



**DESOTO COUNTY SCHOOL DISTRICT  
CHILD NUTRITION DEPARTMENT**

325 Kapik Drive  
Hernando, MS 38632  
T: 662-449-7174  
F: 662-449-7234

**PROPOSAL SUBMISSION FORMS  
SUBSTITUTE CAFETERIA STAFFING SERVICES**

**DOCUMENTATION CHECKLIST**

A. Return the following with your proposal. Failure to provide the following items with your proposal shall be cause for rejection of proposal as non-responsive and/or non-responsible. It is the responsibility of the bidder to ensure that it has received all addendum and to include signed copies with their proposal.

ITEM:	INLCUED: (X)
1. W-9 Form (per V. Vendor Qualifications)	<input checked="" type="checkbox"/>
2. Insurance Requirements (per C Scope)	<input checked="" type="checkbox"/>
3. Addenda, if any (Informally)	<input checked="" type="checkbox"/>
4. Contact Information Form	<input checked="" type="checkbox"/>
5. Organizational Structure & Personnel response	<input checked="" type="checkbox"/>
6. Questionnaire responses	<input checked="" type="checkbox"/>
7. References	<input checked="" type="checkbox"/>
8. Proposal Form	<input checked="" type="checkbox"/>
9. USDA Form Ad-1048	<input checked="" type="checkbox"/>

Person to contact regarding this proposal: Xochitl Montes

Title: Principal

Phone; 720-335-8270

Fax: \_\_\_\_\_

Name of person authorized to bind the Firm: Xochitl Montes

By signing and submitting a proposal, your firm acknowledges and agrees that it has Read and understands the RFP documents.

Signature: \_\_\_\_\_

Xochitl Montes

Date: 05/12/2025

DeSoto County School District does not discriminate on the basis of race, gender, religion, national origin, age, or handicapping conditions and is an equal opportunity employer

## V. VENDOR QUALIFICATIONS

### Executive Summary:

Please include an executive summary detailing your understanding of the requirements for this request, as well as a detailed outline on how your company will address the needs of the District. See Questionnaire below.

### Contact Information:

Please complete the sections below.

West Force Division LLC

Company Name

6000 Poplar Ave Ste 250 Memphis TN 38119

Address

83-1786891

Federal Tax I.D. Number

720-335-8270

Telephone

Fax

Xochitl Montes

RFP Contact (Print)

Xochitl Montes

Signature

Principal

Title

05/12/2025

Date

Xochitl@westforcedivision.com

Email

Years in business: 7 Former name(s) used by your organizations: \_\_\_\_\_

If applicable, please acknowledge acceptance of addenda/clarification(s) issued by checking below:

Addendum 1 ☒ Addendum 2 ☒ Addendum 3 ☐ Addendum 4 ☐

\*\*\*Complete and include the following with RFP submission due May 12, 2025, by 12pm, CST\*\*\*

- Contact Information Form (see above)
- Organizational Structure & Personnel response
- Questionnaire responses
- References
- Proposal Form
- W-9

- 8.) Describe the organization's procedure for handling the media.
- 9.) Explain why we should use your organization to provide our staffing needs.
- 10.) Describe what makes your organization different and better from other companies that provide the same services.

## VI. REFERENCES

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*Provide a listing of at least three (3) references for which the organization has provided similar services within the last five (5) years, and whose complexities are similar to those presented in this proposal:*

---

### Reference #1

Customer Name: Lumen Stadium  
Address: 800 Occidental Ave S.  
City/State/Zip: Seattle WA 98134  
Contact Name: Raul Frausto  
Contact Title: General Manager  
Telephone Number: 206-291-3780  
Email Address: frausto-raul@aramark.com

### Reference #2

Customer Name: Allegiant Stadium  
Address: 3333 Al Davis Way  
City/State/Zip: Las Vegas NV 89118  
Contact Name: Heath Seaton  
Contact Title: District Manager  
Telephone Number: 316-409-9053  
Email Address: Heath.Seaton@abm.com

### Reference #3

Customer Name: University of Eugene Oregon  
Address: 1390 Villard Street  
City/State/Zip: Eugene, OR 97403  
Contact Name: Brian Lingenfelter

Contact Title: Project Manager

Telephone Number: 503-430-9075

Email Address: Brian.Lingenfelter@abm.com

## VII. PROPOSAL FORM

*We propose to meet all of the qualifications as stated in the Request for Proposal for the Child Nutrition Substitute Staffing Services for the following rates:*

<u>Classification</u>	<u>Daily/Hourly Rate</u>	<u>Half Day/Rate</u>
Substitute Cafeteria Worker	\$16.65	\$16.65/ hr minimum 4 hours or Half day rate \$83.25 (5 hours)

Company Name: West Force Division LLC

Street Address: 6000 Polar Ave Ste 250

City / State / Zip: Memphis, TN 38119

Contact Phone Number: 720-335-8270

Contact Email Address: xochitl@westforcedivision.com

Authorized Representative Signature: Xochitl Montes

Representative Name (print): Xochitl Montes

U.S. DEPARTMENT OF AGRICULTURE

**Certification Regarding Debarment, Suspension, Ineligibility  
and Voluntary Exclusion - Lower Tier Covered Transactions**

This certification is required by the regulations implementing Executive Order 12549, Debarment and Suspension, 7 CFR part 3017, Section 3017.510, Participants' responsibilities. The regulations were published as Part IV of the January 30, 1989, Federal Register (pages 4722-4733). Copies of the regulations may be obtained by contacting the Department of Agriculture agency with which this transaction originated.

**(BEFORE COMPLETING CERTIFICATION, READ INSTRUCTIONS ON REVERSE)**

- (1) The prospective lower tier participant certifies, by submission of this proposal, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal department or agency.
- (2) Where the prospective lower tier participant is unable to certify to any of the statements in this certification, such prospective participant shall attach an explanation to this proposal.

West Force Division LLC

Organization Name

DeSoto County

PR/Award Number or Project Name

Xochitl Montes Principal

Name(s) and Title(s) of Authorized Representative(s)



Signature(s)

5/12/2025

Date

#### Instructions for Certification

1. By signing and submitting this form, the prospective lower tier participant is providing the certification set out on the reverse side in accordance with these instructions.
2. The certification in this clause is a material representation of fact upon which reliance was placed when this transaction was entered into. If it is later determined that the prospective lower tier participant knowingly rendered an erroneous certification, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.
3. The prospective lower tier participant shall provide immediate written notice to the person to which this proposal is submitted if at any time the prospective lower tier participant learns that its certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
4. The terms "covered transaction," "debarred," "suspended," "ineligible," "lower tier covered transaction," "participant," "person," "primary covered transaction," "principal," "proposal," and "voluntarily excluded," as used in this clause, have the meanings set out in the Definitions and Coverage sections of rules implementing Executive Order 12549. You may contact the person to which this proposal is submitted for assistance in obtaining a copy of those regulations.
5. The prospective lower tier participant agrees by submitting this form that, should the proposed covered transaction be entered into, it shall not knowingly enter into any lower tier covered transaction with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the department or agency with which this transaction originated.
6. The prospective lower tier participant further agrees by submitting this form that it will include this clause titled "Certification Regarding Debarment, Suspension, Ineligibility and Voluntary Exclusion - Lower Tier Covered Transaction," without modification, in all lower tier covered transaction and in all solicitations for lower tier covered transactions.
7. A participant in a covered transaction may rely upon a certification of a prospective participant in a lower tier covered transaction that is not debarred, suspended, ineligible, or voluntarily excluded from the covered transaction, unless it knows that the certification is erroneous. A participant may decide the method and frequency by which it determines the eligibility of its principals. Each participant may, but is not required to, check the Nonprocurement List.
8. Nothing contained in the foregoing shall be construed to require establishment of a system of records in order to render in good faith the certification required by this clause. The knowledge and information of a participant is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
9. Except for transactions authorized under paragraph 5 of these instructions, if a participant in a covered transaction knowingly enters into a lower tier covered transaction with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the Federal Government, the department or agency with which this transaction originated may pursue available remedies, including suspension and/or debarment.

**Request for Taxpayer  
Identification Number and Certification**

Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

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

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

1 Name of entity/individual. An entry is required. (For a sole proprietor or disregarded entity, enter the owner's name on line 1, and enter the business/disregarded entity's name on line 2.)

**West Force Division LLC**

2 Business name/disregarded entity name, if different from above.

3a Check the appropriate box for federal tax classification of the entity/individual whose name is entered on line 1. Check only one of the following seven boxes.

- ☐ Individual/sole proprietor    ☐ C corporation    ☒ S corporation    ☐ Partnership    ☐ Trust/estate
- ☐ LLC. Enter the tax classification (C = C corporation, S = S corporation, P = Partnership) \_\_\_\_\_
- Note: Check the "LLC" box above and, in the entry space, enter the appropriate code (C, S, or P) for the tax classification of the LLC, unless it is a disregarded entity. A disregarded entity should instead check the appropriate box for the tax classification of its owner.
- ☐ Other (see instructions) \_\_\_\_\_

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) \_\_\_\_\_

Exemption from Foreign Account Tax Compliance Act (FATCA) reporting code (if any) \_\_\_\_\_

(Applies to accounts maintained outside the United States.)

3b If on line 3a you checked "Partnership" or "Trust/estate," or checked "LLC" and entered "P" as its tax classification, and you are providing this form to a partnership, trust, or estate in which you have an ownership interest, check this box if you have any foreign partners, owners, or beneficiaries. See instructions ☐

5 Address (number, street, and apt. or suite no.). See instructions.

**8389 Cherokee St**

6 City, state, and ZIP code

**Denver CO 80221**

Requester's name and address (optional)

7 List account number(s) here (optional)

**Part I Taxpayer Identification Number (TIN)**

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

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

Social security number

\_\_\_\_ - \_\_\_\_ - \_\_\_\_

or

Employer identification number

8 3 - 1 7 8 6 8 9 1

**Part II Certification**

Under penalties of perjury, I certify that:

- 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
- 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
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

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

Sign  
Here

Signature of  
U.S. person

Date

3/08/2025

**General Instructions**

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

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

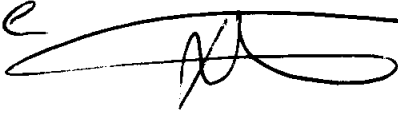
**What's New**

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

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

**Purpose of Form**

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

Acknowledge  5/12/2025

Child Nutrition Substitute Staffing Services 352-CAFE-DCS25 Questions and Answers

1. Please provide a pricing format. **The pricing proposal format is on page 20 of the RFP.**
2. Does District require IT hardware and software? **No.**
3. Please guide where do we find USDA Form Ad-1048?  
**<https://www.fns.usda.gov/form/cn/ad-1048>**
4. Is this a new contract or re-bid? If re-bid, please share the incumbent details along with the previous proposals. **New Bid**
5. What was the annual and total spending for the current contract? **N/A**
6. What is the anticipated annual and total spending for this contract? **N/A**
7. What is the number of requirements expected per year? **Estimated 72 persons**
8. What is the average duration of assignment of temporary employees? **1 day to 6 weeks.**
9. Could you please provide the list of holidays?

July 31, 2025 Students' First Day  
September 1, 2025 Labor Day Holiday  
October 6 – 10, 2025 Fall Break  
November 24 - 28, 2025 Thanksgiving Holidays  
December 18, 2025 First Semester Ends  
December 22, 2025- Christmas Break January 2, 2026  
January 6, 2026 Students Return  
January 19, 2026 Martin Luther King, Jr. Holiday  
February 16, 2026 Presidents' Day Holiday  
March 9-13, 2026 Spring Break  
April 3, 2026 Good Friday Holiday  
April 6, 2026 Easter Break

10. Are there any mandated Paid Time Off, Vacation, etc.? **DCS employees receive Sick and Personal time. There is no requirement for potential vendor.**
11. What are the typical working hours? **Schedules vary across schools but shifts are 6 hours and can be between 6:30 – 2:30**
12. How many suppliers does the District intend to award? **One**
13. Can the Vendor bid on some of the positions? **No**
14. Is there any local preference? **Local is preference due to services needed**
15. What are the current rates and mark-ups for the positions listed in the solicitation? **A DCS Team Member currently starts at \$13.00.**



16. How many positions will be required per year or throughout the contract term?  
**Estimated 1-2 persons per week for duration of 36 Weeks, approximately 72 persons per contract duration.**
17. How many positions were used in the previous contract? **No previous contract**
18. What is the tentative start date of this engagement? **July 31, 2025**
19. What is the average response time after a candidate is submitted to provide feedback on the candidate? **We will provide feedback on substitutes as needed.**
20. When does the District anticipate completing its evaluation and notifying respondents of its recommended awardee(s)? **All dates are in bid packet**
21. Is there any other position that might be required? **No**
22. In case of multiple awards, what shall be the process of sharing requirements? **Bid will be rewarded to one vendor**
23. Could the District provide the current rates provided to the temporary employees? **Start at \$13.00 per hour**
24. What is the minimum wage that needs to be provided to the temporary employees?  
**\$13.00 per hour minimum**
25. Does the District require certificate of insurance after award? **A copy of the COI is requested as part of the RFP submission.**
26. Will local vendors be provided additional points in evaluation? **No**
27. Are you having trouble finding the talent you need? **Retaining employees**
28. Has worker quality been an issue for you? **Retaining is more the issue**
29. What are the strengths and weaknesses of your current program? **Federal regulations require specific training. Turnover increases training load.**
30. Please clarify the hours expected for a full work day vs. half day. **Schedules vary across schools but shifts are 6 hours and can be between 6:30 – 2:30**
31. What is the estimated count of CNS workers currently employed who would require a substitute? **Approximately 275**
32. What is the average number of CNP substitutes that they currently have working on a daily basis? **N/A**
33. Is the vendor required to be registered in the State of Mississippi before it can conduct any business? **No**



34. What is the anticipated number of awards? **One**
35. Is this a new initiative? **YES**
- If not, who are the current vendors?
  - Please share their pricing file.
36. What are the historical annual spending volumes in the project? **NA**
37. What is the estimated budget for this project? **Budget is based on all needed positions filled.**
38. Approximately how many child nutrition substitute staff does the District anticipate needing in total on a daily basis from the awarded vendor?
39. Is there a separate pay rate for child nutrition substitute staff needed to fill a long term role? If yes, will you please provide this pay rate and the estimated number of long term staff needed daily? **There is not a different rate for a long term role.**



One question on the list was not answered, question 38.

38. Could you please clarify how many child nutrition substitutes the district anticipates needing to fill absences on a daily basis? **We estimate around 1per day or 2-3 persons per week.**

XM

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De Soto County Schools

**RFP # 352- CAFÉ-DCS25**

**Child Nutrition Substitute Staffing Services**



Minority certified: **SBE/M/WBE/DBE/SBEC/HABE** Certified

DeSoto County Schools  
5 East South Street  
Hernando, Mississippi 38632  
Attn: Jenifer Hale

May, 12 2025

Re: Child Nutrition Substitute Staffing Services

Thank you for considering West Force for Staffing Services. We appreciate your time in reviewing our proposal submission. This summary is in response to the questionnaire.

We have read and understand the specifications, terms and conditions detailed in the solicitation document and have submitted the required paperwork to be considered fully responsive. Based on the quality control requirements, we have tailor this proposal with the proposed staff to accomplish the requirements. Please accept this cover letter as a brief introduction to West Force Division.

West Force Division was established in 2018 by Xochitl Montes, who is the owner and director of operations and business development. While our current business started in 2018, Ms. Montes has over 20 years of experience in the HR staffing and custodial field. West Force Division is fully insured.

West Force Division offers a variety of services, included but not limited to full service and or staffing to Facility custodial operations and staffing to large industries. West Force Division offers Staffing services to stadiums, Education facilities and a variety of Sports & Entertainment venues along with site janitorial services to large manufacturing and public facilities. West Force Division was founded in Denver Colorado and as a result of quality of work and ability to develop and retain customers over years, West Force Division is now operating in other states outside of Colorado. As a company, we are able to provide jobs for over 500 employees on a daily basis and able to staff for difficulty filling positions across the nation. **West Force Has the capability to fill other education positions: substitute teachers, admin staff and custodians.**

West Force Division team members are trained to provide our customers with outstanding personal service along with work quality. We maintain our reputation through our actions by delivering high quality service and commitment to our customers. We tailored this proposal to address all locations requirements and plan to use our own operational approach and processes to ensure dedicated responsiveness to you.

- Our management staff and customer support center are available 24 hours a day, 7 days a week, 365 days a year. We understand the importance of communication and operational needs that may come up unexpectedly. This is why West Force Division commitment to customer service support to our clients is always a priority.
- Our work order system is available to our clients to ensure a seamless flow between requests and responses. This enables us to track any requests to ensure quality control and responsiveness at all times for full outsource accounts.
- Our innovative quality control program includes safety, random quality inspections, employee training and development, supply cost containment and constant communication.
- Our green approach program policy that incorporates safer chemicals and methods with cleaning efficiency that will have an impact on clients, guests, employees and of course a token to our environment for full service custodial and Facility accounts where needed.

We commit to accomplishing the staffing services as outlined in this solicitation by promoting quality, support, safety, cleanliness and a great place for our employees to work. All This along with proving a clean and service environment for your Schools.

West Force looks forward to developing a successful and longstanding partnership with the DeSoto County through the execution of this proposal. Should you have any questions regarding our proposal, please contact

Xochitl Montes at (720)335-8270 or [Xochitl@westforcedivision.com](mailto:Xochitl@westforcedivision.com).

We appreciate the opportunity to perform these services for you.

## Qualifications and Background

### Background information

West Force Division background in staffing, janitorial and facilities support services is engrained in the business. All of our management team including ownership had worked in staffing and recruiting industry for many years. Our company culture is very special, and we are all part of the West Family. Our background in staffing along with human resources make our company unique in the sense that we understand client and employees' expectations. West Force culture, tools, processes, systems and outstanding customer service are a great part of our success. Everyday West Force has over 500+ employees working under our umbrella spread throughout the United States and we are proud of our accomplishments and quality of service. We are a nationwide staffing and support services company privately owned (not a franchise) which provides flexibility and better understanding of client needs. A nationwide staffing with local support.

West Force consistently demonstrate our ability to successfully perform services such as Staffing, Custodial, healthcare housekeeping, Facilities maintenance support, always with professionalism, integrity and documented excellence that has resulted on our growth. Currently West Force provides services to 7 states with a variety of scopes and high-profile events.

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

- Sports & Entertainment
- Healthcare- Hospital- Clinics
- Education
- Casinos
- Warehouses
- Manufacturing Facilities
- Cemeteries
- Large rodeo events
- Hospitality
- Large worldwide sporting events
- Commercial Laundry Facilities
- Food production Facilities

West Force offers a full range of cafeteria workers, janitorial, custodial, staffing and facilities management that includes;

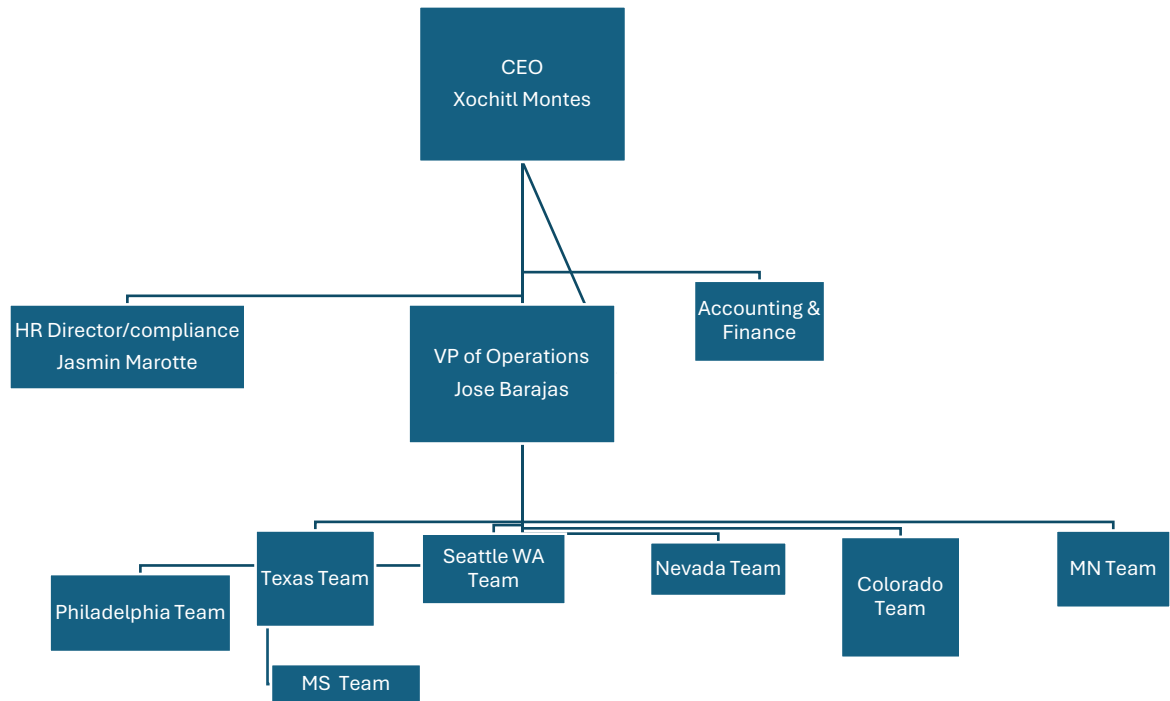
- Janitorial/Custodial
- Cafeteria staff
- Power Washing
- Administrative staff
- Substitute teachers
- Snow removal
- Staffing Services
- Executive search recruiting Service
- Construction Clean up
- Windows Cleaning
- Carpet restoration, Maintenance and extraction
- Grounds & Facilities Maintenance

Our company has a strong backbone support of a great and experience Corporate support team. Through our Corporate team our clients receive the added-value following services:

Human Resources Department  
Quality Assurance  
24/7 Customer support  
Compliance

Finance and Accounting  
Safety Trainings  
Payroll  
Business Administration

## Visual representation of our Org Chart



### Qualifications:

West Force Team is trained in delivering high-quality janitorial services to our customers through a true partnership and longevity. Our field operations teams are onboarded by our HR team, trained by operations and supported by HR and payroll during their employment. Our turnover is very low as most employees, including management had worked for West Force since the beginning of our operations. Client satisfaction is our priority, this is why we have implemented systems in order to meet our commitments.

Below are some of our processes in place:

- \*Customer service support 24/7
- \* Work order system
- \*Uattend time clock systems
- \*Customer Survey

- \*Monthly safety Trainings
- \*Quality Control Inspections
- \*Weekly Management Meetings
- \*Employee recognition

West Force is committed to excellence, which we achieve through the implementation of SOP and KPI to ensure quality standards are met



**References:**

Please refer to the table below for selected West Force Customers that have referred our company to other facilities for services.

Company name	Contact Information	Project Scope Description & yearly value
Lumen Stadium- Seattle WA	Raul Frausto <a href="mailto:Frausto-raul@aramark.com">Frausto-raul@aramark.com</a> 206-2913780	West Force Division provides food & concessions, event and post event clean up which includes cleaning of the field and event center. A total of 450,000 sqft facility space. West force work with our client to ensure all scores and quality are up to standard through processes in place.  Project Dates: 11/20/2022 to present Project Value: \$939,000 per year
T-Mobile Park	Heath Seaton <a href="mailto:Heath.Seaton@abm.com">Heath.Seaton@abm.com</a> 316-409-9053	West Force Division provides full service janitorial service to this facility as a subcontractor, providing, leads, supervisor and over 80 custodians, a power washing crew, food concessions staff. West force work with our client to ensure all scores and quality are up to standard through processes in place.  Project Dates: 11/20/2022 to present Project Value: \$1,300,000 per year
Bell Harbor Corporate	Brandon J Maeda <a href="mailto:bmaeda@heathmankirkland.com">bmaeda@heathmankirkland.com</a> 425-284-5801	West Force is the provider for housekeeping services during high profile events. The scope of work is Banquet servers, food servers, restroom janitorial services, and open areas custodial services.  Project Dates: 11/20/2022 to present Project Value: \$30,000 per year
Guidant Facility in Austin TX	Enrique Marquez <a href="mailto:Enrique.Marquez@abm.com">Enrique.Marquez@abm.com</a> 713-542-5204	West Force is the subcontractor provider for full custodial services in this facility. The scope of work includes, full custodial services, floor and carpet care, recycling crew, during and post construction clean up. West force is the provider of supervisors, leads and custodial crews.  Project Dates: 11/20/2021 to present Project Value: \$4,000,000 per year

# The Management Team

## West Force Management Team

Xochitl Montes- President

P: 720-335-8270

E: [Xochitl@westforcedivision.com](mailto:Xochitl@westforcedivision.com)

Jose Barajas- Vice-president of Operations

P: 303-667-7361

E: [Jose@westforcedivision.com](mailto:Jose@westforcedivision.com)

Jasmin Marotte- HR Director

P: 720-645-4792

E: [HR@westforcedivision.com](mailto:HR@westforcedivision.com)

In addition to the above team, this proposal will have the following management local support:

Javiera Contreras- TX & Tennessee Régional manager

P: 713-204-1977

E: [Javiera@westforcedivision.com](mailto:Javiera@westforcedivision.com)

Jesus Contreras: Account Manager

P: 832-622-7064

E: [JesusA@westforcedivision.com](mailto:JesusA@westforcedivision.com)

Gabriela Rivera: Account and Quality Control Manager

P: 512-900-0423

E: [Gabriela@westforcedivision.com](mailto:Gabriela@westforcedivision.com)

# Hiring and Recruitment Process

## Hiring Process

At West Force, finding the right talent to support our projects is very important. Our teams are the heart of our business, and we have a clear understanding that our employees are the reflection of our services. Retaining quality staff is among our top priorities. We take the following steps to ensure full cycle of recruitment is completed. Our employees are paid every Friday (weekly) either via direct deposit or live check.

- Competitive salaries
- Benefits, incentives and employee recognition
- Provide the right tools for the job
- Onboarding training
- Safety training
- Hold regular meetings with our teams
- Prompt pay
- Prescreening
- Background checks
- Fingerprint screening if applicable by client
- On the job training

Our dedicated recruiters will interview, select, pre-hire screening and based on site manager feedback an offer will or not will be extended to the candidate.

Our HR Director holds weekly meetings with recruiters to ensure all vacancies are filled and to take action on any employee relations issue.

West Force offers benefits to all full employees and are eligible 7 days after hire. Benefits offered to our employees are health, dental, vision, life insurance and short term disability. We are fully insured and compliant with all state & Federal law regulations.

Our employees are paid weekly and have access to either live check or direct deposit. Employees have access to an employee portal to view paystubs, w-2 and change and update profile information.

# Ability and Approach to Quality

## Service Support and processes

West Force has centralized systems in place to ensure quality and customer expectations are met in a timely manner. Designated management and admin support are in place to ensure all areas are covered to stay true to our commitment.

West force manages the quality of the services we deliver to you by providing a trained workforce and specialized teams as deem necessary. Our cleaning methodology encompasses supervision from all levels of our organization, training, customer relations, quality control, team building, communications, and operations support to your facilities. We have a central center and protocol called Force Support which is the connection between our clients and our response to all matters.

Force Support is activated 24/7 and is available to all of our customers to ensure issues or requests are escalated to the appropriate support group to solve them immediately.

### Administrative & Operative Support

- **Daily Calls-** At West Force we understand that communication is key to the success of our operations. This call allows our team to have visibility on any issues or success that are happening within each account/project and take actions immediately. During this meeting force control log is review.
- **24/7 coverage via email and telephone;** Our team and customer service support are available 24/7 even if West force is assigned to only a certain shift for the designated project.
- **Work Order Tracking System:** centralized system to schedule and track work orders. Review staff, supplies and inventory of equipment if applicable to client accounts.
- **Quality improvement reports & surveys:** Monthly survey sent to the client to reinforce and improve our services.
- **Half Days & full days:** West Force is able to offer half day staff with a minimum and full days. 4 hour minimum is applicable for any non-full day coverage
- **IT:** Our IT dept is always active and with back up data services to ensure all information is saved and protected.
- **Invoices:** Invoices are prepared and sent out on a weekly basis with all supportive documentation. We are able to support 45 day net pay. Our organization is financially stable to support up to \$1.50M weekly payroll.
- **Direct Hires:** If client wishes to directly hire one of our temp employees, the employee must work for the temp agency for a minimum of 480 hours at no cost for conversion. This to be able to recover recruiting expenses. If district is interested in hiring the employee prior to the 480 hour rule, there will be an admin fee of 50% charge on outstanding hours to complete the 480 rule.

During our phase-in of this contract West Force will create job templates to ensure all areas in the scope of work are accounted for. Additionally, SOP will be created to ensure the SOW for the Facilities

is detailed for training and quality improvement processes. This will allow us to create the needed schedules and staff to cover all areas in this contract. During our initial phase we will allocate the number of inspections required based on size, service and complexity of the tasks and or facility.

## **Employee screening program**

West Force Screening program as follows:

1. Review current candidates to find match to positions in this contract
2. Interview and set up pre screening process
3. Run background check for all applicants, drug testing and specific client requirements
4. Make a job offer
5. Complete I-9 form and verification process
6. Make a job offer and schedule orientation training and paperwork

## **Employee Training Program**

West Force believe that a huge contribution to company culture is training. Creating a healthy and safe environment is key for the performance of our employees. We have a strong commitment to training as we understand how this impacts on our performance and results in this and all contracts. Training is continuous and does not end with new hires, this is a continuous improvement process that goes beyond new hires. All employees receive regular ongoing training in all areas of work to update and enhance their skills. Initial training is the most important piece to retain staff. Our retention rate is high as a result of culture, weekly pay, training and employee rewards program.

We are HR professionals and members of SHRM and HRCI associations to stay up to date with employment laws. Additionally, we are members of ASA Association and attend to HR relations and HR topic training on a regular basis.

Employees are required to attend 30-minute-long monthly safety training sessions. Below are some of the training procedures schedules for West force team members.

- New hire paperwork
- Introduction to our company-SWO, equipment, QI, schedules
- Wage & Benefits
- Badges & Security
- Communication
- SDS
- Site specific requirements & Pandemic event related training
- Safety
- Company policy which includes and is not limited to; EEO, sexual harassment policy, accident prevention, safety training, communication, PPE, proper tools, breaks, paydate, anti harassment, drug & alcohol, safety in the workplace and updates.
- Tools and equipment training along with hands on demonstration on the job training and documentation.
- Specific site safety training and orientation
- Building security and night shift protocols

# Uniforms

West Force require employees to wear uniforms for the safety our employees and client safety. Our uniform consist of: Navy Blue shirt and black long pants. Black shoes and must always present a clean appearance with a laundered and tucked-in shirt. This dress code maybe adjusted depending on weather conditions. Proper badging is required and a hat maybe allowed depending on weather or site conditions.



## Transition Plan

Upon notification of the contract award from DeSoto County, West Force will visit the facilities to initiate our phase-in plan. All of our admin support will be focused on supporting the account through the transition plan.

West Force will create a customized plan and now a formal phase-in plan based on the scope of work and contract requirements. The transition period is the most critical period to ensure a smooth and uninterrupted plan is in place. Getting off a good start is important in initiating customer relationships and developing employee attitudes. All milestone drafts will be created and adjusted based on contract start date as necessary until the process is ready to go.

All of our operation admin and management support will act as hands on and will review open items and adjustments as we take over previous contract. If this opportunity allows- we will assign managers to shadow current company providing the service to quietly observe the work they perform for a few days. Based on observations we will get feedback from client on areas of improvement to incorporate those items/tasks into our own transition plan.

### Phase to Action includes:

- ❖ Recruiting
- ❖ Badging if applicable
- ❖ Employee orientation for the specific Site
- ❖ Creation of SOP and on site checklists if applicable

### Below is a general draft sample of phase-in Plan Leadership Team

Owner	Phase in Actions	Due
LT	Execute Contract	TBD
LT	SOW-SOP	TBD
LT	Creation of schedules if applicable	TBD
LT	Customer contact for all levels	TBD
LT	Customer monthly survey option and set up	TBD

### Human Resources

Owner	Phase in Actions	Due
HRM/recruiters	Identify interview new hires	TBD
HRM	Identify badge and access requirement	TBD
HRM/Recruiters	Recruit/interview and hire staff	TBD
HRM	Site specific training and orientation	TBD

### Force Team Services & Compliance

Owner	Phase in Actions	Due
FT	Insurance certs and compliance docs	TBD
FT	Uniform requirements	TBD

### Payroll

Owner	Phase in Actions	Due
HRM/Payroll	Identify timekeeping processes	TBD
HRM/Payroll	Create payroll schedules and approval accesses	TBD
HRM/Payroll	Timesheets and timeclock training	TBD



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<b>PRODUCER</b> Michael Santos Insurance Services 5666 La Jolla Blvd #303 La Jolla, CA 92037-7523	858-229-1826 858-408-2901	<b>CONTACT NAME:</b> Michael Santos Insurance Services <b>PHONE (A/C No. Ext):</b> 858-229-1826 <b>FAX (A/C No):</b> 858-408-2901 <b>E-MAIL ADDRESS:</b> msantos@wcAccess.com																					
<b>INSURED</b> West Force Division, LLC 8221 E. 105th Ave Henderson, CO 80640	720-335-8270	<table border="1"><thead><tr><th colspan="2">INSURER(S) AFFORDING COVERAGE</th><th>NAIC #</th></tr></thead><tbody><tr><td>INSURER A:</td><td>Everest Indemnity Insurance Company</td><td>10851</td></tr><tr><td>INSURER B:</td><td>StarNet Insurance Company</td><td>40045</td></tr><tr><td>INSURER C:</td><td>Everest National Insurance Company</td><td>10120</td></tr><tr><td>INSURER D:</td><td>Arch Specialty Insurance Company</td><td>21199</td></tr><tr><td>INSURER E:</td><td></td><td></td></tr><tr><td>INSURER F:</td><td></td><td></td></tr></tbody></table>	INSURER(S) AFFORDING COVERAGE		NAIC #	INSURER A:	Everest Indemnity Insurance Company	10851	INSURER B:	StarNet Insurance Company	40045	INSURER C:	Everest National Insurance Company	10120	INSURER D:	Arch Specialty Insurance Company	21199	INSURER E:			INSURER F:		
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A	Professional Liability E&O		91MLN01038-241	11/22/2024	11/22/2025	1,000,000/2,000,000 Deduct: \$5,000														
C	Crime 1st and 3rd Party		91CR001594-242	11/22/2024	11/22/2025	2,000,000/1,000,000 Deduct: \$10,000														
D	Cyber and Network Liability		C-4LPY-085358-CYBER-20	07/17/2024	07/17/2025	\$5,000,000 Retention: \$25K														

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

**CERTIFICATE HOLDER****CANCELLATION**

Proof

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

AUTHORIZED REPRESENTATIVE

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# INVOICE

Invoice Amount

**\$400.00****CLIENT NAME**

Remit Payment To:

AP fbo **West Force Division LLC: Main**

PO BOX 31001-2427

Pasadena, CA 91110-2427

Invoice No.

11248

Invoice Date

05/03/2024

Payment Terms

Net 14 Days

**SAMPLE INVOICE****Client Name**

207 E 5th Ave

Eugene, OR 97401

Make Check Payable to AP fbo **West Force  
Division LLC****PAYMENTS WILL NOT BE CREDITED UNLESS MAILED DIRECTLY TO THE REMIT ADDRESS LISTED ABOVE**

Customer Name		Department		Customer No.	
ABM - University of Oregon		University of Oregon		708597	
Description		Type	Units	Rate	Amount
WeekWorked: 05/04/2024 <b>Example</b>					
John Smith		Reg	8.00	\$25.00	\$200.00
Barbara Jolie		Reg	8.00	\$25.00	\$200.00
Total This WeekWorked:		Reg: <b>16</b> OT: 0 DT: 0	<b>16</b>		

**Reg: 16.00OT: 0 DT: 0****Total - This Invoice:****\$400.00**

*All proceeds of this invoice have been assigned to and are property of Paychex Advance LLC doing business as Advance Partners, Cleveland, Ohio.  
A UCC-1 financing statement has been filed to perfect this secured interest.*

Please include the invoice numbers being paid with the payment. Disregard this notice if payment has been made.

For electronic payment instructions, please contact our cash department.

by e-mail: [epayments@armanagement.services](mailto:epayments@armanagement.services)

by phone: (844)521-3802



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<b>PRODUCER</b> GIA Risk Management 9195 W. 44th Ave.  Wheat Ridge CO 80033		<b>CONTACT NAME:</b> Cynthia M. Dansby <b>PHONE (A/C, No, Ext):</b> (303) 423-0162 Ext 132 <b>FAX (A/C, No):</b> (303) 424-1276 <b>E-MAIL ADDRESS:</b> cdansby@e-gia.com	
<b>INSURED</b>  West Force Division / All Staffing LLC PO BOX 29067  Thornton CO 80120		<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Travelers Casualty Insurance Company of America <b>INSURER B:</b> <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>	
		<b>NAIC #</b> 19046	

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