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Cover Letter

On behalf of the Team here at UniFirst Santa Fe Springs, I want to thank the Newport Mesa Unified School District for this opportunity.

It’s been a challenging year for all of us and we’ve been fortunate to retain 92.35% of our customers through the pandemic. We’re grateful to be able to serve our fellow essential service businesses and help keep our employees safe and employed.

Our customers have ranked us the #1 provider in Southern California on Yelp, and we attribute this to being ISO certified, investing $2,000,000 annually in training our Route Service Representatives and by providing exceptional service and products.

Not all mats and mops are created equally! We self-manufacture our wet mops, dry mops, and our mats:

- UniFirst Wet Mops - Feature synthetic yarns that are designed to pick up and hold more water than traditional cotton mops, and they’re manufactured using antimicrobial fibers that help resist the growth of odor-causing bacteria, mold, and mildew.
- UniFirst Dry Mops - Patented Synergy Twist yarns that won’t fray or unravel, for mop heads boasting maximum cleaning efficiency.
- UniFirst Mats - All UniFirst floor mats are certified as “high traction” by the National Floor Safety Institute (NFSI) and are made exclusively in UniFirst manufacturing facilities in the USA.

Before making your final decision, let us provide samples of our mops and our mats.

We hope to have the opportunity to provide the Newport Mesa Unified School District with our excellent services and products this year, and for years to come.

Gratefully,

[Signature]

R. Anthony Ortega
General Manager

UniFirst Corporation
13123 Rosecrans Avenue
Santa Fe Springs, CA 90670
Executive Summary

UniFirst will be delivering hygienically cleaned towels, UniFirst manufactured mops, UniFirst manufactured mats and we will be picking up dirty towels, mops and mats at each Newport Mesa Unified School District location listed in RFP # 104-22, each week and on time.

Your Route Service Representative (RSR) will have an itemized count of all items being delivered and will make an itemized count of all dirty items picked-up at each location, every week.

If the Newport Mesa Unified School District employee refuses to sign the ticket, our RSR shall immediately remove all newly delivered items from the delivery location and then shall immediately contact his District Service Manager (DSM). The DSM shall then immediately notify the designated Newport Mesa Unified School District Administrator as to the problem incurred, the location and, if available, the name of the employee.

We will follow the LOST RENTAL ITEMS and the LIQUIDATED DAMAGE processes and procedures spelled out in RFP # 104-22.

UniFirst will have a Triple-Pro Team assigned to the Newport Mesa Unified School District overseen by our Service Director, Albert Hernandez and General Manager, Anthony Ortega to ensure that the Newport Mesa Unified School District is completely satisfied with our items and service.

The Newport Mesa Unified School District Triple-Pro Team includes:
District Service Manager: Dolores Navarro
Route Service Representative: Alex Cordova
Dedicated CSR, located in our Santa Fe Springs, CA office: Elizabeth Amador

In addition, UniFirst will survey the Newport Mesa Unified School District every quarter as an additional means of getting feedback and keeping the Newport Mesa Unified School District a completely satisfied client.
In 1936, UniFirst’s depression era beginnings were born in a small garage in Boston, Massachusetts. In that small Boston area garage we cleaned the garments of local factory workers. Since then, we’ve grown to over $1.8 billion in annual revenues, with 260 service locations across the U.S. and Canada. Today, we are the 3rd largest industrial laundry in the world with 5 manufacturing plants and 260 distribution centers that service over 300,000 customers each week.

Even though we are a big company, one of the secrets to our success is that we treat each one of our local service operations, like the one here in Santa Fe Springs, California, as if it were its own small business. It’s all part of the “Family Culture” that we are so proud of. This allows us to ensure we are catering to the needs of local communities we serve.

We are recognized as a leader in our industry:

- Named to Newsweek's 2020 List of America's Best Customer Service Providers
- Forbes Magazine 2019 America's Best Employers List
- Barron's 2020 List of the 100 Most Sustainable Companies in the United States
Anthony Ortega
General Manager
12 Years with UniFirst
Enjoys spending time with his wife, son and is an Dallas Cowboy Fan

“Building great customer experience does not happen by accident. It happens by design.”
UniFirst does this through our people, products and processes: all which are dedicated to Customers for Life!

Albert Hernandez
Service Director
8 Years with UniFirst
Proud father of 3 sons and a daughter
Enjoys camping, golfing and exercising

Dolores Navarro
District Service Manager
6 Years with UniFirst
Enjoys spending time with her son and going to the movies

Alex Cordova
Route Service Representative
3 years industry experience, 1 year with UniFirst
His favorite hobby is creating and editing sports videos

Elizabeth Amador
Dedicated Customer Service Representative
4 Years with UniFirst
Understanding of Project

UniFirst will be servicing all the Newport Mesa Unified School District locations listed in RFP # 104-22, weekly, on a mutually agreed upon day, between the hours of 6:30 A.M. and 2:30 P.M.

Our Route Service Representative (RSR) will submit an itemized delivery ticket with each delivery made. The ticket shall specify the number of items for each delivery to location as well as an itemized list of the items picked up from the same location. Our RSR will not deliver or pick-up any items without the delivery ticket being signed.

If the Newport Mesa Unified School District employee refuses to sign the ticket, our RSR shall immediately remove all newly delivered items from the delivery location and then shall immediately contact his District Service Manager (DSM). The DSM shall then immediately notify the designated Newport Mesa Unified School District Administrator as to the problem incurred, the location and, if available, the name of the employee.

LOST RENTAL ITEMS:
A. UniFirst will submit a complete accounting of missing items every six (6) months to the designated Newport Mesa Unified School District Administrator.
B. The Newport Mesa Unified School District may either locate the missing items and return them to the contractor or reimburse the contractor for the missing items provided there is sufficient documentation to verify the shortages and a proper invoice is submitted.
C. The Newport Mesa Unified School District will not be liable for payment of any lost items for which it has not been notified.
D. Items lost by UniFirst will be replaced at no charge to the Newport Mesa Unified School District.

LIQUIDATED DAMAGE:
UniFirst agrees that the Newport Mesa Unified School District reserves the right to deduct payment from the invoices or refuse payment and require an amended invoice be provided as liquidated damages based on the following schedule:
• Delivery Shortages – amount equal to the cost per item, per week.
• Failure to replace or repair damaged item - amount equal to the cost per item, per week.
• Failure to replace worn out, stained or otherwise unserviceable items - amount equal to the cost per item, per week.
References

SC Fuels
Brian Griffith – Purchasing Manager
griffithb@scfuels.com
206.595.6061
Project Scope – Large multiple site statewide client with $5,000 in program spend per week
Products – Mats, towels, microfiber, mops, uniforms, paper, soap/sanitizers, gloves, chemicals

Fenix Marine
Matthew Dickinson
mdickinson@fmslax.com
310.548.8841
Project Scope – Large single site client in the port with $4,500 in program spend per week
Products – Mats, towels, mops uniforms, gloves

McKenna Auto Group
Mel Mayuga – Service Operations Manager
mmayuga@mckennacars.com
562.868.3233
Project Scope – Southern CA regional dealership client with $2,500 in program spend per week
Products – Mats, towels, microfiber, mops, uniforms, paper, soap, gloves, chemicals

Bicycle Casino
Joeanna Quinteros
jquinteros@thebike.com
562.441.2180 x7272
Project Scope – Large single site client multiple service days with $2,000 in program spend per week
Products – microfiber towels, uniforms, aprons, towels

City of Torrance
Liz Shoroma – Public Works manager
tyesia@torranceca.gov
310.618.6267
Project Scope – Multiple dept municipality client with $1,500 in program spend per week
Products – Uniforms
List of Representative Projects

SC Fuels
Project Scope – Large multiple site statewide client with $5,000 in program spend per week
Products – Mats, towels, microfiber, mops, uniforms, paper, soap/sanitizers, gloves, chemicals

Fenix Marine
Project Scope – Large single site client in the port with $4,500 in program spend per week
Products – Mats, towels, mops uniforms, gloves

McKenna Auto Group
Project Scope – Southern CA regional dealership client with $2,500 in program spend per week
Products – Mats, towels, microfiber, mops, uniforms, paper, soap, gloves, chemicals

Bicycle Casino
Project Scope – Large single site client multiple service days with $2,000 in program spend per week
Products – microfiber towels, uniforms, aprons, towels

City of Torrance
Project Scope – Multiple dept municipality client with $1,500 in program spend per week
Products – Uniforms

Cities We Currently Service:
City of Anaheim
City of Brea
City of Carson
City of Cerritos
City of Culver City
City of Garden Grove
City of Huntington Beach
City of Hawaiian Gardens
City of Laguna Beach
City of Laguna Woods
City of Lynwood
City of Manhattan Beach
City of Norwalk
City of Torrance
City of Whittier
City of Yorba Linda
Disclosure of Claims/Lawsuits

I. UniFirst Corporation has no lawsuits whatsoever which concern breach of contract, professional negligence, errors and omissions, malpractice, improper practices, or ethic violations which have been filed in court or arbitration arising out of our services in the past five years.

II. UniFirst Corporation has no claims against a public agency which concerns work performed by your firm pursuant to a contract or payment for a contract and filed that claim in court or arbitration in the past five years.
ATTACHMENT 2
NON-COLLUSION DECLARATION

The undersigned declares:

I am the General Manager of [Name of Company], the party making the foregoing bid.

The bid is not made in the interest of, or on behalf of, any undisclosed person, partnership, company, association, organization, or corporation. The bid is genuine and not collusive or sham. The bidder has not directly or indirectly induced or solicited any other bidder to put in a false or sham bid. The bidder has not directly or indirectly colluded, conspired, connived, or agreed with any bidder or anyone else to put in a sham bid, or to refrain from bidding. The bidder has not in any manner, directly or indirectly, sought by agreement, communication, or conference with anyone to fix the bid price of the bidder or any other bidder, or to fix any overhead, profit, or cost element of the bid price, or of that of any other bidder. All statements contained in the bid are true. The bidder has not, directly or indirectly, submitted his or her bid price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, to any corporation, partnership, company association, organization, bid depository, or to any member or agent thereof to effectuate a collusive or sham bid and has not paid, and will not pay, any person or entity for such purpose.

Any person executing this declaration on behalf of a bidder that is a corporation, partnership, joint venture, limited liability company, limited liability partnership, or any other entity, hereby represents that he or she has full power to execute, and does execute, this declaration on behalf of the bidder.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed on [Date], at [City], [State].

Signed: [signature]

Print Name: [Print Name]
<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>ESTIMATED WEEKLY USAGE</th>
<th>COST PER ITEM PER WEEK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blue Microfiber Towels (Size 12 x 12) Item 0434 Size (16 x 16)</td>
<td>6000</td>
<td>$10.13</td>
</tr>
<tr>
<td>Orange Microfiber Towels (Size 12 x 12) Item 0434 Size (16 x 16)</td>
<td>6000</td>
<td>$10.13</td>
</tr>
<tr>
<td>White Microfiber Towels (Size 15 x 16) Item 0439 (16 x 16)</td>
<td>3000</td>
<td>$10.13</td>
</tr>
<tr>
<td>Standard White/Blue Terry Towels Item 0591 (16 x 30)</td>
<td>2500</td>
<td>$0.11</td>
</tr>
<tr>
<td>Wet Mop: 12 oz Cottonloop endfiber (Not available)</td>
<td>120</td>
<td>$3</td>
</tr>
<tr>
<td>Wet Mop: 24 oz Cottonloop endfiber Item 0116</td>
<td>120</td>
<td>$1.00</td>
</tr>
<tr>
<td>Microfiber Mop: 24&quot; Item 0433</td>
<td>120</td>
<td>$0.05</td>
</tr>
<tr>
<td>These advanced microfiber mops contain microscopic fibers that can absorb up to six times their weight in water. A-and because their fibers are positively charged, they naturally attract and hold dirt and dust without the need for chemicals.</td>
<td>500</td>
<td></td>
</tr>
<tr>
<td>$4.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microfiber Mop: 36&quot; Item 0434</td>
<td>120</td>
<td>$1.11</td>
</tr>
<tr>
<td>These advanced microfiber mops contain microscopic fibers that can absorb up to six times their weight in water. A-and because their fibers are positively charged, they naturally attract and hold dirt and dust without the need for chemicals.</td>
<td>500</td>
<td></td>
</tr>
<tr>
<td>$4.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Microfiber Mop Handle Frame</td>
<td>120</td>
<td>$5.00</td>
</tr>
<tr>
<td>Dust Mops: 24&quot; Continuous loop Cotton per Item 0224</td>
<td>120</td>
<td>$0.70</td>
</tr>
<tr>
<td>Synergy Twist dustmops have patented Synergy Twist yarn that won't fray or unravel and will maximize your cleaning efficiency. Lightweight synthetic loop mop for easier floor cleaning and dust control at lower cost.</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>$0.70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust Mops: 36&quot; Continuous loop Cotton per Item 0226</td>
<td>120</td>
<td>$0.90</td>
</tr>
<tr>
<td>Synergy Twist dustmops have patented Synergy Twist yarn that won't fray or unravel and will maximize your cleaning efficiency. Lightweight synthetic loop mop for easier floor cleaning and dust control at lower cost.</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>$0.90</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust Mops: 48&quot; Continuous loop Cotton per Item 0248</td>
<td>120</td>
<td>$1.20</td>
</tr>
<tr>
<td>Synergy Twist dustmops have patented Synergy Twist yarn that won't fray or unravel and will maximize your cleaning efficiency. Lightweight synthetic loop mop for easier floor cleaning and dust control at lower cost.</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>$1.20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust Mops: 56&quot; Continuous loop Cotton per Item 0300</td>
<td>120</td>
<td>$1.50</td>
</tr>
<tr>
<td>Synergy Twist dustmops have patented Synergy Twist yarn that won't fray or unravel and will maximize your cleaning efficiency. Lightweight synthetic loop mop for easier floor cleaning and dust control at lower cost.</td>
<td>120</td>
<td></td>
</tr>
<tr>
<td>$1.50</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Mat (Floor): 35 Phoenix fiber performance backer nitrile rubber base NIFS certified Item 5384</td>
<td>50</td>
<td>$1.75</td>
</tr>
<tr>
<td>The secret to their dirt-grabbing effectiveness is molded raised directional cleats that effectively scrape shoes clean. Made of heavy duty 80% nitrile rubber with stay-in-place waffle backing, these mats withstand the harshest use, yet retain their effectiveness.</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>$1.75</td>
<td></td>
<td></td>
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<tr>
<td>Standard Mat (Floor): 46 Phoenix fiber performance backer nitrile rubber base NIFS certified Item 5385</td>
<td>50</td>
<td>$2.65</td>
</tr>
<tr>
<td>The secret to their dirt-grabbing effectiveness is molded raised directional cleats that effectively scrape shoes clean. Made of heavy duty 80% nitrile rubber with stay-in-place waffle backing, these mats withstand the harshest use, yet retain their effectiveness.</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>$2.65</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard Mat (Floor): 39 Phoenix fiber performance backer nitrile rubber base NIFS certified Item 78AH</td>
<td>50</td>
<td>$1.00</td>
</tr>
<tr>
<td>Our Comfort Plus+ Dura-Last safety floor mats combine anti-fatigue properties with liquid flow-through features for optimum performance and safety in potentially wet environments.</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>$1.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Traffic Mat (Floor): 35 NIFS Certified High Traction grooved pattern reducing mat movement 30 mil weight Item 766A</td>
<td>50</td>
<td>$15.51</td>
</tr>
<tr>
<td>Constructed withdirct enhancing high-density nylon tufts that wipe shoes clean, these mats are actually attractive carpets that can trap and hold up to 15 pounds of unwated dirt and to a full gallon of water per square yard.</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>$15.51</td>
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<tr>
<td>Traffic Mat (Floor): 45 NIFS Certified High Traction grooved pattern reducing mat movement 30 mil weight Item 766B</td>
<td>50</td>
<td>$2.75</td>
</tr>
<tr>
<td>Constructed withdirct enhancing high-density nylon tufts that wipe shoes clean, these mats are actually attractive carpets that can trap and hold up to 15 pounds of unwated dirt and to a full gallon of water per square yard.</td>
<td>50</td>
<td></td>
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<tr>
<td>$2.75</td>
<td></td>
<td></td>
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<tr>
<td>Traffic Mat (Floor): 36 NIFS Certified High Traction grooved pattern reducing mat movement 46 mil weight Item 766C</td>
<td>50</td>
<td>$3.50</td>
</tr>
<tr>
<td>Constructed withdirct enhancing high-density nylon tufts that wipe shoes clean, these mats are actually attractive carpets that can trap and hold up to 15 pounds of unwated dirt and to a full gallon of water per square yard.</td>
<td>50</td>
<td></td>
</tr>
<tr>
<td>$3.50</td>
<td></td>
<td></td>
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</tbody>
</table>
## Cost Proposal - One Time Cost Items

<table>
<thead>
<tr>
<th>ITEM DESCRIPTION</th>
<th>Estimated Quantity</th>
<th>Cost Per Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mop Handle/Frame Microfiber Mops</td>
<td>120</td>
<td>Mop Handle - 8131 $10.40/Frame 24&quot; - 8132 $7.95, 36&quot; 8133 $10.25</td>
</tr>
<tr>
<td>Mop Handle/Frame Dust Mops</td>
<td>240</td>
<td>Mop Handle - 8131 $10.40/Frame 36&quot; 8133 $10.25, 48&quot; 8138 $11.70, 60&quot; 8139 $14.30</td>
</tr>
<tr>
<td>Mop Handle/Frame Wet Mops</td>
<td>240</td>
<td>Mop Handle - 8165 $9.35/No Frame</td>
</tr>
<tr>
<td>Setup Fees</td>
<td></td>
<td>Waived</td>
</tr>
<tr>
<td><strong>Lost/Replacement Fees</strong></td>
<td></td>
<td>Microfiber Towels $0.80, Terry Towels $0.70, 24&quot; Wet Mop $8.45, 24&quot; Microfiber Mop $4.78, 36&quot; Microfiber Mop $6.54, 24&quot; Dust Mop $9.90, 36&quot; Dust Mop $12.70, 48&quot; Dust Mop $15.25, 60&quot; Dust Mop $17.70, 3x5 Standard Mat $75.26, 4x6 Standard Mat $120.65, 3x9 Standard Mat $170.38, 3x5 Traffic Mat $50.15, 4x6 Traffic Mat $76.86, 3x10 Traffic Mat $101.50</td>
</tr>
<tr>
<td>Towel Container</td>
<td></td>
<td>No Fee for Bags and Bag Racks for Towels</td>
</tr>
<tr>
<td>Weekly Service Charge</td>
<td></td>
<td>$2.50 weekly per stop</td>
</tr>
</tbody>
</table>