

REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

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**QUALIFICATION AND CERTIFICATION FORM**

**EXHIBIT "D" Bidder Qualifications and Certification**

This exhibit shall serve as a requirement to enable the evaluation team to assess the qualifications of Contractors under consideration for final award.

The information may or may not be a determining factor in award.

**Contract Number 110514 Janitorial Service for Southern Gila County**

The applicant submitting this Proposal warrants the following:

1. Name, Physical Address, E-Mail Address and Telephone Number of Principal Contractor:

WCD Enterprises, LLC (480) 415-3416  
28150 N. Alma School Pkwy #103-452  
Scottsdale, AZ 85262 wes.dryden@yahoo.com

2. Has Contractor (under its present or any previous name) ever failed to complete a contract?  
\_\_\_\_ Yes  No. If "Yes", give details, including the date, the contracting agency, and the reasons Contractor failed to perform in the narrative part of this Contract.
3. Has Contractor (under its present or any previous name) ever been disbarred or prohibited from competing for a contract? \_\_\_\_ Yes  No. If "Yes", give details, including the date, the contracting agency, the reasons for the Contractors disqualification, and whether this disqualification remains in effect in the narrative part of this Contract.
4. Has a contracting agency ever terminated a contract with the Contractor prior to contract expiration date (under your Contractor's present or any previous name)? \_\_\_\_ Yes  No. If "Yes", give details including the date, the contracting agency, and the reasons Contractor was terminated in the narrative part of this Contract.
5. **CONTRACTOR MUST ALSO PROVIDE AT LEAST THE FOLLOWING INFORMATION ALONG WITH THEIR PROPOSAL SUBMITTAL:**
- a. A brief history of the Company.
  - b. A Cost Proposal shall be submitted on the Price Sheet, attached herein and made a full part of this contract by this reference.
  - c. A list of previous and current customers, which are considered identical or similar to the Scope of Services described herein, shall be submitted on the Reference List, attached herein and made a full part of this contract by this reference.
  - d. List the specific qualifications the Contractor has in supplying the specified services.
  - e. A list of any subcontractors (if applicable) to be used in performing the service must accompany the Proposal.
  - f. Sealed list of "equipment used" in performing the services must accompany proposal submitted by Contractor.
  - g. Gila County reserves the right to request additional information.



**REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY**

**PRICE SHEET**

Please complete price sheet in its entirety for the services provided in RFP 110514 Janitorial Service for Southern Gila County.

Contractor Name: WCD Enterprises, LLC

Phone No.: (480) 415-3416

| Location                                                                   | Square Foot      | Annual Cost Per Location |
|----------------------------------------------------------------------------|------------------|--------------------------|
| Gila County Courthouse<br>1400 E. Ash Street, Globe, AZ                    | 31,740           | \$ 38,220.00             |
| Guerrero Building<br>1405 E. Ash Street, Globe, AZ                         | 5,886            | \$ 6,360.00              |
| Health & Community Services<br>5515 S. Apache Ave., Globe, AZ              | 32,502<br>21,934 | \$ 19,140.00             |
| WIC Building<br>5515 S. Apache Ave., Globe, AZ                             | 1,792            | \$ 3,120.00              |
| Public Works Administration Building<br>745 N. Rose Mofford Way, Globe, AZ | 10,130           | \$ 9,600.00              |
| Facilities/Sign Shop Building<br>725 N. Rose Mofford Way, Globe, AZ        | 2,197            | \$ 3,120.00              |
| Michaelson Building<br>157 S. Broad Street, Globe, AZ                      | 7,952            | \$ 6,360.00              |
| <b>TOTAL ANNUAL COST FOR JANITORIAL SERVICE</b>                            |                  | \$ 85,920.00             |
| Copper Administration Building<br>1350 E. Monroe Street, Globe, AZ         | 19,902           | 19,140.00                |
| <b>TOTAL ANNUAL COST INCLUDING COPPER ADMINISTRATION BUILDING</b>          |                  | \$ 105,060.00            |

REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

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**PRICE SHEET (continued)**

| <b>BILLABLE WORK: (page 9)</b>     | <b>Cost Per Square Foot</b> |
|------------------------------------|-----------------------------|
| Cost for Carpet Cleaning           | \$ .08                      |
| Cost for Stripping & Waxing Floors | \$ .05                      |

\*Each location shall be billed separately with location identified on invoice when submitted to Gila County Accounts Payable Department for payment. County Terms "Net 30". Services shall be billed monthly

**All applicable taxes shall be included in proposed amount.**

REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

**REFERENCES LIST**

**References**

Please list a minimum of three (3) references for contracts of similar size and scope as this Request for Proposals during the past twenty-four (24) months, in or as close to Gila County as possible. Bidder may attach further reference information as necessary.

1. Company Name: Please see attached reference page.  
Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Address: \_\_\_\_\_  
Job Length of Time: \_\_\_\_\_ Months \_\_\_\_\_ Years  
Job Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2. Company Name: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Address: \_\_\_\_\_  
Job Length of Time: \_\_\_\_\_ Months \_\_\_\_\_ Years  
Job Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. Company Name: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Phone: \_\_\_\_\_ Address: \_\_\_\_\_  
Job Length of Time: \_\_\_\_\_ Months \_\_\_\_\_ Years  
Job Description: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

WCD Enterprises  
Company Name  
[Signature]  
Signature of Authorized Representative  
Account Manager  
Title

# **WCD ENTERPRISES, LLC**

**28150 N. ALMA SCHOOL PKWY, #103-452**

**SCOTTSDALE, AZ 85262**

**480-415-3416 (o) 480-683-0011 (f) [www.WCDEnterprisesLLC.com](http://www.WCDEnterprisesLLC.com)**

**[wes.dryden@yahoo.com](mailto:wes.dryden@yahoo.com)**

## **JANITORIAL REFERENCES**

### **UNITED STATES POST OFFICES**

Multiple Locations-(local and nationwide)

Kenneth A. Kirkman

Phone: 623-875-0670

### **COVERALL OF ARIZONA-MEDICAL-INDUSTRIAL FACILITIES**

Multiple Locations

Ken Abrams

Phone: 602-468-1700

[kabrams@coverallwarjon.com](mailto:kabrams@coverallwarjon.com)

### **DEPT OF EMERGENCY & MILITARY AFFAIRS**

Multiple Locations

Tony D'Angelo

1 Hughes Ave., Bldg. 58

Camp Navajo MTC

Bellemont, AZ 86015

Phone: 928-773-3248

[donald.a.dangelo@us.army.mil](mailto:donald.a.dangelo@us.army.mil)

### **TEXAS HEALTH and HUMAN SERVICES FACILITIES**

Dora DeLeon

117 Lane Drive, Suite 50

Rosenberg, TX 77471

Phone: 281-344-3481

Fax: 281-344-3507

[dora.deleon@hhsc.state.tx.us](mailto:dora.deleon@hhsc.state.tx.us)

### **LEAD ASSOCIATION MANAGEMENT-OFFICE BLDGS**

Syd Talley-President

13514 Fawn Lily

Houston, TX 77429

Phone: 713-875-6140

[syd@lead-inc.com](mailto:syd@lead-inc.com)

### **UNITED STATES DEPARTMENT OF AGRICULTURE**

Guadalupe Garcia

4910 E. Grimes Road, Harlingen, TX 78550

Phone: 956-421-4041

REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

AFFIDAVIT BY CONTRACTOR  
CERTIFYING THAT THERE WAS NO COLLUSION  
IN BIDDING FOR CONTRACT

STATE OF ARIZONA )  
 )ss  
COUNTY OF: )

Tanya Fullington  
(Name of Individual)

being first duly sworn, deposes and says:

That he/she is Account Manager  
(Title)  
of WCD Enterprises, LLC and  
(Name of Business)

That he/she is bidding on Gila County BID NO. 110514 JANITORIAL SERVICE FOR SOUTHERN GILA COUNTY, GLOBE, AZ, and,

That neither he/she nor anyone associated with the said

WCD Enterprises, LLC  
(Name of Business)

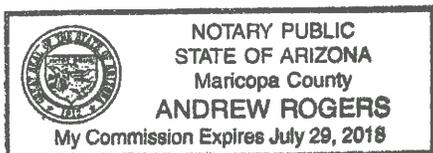
has, directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with the above mentioned project.

WCD Enterprises  
Name of Business  
[Signature]  
By  
Account Manager  
Title

Subscribed and sworn to before me this 6th day of April, 2015.

[Signature]  
Notary Public

My Commission expires:  
July 29th 2018



**REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY**

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**CERTIFICATION: INTENTIONS CONCERNING SUBCONTRACTING**

At the time of the submission of bids for Request for Proposals No. 110514, Janitorial Service for Southern Gila County, my intention concerning subcontracting a portion of the work is as indicated below.

In indicating that it is my intention to subcontract a portion of the work, this will acknowledge that such subcontractor will be identified and approved by the Facilities Manager prior to award of the contract; and that documentation, such as copies of letters, requests for quotations, quotations, etc., substantiating the actions taken and the responses to such actions is on file and available for review.

A list of any subcontractors (if applicable) to be used in performing the service must accompany the Proposal response. The list must include the subcontractors name, address, and phone number.

Any subcontractor not listed with the bid must be approved by the County Facilities Manager prior to providing any work pursuant to this contract. Further, contractor warrants that all subcontractors will comply with all terms and conditions of this contract including but not limited to all insurance and worker's compensation coverage provisions of this contract. The County reserves the right to terminate the contract if the contractor fails to comply with the provisions of this certification.

- It is my intention to subcontract a portion of the work.
- It is not my intention to subcontract a portion of the work.

WCD Enterprises  
Name of Firm

  
By: (Signature)

Account Manager  
Title

REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

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**LEGAL ARIZONA WORKERS ACT COMPLIANCE**

Contractor hereby warrants that it will at all times during the term of this Contract comply with all federal immigration laws applicable to Contractor's employment of its employees, and with the requirements of A.R.S. § 23-214 (A) (together the "State and Federal Immigration Laws"). Contractor shall further ensure that each subcontractor who performs any work for Contractor under this contract likewise complies with the State and Federal Immigration Laws.

County shall have the right at any time to inspect the books and records of Contractor and any subcontractor in order to verify such party's compliance with the State and Federal Immigration Laws.

Any breach of Contractor's or any subcontractor's warranty of compliance with the State and Federal Immigration Laws, or of any other provision of this section, shall be deemed to be a material breach of this Contract subjecting Contractor to penalties up to and including suspension or termination of this Contract. If the breach is by a subcontractor, and the subcontract is suspended or terminated as a result, Contractor shall be required to take such steps as may be necessary to either self-perform the services that would have been provided under the subcontract or retain a replacement subcontractor as soon as possible so as not to delay delivery of services.

Contractor shall advise each subcontractor of County's rights, and the subcontractor's obligations, under this Article by including a provision in each subcontract substantially in the following form: "Subcontractor hereby warrants that it will at all times during the term of this contract comply with all federal immigration laws applicable to Subcontractor's employees, and with the requirements of A.R.S. § 23-214 (A). Subcontractor further agrees that County may inspect the Subcontractor's books and records to insure that Subcontractor is in compliance with these requirements. Any breach of this paragraph by Subcontractor will be deemed to be a material breach of this contract subjecting Subcontractor to penalties up to and including suspension or termination of this contract."

Any additional costs attributable directly or indirectly to remedial action under this Article shall be the responsibility of Contractor.

  
\_\_\_\_\_  
Signature of Authorized Representative  
*Tanya Fullington*  
\_\_\_\_\_  
Printed Name  
*Account Manager*  
\_\_\_\_\_  
Title

**REQUEST FOR PROPOSALS NO. 110514  
JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY**

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**BIDDER CHECKLIST & ADDENDA ACKNOWLEDGMENT**

**NOTICE IS HEREBY GIVEN** that all Bid Documents shall be completed and/or executed and submitted with this Request for Proposals (RFP). If Contractor fails to complete and/or execute any portion of the Bid documents, all with original signatures, the RFP may be determined to be "non-responsive" and rejected.

**CHECKLIST:**

| <u>REQUIRED DOCUMENT</u>                    | <u>COMPLETED / EXECUTED</u> |
|---------------------------------------------|-----------------------------|
| QUALIFICATION & CERTIFICATION FORM          | ✓                           |
| PRICE SHEET                                 | ✓                           |
| REFERENCE LIST                              | ✓                           |
| NO COLLUSION IN BIDDING                     | ✓                           |
| INTENTIONS IN SUBCONTRACTING                | ✓                           |
| LEGAL ARIZONA WORKERS ACT COMPLIANCE        | ✓                           |
| BIDDER'S CHECKLIST & ADDENDA ACKNOWLEDGMENT | ✓                           |
| OFFER AND ACCEPTANCE PAGE                   | ✓                           |
| BACKGROUND AUTHORIZATION                    | ✓                           |
| W-9                                         | ✓                           |

**ACKNOWLEDGMENT OF RECEIPT OF ADDENDA:**

|          | #1            | #2    | #3    | #4    | #5    |
|----------|---------------|-------|-------|-------|-------|
| INITIALS | <u>27</u>     | _____ | _____ | _____ | _____ |
| DATE     | <u>4/1/15</u> | _____ | _____ | _____ | _____ |

Signed and dated this 6 day of April, 2015.

WCD Enterprises  
Contractor: \_\_\_\_\_  
By: \_\_\_\_\_

Each proposal shall be sealed in an envelope addressed to the Gila County Purchasing Department and bearing the following statement on the outside of the envelope: *Company Name, Request for Sealed Proposals No. 110514 Janitorial Service for Southern Gila County.* All proposals shall be filed with Gila County Procurement at 1400 E. Ash St., Guerrero Building, Globe, AZ on or before April 08, 2015, 11:00 AM.

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JANITORIAL SERVICES FOR SOUTHERN GILA COUNTY

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**OFFER AND ACCEPTANCE**

**TO GILA COUNTY:**

The undersigned hereby offers and agrees to furnish the material or service in compliance with all terms and conditions, instruction, specifications, and any amendments contained in this Request for Proposal document.

Signature also certifies the Contractors bid proposal is genuine, and is not in any way collusive or a sham; that the bid proposal is not made with the intent to restrict or prohibit competition; that the Contractor submitting the proposal has not revealed the contents of the proposal to, or in any way colluded with, any other Contractor which may compete for the contract; and that no other Contractor which may compete for the contract has revealed the contents of a proposal to, or in any way colluded with, the Contractor submitting this proposal.

**Contractor Submitting Proposal:**

WCD Enterprises  
Company Name  
28150 N. Alma School Pkwy #103-452  
Address  
Scottsdale AZ 85262  
City State Zip  
  
Signature of Person Authorized to Sign  
Tanya Fullington  
Printed Name  
Account Manager  
Title

**For Clarification of this Offer. Contact:**

Name: Wes Dryden  
Title: Vice President  
Phone No.: (480) 415-3416  
Fax: (480) 683-0011  
Email: wes.dryden@yahoo.com

**ACCEPTANCE OF OFFER**  
*(For Gila County use only)*

The Contractor is now bound to provide the materials or services listed in RFP No.: 110514 including all terms and conditions, specifications, amendments, etc. and the Contractor's Offer as accepted by County/public entity. The contract shall henceforth be referenced to as Contract No. 110514.

**GILA COUNTY BOARD OF SUPERVISORS**

Awarded this \_\_\_\_\_ day of \_\_\_\_\_, 2015

\_\_\_\_\_  
Michael A. Pastor, Chairman, Board of Supervisors

**ATTEST**

\_\_\_\_\_  
Marian Sheppard, Clerk of the Board

**APPROVED AS TO FORM**

\_\_\_\_\_  
Bryan B. Chambers, Deputy County Attorney/Civil  
Bureau Chief  
for Bradley D. Beauchamp, County Attorney



## WAIVER OF LIABILITY AND RELEASE FORM BACKGROUND INVESTIGATION AUTHORIZATION

I Tanya E. Fullington hereby give the Gila County Purchasing Department the right  
(Print First, Middle Initial, & Last Name)

to make a thorough investigation of my background as part of the bidding proposal process for Bid No.110514.

The term "back-ground investigation" as used in this document refers to any and all information and sources of information that may be deemed necessary to obtain or contact, to determine the offerors fitness as a bid award candidate.

I understand that I do not have to agree to this background investigation, but that refusal to do so may exclude me from consideration for bid award.

I understand that information collected during this investigation will be limited to that appropriate to determining my suitability for the project out for bids and that all such information collected during the investigation will be kept confidential.

I hereby release from liability and promise to hold harmless, under any and all possible causes of legal action, any and all persons or entities who shall furnish any information or opinions to the Purchasing Department, its agents or employees.

I hereby release from liability and promise to hold harmless, under any and all possible causes of legal action, the political subdivision, the Purchasing Department, its agents or employees for any statements, acts or omissions in the course of my background investigation.

I release from liability given by me to the political division, its officers, agents and employees, all others as mentioned above, shall apply to any rights of action arising from the denial of bid award based on information received from the background investigation.

*Please read carefully before signing.*

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

4/6/15

Date of Birth: \_\_\_\_\_

07/29/1978

## Request for Taxpayer Identification Number and Certification

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

|                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                              |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Print or type<br>See Specific Instructions on page 2. | Name (as shown on your income tax return)<br><b>WCD ENTERPRISES, LLC</b>                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                              |
|                                                       | Business name/disregarded entity name, if different from above                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                              |
|                                                       | Check appropriate box for federal tax classification:<br><input type="checkbox"/> Individual/sole proprietor <input type="checkbox"/> C Corporation <input checked="" type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate<br><br><input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ <u>  S  </u><br><br><input type="checkbox"/> Other (see instructions) ▶ | Exemptions (see instructions):<br><br>Exempt payee code (if any) _____<br>Exemption from FATCA reporting code (if any) _____ |
|                                                       | Address (number, street, and apt. or suite no.)<br><b>28150 N Alma School Pkwy #103-452</b>                                                                                                                                                                                                                                                                                                                                                                                                                     | Requester's name and address (optional)                                                                                      |
|                                                       | City, state, and ZIP code<br><b>Scottsdale, AZ 85262</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                              |
| List account number(s) here (optional)                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                              |

| <b>Part I Taxpayer Identification Number (TIN)</b>                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                              |                                |   |   |   |   |   |   |   |  |   |   |   |   |   |   |   |   |   |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|---|---|---|---|---|---|---|--|---|---|---|---|---|---|---|---|---|---|
| Enter your TIN in the appropriate box. The TIN provided must match the name given on the "Name" line to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> on page 3. |                                                                                                                                                                                                                              |                                |   |   |   |   |   |   |   |  |   |   |   |   |   |   |   |   |   |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <table border="1" style="margin: auto;"> <tr><th colspan="9">Social security number</th></tr> <tr><td> </td><td> </td><td> </td><td>-</td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </table>                   | Social security number         |   |   |   |   |   |   |   |  |   |   |   | - |   |   |   |   |   |   |
| Social security number                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                              |                                |   |   |   |   |   |   |   |  |   |   |   |   |   |   |   |   |   |   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                              |                                | - |   |   |   |   |   |   |  |   |   |   |   |   |   |   |   |   |   |
| <b>Note.</b> If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.                                                                                                                                                                                                                                                                                                                               | <table border="1" style="margin: auto;"> <tr><th colspan="9">Employer identification number</th></tr> <tr><td>7</td><td>7</td><td>-</td><td>0</td><td>7</td><td>0</td><td>0</td><td>9</td><td>4</td><td>0</td></tr> </table> | Employer identification number |   |   |   |   |   |   |   |  | 7 | 7 | - | 0 | 7 | 0 | 0 | 9 | 4 | 0 |
| Employer identification number                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                              |                                |   |   |   |   |   |   |   |  |   |   |   |   |   |   |   |   |   |   |
| 7                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 7                                                                                                                                                                                                                            | -                              | 0 | 7 | 0 | 0 | 9 | 4 | 0 |  |   |   |   |   |   |   |   |   |   |   |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| <b>Part II Certification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                         |
| Under penalties of perjury, I certify that:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                         |
| 1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and<br>2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and<br>3. I am a U.S. citizen or other U.S. person (defined below), and<br>4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct. |                                                         |
| <b>Certification instructions.</b> You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.                                          |                                                         |
| <b>Sign Here</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Signature of U.S. person ▶<br>Date ▶ <u>DEC 2, 2014</u> |

### General Instructions

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

**Future developments.** The IRS has created a page on IRS.gov for information about Form W-9, at [www.irs.gov/w9](http://www.irs.gov/w9). Information about any future developments affecting Form W-9 (such as legislation enacted after we release it) will be posted on that page.

### Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, payments made to you in settlement of payment card and third party network transactions, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the

withholding tax on foreign partners' share of effectively connected income, and

4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct.

**Note.** If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

**Definition of a U.S. person.** For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

**Special rules for partnerships.** Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

# **WCD ENTERPRISES, LLC**

**28150 N. ALMA SCHOOL PKWY, #103-452**

**SCOTTSDALE, AZ 85262**

**480-415-3416 (o) 480-683-0011 (f)**

**[www.WCDEnterprisesLLC.com](http://www.WCDEnterprisesLLC.com)**

**[wes.dryden@yahoo.com](mailto:wes.dryden@yahoo.com)**

April 6, 2015

## **Gila County**

**RFP No. 110514 – Janitorial Service for Southern Gila County**

**ATTN: Procurement Office**

**WCD ENTERPRISES, LLC** was established in 2008 to bring quality janitorial services to commercial clients in Arizona. **WCD ENTERPRISES, LLC** has expanded its operation into the landscape market. Our landscape division was established in 1984 in Houston and Dallas, Texas. **WCD ENTERPRISES, LLC** expanded its janitorial services nationwide in January, 2010 and in July, 2010 we opened satellite offices in Dallas/Ft. Worth, Houston, Oklahoma City, and Los Angeles. A corporate program can be established for multiple locations. We are equipped to do the routine duties, as well as requested services needed.

Our company provides service for the entire State of Arizona and went nationwide in 2010. We hire our workforce in each geographic area that we have under contract, and then provide follow-ups from our Quality Control Managers. The corporation's owners are personally involved in all aspects of daily operations and strive to achieve and enforce proper execution of all contracts with a personal touch. Our operation's manager has over 10 years experience in the janitorial and the landscape service industry. The company carries workmen's compensation, auto/general liability, and a fidelity bond.

**WCD ENTERPRISES, LLC** provides janitorial and landscape services to banks, corporate office buildings, United States Post Offices and many other facilities. Upon request, we can provide a list of our satisfied clients, and references regarding the services we offer. Please feel free to contact us at (480) 415-3416 or e-mail at [wes.dryden@yahoo.com](mailto:wes.dryden@yahoo.com) in closing we would like to thank you again for your time and consideration.

Best Regards,  
**WCD ENTERPRISES, LLC**

Wes Dryden  
Vice President

# *WCD ENTERPRISES, LLC*

**28150 N. ALMA SCHOOL PKWY, #103-452**

**SCOTTSDALE, AZ 85262**

**480-415-3416 (o) 480-683-0011 (f) [www.WCDEnterprisesLLC.com](http://www.WCDEnterprisesLLC.com)**

**[wes.dryden@yahoo.com](mailto:wes.dryden@yahoo.com)**

## **COMPANY PROFILE**

**WCD ENTERPRISES LLC is a Professional Facility Service Company that was established in 2008 in Phoenix, Arizona.**

Our company is divided into three service divisions:

- Facilities Maintenance
- Janitorial
- Landscaping & Maintenance

Defined as **Total Facilities Services** these three divisions fulfill through the provision of technology, state of the art chemical and equipment, and the most current innovative accepted best practices as to policies and procedures, the ultimate in service to our clients.

**WCD ENTERPRISES, LLC** performs Facility Services for many commercial and non-commercial properties.

**WCD ENTERPRISES, LLC** takes pride in using only Quality products, Professionally skilled workers and utilizes the latest State-Of-The-Art equipment in offering our wide range of Facility Maintenance Services.

**WCD ENTERPRISES, LLC** incorporates an on-going Training program and Quality Control program to insure our clients level of expectations are met on a continuous basis.

**WCD ENTERPRISES, LLC** believes the primary element in the successful performance of contract janitorial service is Management and Supervision. Our field organization structure is designed to maintain a field level response team authorized to address the customers needs without delay or consultation.

The Operation Manager's primary purpose and responsibility is to increase the operation effectiveness of all the workers under his supervision. The Operation Managers train and assists personnel. They maintain client contact and assist them with any situations they may have. They are fully responsible for maintaining the quality of our services. The Supervisor or Crew Foreman handles front line, on-the-job supervision.

With a collective managerial and operational skills, **WCD ENTERPRISES, LLC** has continued to grow both in size and reputation. We pride ourselves in being able to meet the highest expectation of our many satisfied clients. Our capabilities and wide range of services ensures **WCD ENTERPRISES, LLC** commitment to the provision of "Uncompromising Excellence".

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## ***INSURANCE:***

WCD ENTERPRISES, LLC carries comprehensive *Liability Insurance*, to cover bodily injury for each person, each occurrence, and for each property damage. For your own protection and ours, we also carry *Janitorial Bond*. Certificates of insurance will be submitted to you upon request.

## ***PROPOSAL TO PERFORM SERVICES:***

WCD ENTERPRISES, LLC proposes to perform the services as set forth in the RFP. We have analyzed the specifications and propose the following details. Our company fully intends to maintain and enhance the level of quality and cleanliness that is expected, and which you deserve. We always give ourselves enough lead time to order and deliver the tools, equipment, and supplies which are needed for your facility, so that we can be fully operational when our employees report for work. Additional supervision will be in place to assure your satisfaction for a smooth transition of our service into an efficient operation.

## ***PERSONNEL AND SECURITY:***

We are an independent contractor, and all personnel employed by our company for your custodial project will be **WCD ENTERPRISES, LLC** employees. Our employees are screened for ability and moral character. We will, however, at your request, remove any employee from the job with whom you are uncomfortable. The work in your facility will always be performed by a permanent employee of **WCD ENTERPRISES, LLC**. Our employees will be instructed in your security procedures and will comply with them. Keys that are issued to your facility for our use will be at all times accounted for.

# *WCD ENTERPRISES, LLC*

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## **ARIZONA MARKET SERVICES**

|                          |               |               |
|--------------------------|---------------|---------------|
| Phoenix (entire Valley)  | Bullhead City | Buckeye       |
| Tucson                   | Morenci       | Casa Grande   |
| Duncan                   | Lake Havasu   | Ft Mohave     |
| Yuma                     | Page          | Queen Creek   |
| Flagstaff                | Gila Bend     | Kingman       |
| Ehrenburg/Quartzsite     | Snowflake     | Douglas       |
| Heber/Overgaard          | Show Low      | Wickenburg    |
| Prescott/Prescott Valley | Globe         | Golden Valley |
| Cottonwood               | Springerville | Safford       |
| Camp Verde               | San Luis      | Somerton      |
| Parker                   | Sedona        | Benson        |
| Bisbee                   | Willcox       | Payson        |
| Sierra Vista             | Ajo           | Tuba City     |
|                          | Holbrook      |               |

## **TEXAS MARKET SERVICES**

|           |            |               |             |                |
|-----------|------------|---------------|-------------|----------------|
| Borger    | Brownwood  | Canton        | Gatesville  | Lufkin         |
| Childress | Electra    | Vernon        | Leakey      | Rosenberg      |
| Seymour   | Carthage   | Hamlin        | Stratford   | San Antonio    |
| Haskell   | LaMesa     | Lake Jackson  | Canadian    | Dickinson      |
| Paris     | San Angelo | Port O'Connor | Darrouzett  | Abilene        |
| Beaumont  | Conroe     | Plano         | Uvalde      | Kingsville     |
| Ft Worth  | Dallas     | Houston       | Galveston   | Midland/Odessa |
| Van Horn  | Perryton   | Gruver        | Harlingen   |                |
| Amarillo  | Arlington  | Irving        | Gainesville |                |

## **NATIONWIDE MARKET SERVICES AREAS**

Louisiana, Alabama, Florida, Oklahoma, Texas, Utah, New Mexico, Wyoming, Missouri, Nevada, Washington, Maine, Illinois, California, Alaska

## **SATELLITE OFFICE AREAS**

Dallas/Ft Worth, Houston, and Los Angeles

# WCD ENTERPRISES, LLC

28150 N. ALMA SCHOOL PKWY, #103-452

SCOTTSDALE, AZ 85262

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[wes.dryden@yahoo.com](mailto:wes.dryden@yahoo.com)

[www.WCDEnterprisesLLC.com](http://www.WCDEnterprisesLLC.com)

## CORPORATE PROFILE

### **CORPORATE NAME:**

WCD Enterprises, LLC

### **BUSINESS ADDRESS:**

28150 N. Alma School Pkwy  
#103-452  
Scottsdale, AZ 85262  
Tel: (480) 415-3416  
Fax: (480) 683-0011

### **BUSINESS IDENTIFICATION NUMBERS:**

|                               |                         |
|-------------------------------|-------------------------|
| <b>Federal Identification</b> | 77-0700940              |
| <b>DUNS Number</b>            | 018883190               |
| <b>CAGE Code</b>              | 6QP83                   |
| <b>Fidelity Bond</b>          | 100,000.00              |
| <b>General Liability</b>      | 1,000,000.00            |
| <b>Auto Liability</b>         | 1,000,000.00            |
| <b>Worker's Comp</b>          | 100,000/500,000/100,000 |
| <b>Insurance Carrier</b>      | Hartford Insurance      |

### **OFFICERS:**

C.M. Dryden  
W.I. Dryden

President-Office Administrator  
Vice President - Sales Director

# ***WCD ENTERPRISES, LLC***

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## **KEY MANAGEMENT PERSONNEL**

### **WES DRYDEN-OWNER**

30+ years experience in the service industry. My degree is a Bachelor of Science in Business Administration. I co-manage/troubleshoot the daily operations, as well as, business development.

### **CYNTHIA GLASS-OFFICE/HR MANAGER**

30 years experience in the service industry, with a degree in Business Management. Job duties cover a broad spectrum in the daily management of the office, billing, accounts receivables/payables, crew personal, and payroll.

### **DACOTA DRYDEN-ACCOUNT SUPERVISOR-TEXAS MARKET**

5 years experience in the service industry, with a degree in Business Management. My job duties include management of the Texas sites our company maintains. I oversee start up of the project with our supervisor manager. My duties include quality control, inspection reporting, and crew placement for the job sites.

### **LANCE WADDILL-TEXAS BUSINESS DEVELOPMENT**

15 years experience in business development, with a Bachelor of Science degree in Business Marketing. My position allows me to develop new business opportunities within our multi-facet company. My duties require me to negotiate the best program for the client in the janitorial and landscape market.

### **TRACY MITCHELL-TEXAS BUSINESS DEVELOPMENT MANAGER**

With over 20 plus years experience in the service industry. My experience is in business development management and property management. I work closely with the janitorial crews. I will oversee the project from the start up. My duties include quality control, client relations, and inspection reporting.

### **TANYA GARCIA FULLINGTON - ACCOUNT MANAGER**

With over 15+ years experience in the service industry, my duties are multi-facet as the business development manager and commercial estimator. I have extensive knowledge in the estimating, operations, and working closely with the janitorial crews. I speak fluent Spanish, as well as English. The duties I oversee include client relations, quality control, and inspection reporting.

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## **KEY MANAGEMENT PERSONNEL - *Continued***

### **FRANCISCO GONZALES-CREW SUPERVISOR MANAGER**

I have been in the industry for over 20 years and have a vast knowledge of the set up and completion of each project I oversee. I am fluent in Spanish, as well as English. I work with the custodian the first two weeks making sure the tasks are completed in the time allotted.

## **STAFFING**

### **TBD-SUPERVISOR**

All **WCD Enterprises Supervisors** have a minimum of five (5) years experience. Our supervisors oversee the daily task performed by our custodial personnel to make sure all services are being performed according to the contract. All supervisors are required to pass a background/drug check to ensure the safety of the facilities we clean.

### **TBD-CUSTODIAN**

All **WCD Enterprises custodians** have a minimum of one (1) year cleaning experience. They are provided with initial, as well as, continuous training. All cleaners are required to pass a background/drug check to ensure the safety of the facilities we clean.

### **TBD-FLOOR TECHNICIAN**

All **WCD Enterprises floor techs** have a minimum of 10 years experience in either hard floor and/or carpet care or both. Floor technicians must meet the same requirements as our custodians.

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## EQUIPMENT

| QTY | YEAR | BRAND              | MAKE/MODEL/DESCRIPTION                   |
|-----|------|--------------------|------------------------------------------|
| 1   | 2012 | Sanitaire-Dump Out | 12" Upright Vacuums **                   |
| 1   | 2008 | Rubbermaid         | 45 Gal Brute w/wrap & Mop                |
| 1   |      | Mop Bucket/ringer  | 26 Qt-Rubbermaid WaveBrake Bucket Ringer |
|     |      |                    | Push Brooms                              |
|     |      |                    | Angle Brooms                             |
|     |      |                    | Floor Scrappers & Squeegees              |
|     |      |                    | Extension Feather Dusters                |
|     |      |                    | Toilet Bowl Cleaners                     |
|     |      |                    | 36" Dust Mop                             |
|     |      |                    | Wet/Dry Mops                             |
|     |      |                    | Microfiber Dust Cloth                    |
|     |      |                    | Microfiber Dust Mops                     |

\*\* when necessary, vacuum with "hush mode" capabilities will be used

## OTHER EQUIPMENT AVAILABLE ON AN AS NEEDED BASIS

| QTY | YEAR | BRAND   | MAKE/MODEL/DESCRIPTION         |
|-----|------|---------|--------------------------------|
| 4   | 2010 | Advance | 20" Auto-Scrubber              |
| 4   | 2010 | Advance | 16" Self-Contained Extractor   |
| 4   | 2010 | Advance | 120 RPM Buffer (low-speed)     |
| 8   | 2010 | Advance | 15 Gal Wet Dry Vacuum          |
| 2   | 2010 | Waxie   | Rotor Floor Machine            |
| 2   | 2010 | Waxie   | Ultra High Speed Floor Machine |





# Western Surety Company

## JANITORIAL SERVICE BOND

Bond No. 71529417

In consideration of an agreed premium, Western Surety Company, a South Dakota corporation, hereby agrees to indemnify WCD Enterprises, LLC  
of 28150 N. Alma School Pkwy. Ste. 103-452, Scottsdale, AZ 85255

(the "Obligee"), against loss of money or other property, real or personal, belonging to any and all subscribers (the "Subscriber") to its services, or in which the Subscriber has a pecuniary interest, or for which the Subscriber is legally liable, which the Subscriber shall sustain as the result of any fraudulent or dishonest act, as hereinafter defined, of an Employee or Employees of the Obligee acting alone or in collusion with others, and for which the Obligee is liable, the amount of indemnity on each of such Employees being \_\_\_\_\_  
One Hundred Thousand and 00/100 DOLLARS ( \$100,000.00 ).

THE FOREGOING AGREEMENT IS SUBJECT TO THE FOLLOWING CONDITIONS AND LIMITATIONS:

### TERM OF BOND:

SECTION 1. The term of this bond begins with the 1st day of April, 2014, at 12:00 o'clock night, standard time, at the address of the Obligee above given, and ends at 12:00 o'clock night, standard time, on the effective date of the cancellation of this bond in its entirety.

### DISCOVERY PERIOD:

SECTION 2. Loss is covered under this bond only (a) if sustained through any act or acts committed by any Employee of Obligee while this bond is in force as to such Employee, and (b) if discovered prior to the expiration or sooner cancellation of this bond in its entirety as provided in Section 11, or from its cancellation or termination in its entirety in any other manner, whichever shall first happen.

### DEFINITION OF EMPLOYEE:

SECTION 3. The word Employee or Employees, as used in this bond, shall be deemed to mean, respectively, one or more of the natural persons (except directors or trustees of the Obligee, if a corporation, who are not also officers or employees thereof in some other capacity) while in the regular service of the Obligee in the ordinary course of the Obligee's business during the term of this bond, and whom the Obligee compensates by salary or wages and has the right to govern and direct in the performance of such service, for whom a premium has been paid, and who are engaged in such service within any of the States of the United States of America, or within the District of Columbia, Puerto Rico, the Virgin Islands, or elsewhere for a limited period, but not to mean brokers, factors, commission merchants, consignees, contractors, or other agents or representatives of the same general character.

### FRAUDULENT OR DISHONEST ACT:

SECTION 4. A FRAUDULENT OR DISHONEST ACT OF AN EMPLOYEE OF THE OBLIGEE SHALL MEAN AN ACT WHICH IS PUNISHABLE UNDER THE CRIMINAL CODE IN THE JURISDICTION WITHIN WHICH ACT OCCURRED, FOR WHICH SAID EMPLOYEE IS TRIED AND CONVICTED BY A COURT OF PROPER JURISDICTION.

### MERGER OR CONSOLIDATION:

SECTION 5. If any natural persons shall be taken into the regular service of the Obligee through merger or consolidation with some other concern, the Obligee shall give the Surety written notice thereof and shall pay an additional premium on any increase in the number of Employees covered under this bond as a result of such merger or consolidation computed pro rata from the date of such merger or consolidation to the end of the current premium period.

### NON-ACCUMULATION OF LIABILITY:

SECTION 6. Regardless of the number of years this bond shall continue in force and the number of premiums which shall be payable or paid, the liability of the Surety under this bond shall not be cumulative in amounts from year to year or from period to period.

### LIMIT OF LIABILITY UNDER THIS BOND AND PRIOR INSURANCE:

SECTION 7. With respect to loss or losses caused by an Employee or which are chargeable to such Employee as provided in Section 4 and which occur partly under this bond and partly under other bonds or policies issued by the Surety to the Obligee or to any predecessor in interest of the Obligee and terminated or cancelled or allowed to expire and in which the period for discovery has not expired at the time any such loss or losses thereunder are discovered, the total liability of the Surety under this bond and under such other bonds or policies shall not exceed, in the aggregate, the amount carried under this bond on such loss or losses or the amount available to the Obligee under such other bonds or policies, as limited by the terms and conditions thereof, for any such loss or losses, if the latter amount be the larger.

### DEDUCTIBLE:

SECTION 8. The Surety shall not be liable under this bond on account of any loss or losses through fraudulent or dishonest acts committed by any Employee of Obligee, unless the amount of such loss or losses, after deducting the net amount of all reimbursement and/or recovery, including any cash deposit taken by the Obligee, obtained or made by the Obligee or the Surety on account thereof, prior to payment by the Surety of such loss or losses, shall be in excess of ONE HUNDRED DOLLARS (\$100.00), and then for such excess only, but in no event for more than the amount of insurance carried on such Employee under this bond. If more than one Employee commits the fraudulent or dishonest act resulting in such loss or losses, said deductible amount shall apply to each Employee so involved.

Form 1375-10-2002

**SALVAGE:**

SECTION 9. If the Oblige shall sustain any loss or losses covered by this bond which exceed the amount of coverage provided by this bond, the Oblige shall be entitled to all recoveries, except from suretyship, insurance, reinsurance, security or indemnity taken by or for the benefit of the Surety, by whomsoever made, on account of such loss or losses under this bond until fully reimbursed, less the actual cost of effecting the same; and less the amount of the deductible carried on the Employee causing such loss or losses; and any remainder shall be applied to the reimbursement of the Surety.

**CANCELLATION AS TO ANY EMPLOYEE:**

SECTION 10. This bond shall be deemed cancelled as to any Employee: (a) immediately upon discovery by the Oblige, or by any partner or officer thereof not in collusion with such Employee, of any fraudulent or dishonest act on the part of such Employee; or (b) at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served upon the Oblige or sent by mail. Such date, if the notice be served, shall be not less than ten (10) days after such service, or, if sent by mail, not less than fifteen (15) days after the mailing. The mailing by Surety of notice, as aforesaid, to the Oblige at its principal office shall be sufficient proof of notice.

**CANCELLATION AS TO BOND IN ITS ENTIRETY:**

SECTION 11. This bond shall be deemed cancelled in its entirety at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served by the Oblige upon the Surety or by the Surety upon the Oblige, or sent by mail. Such date, if the notice be served by the Surety, shall be not less than ten (10) days after such service, or if sent by the Surety by mail, not less than fifteen (15) days after the date of mailing. The mailing by the Surety of notice, as aforesaid, to the Oblige at its principal office shall be sufficient proof of notice. The Surety shall refund to the Oblige the unearned premium computed pro rata if this bond be cancelled at the instance of the Surety, or at short rates if cancelled or reduced at the instance of the Oblige.

**PRIOR FRAUD, DISHONESTY OR CANCELLATION:**

SECTION 12. No Employee, to the best of the knowledge of the Oblige, or of any partner or officer thereof not in collusion with such Employee, has committed any fraudulent or dishonest act in the service of the Oblige or otherwise. If prior to the issuance of this bond, any fidelity insurance in favor of the Oblige or any predecessor in interest of the Oblige and covering one or more of the Oblige's Employees shall have been cancelled as to any of such Employees by reason of (a) the discovery of any fraudulent or dishonest act on the part of such Employees, or (b) the giving of written notice of cancellation by the insurer issuing said fidelity insurance, whether the Surety or not, and if such Employees shall not have been reinstated under the coverage of said fidelity insurance or superseding fidelity insurance, the Surety shall not be liable under this bond on account of such Employees unless the Surety shall agree in writing to include such Employees within the coverage of this bond.

**LOSS—NOTICE—PROOF—LEGAL PROCEEDINGS:**

SECTION 13. At the earliest practical moment, and at all events not later than fifteen (15) days after discovery of any fraudulent or dishonest act on the part of any Employee by the Oblige, or by any partner or officer thereof not in collusion with such Employee, the Oblige shall give the Surety written notice thereof and within four (4) months after such discovery shall file with the Surety affirmative proof of loss, itemized and duly sworn to, and shall upon request of the Surety render every assistance, not pecuniary, to facilitate the investigation and adjustment of any loss. No suit to recover on account of loss under this bond shall be brought before the expiration of two (2) months from the filing of proof as aforesaid on account of such loss, nor after the expiration of twelve (12) months from the discovery as aforesaid of the fraudulent or dishonest act causing such loss. If any limitation in this bond for giving notice, filing claim or bringing suit is prohibited or made void by any law controlling the construction of this bond, such limitation shall be deemed to be amended so as to be equal to the minimum period of limitation permitted by such law.

**TEMPORARY EMPLOYEES:**

SECTION 14. The Oblige shall not at any time while this bond is in force direct any temporary employee(s) to any subscriber's premises unless such person(s) is/are accompanied by a foreman who is in the regular employ of the Oblige. For purposes of this restriction, any person who works less than the normal working hours established by his employer or otherwise fails to meet the definition of "Employee" above is considered a temporary employee.

**EXCLUSIONS:**

SECTION 15. This bond does not apply to loss that is an indirect result of any act or loss caused by or involving one (1) or more Employees, whether the result of a single act or series of acts, covered by this insurance including, but not limited to, loss resulting from:

- a. The Oblige's inability to realize income that would have been realized had there been no loss covered by this bond.
- b. Payment of damages of any type for which the Oblige is legally liable. Compensatory damages arising directly from a covered loss will be paid.
- c. Payment of costs, fees, or other expenses incurred by the Oblige in establishing either the existence or the amount of loss under this bond.

This bond does not apply to expenses related to any legal action.

**OTHER INSURANCE:**

SECTION 16. This bond does not apply to loss recoverable or recovered under other insurance or indemnity. However, if the limit of the other insurance or indemnity is insufficient to cover the entire amount of the loss, this bond will apply to that part of the loss, other than that falling within any Deductible Amount, not recoverable or recovered under the other insurance or indemnity, but not for more than the amount of indemnity as stated above.

DATED April 2nd, 2014

COUNTERSIGNED

BY [Signature]  
Resident Agent

WESTERN SURETY COMPANY

By [Signature]  
Paul T. Bruflat, Senior Vice President

**SALVAGE:**

SECTION 9. If the Oblige shall sustain any loss or losses covered by this bond which exceed the amount of coverage provided by this bond, the Oblige shall be entitled to all recoveries, except from suretyship, insurance, reinsurance, security or indemnity taken by or for the benefit of the Surety, by whomsoever made, on account of such loss or losses under this bond until fully reimbursed, less the actual cost of effecting the same; and less the amount of the deductible carried on the Employee causing such loss or losses; and any remainder shall be applied to the reimbursement of the Surety.

**CANCELLATION AS TO ANY EMPLOYEE:**

SECTION 10. This bond shall be deemed cancelled as to any Employee: (a) immediately upon discovery by the Oblige, or by any partner or officer thereof not in collusion with such Employee, of any fraudulent or dishonest act on the part of such Employee; or (b) at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served upon the Oblige or sent by mail. Such date, if the notice be served, shall be not less than ten (10) days after such service, or, if sent by mail, not less than fifteen (15) days after the mailing. The mailing by Surety of notice, as aforesaid, to the Oblige at its principal office shall be sufficient proof of notice.

**CANCELLATION AS TO BOND IN ITS ENTIRETY:**

SECTION 11. This bond shall be deemed cancelled in its entirety at 12:00 o'clock night, standard time, upon the effective date specified in a written notice served by the Oblige upon the Surety or by the Surety upon the Oblige, or sent by mail. Such date, if the notice be served by the Surety, shall be not less than ten (10) days after such service, or if sent by the Surety by mail, not less than fifteen (15) days after the date of mailing. The mailing by the Surety of notice, as aforesaid, to the Oblige at its principal office shall be sufficient proof of notice. The Surety shall refund to the Oblige the unearned premium computed pro rata if this bond be cancelled at the instance of the Surety, or at short rates if cancelled or reduced at the instance of the Oblige.

**PRIOR FRAUD, DISHONESTY OR CANCELLATION:**

SECTION 12. No Employee, to the best of the knowledge of the Oblige, or of any partner or officer thereof not in collusion with such Employee, has committed any fraudulent or dishonest act in the service of the Oblige or otherwise. If prior to the issuance of this bond, any fidelity insurance in favor of the Oblige or any predecessor in interest of the Oblige and covering one or more of the Oblige's Employees shall have been cancelled as to any of such Employees by reason of (a) the discovery of any fraudulent or dishonest act on the part of such Employees, or (b) the giving of written notice of cancellation by the insurer issuing said fidelity insurance, whether the Surety or not, and if such Employees shall not have been reinstated under the coverage of said fidelity insurance or superseding fidelity insurance, the Surety shall not be liable under this bond on account of such Employees unless the Surety shall agree in writing to include such Employees within the coverage of this bond.

**LOSS—NOTICE—PROOF—LEGAL PROCEEDINGS:**

SECTION 13. At the earliest practical moment, and at all events not later than fifteen (15) days after discovery of any fraudulent or dishonest act on the part of any Employee by the Oblige, or by any partner or officer thereof not in collusion with such Employee, the Oblige shall give the Surety written notice thereof and within four (4) months after such discovery shall file with the Surety affirmative proof of loss, itemized and duly sworn to, and shall upon request of the Surety render every assistance, not pecuniary, to facilitate the investigation and adjustment of any loss. No suit to recover on account of loss under this bond shall be brought before the expiration of two (2) months from the filing of proof as aforesaid on account of such loss, nor after the expiration of twelve (12) months from the discovery as aforesaid of the fraudulent or dishonest act causing such loss. If any limitation in this bond for giving notice, filing claim or bringing suit is prohibited or made void by any law controlling the construction of this bond, such limitation shall be deemed to be amended so as to be equal to the minimum period of limitation permitted by such law.

**TEMPORARY EMPLOYEES:**

SECTION 14. The Oblige shall not at any time while this bond is in force direct any temporary employee(s) to any subscriber's premises unless such person(s) is/are accompanied by a foreman who is in the regular employ of the Oblige. For purposes of this restriction, any person who works less than the normal working hours established by his employer or otherwise fails to meet the definition of "Employee" above is considered a temporary employee.

**EXCLUSIONS:**

SECTION 15. This bond does not apply to loss that is an indirect result of any act or loss caused by or involving one (1) or more Employees, whether the result of a single act or series of acts, covered by this insurance including, but not limited to, loss resulting from:

- a. The Oblige's inability to realize income that would have been realized had there been no loss covered by this bond.
- b. Payment of damages of any type for which the Oblige is legally liable. Compensatory damages arising directly from a covered loss will be paid.
- c. Payment of costs, fees, or other expenses incurred by the Oblige in establishing either the existence or the amount of loss under this bond.

This bond does not apply to expenses related to any legal action.

**OTHER INSURANCE:**

SECTION 16. This bond does not apply to loss recoverable or recovered under other insurance or indemnity. However, if the limit of the other insurance or indemnity is insufficient to cover the entire amount of the loss, this bond will apply to that part of the loss, other than that falling within any Deductible Amount, not recoverable or recovered under the other insurance or indemnity, but not for more than the amount of indemnity as stated above.

DATED April 2nd, 2014

COUNTERSIGNED

BY [Signature]  
Resident Agent

WESTERN SURETY COMPANY

By [Signature]  
Paul T. Bruflat, Senior Vice President

**WCD ENTERPRISES, LLC**  
**28150 N. ALMA SCHOOL PKWY, #103-452**  
**SCOTTSDALE, AZ 85262**  
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**[wes.dryden@yahoo.com](mailto:wes.dryden@yahoo.com)**

### QUALIFICATIONS

1. 30 plus years of experience in the commercial janitorial industry
2. Contracts are Self-Performed
3. All equipment is owned
4. Experience in all facets of service required under this RFP
5. All Key Personnel have 10 to 20 years industry experience
6. Low Turnover Rate (most employees 10 plus years)
7. Large number of Government clients (City, State, Federal)

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## **Method of Approach**

We have a clear understanding of the Scope of Work. Upon award a dedicated team will be assigned. The team will consist of personnel with long-term experience in this field

WCD Enterprises has a very low turn over rate and have a large number of applicants on our waiting list for employment. Ideal custodial candidates have a minimum of 2 plus years industry experience and Management candidates have a minimum of 5 plus years industry experience.

New employees go through out Initial training program and all new hires must pass a background check. In addition, we cross-train employees and maintain an on-call pool of trained employees to fill in for illness and vacations, etc. For each job, we have a matching number of personnel as a back up pool in the vicinity in case they are needed.

The majority of our personnel are full time employees, and a small percentage are part-time employees.

Our 30 plus years of industry experience is what sets us apart from our competition. In addition, our hands-on approach by owners and key managers coupled with our attention to detail and quality further enhance our service. We always keep our customer's needs as a top priority. Over the years we have perfected and customized our Quality Control and all of this is supported by our highly experienced management team and long-time cleaning staff.

Customers are invoiced per their requirements and contractual agreements. Our goal is to always bring cost value to our customers.

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## **OVERVIEW**

We know that the biggest challenge that a service business faces is effectively communicating information from the customer to the front-line cleaners. With over 100 employees within our organization we realize the importance of this effort and have developed a system to eliminate a breakdown in communication that is typical within many service companies. Our quality control form is utilized in this system to ensure information flow from the customer to the technicians via the office personnel.

## **PROBLEM RESOLUTION**

We track all cleaning issues at each account, allowing us to prevent a negative trend in service level. Upon detecting any potential problems at an account, necessary corrections are immediately made to prevent the issue from becoming recurring. Our procedure for problem resolution is as follows: Our QCM and Crew Supervisor will be on site at all times and if needed, we have addition manpower and equipment to be at the facility within two hours. We are on call 24/7 and have available personnel if an emergency occurs.

## **PROJECT START-UP**

We pride ourselves on providing a smooth transition for the start-up of a new account. Our management team works to gain a thorough and comprehensive understanding of the new account well in advance of the first cleaning day. We achieve the specific needs of the customer and learn the “ins-and-outs” of the account prior to start-up. This allows for a smooth transition, which is critical in developing a good relationship with our customer. When the needs have been identified and assessed, our operation staff puts together a cleaning plan, which will be most effective to the new account. The plan varies depending on the particular style and layout of the facility.

## **PERSONNEL**

Our Quality Control Manager works in conjunction with the crew to obtain high quality work and customer satisfaction. With communication we are able to address any concerns our customer may have and ensure that the issues are resolved as quickly and efficiently as possible. By assigning one Quality Control Manager to the entire portfolio, we are able to give a consistent level of customer service. If the QCM is unable to solve the issue it will be directed up the chain of command, to the owner of the company. Rest assured that the owner is readily available to step in whenever necessary, and is involved with the day-to-day operations.

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### QUALITY CONTROLS/CUSTOMER SERVICE

We will utilize the Client check list in SOW and quality report will be created based on services provided. The Quality Manager will review each location after service and track and report deficiencies and what measures have been taken to correct and prevent future occurrences.

Quarterly Business Reviews will take place for each property along with an analysis for overall service.

We take great pride in our quality of service and the experience levels of our staff.

Immediate response to customer issues and needs is our primary goal and we have proven ourselves to be successful at maintaining and exceeding customer satisfaction for many years.

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## ***PROJECT START-UP***

WCD Enterprises, LLC uses pre-employment.com for background checks required or we submit names to local police agencies where required.

On approval, WCD Enterprises, LLC badges and uniforms are provided to our custodians for easy identification at each site.

Shirts are grey in color with our name printed on back. Personnel wear work shoes and appropriate work pants. If a Day porter is committed to a facility the uniform can conform to our clients requests.

Training will be accomplished through the Operations Manager and Supervisor for the project.

The Operations Manager and Supervisor arrange meetings as required with the facility managers at the location site. We then customize a communication method for the facility. We are on call 24/7.

Equipment and materials to be used at the facility can be inspected and safety inspections will be conducted outside. MSDS manuals will be provided in janitorial closet of the facility and will be placed prior to the start of service.

The exchange of keys and security codes will be set up with the Operations Manager.

Inventory and equipment storage will be accomplished as sites where appropriate on the start day of service.

## **Employee Screening Process**

WCD Enterprises, LLC uses CDG for security screening and background checks.

The steps taken to screen our cleaners for security are as follows:

1. Employer signs service agreement
2. Applicant signs release form
3. E-verify completed
4. Employer requests consumer report
5. Adverse information obtained and Adverse decision made

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6. Applicant is supplied with verbal, written or electronic notification of the adverse action. Name, address, toll-free number of Pre Employ.com, plus a statement Pre-Employ.com did not make the decision
7. Copy of Consumer rights
8. Copy of Consumer report
9. No Adverse information obtained
10. Applicant hired

## ***Drug Screening Program***

WCD Enterprises, LLC pre-employment policy requires all new hires to be tested for Alcohol and Substance abuse prior to employment. This is done at WCD Enterprises, LLC expense.

WCD Enterprises, LLC employees who refuse to submit to the testing and/or have a “positive” test results are automatically excluded from work.

Any person on the job who has a “positive” test result is immediately replaced.

## ***First Aid and CPR Training***

WCD Enterprises, LLC provides training for First Aid CPR procedures. Referrals are made to the American Red Cross certification in these procedures, which is done at our cost. The certification requires two days training.

## **Insurance**

WCD Enterprises, LLC carries comprehensive Liability Insurance, Worker’s Compensation, and a Fidelity Janitorial Bond.

## **Proposal to Perform Custodial Services**

WCD Enterprises, LLC will perform the custodial services as set forth in the RFP. We study the specifications and propose our game plan for providing the services required to clean the facility. Our company will maintain and enhance the quality and cleanliness expected.

We provide enough time to order and deliver the equipment and supplies needed for each facility, so when our crew arrives they are ready to proceed with the work to be performed. We seek to have a smooth transition to assure your satisfaction with the services we will be providing.

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## Personnel and Security

WCD Enterprises, LLC personnel are provided with shirts and picture identification for the facilities we service.

We screen for ability and moral character. If at any time you should feel uncomfortable with our personnel we will remove him/her from the premises and replace with a new cleaner.

The work at your facility will always be performed by a permanent crew of WCD Enterprises, LLC carrying photo I.D. badges. Our personnel will be instructed in your security procedures and will comply with them. Keys that are issued for our use will always be accounted for by the supervisory personnel. WCD Enterprises, LLC is fully insured.

## **AZ Workmen's Compensation Laws**

### ***General Industrial Safety Order***

The occupational Safety and Health Act of 1970 clearly states our common goal of safe and healthful working condition. Safety and health of our personnel is our first consideration in the operation of our business.

Supervisors are required to inspect on the facility on a regular basis. They are responsible in developing an attitude toward safety and health and to ensure all operations are performed with regard to the safety and health of all personnel involved. They are to provide routine inspection reports and attend meetings regarding any issues, which need to be addressed.

### Personnel Communication Memo

It is WCD Enterprises, LLC intent to comply with all laws regarding the work areas, so we are attentive to conditions in all work areas that could produce injuries. No personnel is required to work at a job he/she knows is not safe or healthful. We ask our personnel to cooperate in detecting issues and in turn controlling this condition. Personnel are to inform the supervisor immediately of any situation beyond their control to correct. Our supervisor will then explain the product and equipment safety requirement.

### Training Procedures

WCD Enterprises, LLC is an equal opportunity employer compliant with all laws and regulations applicable to the fair employment practices.

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## ***Initial Training***

A one-week training with WCD Enterprises, LLC will be provided with an on-site supervisor to acquaint you with the everyday routine of janitorial services. Within the one-week training you will be instructed accordingly:

|    |                                                           |
|----|-----------------------------------------------------------|
| A. | Regular cleaning                                          |
| B. | Chemicals and the safe use - with a review of MSDS manual |
| C. | Tools and Equipment in the use and proper maintenance     |
| D. | The importance of restroom cleanliness                    |
| E. | The importance of floor care service                      |

At the end of the training period personnel will be assigned to facility location for servicing.

## **Quality Control Program**

The success to our operation is based on the planning, schedule, monitor, and execution of the work that we do. WCD Enterprises, LLC believes our personnel should be able to perform any and all cleaning area duties assigned to them. The assignments are based on the cleaning frequencies, the type of room, space, or area.

The supervisors are responsible for day-to-day operations. He/she will oversee weekly inspections reports to make sure the job is being accomplished and that the cleaner understands the work level and the quality that is expected.

Monthly inspections are conducted by management to ensure the supervisors are in compliance with the quality control program.

## **Quality Control Checklist, Work Request Forms, & Critical Incident Reports**

WCD Enterprises, LLC has developed a task frequency checklist for supervisory inspections and for monitoring work performance. The forms are amenable for easy binding the

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reports and rating the crew's performance. Our supervisors and Operations Manager are skilled

at developing the forms according to the site requirements. The forms are useful in both quality assurance and investigation of any incident that may occur.

## ***Quality Control and Inspections***

Quality Control and inspection checklists are adapted to the facility, which is being serviced.

The inspections are conducted nightly and reviewed to correct areas that need to be adjusted to the specifications of the client. A work order is given to personnel to address those areas. The supervisor is responsible for tracking supplies, restroom supplies and liners, so they are in place without interruption to the client.

## **Equipment and Supplies**

WCD Enterprises, LLC maintains accounts for equipment and supplies. All chemicals used are OSHA approved. There are multiple products that help us complete the work without potential problems, MSDS manuals are always available for our cleaners.

A list of janitorial equipment and supplies are available to all of our clients. Provided upon request. We can provide **GREEN PRODUCTS** and time saving devices.

## **Problem Prevention**

WCD Enterprises, LLC seeks to be proactive in preventing problems. Our policy for our personnel is to be thoroughly trained and completely equipped at all times in order for the job to be accomplished safely, effectively, and properly.

We seek to have management and staff in proper attire for cleaning, uniform availability, addresses and phone numbers to be current and available.

Supervisors are required to maintain equipment to be in working order at all times.

## ***Special Training***

To become a trained janitorial worker with the opportunity of supervisory capability, we train them to know the operations of our floor machines, which require special attention and skill in the maintenance and use of the machinery. With the training plan, the personnel will be given

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hands on training and explanation of the machines. At the end of the training they will be knowledgeable in the use of high-speed floor machines, as well as, carpet machines.

## ***Janitorial Texts***

WCD Enterprises, LLC has access to a wide variety of janitorial material for review. We have industry resources at our disposal, which provide daily tips and instructions on proven janitorial supplies, methods, and equipment. Videotapes are available that cover a multitude of topics for routine custodial maintenance, health care sanitation, and clean room training that are expected of janitorial service providers.

## **Safety Training and Compliance**

Safety training begins at the moment personnel is hired and the training program includes how to lift properly, machine usage, and ladder training. Communication is key to our business, as well as the understanding of the MSDS requirements.

WCD Enterprises, LLC takes the necessary steps in training our personnel regarding blood borne pathogens. We have established an Exposure Control Plan for our cleaners, along with the effectiveness of housekeeping procedures that will incorporate a clean and sanitary work environment; to ensure the appropriate personal protective equipment is used and the training in the use of warning labels and signs, as well as, evacuation and emergency procedures.

WCD Enterprises, LLC subscribes to the semi-monthly SAFETY COMPLIANCE LETTER of the Bureau of Business Practice, Waterford, CT 06386, which provides updated requirements that include rules germane and especially for janitorial services.

A typical safety training class commences with a videotape, demonstrations, and a quiz to assure all personnel are aware of the topic that is being discussed and implemented once training has been completed.

The training sessions vary with the skill level required at the individual job sites. During the training in the various cleaning areas we provide the appropriate skill level for cleaning rooms, hospital sanitation, and bio-hazardous waste. Every six months we meet with our personnel to review the skill levels and make sure it is being adhered to.

WCD Enterprises, LLC utilizes and requires training as a means of promotion within the company to personnel who seek to be in a supervisory position.

WCD Enterprises, LLC trains in the area of Specialized Hazard Control. The hazard control programs contain specialized training requirements. An example of this type of training includes instruction related to blood-borne pathogens and handling of hazardous chemicals.

WCD Enterprises, LLC general safety training includes instruction or guidance, which is of general applicability. This includes office safety, fire safety, and general hazard awareness.

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## **FLOORS, BASEBOARDS, THRESHOLDS**

All floor surfaces, baseboard, thresholds shall be cleaned and maintained from scuffmarks, dirt, gum, or any foreign matter. All resilient and hard floors shall be spray-buffed and/or stripped, sealed, and refinished to have a high luster without build-up on floors, baseboards or walls. Grout areas shall be kept free of dirt build-up and will be machine scrubbed and disinfected, where applicable, to promote cleanliness. Stone and Marble floors will be maintained to industry and manufacturer standards.

## **WOOD SURFACE**

All wood surfaces will be free of dirt, spots, film, and dust streaks.

## **SWEEPING**

All floor surfaces and corners will be free of dust, litter, and foreign matter.

## **MACHINE SCRUB**

Upon machine scrubbing, the floor surface will have a uniform appearance and free of streaks, oils, grease, fluids, gum, dirt, detergent residue, or standing water. Any hard to reach areas will be scrubbed with a hand brush to achieve a quality appearance. Once the machine scrubbing is completed all splash marks or mop streaks on furniture, walls, and baseboards will be removed.

## **STRIP AND SEAL FLOORS**

After the completion of the stripping and sealing of the floors all surface areas shall be free of bubbles and uniform in appearance. All wall surfaces shall be free of stripping and sealing solutions.

## **CARPETS**

**General Cleaning:** Carpets will be vacuumed, so as to be free from visible litter, soil, dust, and odors. After shampooing or dry-cleaning carpet, it shall be uniform in appearance and free from streaks, stains, gum, discoloration, chemical, or detergent residue. All cleaning solutions will be removed from baseboards, furniture, trash receptacles, and chairs.

**Spot Cleaning:** All spills, gum, dirt, crusted material will be removed along with spots and stains. Cleaned spots shall blend with the carpet.

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## **MOPPING**

**Dust Mop:** Chairs, trash receptacles, and any other items shall be moved to mop underneath. The floor will have an appearance with no streaks, swirl marks, or evidence of soil, stains, film, debris, or mop strands remaining in the area. A check of the furniture, walls, and baseboards will be done to make sure these areas are free from dust.

**Wet/Damp Mop:** All accessible areas will be mopped. All easily moved items shall be removed so as to mop underneath. After being mopped there should be no evidence of streaks, swirl marks, detergent residue or evidence of soil, stains, film, or mop strands. A check of furniture, walls, and baseboards will be done to make sure these areas are cleaned.

## **STAINLESS STEEL, ALUMINUM, BRASS/BRONZE**

Surfaces will be free of dirt, grime, gum, debris, or foreign substances and shall have a polished lustrous appearance without any residue visible.

## **FIXTURES AND BRIGHT METAL SURFACES**

All fixtures will be clean and bright, free of streaks. No obvious dust, gum, trash, dirt, or stains should be visible after cleaning. Drinking fountains and nozzles will be disinfected and free from debris or crust build up. Metal surfaces will have a polished lustrous appearance. No polish residue should be found on walls or floors around these fixtures.

## **TRASH REMOVAL**

All trash receptacles shall be emptied into the designated dumpsters. Trash receptacles will be placed in their initial location. Paper, boxes, cans, etc. that are placed near trash containers and marked "TRASH" shall be removed. All trash receptacles will be clean and free of foreign matter and odors. A new and clean liner will be placed in the container and returned to its location.

## **GUM**

Gum will be immediately removed upon detection. All gum removal will be performed leaving no gum mark or residue and in a manner that will prevent any harm to the surface due to the removal of gum.

## **ENTRANCE MATS**

The mats will be vacuumed, swept, or hosed down to remove grit, dirt, soil or foreign matter. The carpet-type entrance mats will be restored to there resilience.

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## **GRAFFITI REMOVAL**

Graffiti will be removed immediately upon detection from any areas and surfaces. Its removal will be performed in a way that prevents harm to any surface by scratching and staining.

## **SERVICING AND POLICING**

Police, sweep, and wash exterior areas where necessary to maintain the area to be free of trash, gum, discarded material, and liquids, which may be found during policing.

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### **EMPLOYMENT QUALIFICATIONS**

All **Supervisors** have a minimum of five (5) years experience. Our supervisors oversee the daily task performed by our custodial personnel to make sure all services are being performed according to the contract.

All **Custodians** have a minimum of one (1) year cleaning experience. They are provided with initial, as well as, continuous training.

All **Floor Techs** have a minimum of 10 years experience in either hard floor and/or carpet care or both. Floor technicians must meet the same requirements as our custodians.

*All Staff is required to pass a background/drug check to ensure the safety of the facilities we clean.*

#### ***Employee Screening Process***

WCD Enterprises, LLC uses CDG for security screening and background checks.

The steps taken to screen our cleaners for security are as follows:

1. Employer signs service agreement
2. Applicant signs release form
3. E-verify completed; Employer requests consumer report
4. Adverse information obtained and Adverse decision made
5. Applicant is supplied with verbal, written or electronic notification of the adverse action. Name, address, toll-free number of Pre Employ.com, plus a statement Pre-Employ.com did not make the decision; Copy of Consumer rights; Copy of Consumer report
6. No Adverse information obtained - Applicant hired

#### ***Drug Screening Program***

WCD Enterprises, LLC pre-employment policy requires all new hires to be tested for Alcohol and Substance abuse prior to employment. This is done at WCD Enterprises, LLC expense. Employees who refuse to submit to the testing and/or have a “positive” test results are automatically excluded from work. ***Any person on the job who has a “positive” test result is immediately replaced.***

#### ***First Aid and CPR Training***

WCD Enterprises, LLC provides training for First Aid CPR procedures. Referrals are made to the American Red Cross certification in these procedures, which is done at our cost. The certification requires two days training.

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The supervisors must ensure that personnel are made aware of these safety measures. Our supervisors are responsible for his/her understanding of the job tasks and related hazards for training our personnel. They are trained to familiarize themselves with the nature of hazards to which personnel who are under their direction and control may be exposed.

## **PROCESSES**

WCD Enterprises, LLC adheres to the following advice from the U.S. Federal Government, U.S. Department of Health & Human Services, Public Health Services, Center for Disease Control regarding Guideline for Hand Washing and Hospital Environmental Control:

As stated in the guideline "Although micro-organisms are a normal contaminant of walls, floors, and other surfaces, these environmental surfaces rarely are associated with transmission of infections to patients or personnel. Therefore, extraordinary attempts to disinfect or sterilize these environmental surfaces are rarely indicated. However, routine cleaning and removal of soil are recommended."

Hospital cleaning is general and scrubbing with the appropriate agents: for surfaces in patient care areas to include regular horizontal surface cleaning, visibly soiled walls, drapes, and blinds are recommended to be cleaned on the visibility basis.

WCD Enterprises, LLC works to make sure the facilities are of neat appearance, as well as the sanitation of any given site. We work toward superior cleaning at the site for clean rooms, operating rooms, control rooms, public rooms, washrooms, offices, corridors, and all other areas.

## RESTROOM CARE

Restrooms are one of the most widely used areas in any facility. The impressions people get if the following occurs:

- Unpleasant odors
- Dirty Floors
- Unclean toilets and urinals
- Dirty sinks and mirrors
- Empty soap and paper dispensers

The other consideration is what people can't see---disease and odor-causing bacteria. Restrooms cleanliness and sanitization is a major challenge for the industry.

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WCD ENTERPRISES, LLC has in place a professional restroom care system, which deals with the essential aspects of restroom maintenance.

- Floors and Walls
- Sinks, Mirrors, and Fixtures
- Toilets and Urinals
- Hand and Air Care
- Shower

These areas require special attention and care. We have everything needed for cleaning, sanitizing, and freshening.

## ***FLOOR CARE***

WCD ENTERPRISES, LLC knows that your floors are the most visible area in your site facility and our goal is to provide the aesthetic appearance you deserve.

Floors are subject to dust, dirt, sand, foot traffic, water, cleaning chemicals, and any form of abuse and wear. WCD ENTERPRISES, LLC provides the following care for floor maintenance.

- Sealing
- Finishing
- Cleaning
- Maintenance
- Stripping
- Buffing

## ***CARPET CARE***

WCD ENTERPRISES, LLC carpet care is designed to improve the condition of every carpet area in your facility. We use professional carpet maintenance products, which work together for the specific carpet cleaning system to produce the best results.

The method in which we care for the cleaning of carpets is:

Vacuum carpet thoroughly, using the hose vacuum in all corners and hard reach areas.

- Remove stains with a carpet stain remover and hand brush on spotted areas.
- Freeze the gum and ground food deposits, then lift or scrap the loose particle from carpets.
- Pre-spray a fine mist on heavy foot traffic areas

# *WCD ENTERPRISES, LLC*

**28150 N. ALMA SCHOOL PKWY, #103-452**

**SCOTTSDALE, AZ 85262**

**480-415-3416 (o) 480-683-0011 (f) [www.WCDEnterprisesLLC.com](http://www.WCDEnterprisesLLC.com)**

**[wes.dryden@yahoo.com](mailto:wes.dryden@yahoo.com)**

- Brush shampoo with a soft nylon disc carpet brush with rotary type swing machine.
- Hot steam clean – add odor remover or carpet fragrance in to the steam clean solution as needed or if required.
- Wipe all baseboards upon completion.
- Scotch Guard or Fiber Seal a carpet on heavy foot traffic areas upon request.

## **WORK QUALITY SPECIFICATIONS**

### **GENERAL**

WCD ENTERPRISES, LLC will accomplish the specific tasks for all areas listed in work specifications. The Operations Manager will coordinate with the facility director regarding all aspects of these tasks. Our company will provide all management, planning, supervision, administration, equipment, supplies, and personnel necessary to ensure the tasks are performed in a manner that will maintain a clean and professional appearance.

### **RESTROOMS**

Restrooms will be cleaned and maintained with trash being removed; all surfaces shall be disinfected, no streaks, stains, urinals, partitions, sinks, mirrors, windows, and walls. Vanity shelves shall be clean and dry. Soap, toilet and paper towel dispensers to be well stocked to meet the needs of the client.

### **GLASS, MIRRORS, WINDOWS, AND LEDGES**

All glass, mirrors, windows, and ledges will be clean and free of dust, smudges, soil, or spots. Windows, blinds, cords, and valances will be dust free.

### **LIGHT FIXTURE COVERS**

The covers shall be washed and free of cobwebs, insects, dirt, dust or foreign objects.

### **WALLS, DOORS, PARTITIONS, DIVIDERS**

Wall surfaces will be uniform in appearance and free from grime, gum, dust, streaks, dirt, etc. These shall be removed without obvious discoloring of the wall finish. Restrooms any water stain, film, and smudges will be removed from the surface using a disinfectant deodorizer to ensure sanitary conditions.