams learn an entirely new way to clean and care for facilities with an environmentally friendly green process ensuring significant savings, cleaner outcomes and greater overall satisfaction.

Below you will find a list of cleaning chemicals Sentral will be using on this project:

### CPC Green (Cleaning and Polishing Compound)

CPC (Cleaning and Polishing Compound) replaces spray buff, wet restoration products and procedures. Designed to enhance, protect and extend the life of any coating/finish. Apply CPC each time the floor is burnished, using any speed machine. CPC is transparent and leaves a non-slip, dust free, non-yellowing, mark resistant film that prolongs re-coating cycles and the life of floor pads. EPA (DfE) Green Approved.



### Zing Only One Green

Only One is designed to take the place of all floor cleaners. Penetrates, suspends, encapsulates and strips away surface and embedded dirt without removing the coating/finish. Only One contains Zing CPC (Cleaning and Polishing Compound) to prevent surface and stuck dirt from becoming embedded. Helps eliminate the need for stripping. EPA (DfE) Green Approved.



### Dust Control Green

Dust Control is designed for treating dust mops, entrance carpets and mats, to trap and hold loose dust and dirt. By controlling loose dust and dirt, it will increase the life expectancy of your coating/finish and maintain a safe walking surface. EPA (DfE) Green Approved.



### Entrance Carpet and Mat Cleaner Green

Used for spot cleaning carpets, spray cleaning entrance carpets and mats weekly and lifting dirt from heavy traffic areas. Encapsulates the dirt and dehydrates it into a crystalline powder that will be removed with the next vacuum cycle. EPA (DfE) Green Approved.



### Stays Kleen Green

Stays Kleen is designed to absorb soil in carpets through encapsulation and a dehydration process. Deodorizes carpet and leaves no sticky residue to attract soil. EPA (DfE) Green Approved.



### Zing First Impression Coating

First Impression Coating is a new breakthrough technology in floor surface protection producing an outstanding high gloss that resists soil penetration. Exceeds ASTM safety standards.



### RX44 HDQ

RX44 HDQ is a one-step disinfectant that is effective against a broad spectrum of bacteria, is virucidal (including COVID-19, HIV-1, HBV and HCV), fungicidal and inhibits the growth of mold and mildew and their odors when used as directed. EPA Registered.



### RX 66 Bio-Enzymatic Foul Odor Digester

There are good bacteria and there are bad bacteria. The bad ones can cause sickness and disease while the good ones are instrumental in such things as fermentation of beer and processing of cheese and yogurt. RX66 contains only safe to handle bacteria, in this case designed to remove foul odors and stains by bio-enzymatic action. RX66 is a synergistic blend of specialized strains of live, but safe to use bacteria, chosen for their ability to produce enzymes that will digest organic matter that cause stains and foul odors. RX66 also contains Airicide® Odor Counteractant to remove odors already in the air.



## EQUIPMENT

Sentral has an intense understanding of the equipment necessary to deliver consistent, quality service to our customers. We understand that using the correct equipment for the job will not only maintain the health and productivity of our team, but help maintain the health and productivity of yours as well.

For the City of Hyattsville, Sentral will be purchasing the following commercial-grade equipment to perform the scope set forth in the RFP. This equipment is the minimum that will be used in the execution of the contract. We state "at a minimum" as periodically unplanned situations arise that may require additional support. Understanding the nature of the business, Sentral is prepared to move the materials and equipment needed to bolster the resources cited in this proposal.

Below you will find a list of equipment to be used on this project.



## CROSS CONTAMINATION

In a concerted effort to maintain the highest-quality cleaning for our customers, Sentral has implemented measures to reduce the level of cross contamination in the locations we service.



One way we are working to accomplish this is the use of color coded equipment, including red dual-compartment mop buckets. The color red is important to note as it indicates equipment that is only used in restrooms, helping to prevent potentially harmful bacteria found in restrooms to be spread to other areas of the building.

These specialized mop buckets have two chambers or compartments for the clean solution and the other for the dirty water after the floor has been mopped. A removable wringer attaches to the chamber used for dirty water. The clean water compartment transfers water into the soiled water compartment as the bucket is in use so our cleaners are always washing the floors with clean, fresh water. The advantage of this system is more sanitary, hygienic floors as well as environmental benefits and cost savings. In areas where using a dual compartment mop bucket is not feasible, we utilize a red top removable container on our all-in-one bucket-less mops.

Another way we are working to eliminate cross contamination for our clients is the use of microfiber towels. The towels are color coded based on the locations of use to reduce the spread of potentially harmful bacteria.



## SECURITY

Sentral Services understands the importance of properly securing the locations we service each and every day. It is imperative that your windows are closed, all exterior doors are locked, and the alarm system has been set properly. We will not only ensure your building is secure every night, but also have a trained and watchful eye, alerting you when a weak area in security may need your attention.



## KEY CONTROL

Key control is an important part of building security and as such, Sentral installs Hercules electronic lock key cabinets in the properties we service. The electronic lock provides up to 8 number key pad codes for enhanced security and an alarm will sound after 3 wrong entries resulting in an automatic lock out.

Individuals issued a key are responsible to safeguard the key and maintain security of the building or area which the key opens.

By accepting a key, the Sentral team member agrees to:

- Protect the key from theft or loss.
- Not duplicate, loan or allow any other individual to use the key.
- Use the key for Sentral business only.
- Assure that doors are relocked after entering or leaving.
- Report to their Supervisor any condition which may jeopardize people or property.
- Immediately notify the Supervisor when any key is lost or stolen.
- Return keys to the Supervisor at the end of each shift.



## UNIFORMS



### Night Cleaning Team

**Supervisor:** Custom polo with Sentral logo and Sentral picture ID badge.

**Cleaners:** Cobbler with Sentral logo professionally applied and picture ID badge.

### Day Porter/Maintenance Tech

Custom polo with Sentral logo and Sentral ID badge, black pants. Sentral will accommodate the uniform requirements of the property if different from above.



### Sentral ID Badge



## SPECIAL SERVICES

Sentral's Special Services team offers our customers the benefits of in-house control and skillsets providing final cleaning services, floor care per manufacturer guidelines (including honing, polishing, stripping and finishing), window cleaning, power washing, and carpet cleaning. Our controls feature an on-site Supervisor and Project Manager who coordinate with the on-site Superintendent and back office personal with photos and sign-off.



Our range of comprehensive services include:

- Daily Janitorial Services**
- Day Porter Services**
- Final Construction Cleaning**
- Construction Site Labor Staffing**
- Job Trailer Cleaning**
- Pressure Washing**
- Hard Surface Floor Finishing**
- Carpet Cleaning**
- Window Cleaning**
- Special Projects**
- Maintenance Technicians**
- Event Staffing – Game Day Stadium Services**
- Warehouse Cleaning**
- Disposal of Recyclable Items – Baler/Composting**
- Stone & Concrete Restoration**
- Assistance with LEED Certification**
- COVID-19 Sanitization and Disinfection**

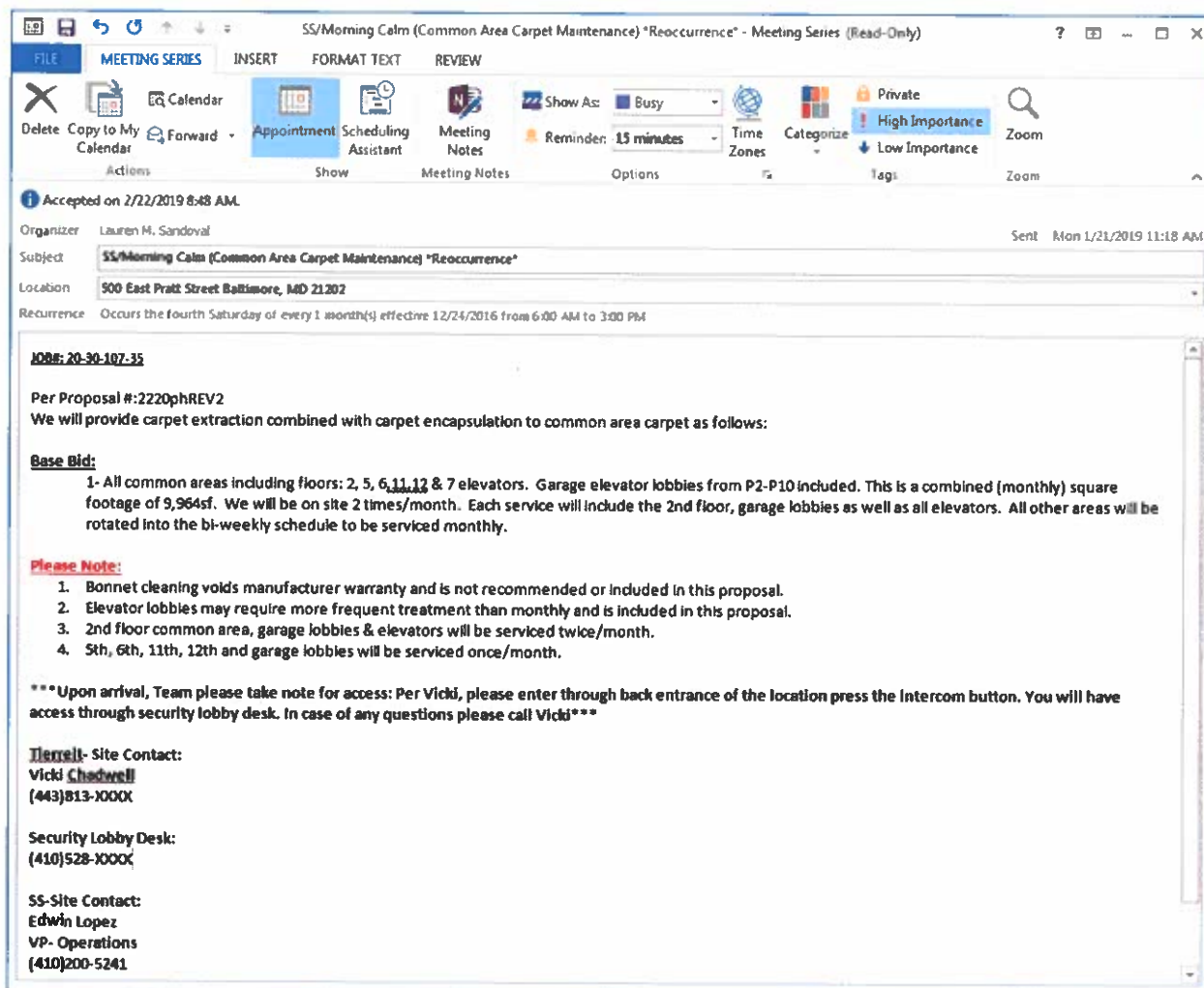
Our special services and post-construction cleaning is carried out by dedicated teams who will arrive at your premises with all the right equipment and products to perform the services.

We can cater for any size of building and can also carry out end-of-lease cleans when a client moves out of rented office space.

## Special Service Team – Service Appointments

We've developed a system to ensure we'll never miss a quarterly maintenance service at the City of Hyattsville locations. These service appointments are set up to a year in advance and are distributed to the calendars of Sentral's Operations team in charge of completing the service, and contain information on the specific location in which the services are to be performed, as well as the specifications to ensure our team in the field follows client instruction.

Below you will find an example of a service appointment set up for a Sentral customer to perform scheduled carpet maintenance.



The screenshot shows an Outlook meeting series window titled "SS/Morning Calm (Common Area Carpet Maintenance) \*Recurrence\* - Meeting Series (Read-Only)". The meeting is organized by Lauren M. Sandoval and is scheduled for Monday, 1/21/2019 at 11:18 AM. The subject is "SS/Morning Calm (Common Area Carpet Maintenance) \*Recurrence\*" and the location is "900 East Pratt Street Baltimore, MD 21202". The recurrence is set to occur on the fourth Saturday of every month, effective from 12/24/2016 to 3:00 PM.

**JOB#: 20-30-107-35**

Per Proposal #:2220phREV2  
 We will provide carpet extraction combined with carpet encapsulation to common area carpet as follows:

**Base Bid:**

1- All common areas including floors: 2, 5, 6, 11, 12 & 7 elevators. Garage elevator lobbies from P2-P10 included. This is a combined (monthly) square footage of 9,964sf. We will be on site 2 times/month. Each service will include the 2nd floor, garage lobbies as well as all elevators. All other areas will be rotated into the bi-weekly schedule to be serviced monthly.

**Please Note:**

1. Bonnet cleaning voids manufacturer warranty and is not recommended or included in this proposal.
2. Elevator lobbies may require more frequent treatment than monthly and is included in this proposal.
3. 2nd floor common area, garage lobbies & elevators will be serviced twice/month.
4. 5th, 6th, 11th, 12th and garage lobbies will be serviced once/month.

\*\*\* Upon arrival, Team please take note for access: Per Vicki, please enter through back entrance of the location press the Intercom button. You will have access through security lobby desk. In case of any questions please call Vicki\*\*\*

**Tierrel- Site Contact:**  
 Vicki Chadwell  
 (443)813-XXXX

**Security Lobby Desk:**  
 (410)528-XXXX

**SS-Site Contact:**  
 Edwin Lopez  
 VP- Operations  
 (410)200-5241



## CORONAVIRUS COVID-19 DISINFECTION PROGRAM

**Sanitize** – to reduce, not kill, the occurrence and growth of bacteria, viruses, and fungi

**Disinfect** – to destroy or kill disease-carrying microorganisms, pathogens, and bacteria and thus prevent the spread of infection

- Disinfecting is a continuous process, not a one-time event.
- All work will be scheduled and serviced based on a first-come, first-served basis – dependent upon staffing and product availability.
- We recommend and strongly encourage our clients to review and accelerate their filter change/cleaning programs. Although still unconfirmed it is strongly suggested that the COVID-19 virus can cause exposure through air born particles.



### Customer:

- Clear off all horizontal surfaces (desktops, tabletops, conference tables, counters, and cabinet tops).
- Put away all personal items and paper products.
- Turn off all electronics to keep items from being disturbed or modified during process.
- Maintain continuous personal cleaning of keyboard, mice, phones, etc. at personal desk spaces
- Maintain hand hygiene and avoid touching of eyes, nose, or mouth with unwashed hands.

### Sentral:

- Proper PPE to be used as a protectant for the cleaner and to reduce spreading after completion.
  - Disposable gloves, masks, and protective eyewear.
  - Disposal of gloves and masks immediately after service is completed.
  - Hands and eyewear to be cleaned immediately after service is completed.
  - Electronics to be covered/blocked during process.



## LEVEL 1

### Re-Opening Detail Sanitizing:

- Spray AirX-44 disinfectant on all horizontal surfaces and touch points and wipe clean
  - Purpose: to refresh and sanitize your space after weeks of reduced and/or no occupancy

## LEVEL 2

### Disinfecting (2-Step) Response:

- Spray AirX-44 disinfectant on all horizontal surfaces and touch points and wipe clean
- Cover all affected areas with Spray N Go technology
  - Purpose: to leave a residual that can continue to kill the virus for up to an additional 4-hour period

## LEVEL 3

### COVID-19 Positive Disinfecting (3-Step)

#### Response:

- Cover all affected areas with the Spray N Go disinfection technology – allow to sit and dry for dwell time (5 minutes)
  - Purpose: to mitigate risk for our team members completing the disinfection process
- Wipe down all horizontal surfaces with AirX-44 disinfectant to clean and remove dirt from surfaces
  - Purpose: Spray N Go disinfection technology is most effective on a surface that is clean of dirt and dust
- Cover all affected areas with Spray N Go technology again
  - Purpose: to leave a residual that can continue to kill the virus for up to an additional 4-hour period



## Touchpoints

### Common Areas

- Doorknobs and levers
- Door push plates
- Light switches
- Hand railings
- Reception/security desks
- Telephone receivers
- Elevator buttons (inside cab & lobbies)
- Thermostats
- Copier buttons/control panels
- Drawer handles
- Sink levers
- Water fountain controls
- Refrigerator/microwave doors & handles
- Coffee stations controls and filter basket handles
- All small appliance handles and buttons
- Counters and tabletops
- Vending machine surfaces and controls

### Offices

- Doorknobs and levers
- Door push plates
- Light switches
- Desk cubicle flat area surfaces
- Chair arms
- Telephone receivers
- Drawer handles
- Conference tables and chair arms

### Restrooms:

- Doorknobs and levers
- Door push plates
- Light switches
- Sink levers
- Stall doors and handles
- Soap dispensers and handles
- Toilets and urinals
- Trash cans