

#4

FINANCE DEPARTMENT

Memo

June 10, 2022

Mr. Rob Brule
First Selectman
Town of Waterford
15 Rope Ferry Road
Waterford, CT 06385

Re: Bid Award – BID#22-131 Custodial Services for General Government Buildings

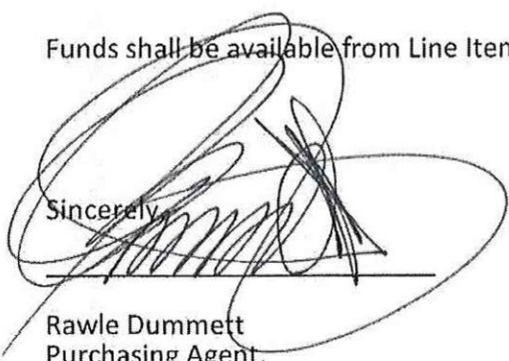
Dear Mr. Brule,

On June 6, 2022, Paul Koelle and I opened bids for the above-mentioned project with the attached results.

The Purchasing Agent on behalf of the Public Works Department recommends the contract for this project be awarded to the most qualified and responsive bidder Building One Facility, for \$84,000.00 in accordance with their submission dated May 26, 2022 and \$89,880.00 year two and \$96,171.00 year three at the Town's discretion. See clarification attached.

Funds shall be available from Line Item 10111-52040 Service Contracts and Repairs.

Sincerely,



Rawle Dummett
Purchasing Agent,
Town of Waterford

Rawle Dummett

From: Rawle Dummett
Sent: Monday, June 20, 2022 4:15 PM
To: 'Richard Parillo'
Subject: RE: Requested Information

Thanks for the information but our bid document clearly states at follow;

"S: Compensation: The contract is for two years with 3, one year extensions, solely at the option of the Town. Rate increases shall not exceed the CPI for the Waterford area."

Sincerely

Rawle Dummett
Purchasing Agent
Town of Waterford
Tele: 860-444-5842



From: Richard Parillo <richard.parillo@buildingonellc.com>
Sent: Monday, June 20, 2022 3:14 PM
To: Rawle Dummett <rdummett@waterfordct.org>
Cc: David Preste <David.Preste@buildingonellc.com>
Subject: Requested Information

CAUTION: This email originated from outside of the organization.
Do not click links or open attachments unless you recognize the sender's email address and know the content is safe.

Good Afternoon Mr. Dummett,

Thank you for reaching out to us for clarification on our pricing that was submitted for the recent Janitorial Services bid. As you can see from the attached document we submitted pricing as requested, monthly pricing and annual pricing for each building. We also provided the lump sum annual pricing. We understood annual to mean for the first year as the bid documents clearly stated that we would not be able to request annual increases beyond the annual CPI for the Waterford area. However, your called this morning indicated that you wish to know what our pricing would be for year two and year three. Please see below.

- 1) 1/1/2022 – 6/30/2023: \$84,000
- 2) 1/1/2023 – 6/30/2024: \$89,880
- 3) 1/1/2024 – 6/30/2025: \$96,171

Please let me know if there is any additional information or clarification needed from us. Have a great day and I look forward to hearing from you in the near future.



Rich Parillo
AVP Operations & Customer Development
57 Ozick Dr., Suite A
Durham, CT 06422
203-815-5441
Richard.parillo@buildingoneinc.com

From: George Yuille
To: Rawle Dummett
Subject: Re: Bid#22-131
Date: Tuesday, June 21, 2022 10:16:54 PM

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and know the content is safe.**

Good Morning,

The amount bid on was for a one year cost of \$97,800. The following year we "Nu Look Cleaning Service" would apply a 3% CPI rating which than would raise the total yearly cost the services \$100,734 or \$2,934 per year increase from year prior.
We can sign off on that rate / price increase if we are giving the contract. I hope this helps!

George Yuille, Manager
Nu Look Cleaning Service
Phone: 860 859-3624
Email: nulookcleaningservice@yahoo.com
On Tuesday, June 21, 2022, 02:34:33 PM EDT, Rawle Dummett <rdummett@waterfordct.org> wrote:

Good Day.

On page 15 of our bid document says the following: "The contract is for two years with 3, one year extensions, solely at the option of the Town. Rate increases shall not exceed the CPI for the Waterford area."

Please advise whether the price provided \$97,980.00 is for one year or the first two years. If not , what would be the cost for the second year?

I appreciate an urgent response.

Rawle Dummett

Purchasing Agent

Town of Waterford

Tele:860-444-5842

INTER-OFFICE MEMORANDUM

TOWN OF WATERFORD

To: Rawle Dummett, Purchasing Agent
From: Gary J. Schneider, Director of Public Works
Date: June 16, 2022
Re: Cleaning Bid



The Town received 4 bids for custodial services for Town Buildings. The bids ranged from \$84,000 to \$176,337. This service will be provided to Youth Service Bureau, Public Safety Building, Town Hall and the Municipal Complex. The contract is for two years with 3, one year extensions.

The Department reviewed the low bidder, Building One Facility Services, LLC from Durham CT and is recommending that the Town award the bid for this service to them.

Tabulation Sheet Bid#22-131 Custodial Services For Government Buildings			
VENDOR		Jan Pro of Central Connecticut	
BUILDING	ESTMATED SQ FEET	MONTHLY COST	ANNUAL COST
Youth Services Bureau	7340	\$2,147.27	\$25,767.24
Emergency Operations Center	1474	\$895.00	\$10,740.00
Public Works & T. Station Trailer	9101	\$2,702.51	\$32,430.12
Town Hall	30000	\$8,950.00	\$107,400.00
TOTAL	47915	\$14,694.78	\$176,337.36

Vendor Submission states total monthly cost as \$14,694.77 and Total annual cost as \$176,337.28. Tabulationsheet reflects corrected totals.

VENDOR		NuLook Cleaning Service	
BUILDING	ESTMATED SQ FEET	MONTHLY COST	ANNUAL COST
Youth Services Bureau	7340	\$1,545.00	\$18,540.00
Emergency Operations Center	1474	\$1,245.00	\$14,940.00
Public Works & T. Station Trailer	9101	\$2,180.00	\$26,160.00
Town Hall	30000	\$3,195.00	\$38,340.00
TOTAL	47915	\$8,165.00	\$97,980.00

VENDOR		Building One Facility LLC.	
BUILDING	ESTMATED SQ FEET	MONTHLY COST	ANNUAL COST
Youth Services Bureau	7340	\$1,200.00	\$14,400.00
Emergency Operations Center	1474	\$700.00	\$8,400.00
Public Works & T. Station Trailer	9101	\$1,500.00	\$18,000.00
Town Hall	30000	\$3,600.00	\$43,200.00
TOTAL	47915	\$7,000.00	\$84,000.00

VENDOR		Paramount Services Group, Inc.	
BUILDING	ESTMATED SQ FEET	MONTHLY COST	ANNUAL COST
Youth Services Bureau	7340	\$1,135.73	\$13,628.76
Emergency Operations Center	1474	\$395.04	\$4,740.48
Public Works & T. Station Trailer	9101	\$1,578.04	\$18,936.48
Town Hall	30000	\$4,794.14	\$57,529.68
TOTAL	47915	\$7,902.95	\$94,835.40

Vendor Submission states total monthly cost as \$7902.94 and Total annual cost as \$94,835.30. Tabulationsheet reflects corrected totals.

**TOWN OF WATERFORD
REQUEST FOR PROPOSALS**

BID#22-131 CUSTODIAL SERVICES FOR GENERAL GOVERNMENT BUILDINGS

The Town of Waterford Public Works Department is seeking proposals from qualified Bidders to provide Custodial Services for General Government Buildings. The Purchasing Agent will accept sealed proposals until **11:00 A.M. on Monday June 6th, 2022**. Proposals including assigned addenda shall be mailed or hand delivered to Purchasing Department at 15 Rope Ferry Road Waterford, CT 06385 no later than the time and date above, where they will be publicly opened and read aloud in the Louise Appleby Room. Late Proposals will not be accepted. Please see the Town of Waterford website at <http://www.waterfordct.org> for packets and all information regarding this Proposal. Any questions regarding this proposal are to be directed to the Purchasing Agent at rdummett@waterfordct.org. Telephone Number 860-444-5842. The Board of Selectmen reserves the right to reject any or all Proposals, in whole or in part, and to waive any informality in any Proposal when such action is deemed in the best interest of the Town; their decision is final.

**Rawle Dummett
Purchasing Agent
Town of Waterford**

A: This contract is for custodial services with a Performance-Based Statement of Work for the following facilities;

<u>Locations</u>		Estimated Square Feet
• Youth Services Bureau	200 Boston Post Road	7,340
• Emergency Operations Center	204 Boston Post Road	1,474
• Public Works (including T. Station Trailer)	1000 Hartford Turnpike	9,101
• Town Hall	15 Rope Ferry Rd	30000

It is the Contractor's responsibility to notify the Purchasing Agent if it is believed that the information provided is incorrect.

B: As a performance-based contract, the requirements are stated in terms of desired results with associated quality standards. This allows the Contractor to design the methods of achieving desired results established by the Town.

The work specified in this specification shall be in accordance with all Federal, State, and Town laws, codes, and ordinances and shall follow the more stringent of them. In addition to compliance with these laws, the Contractor shall follow all applicable standard industry practices including, but not limited to, the Occupational Safety and Health Act (OSHA) and CDC guidelines.

Custodial services are contracted by the Purchasing Agent with oversight provided by the Department of Public Works.

The Contractor is required to conduct custodial services in a manner as to utilize industry best practices and guiding principles to minimize the Town's Environmental Footprint. Products that are identified as environmentally sustainable shall be selected over those which do not carry such designations. The following factors to consider when selecting products include: environmental performance, cost performance, bio-based, recycled content, biodegradability, technical performance, and availability.

The cleaning schedule is considered the Contractor's efficient approach to the work, and shall not limit the Contractor to specific levels of staffing, means or methods. Changes necessary for achieving the contract performance work statement requirements shall be the responsibility of the Contractor. Cleaning schedules and any revisions are to be submitted to the Department of Public Words. The Contractor's cleaning schedule shall, as a minimum, identify the following frequency: -Daily cleaning -Periodic cleaning -Weekly cleaning -Monthly cleaning -Other frequencies.

Standard service is defined as all services that are included in the monthly price or are defined in the contract document. Prices are to include all applicable labor, materials, supplies, training/certifications, equipment (except as otherwise provided), supervision, and management.

Service calls are considered standard service requirements, such as nonrecurring requests for special events support, spills, replenishing restroom supplies, etc. Contractor shall provide adequate staff to respond to service calls during building(s) operating hours and during the Contractor's regular cleaning schedule. Service calls shall be monitored and satisfactorily responded to in a timely manner. The Contractor shall have a method of recording customer calls, the time to complete the service call, and the corrective action taken. These records shall be made available for review by the Department of Public Works. The costs of all service calls shall be reimbursed to the Contractor if the request is outside the building(s) operating hours and outside the Contractor's regular cleaning schedule. Service calls that the Department of Public Works determines to be urgent (spilled water in traffic areas, lack of toilet supplies, etc.) shall be handled immediately.

Extra Services: The Contractor shall provide extra services to fulfill the Town's intermittent need for work. These services are in addition to the services specified as a standard service. The Contractor shall not divert workforce to accomplish the extra services.

Cleaning Hours: The performance of the standard service cleaning at building(s) shall not take place between the hours of 8:00 a.m. and 4:30 p.m. The hours shall not be changed unless authorized by the Department of Public Works. The Youth and Family Service Building shall be cleaned in the evenings after 7:00 p.m.

The Town Hall shall have a 3:00 p.m. start time. In addition to the normal duties/responsibilities the custodian at Town Hall will be expected to set up the auditorium for meetings. Board of Finance, RTM, and occasional special session meetings only. A print out of a meeting monthly schedule will be left by the First Selectmen's Assistant for the custodian to know when meetings occur and to set up the auditorium.

The Emergency Operations Center is open 365 days a year 24 hours a day. That building only will need the restrooms cleaned on weekends and holidays.

C: Holidays: No cleaning is required on these dates. Public Works will supply a yearly list to the contractor of the Town's holidays.

- New Year's Day
- Martin Luther King Day
- President's Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving and the day after
- Christmas Day

When Holidays fall on weekends, a weekday is typically designated as the holiday.

D: In the performance of the contract, the contractor shall:

- Furnish all personnel, labor, equipment, materials, tools, supplies, supervision, management, training/certifications, and services, except as may be expressly set forth as Town furnished, and otherwise accomplish all actions necessary to or incident to, perform and provide the work efforts described in the contract.
- Ensure that their employees are properly trained, licensed and/or certified to perform the work as required by Federal, State, or local laws; codes, or ordinances.
- Be responsible to make the management and operational decisions to meet the quality performance standards required under this contract.
- Use innovation, technology and other means and methods to develop and perform the most efficient cleaning services for the buildings.
- Implement an effective service call system that results in prompt, professional, and courteous resolution of town concerns.
- Keep the Department of Public Works informed of current status of the work being performed, provide work schedules and other pertinent information needed by the Department.
- Reduce the environmental impacts of work performed under this contract by using, to the maximum extent, environmentally sound practices, processes, and products.
- Provide training for their employees that stress stewardship in cleaning practices i.e., the use, disposal and recycling of cleaning chemicals; and dispensing equipment and packaging.
- Have equipment to communicate with Department of Public Works and their employees to receive direction and respond to service calls, emergencies, status of projects, etc.
- Make reasonable efforts to assist the Town to prevent hazardous conditions and property damage. To the extent that relevant conditions or activities are noted but are not associated with the Contractor's scope, the Contractor shall promptly report such conditions or activities to the Department of Public Works. The Contractor shall protect the Town's property, buildings, materials, equipment, supplies, records and data that are within the Contractor's control against unauthorized access, loss or damage. The Contractor shall establish a system for on-site work force personnel to report potentially hazardous conditions in the building to the Department of Public Works regardless of whether the condition is within the Contractor's responsibility.
- Comply with all applicable governance documents, including, but not limited to Federal, State and local laws, regulations, and codes; including any supplements or revisions. The Contractor shall obtain all applicable licenses, training, and permits. If a change in law and/or regulation requires the Contractor to implement

an action that will result in an increase or decrease in contract price, the Contractor shall implement the required action and within 30 calendar days submit to the Purchasing Agent a price proposal for such change. If the Purchasing Agent determines an equitable adjustment is substantiated, a modification to the contract shall be issued.

- Furnish to the Department of Public Works all Safety Data Sheets (SDS) for any materials used in the performance of this contract. All new products used during the life of the contract must have SDS provided to the Department of Public Works prior to bringing and/or using these products on site. The Contractor shall use only commercially available products that meet Federal, State, and local codes. The Contractor shall maintain the SDS in a location accessible to all employees and shall advise the Department of Public Works of its location. The SDS shall be available for inspection on request.

The building(s) shall be fully staffed, beginning the first day of work under the contract.

E: Interior Services. The Contractor shall provide interior standard services for the work items listed below.

Performance Standards: The Contractor through innovation, technology, or other means shall perform the work in this contract to meet the quality and performance standards in this Section. Evaluations of the Contractors work shall be based on the standards in this Section.

Bare Floor Care: The Contractor shall provide a floor maintenance schedule to the Department of Public Works for all types of floors;

- **General:** Floors, base moldings, and grout shall be clean and free of debris including but not limited to dirt, water streaks, mop marks, string, gum, tar, and other foreign matter. The floors shall maintain their natural luster and not have a dull appearance. Wet mopping of bare floors shall be cleaned using disinfectant cleaner(s) with additional scrubbing, if necessary. These floors shall be slip resistant. Surfaces, baseboards, and corners shall be clean and dry. Walls, baseboards, and other surfaces shall be free of splashing and markings from the equipment. There shall be no visible buildup of finish in corners or crevices. Mops and cleaning rags shall be cleaned and sanitized before and after each day of use. Mops and cleaning rags used in restrooms shall not be used to clean any other areas.
- **Asbestos Containing Building Material (ACBM) Floors:** Cleaning of flooring that may contain asbestos material, such as Vinyl Asbestos Tile (VAT), shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, 'Asbestos Operations and Maintenance Work Practices.' Upon

request, the Government shall make available to the Contractor any asbestos sampling results.

- ADP/Data Center Floors: Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP)/Data Center spaces.
- Asphalt Floors: Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.
- Granite and Marble Floors: All applicable floor areas shall be maintained in accordance with industry standards.
- Loading Dock Floors: Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA) and/or State and local regulatory agency requirements.
- Stripping Floors: The old finish or wax shall be removed in accordance with standard commercial practices. Spots shall be eliminated. There shall be no evidence of gum, burns, scuffmarks, or wax buildup in corners or crevices. UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.
- Finishing Floors: Walls, baseboards, and other surfaces shall be free of finish residue and marks from equipment. Floors shall be free of streaks, mop strand marks, and skipped areas. The applied finished area shall have a uniform luster.

F: Carpets and Rugs:

- Extraction: Build-up spills and crusted materials shall be removed along with spots and smears. There shall be no areas of deterioration or fuzzing to the carpets and rugs as a result of harsh brushing or scrubbing. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets. The Contractor shall coordinate with the Department of Public Works the times when carpet shall be cleaned. The carpet shall be dry before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold. Moving of duplicating equipment, computer equipment, and similar types of electric and electronic equipment is to be coordinated with the Department of Public Works, as required, prior to cleaning of the carpet. Any furnishings moved are to be returned to their original positions.
- Spot Cleaning: Carpet surfaces shall be free of removable spots, soiled traffic patterns, dirt, dust, debris, gum, and crusted materials.
- Vacuuming: Carpet surfaces are to be free of dirt, dust, and other debris. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. The Contractor shall utilize at a minimum HEPA vacuum cleaners.
- Floor Mats and Runners: (The Town shall furnish all mats and runners.) Mats and runners shall be vacuumed to keep them free of removable spots, soiled traffic patterns, dirt, debris, gum, and crusted materials.

Restrooms, Shower Rooms, Locker Rooms

- **Cleaning:** All areas shall be cleaned using a disinfectant cleaner. Fixtures shall maintain a high level of luster and be free of dust, mold, mildew, streaks, and encrustations. Partitions, doors, vents, sills, and walls shall be free of dust, dirt, bodily fluids and waste, and graffiti. Shower curtains shall be cleaned and free of mold and dirt. Restrooms shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.
- **Dispensers:** (The Town shall provide dispensers and products.) The Contractor shall replenish supplies and fill dispensers as a standard service. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. Supplies including dispenser construction and efficiency shall be consistent with the safe and environmentally friendly products requirements referenced throughout this specification.
- **Floors:** The quality standard for providing standard service is the same as that described above
- **Waste Receptacles:** (The Town shall provide receptacles.) The Contractor shall empty, clean, and sanitize the sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Disposal of waste shall be treated the same as Blood Borne Pathogens
- Town will supply all paper products and soap for refills
- **Clean and Sanitize:** All fixtures and surfaces (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be clean with no dust, spots, soiled substances, discoloration, mold, build-up, or excess moisture.
- All wall surfaces shall be free of smudges, marks, dirt, and spots. Cleaning shall not cause discoloration.

Drinking Fountains

- All fountains shall be free of dirt, watermarks, and all other debris or encrustations. Drinking fountains shall be sanitized and present a lustrous appearance.

General Areas, Offices, Corridors

- **Horizontal Surfaces:** All surfaces shall be free of dust, dirt, oil spots, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed. Surfaces should be damp mopped or wiped with a germicidal cleaner. Contact time should be consistent with the manufacturer's recommendations.
- **Metal, Brass and Woodwork:** Surfaces (including corners, crevices, moldings, ledges, hand rails, grills, doors, door knobs, door frames, kick plates, etc.) shall be free of dust, streaks, spots, hand marks, oil, smudges, dirt, soiled substances, encrustation, and streaks.
- All glass, clear partitions, mirror surfaces, bookcases, and other glass shall be clean and free of dirt, dust, streaks, smudges, watermarks, spots, grime, and shall

not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture.

- All wall surfaces shall be free of smudges, marks, dirt, and spots. Cleaning shall not cause discoloration.
- Surfaces shall be dust free with a preference to using a micro-fiber or damp cloth, or backpack vacuum fitted with the appropriate dusting tool.

High Cleaning High Surfaces:

- Surfaces shall be cleaned and free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include the removal of vents, tiles, or fixtures.

Trash and Recycling Containers (Town will provide waste and recycling containers)

- All trash (including restrooms) shall be collected and removed to a location designated by the Department of Public Works. The containers shall be emptied and kept clean, odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash and debris containers shall not be torn, worn, or contain residue.
- The Contractor shall notify the Department of Public Works of any item or material identified by the Environmental Protection Agency (EPA) and State and local regulatory agencies as hazardous waste, hazardous materials, or Universal Waste observed in the trash receptacles. Typical prohibited wastes include but are not limited to fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries.
- Cardboard boxes will be placed next to the recycling containers and be removed by the contractor.

Elevators and Stairwells

- Railings, risers, ledges, grills, doors, radiators, and surrounding areas shall be free of dirt, dust, litter, and debris. Elevators and Stairways
- Door tracks shall be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter.
- Exterior and interior Car surfaces shall be clean and free of finger marks, smudges, and spills. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.
- Exposed Surfaces, Treads, Risers and Landings in stairways, entrances and landings shall be clean and free of dirt, debris, built up grime, dust, smudges, and other extraneous matter.

- All interior plate glass (to include glass over and in and vestibule doors, all plate glass around entrances, lobbies, and vestibules) shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy.

Window Washing (Interior and Exterior)

- The windows shall be clean and free of dirt, grime, streaks, moisture, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped free of drippings and other watermarks.
- All windows shall be cleaned annually. *This shall be priced separate from the cleaning.*

Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings):

- All blinds, coverings, cord tapes, and valances shall be clean and free of dust, cobwebs and spots. Blinds and coverings that are not operating properly shall be reported to the Department of Public Works.

G: Exterior Services

Canopies Cleaning

- All canopies and anything affixed to or included in the surfaces of canopies shall be clean and free of all dirt, dust, cobwebs, nests, bird excrement, trash, and debris.

Outside Areas

- All building areas within 100 feet of public or employee entrances shall be free of papers, trash, and other discarded materials.
- All sidewalks, brick areas, around light poles, and hard surfaces shall be clean and free of dirt, debris, gum, litter, gravel, weeds, oil, and grease. No residual dirt shall remain after the removal of the debris.
- Trash containers and ash receptacles shall be emptied and kept clean, odor-free, and free of dirt, dust, ash, cigarette butts, debris, residue, and spilled materials. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

H: COVID-19 Inspired Cleaning. *This shall be priced separate from the cleaning.*

Each facility has some or all of areas and types of equipment in the areas that may be addressed. Contractor is responsible to review the areas and determine the effort to complete the following work.

- Require Hospital Grade Disinfectant
- Daily cleaning of Plexiglas barriers (all locations)
- Disinfecting of casual furniture
- Touch points cleaning – all Locations
 - Time Clocks
 - Public Phones
 - Door Handles
 - Door Frames
 - Hand Rails
 - Elevator doors and buttons
 - Staff Breakrooms – tables and chairs
 - Copy Machines
 - Refrigerator Handles
 - Exterior of microwaves
 - Coffee Machines
 - Vending Machines
 - Public Computers

I: CONTRACTOR RESPONSIBILITIES:

A supervisor shall be available at all times of the term of the contract to receive notices, reports, or requests from the Department of Public Works. The Contractor shall furnish the Department of Public Works with a list of telephone numbers where an authorized representative may be contacted seven (7) days per week at any hour of the day or night to provide required services.

The Contractor shall ensure that their employees are properly trained in order to provide quality cleaning that is safe, healthy, and sustainable.

All employees shall wear distinctive, uniform clothing or have a badge that is visible for ready identification. Uniforms shall be neat, clean, in good repair, and have a badge or monogram with the Contractor's name on it.

The Contractor shall adhere to Federal, State and local laws and regulations to fully comply with all requirements in providing of and training their personnel on Personal Protective Equipment (PPE) required for the work.

The Contractor shall provide appropriate training to their employees and all necessary equipment and services required to perform clean-up of blood borne pathogens and fully comply with the requirements of the Blood Borne Pathogen Standard.

The Contractor shall follow the Towns key/fob control program. Keys/fobs issued to the Contractor, the Contractor's personnel, or subcontractors shall be signed for and not transferred to other personnel. The Contractor is financially liable for the cost of rekeying if keys are lost or not recovered from employees or subcontractors.

Access to the work sites shall be as directed by and controlled by the Town. Sub-contractor employees shall have obtained prior authorization. The Contractor shall be responsible for all persons admitted to the facility by the Contractor, its officers, employees, agents and sub-contractors.

The Contractor is responsible for training its employees in the security requirements of each department and will be responsible for enforcing the security rules as they apply to its employees.

In addition to any other security rules and regulations, the Contractor shall inform his employees of the following:

1. No guns, knives or other dangerous weapons are allowed on town property.
2. No drugs or other prohibited substances, including alcohol, are allowed on town property.
3. No unauthorized personnel, including children, shall be allowed on town property.
4. No pets shall be allowed on town property.
5. The use of town telephones is strictly prohibited, except in an emergency situation.

Supervisory employees shall have a minimum of 3 years of experience with managing and related services in building(s) of similar size and complexity. The on-site supervisor is required to be fully conversant in English. Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form I-151, or, who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status. A background check will be required.

The Contractor shall provide appropriate training to their employees. The personnel employed by the Contractor shall be capable employees, who are trained and qualified in the service requirements.

The Contractor also shall:

- Ensure that the Contractor's employees use lights and faucets only in those areas where and when the work is actually being performed. Once leaving, all lights and water faucets in the work area shall be turned off.
- Ensure that workers do not adjust mechanical equipment controls for heating, ventilation and air conditioning systems.

- Ensure that the reporting of fires, hazardous conditions, and items in need of repair (e.g., inoperative lights, broken windows or doors, torn carpets, leaking sinks, urinals or commodes, etc.), to the Department of Public Works.
- Ensure buildings and if applicable, rooms are locked after cleaning.
- Ensure that lost and found articles by the Contractor's employees are turned in to the Department of Public Works.
- Ensure that the Contractor employees notify the Police Department when unauthorized or suspicious person(s) are seen on premises.
- Ensure that the Contractor notifies the Department of Public Works of any observed hazardous material, or Universal Waste materials in the trash or recycling receptacles.
- Never turn off or unplug Town equipment in the space they are cleaning without prior written approval. The Contractor shall employ products, equipment and practices that eliminate wasteful use of water.
- Investigate all damage to Town equipment or facilities within 24 hours of occurrence and submit in writing the findings of such investigation to the Purchasing Agent. Contractor shall be responsible for loss if the damage caused by the Contractor or its employees.
- Be responsible for any loss as a result of theft of supplies, fixtures, equipment or personal effects belonging to the Town or its employees if it was caused by the Contractor or its employees.

J: Town Responsibilities (In addition to those already noted) The Town will provide;

- Electrical power at existing outlets for the Contractor to operate equipment which is necessary in the conduct of its work.
- Hot and cold water as necessary limited to the normal supply provided in the building. No special heating or cooling of the water shall be provided.
- Space in the building for the storage of supplies and equipment inventories that are used in the performance of work under this contract. The Contractor shall maintain this space in a clean neat and orderly condition. Under no circumstances shall the Contractor store flammable or explosive liquids (naphtha, gasoline, etc.) in the building. The Town is not responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts or equipment.
- Custodial closets, where available, at various points throughout the building, for storing equipment, including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and organized by the Contractor. Sinks and buckets shall be kept clean and free of standing water and hoses shall not be left connected to faucets when not in use.

- Heating and air conditioning of the space to be cleaned will be provided only during normal building operating hours.

K: Removal of Contactor Employees:

The Town may require the Contractor to remove any employee(s) from Town controlled buildings or other real property should it be determined that the individual(s) is unfit to work on Town controlled property. This shall include, but not be limited to, instances where an employee is determined, in the Towns' sole discretion, to be incompetent, careless, insubordinate, unsuitable or otherwise objectionable. The Contractor shall be responsible for providing replacement employees in cases where contract employees are removed at no additional cost to the Town. The Contractor must comply with any removal request. For clarification, a determination to remove an employee will be made for, but is not limited to, incidents involving the most immediately identifiable types of misconduct or delinquency, as set forth below:

- Violation of Federal, State, or local law.
- Carrying or possession of explosives or items intended to be used to fabricate an explosive or incendiary device.
- Carrying or possession of firearms.
- Neglect of duty, including sleeping while on duty, unreasonable delays, failure to carry out assigned tasks, conducting personal affairs during official time, refusing to render assistance, or cooperate in upholding the integrity of the security program at the work site.
- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- Disorderly conduct, uses of abusive or offensive language, quarreling, intimidation by words or actions, fighting, or participation in disruptive activities that interfere with the normal efficient operations of the Town.
- Theft, vandalism, immoral conduct, or any other criminal action.
- Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Town-controlled property.

L: Standards of Conduct:

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking disciplinary action(s) with respect to their employees as necessary. The Contractor is responsible for ensuring that his employees do not disturb papers on desks; open desk drawers or cabinets; or use Town supplies, equipment or telephones, except as authorized. Each employee is expected to adhere to standards of behavior that reflect favorably on their employer, and the Town.

No smoking is allowed in the building.

M: Other Contractors:

The Town may undertake or award other contracts for additional work, and the Contractor shall fully cooperate with the other Contractors or Town employees. The Contractor shall carefully schedule their own work, in conjunction with the additional work, which may be directed by the Department of Public Works. In addition, the Contractor shall not commit to or permit any act, which will interfere with the performance or work by another Contractor, or by Town employees.

N: Ordinances, Taxes, Permits and Licenses:

Without additional expense to the Town, the Contractor shall fully comply with: (a) all Federal, State local, and city laws, and regulations and ordinances, (b) be liable for all applicable Federal, state and local taxes and (c) obtain and pay for all permits and licenses governing performance under the contract.

O: Discrepancy in the Specifications:

In any case of discrepancy in the specifications, the matter shall be immediately submitted to the Purchasing Agent. The decision of the Purchasing Agent as to the proper interpretation of the specifications shall be final.

P: Communion of Complaints

All damage and/or service complaints from building occupants will be directed to the Contractor by phone or email. The Department Head or assigned personnel will investigate and notify the Contractor of each complaint within one (1) business day. The Department shall provide the Contractor with a full explanation of any complaint and work with the Contractor to resolve the issue. Ongoing or unresolved issues will be directed to Facilities Coordinator.

If the Contractor repeatedly fails to perform, such failure shall be grounds for contract termination. The Town will provide a minimum of seven calendar-days written notice of termination.

Q: Cancellation Clause

The Town reserves the right to cancel this contract for any reason beneficial to the town, upon a ten business-days written notice to the Contractor, or less if mutually agreed upon between the Town and the Contractor.

The Contractor shall observe and comply with all federal, state and local laws, ordinances and regulations. The Contractor shall indemnify and save harmless the Town, all of its officers, agents and servants against any claim or liability arising from or based on the

violation of any such law, ordinance or regulation, whether by the Contractor or their employees or subcontractors.

Regarding matters not covered in these provisions, nothing herein is intended to relieve the Contractor or subcontractor from compliance with all applicable federal and state legislation or provisions concerning equal employment opportunity, affirmative action, nondiscrimination, sexual harassment and related subjects.

R: Suspension of Work:

In the event services are not provided or required by the Town because the building(s) is closed due to inclement weather, under construction, unanticipated holidays (declared by the President, Governor or the Town), failure of the Town to appropriate funds, etc., reductions shall be computed as follows:

- The reduction rate in dollars per day shall be equal to the per month contract price for the building(s), divided by the number of working days per month.
- The reduction rate in dollars per day multiplied by the number of days services are not provided or required. In the event services are provided for portions of days, appropriate adjustments shall be made by the Purchasing Agent to assure the Contractor is compensated for services provided.

S: Compensation:

The contract is for two years with 3, one year extensions, solely at the option of the Town. Rate increases shall not exceed the CPI for the Waterford area.

Competition Intended

It is the Town's intent that this RFP permit competition. It shall be the responsibility of the firms to advise the Town in writing if any language, requirement, scope specification, etc., or any combinations thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notification must be received by the Town Purchasing Agent not later than 10 days prior to the date set for acceptance of proposals.

Proposal Submission Format

All responses to this RFP must be in sealed envelopes and marked with the RFP reference title, the RFP number, and due date and time. The Candidate's name and address must appear on the envelope.

Proposals should put forth full, accurate, and complete but concise information as required by this request. Proposals should be submitted as **one Original, plus two copies**.

Proposals must be submitted in accordance with the instructions and requirements contained in this RFP. Failure to do so may result in the proposal being considered non-

responsive and it may be rejected by the Town. A Proposer must promptly notify the Purchasing Agent of any ambiguity, inconsistency, or error which may be discovered upon examination of the RFP. A Proposer who requires clarification or interpretation of this RFP should contact the Purchasing Agent.

Prospective Proposers must clearly articulate how the services identified in the scope of work shall be provided, the proposed cost for such services, and include proposers' qualifications, experience and three (3) references. Each proposal should also include a transmittal letter and management overview of the proposal. Proposals are to include and shall be evaluated and reviewed based upon completeness and conformance to requirements requested herein.

The Town may request additional information, clarification, or presentations from any of the Proposers after review of the proposals received. The Town reserves the right to inspect the Proposer's facilities, resources, and staff prior to award to examine and demonstrate the ability to perform work in a prompt and conscientious manner.

Key Personnel

The personnel and commitments identified on any proposer's proposal will be considered essential to the work to be performed under this RFP. Prior to diverting any of the specified proposer must notify the Town 14 days in advance and will be required to submit justification, including proposed substitutions, in sufficient detail, to permit evaluation of the impact on the project. The proposer will make no deviation without the prior written consent of the Town. Replacement of personnel will be with personnel of equal ability and qualifications.

Any employee of the proposer, who in the sole opinion of the Town is unacceptable, shall be removed from the project pursuant to the request of Town. The proposer will have 14 days to fill the vacancy with another employee of acceptable technical experience and skills subject to the written approval of the Town.

Addenda

If it becomes necessary to revise any part of this request or if additional data is necessary to enable interpretation of provisions of this document, revisions or addenda will be provided to prospective firms that acknowledge receipt of this document. All addenda will be posted on the following websites:

Town of Waterford <https://www.waterfordct.org/purchasing/pages/bids-vendors>

The Town does not assume any liability for any firm that does not receive revision or addenda to this document, it is incumbent upon each firm to visit either of the websites listed above to ensure it has received all issued revisions and addenda.

Contract Considerations

Equal Opportunity – Affirmative Action

The Firm shall comply with all aspects of the Equal Employment Opportunity Act.

A firm with 15 or more employees shall be required to have an Affirmative Action Plan which declares that the firm does not discriminate on the basis of race, color, religion, gender, national origin, age or gender stereotyping, and which specifies goals and target dates to ensure the implementation of equal employment.

A firm with fewer than 15 employees shall be required to have a written equal employment opportunity policy statement declaring that it does not discriminate on the basis of race, color, religion, gender, national origin, age or gender stereotyping.

Findings of noncompliance with State and/or Federal equal employment opportunity laws and regulations could be sufficient cause for revocation or cancellation of any contract that results from this RFP.

Indemnification

The Firm shall indemnify, defend, and save harmless, the Town, its officers, agents and employees from any and all claims and losses to the extent caused by the negligence, error or omission of the awarded firm in the performance of this work, except to the caused by the negligent acts of the Town or its officers, agents or employees.

Insurance

The Town is requiring insurance coverage as listed below for this work.

Note: The term "Firm" shall also include their respective agents, representatives, employees or subcontractors; and the term "Town" shall include their respective officers, agents, officials, employees, volunteers, boards and commissions. The insurance required shall be written for not less than the scope and limits of insurance specified hereunder, or required by applicable federal, state and/or municipal law, regulation or requirement, whichever coverage requirement is greater. It is agreed and understood that the scope and limits of insurance specified hereunder are minimum requirements and shall in no way limit or exclude the Town from additional limits and coverage provided under the Firm's policies.

All policies shall include a waiver of subrogation

Worker's Compensation Insurance

With respect to all operations the Firm performs the Firm shall carry worker's compensation insurance in accordance with the requirements of the laws of the State of Connecticut. The Firm shall carry employers' liability limits of \$100,000 each accident and \$100,000 each employee by disease and \$500,000 policy limit disease.

Commercial General Liability

With respect to all operations the Firm performs the Firm shall carry Commercial General Liability insurance providing for a total limit of \$1,000,000 per occurrence for each job site or location for all damages arising out of bodily injury, personal injury, property damage, products/completed operations, and contractual liability coverage for the indemnification provided under this contract. Each annual aggregate limit shall not be less than \$2,000,000.

Automobile Liability

With respect to any owned, non-owned, or hired vehicles the Firm shall carry Automobile Liability insurance providing \$2,000,000 per accident for bodily injury and property damage.

Errors and Omissions/Professional Liability

With respect to any damage caused by an error, omission or any negligent acts of the Firm performed under this contract the Firm shall carry \$2,000,000 per claim for any wrongful act.

Tail Coverage

If any of the required liability insurance is on a "claims made" basis, "tail" coverage will be required at the completion of this contract for a duration of 24 months, or the maximum time period reasonably available in the marketplace. Firm shall furnish certification of "tail" coverage as described or continuous "claims made" liability coverage for 24 months following Contract completion. Continuous "claims made" coverage will be acceptable in lieu of "tail" coverage, provided its retroactive date is on or before the effective date of this Contract. If continuous "claims made" coverage is used, Firm shall be required to keep the coverage in effect for a duration of not less than 24 months from the end of the Contract.

Acceptability of Insurers

The Contractor's policies shall be written by insurance companies licensed to do business in the State of Connecticut, with an AM Best rating of A-VII, or otherwise acceptable to the Town. Additionally, all carriers are subject to approval by the Town.

Subcontractors

The Firm shall require subcontractors to provide the same "minimum scope and limits of insurance" as required herein, with the exception of Errors and Omissions/Professional Liability insurance, unless Errors and Omissions/Professional Liability insurance is applicable to the work performed by the subcontractor. All Certificates of Insurance shall be provided to Purchasing Agent's office as required herein.

Aggregate Limits

Any aggregate limits must be declared to and approved by the Town. It is agreed that the Firm shall notify the Town when 50% of the aggregate limits are eroded during the contract term. If the aggregate limit is eroded for the full limit, the Firm agrees to reinstate or purchase additional limits to meet the minimum limit requirements stated herein. The premium shall be paid for by the Firm.

Deductibles and Self-Insured Retentions

Any deductible or self-insured retentions must be declared to and approved by the Town. All deductibles or self-insured retentions are the sole responsibility of the Firm to pay and/or to indemnify.

Notice of Cancellation or Nonrenewal

Each insurance policy required shall be endorsed to state that coverage shall not be suspended, voided or cancelled before the expiration date except after 30 days prior written notice by certified mail, return receipt requested, has been given to the Town. Notwithstanding this requirement, the Firm is primarily responsible for providing such written notice to the Town 30 days prior to any policy change or cancellation that would result in a change of the amount or type of coverage provided. In the event of any such change the Firm shall provide comparable substitute coverage so that there is no lapse in applicable coverage or reduction in the amount of coverage available to the Town related to the Firm's services.

Waiver of Governmental Immunity

Unless requested otherwise by the Town, the Firm and his insurer shall waive governmental immunity as defense and shall not use the defense of governmental immunity in the adjustment of claims or in the defense of any suit brought against the Town.

Additional Insured

The liability insurance coverage, except Errors and Omissions, Professional Liability, or Workers Compensation, if included, required for the performance of the Contract shall include the Town as Additional Insured but only with respect to the Firm's activities to be performed under this Contract. Coverage shall be primary and non-contributory with any other insurance and self-insurance.

Certificate of Insurance

As evidence of the insurance coverage required by this Contract, the Firm shall furnish Certificate(s) of Insurance to Purchasing Agent's Office prior to the award of the Contract if required by the RFP document, but in all events prior to Firm's commencement of work under this Contract. The Certificate(s) will specify all parties who are endorsed on the policy as Additional Insureds (or Loss Payees). The certificates and endorsements for

each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf. Renewals of expiring certificates shall be filed 30 days prior to expiration. The Town reserves the right to require complete, certified copies of all required policies at any time. The Town reserves the right to require complete, certified copies of all required policies at any time.

All insurance documents required should be mailed to Purchasing Agent, Town of Waterford, 15 Rope Ferry Road Waterford CT, 06385.

Waiver of requirements

The Purchasing Agent, may vary the requirements at Purchasing Agent's sole discretion; if Purchasing Agent determines that the Town's interests will be adequately protected without meeting all stated requirements.

Invoicing and Payment

Invoices shall be paid promptly by the Town unless any invoiced items are questioned, in which case payment will be withheld pending verification of the amount claimed and the validity of the claim. The Town's standard payment terms are Net 30 days from receipt of properly executed invoice(s).

Award Consideration

The Town reserves the right to accept or reject any and all responses, in whole or in part, to waive technical defects, irregularities and omissions, if, in its judgment, the best interests of the Town will be served. The Town also reserves the right to negotiate further with one or more of the firms as to any features of their qualifications and submittals and to accept modifications of the work and price when such negotiations will be in the best interest of the Town.

Work performed under this contract shall be authorized by an engagement letter and contract specifying terms, both signed by a designated authority from the awarded firm, and the First Selectman or his designee.

The individual signing this submittal hereby declares that no person or persons other than members of his/her organization are interested in this project or in the contract proposed to be taken; that it is made without any connection with any person or persons making a submission for the same work and is in all respects fair and without collusion or fraud; that no person acting for or employed by the Town is directly or indirectly interested therein, or in the supplies or works to which it relates or will receive any part of the profit or any commission therefrom in any manner which is unethical or contrary to the best interests of the Town.

Unless otherwise noted within a submission received in response to this RFP, the proposed fees are assumed to be valid for 90 days from the date of the RFP opening. If an award is not made within such time, the submission can be considered no longer valid, or can be extended with mutual consent of the Town and the firm making the submission.

Any documents, reports, and data generated as a result of the work under this contract shall become the property of the Town.

Termination

Subject to the provision below, the contract may be terminated by either party upon 30 days' advance notice to the other party. If any work or services hereunder are in progress, but not completed as of the date of termination, the contract may be extended upon written approval by the Town until said work is completed and accepted.

Termination for Convenience

In the event that the contract is terminated or canceled upon request and for the convenience of the Town without the required 30 days' advance written notice, then the Town shall negotiate reasonable termination costs, if applicable.

Termination for Cause

Termination by the Town for cause, default or negligence on the part of the contractor shall be excluded from the foregoing provision; termination costs, if any, shall not apply. The 30 days' advance notification requirement is waived in the event of termination for cause.

Availability of Funds

Any contract executed by the Town is subject to the appropriation of funds.

NON-COLLUSION AFFIDAVIT

COMPLETE AND RETURN

BID #:

BID TITLE:

NON-COLLUSIVE BID STATEMENT

The undersigned bidder, having fully informed itself regarding the accuracy of the statements herein, certifies that:

(1) The bid has been arrived at by the bidder independently and has been submitted without collusion with, and without any agreement, understanding, or planned common course of action with, any other vendor or bidder of materials, supplies, equipment, or services described in the invitation to bid, designed to limit independent bidding or completion, and

(2) The contents of the bid have not been communicated by the bidder or its employees or agents to any person not any employee or agent of the bidder or its surety on any bonds furnished with the bid and will not be communicated to any such person prior to the official opening of the bid.

The undersigned bidder further certifies that this statement is executed for the purposes of inducing the Town of Waterford to consider the bid and make an award in accordance therewith.

Legal Name of Bidder

Business Address

Signature and Title of Person
Authorized to Sign

Printed Name

Date

COMPLETE AND RETURN

Bid #:

Bid TITLE:

NON-CONFLICT AFFIDAVIT OF RESPONDENTS

No Elected or Appointed Official, SBC member or other officer or employee or person whose salary is payable in whole or in part from the Town of Waterford OR Board of Education, nor any immediate family member thereof, is directly or indirectly interested in the Bid/Proposal, or in the supplies, materials, equipment, work or labor to which it relates, or in any profits thereof.

The undersigned further certifies that this statement is executed for the purpose of inducing the Town of Waterford to consider the statement of qualifications submitted herein.

State of Connecticut S.S.

County of _____

Subscribed and sworn before me this _____ day of _____, 20_____.

Legal Name of Respondent: _____

Business Name: _____

Business Address: _____

Signature and Title of Person

By: _____

My Commission Expires: _____

Notary Public

Date: _____

7. **Non-Discrimination in Employment.** During the performance of this Contract, the CONTRACTOR agrees as follows:

a) The CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, creed, color, sex or national origin. The CONTRACTOR shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, creed, color, sex, or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruiting or recruitment advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The CONTRACTOR agrees to post in conspicuous places available to employees and applicants for employment notices to be provided, setting forth the provisions of this Non-Discrimination in Employment Clause.

b)

AFFIRMATIVE ACTION/EQUAL EMPLOYMENT ACTIVITIES

Please indicate the name and address of the company official(s) responsible for carrying out the Equal Employment Opportunity/Affirmative Action Program for your company.

If your company does not have a written affirmative action plan, please estimate the number of vacancies during the next 12 months, and indicate the numerical or percentage goals you have set for the employment of minority people and females to make your labor force reflective of the labor market in which you operate.

The vendor/bidder understands that failure to complete the above form in a satisfactory manner will preclude such vendor from being actively considered for contract with the Town of Waterford. The vendor /bidder also understands that the Affirmative Action statements will become part of any contract, and that breach of such statements will constitute a breach of the contract subject to such remedies as provided by law.

I certify that there are no misrepresentations, omissions, or falsifications in the foregoing statements and answers, and that the entries above are true, complete, and correct to the best of my knowledge and belief.

Date_____ Signature_____ Title

Subscribed and sworn to before me at _____,
Connecticut,

This _____ Day of _____ 20____.

AFFIRMATIVE ACTION STATEMENT

NOTE: IF YOUR COMPANY HAS LESS THAN 10 EMPLOYEES, OR
HAS COMPLETED THIS SAME FORM WITHIN 1 YEAR, YOU
MAY DISREGARD THE FOLLOWING EQUAL
EMPLOYMENT/AFFIRMATIVE ACTION SECTION, EXCEPT AS
NOTED.

- OR:**
- (1) The number of employees _____
 - (1) Completed this form within one year _____ Yes _____ No

FOR SEALED BIDS: If your company has completed this form within one

Please forward a photocopy of the initial form with your bid. If significant Changes have taken place within the past year, please update the information on this form.

REQUIREMENT – Any vendor/bidder seeking to do business with the Town of Waterford must, upon request, supply the Town and/or the Waterford Human Resources with any information concerning the Affirmative Action/Equal Employment practices of the vendor/bidder, which the Town and/or Commission deems necessary in fulfilling its charge. Failure to supply such information, when requested, will result in the termination of any further transactions between the vendor/bidder and the Town of Waterford.

COMPANY NAME AND ADDRESS

TYPE OF BUSINESS

TYPE OF ORGANIZATION

Corporation _____ Partnership _____ Individual _____

If unit filing this application is not the above-named company, give the name, address, and telephone number of reporting unit. (Branch, agent, representative).

Employment of Certain Persons Prohibited. No person under the age of sixteen years and no person who at the time is serving sentence in a penal or correctional institution shall be employed on the work covered by this Contract.

COMPLETE AND RETURN**BID#****BID TITLE****PRICE SHEET**

You are required to furnish the following information to the Town of Waterford:

Name and address of Company _____

(Print or type)

Email address: _____

Name and Title of Agent of Company _____

(Print or type)

Signature: _____ Date: _____

Telephone: _____ Email: _____

Fax: _____ Federal I.D. Number: _____

Lump sum price for equipment, material, and labor: \$ _____

BUILDING	ESTMATED SQ FEET	MONTHLY COST	ANNUAL COST
Youth Services Bureau	7340		
Emergency Operations Center	1474		
Public Works & T. Station Trailer	9101		
Town Hall	30000		
TOTAL			

\$ _____

WRITTEN AMOUNT (Annual total for all buildings)

Please Place this form at the front of your submission

10111-52040

FIFTEEN ROPE FERRY ROAD



WATERFORD, CT 06385-2886

ADDENDUM #1

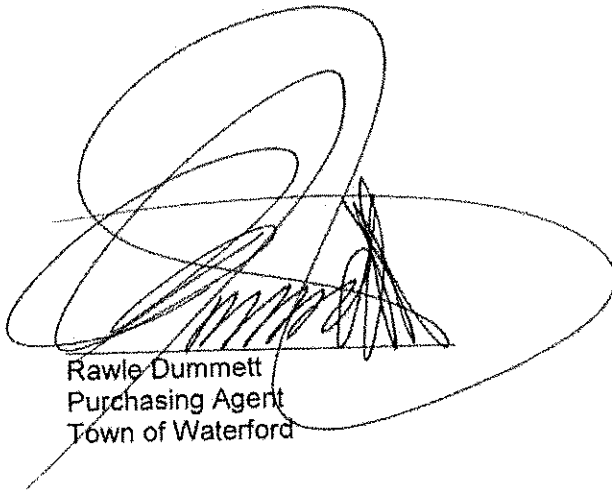
Request for Qualifications

Bid#22-131 Custodial Services for General Government Buildings

May 27, 2022

The purpose of this addendum is to provide information to Bidders.

Interested bidders are advised that a site inspection is scheduled on Tuesday 31 May 2022 at 1pm commencing at the Public Works Department 1000 Hartford Turnpike Waterford CT 06385. Attending is not mandatory.



Rawle Dummett
Purchasing Agent
Town of Waterford

FIFTEEN ROPE FERRY ROAD



WATERFORD, CT 06385-2886

ADDENDA #2

Request for Qualifications

Bid#22-131 Custodial Services for General Government Buildings

May 27, 2022

The purpose of this addendum is to provide clarification to Bidders.

1. Since this is an RFP, could you please advise if there is any specific format that you want us to use with the proposal, or we can use our standard proposal template? **Answer: Please use form provided in bid package. Covid cleaning should be listed separately**
2. Is there a performance bond or bid bond included with the bid?
Answer: No performance nor bid bond is required.
3. How many days per week do you want us to clean each of the facilities, as far as daily cleaning and weekly cleaning is concerned?
Answer: Five days per week (5)
4. In addition to the regular daily cleaning, as we go through the specifications we understand that there is periodical cleaning, such as stripping and waxing of VCT Floors and Shampooing of Carpeted floors, requested with this contract? How many times per year do you want us to perform each of these periodical services?
Answer: As needed per location
5. Other than daily cleaning and periodical cleaning, we see that you want a separate price for windows cleaning and another separate price for COVID-19 cleaning, as stated in page 9 of the specifications. Can you please advise where we can provide this price, since there is no place for us to put the price in the PRICE SHEET provided with the specifications?
Answer: Bidders can provide a separate sheet for Covid pricing.
6. In the specifications it is stated that at the Town Hall the custodian will be responsible to set up the auditorium for meetings. Please advise how many meetings are anticipated to take place in one year, so we can factor this in our costing.

Answer: Approximately sixty meetings per year. The schedule will be left weekly by the first selectmen's secretary

7. Who will provide the plastic liners for the waste receptacles?

Answer: The Town will provide liners.

8. When is the service anticipated to start?

Answer: Contract shall commence on July 1st 2022.

9. Since this is a RPF and requests a little more time to prepare than regular bids, we would respectfully request that you postpone the bid for some more days, so you can give us more time to put the proposal together. Please advise if this can be possible.

Answer: The deadline for bid submissions is June 6 2022 at 11:00 a.m.

10. Because of Covid-19 precautions, our company is using electronic signature during bid submissions, if and when this is allowed by the client. Please advise if we are allowed to use electronic signature for this bid, instead of ink signature.

Answer: The bidder shall sign Bids. One (1) Original and two (2) Copies.

11. Does the town supply trash liners?

Answer: yes, the Town supplies trash liners

12. If all of the required work takes place after 4:30 pm, will the contractor be able charge for all daytime requests before 4:30 pm?

Answer: Refer to the Paragraph on Service Calls

13. It appears all carpet and floor work is included in the bid. In high traffic areas, this could mean carpet cleaning monthly. This is all included in bid pricing?

Answer: This is a performance-based bid; it should be included in bid pricing.

14. The bid says interior and exterior windows are to be clean and streak free. This interior/exterior window cleaning is included?

Answer: - Correction - the window cleaning will be only for interior windows.

15. Will the Town provide all the replenishing products-soaps, sanitizer refill (if applicable), toilet tissue, paper towels, and sanitary refills (if applicable)?

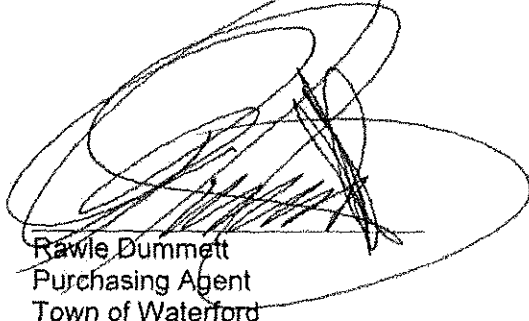
Answer: Public Works (the Town) will supply all replenishing products (soaps, sanitizer refills, toilet tissue, paper towels, etc.)

16. In the town clerk's office there is a vault that contains property records. Are we required to clean this area and if so is there a required block of time that we would need to clean this area?

Answer: The town clerk would like the vault cleaned only when employees are in the department. They want to be in the office when the vault is being cleaned.

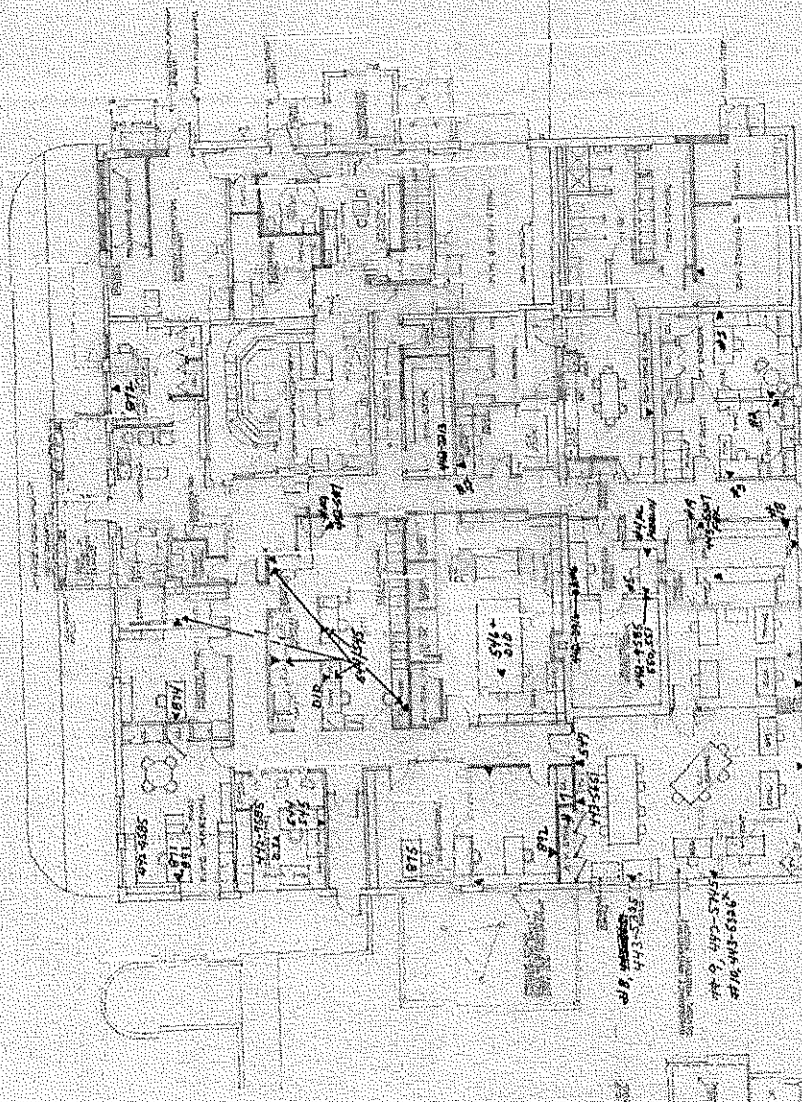
17. Can you clarify that the Emergency Operations Building will require daily cleaning M-F and only rest room maintenance on weekend and holidays. Is this correct?

Answer: Yes. This is correct.



Rawle Dummett
Purchasing Agent
Town of Waterford

Hiro Services BMT Floor Plan



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PLAN OF LAST MODIFICATION 1/1/04

FIFTEEN ROPE FERRY ROAD



WATERFORD, CT 06385-2886

ADDENDA #3

Request for Qualifications

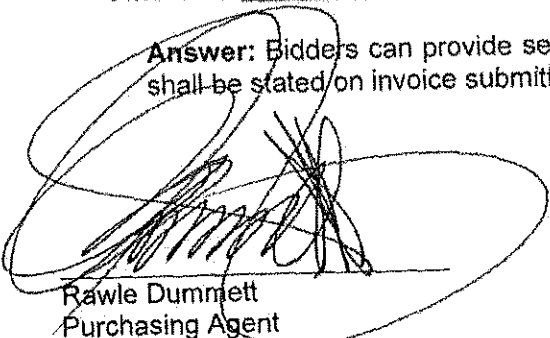
Bid#22-131 Custodial Services for General Government Buildings

June 3, 2022

The purpose of this addendum is to provide clarification to Bidders.

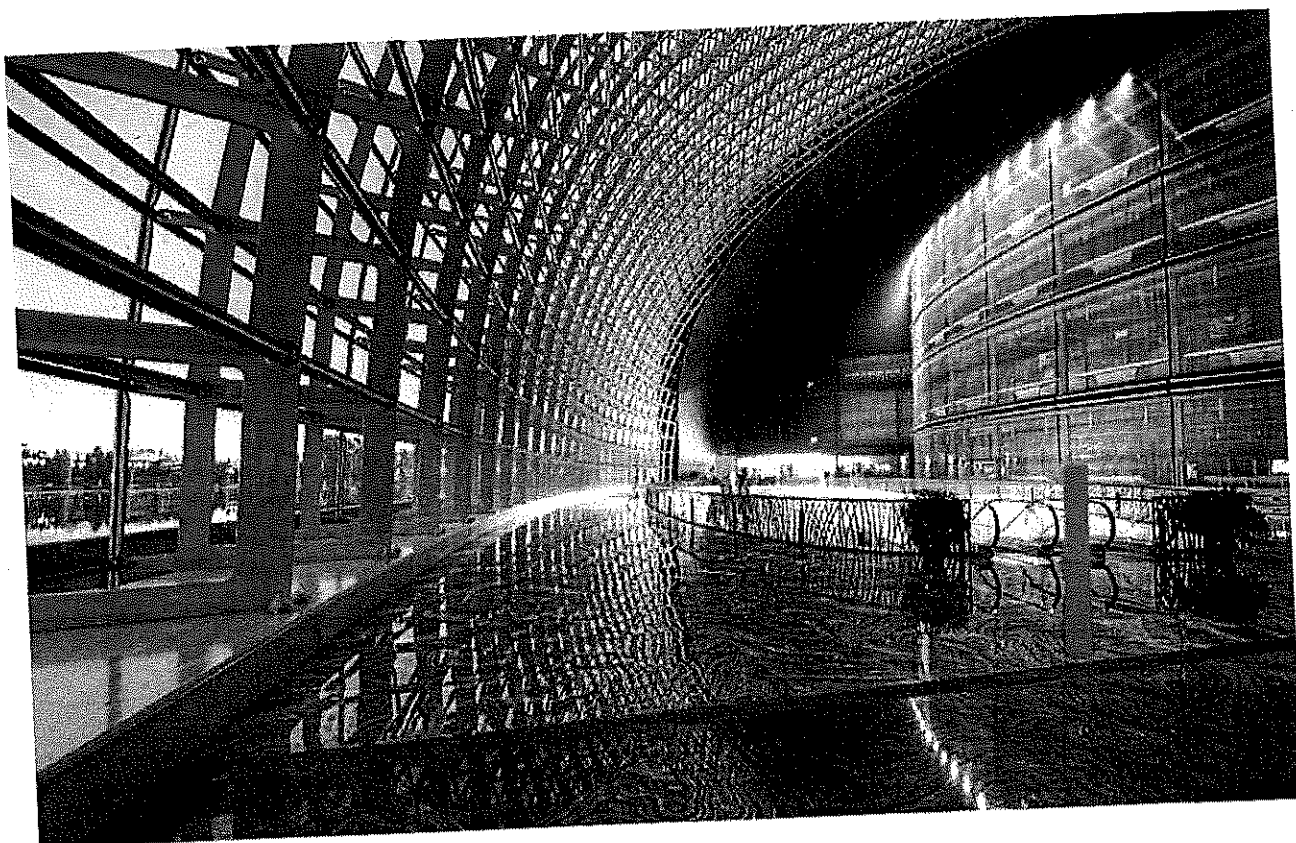
- 1) Please provide more clarity on the below question related to the periodical cleaning. The answer, "As needed per location" does not give us the exact information we need to put the numbers together, in case we have to include this in the lump sum that we will provide to you. In case the town is not clear how many times per year this services will be needed, than we will propose to provide a separate price for Stripping and waxing and carpet cleaning, separate from the monthly cleaning. Please advise if this works for you.
4. In addition to the regular daily cleaning, as we go through the specifications we understand that there is periodical cleaning, such as stripping and waxing of VCT Floors and Shampooing of Carpeted floors, requested with this contract? How many times per year do you want us to perform each of these periodical services?
Answer: As needed per location

Answer: Bidders can provide separate pricing for the above-mentioned services, which shall be stated on invoice submitted for payment whenever these services are done.



Rawle Dummett
Purchasing Agent
Town of Waterford

**TOWN OF WATERFORD
Purchasing Department
15 Rope Ferry Road
Waterford, CT 06385
BID#22-131 Custodial Services
For General Government Buildings**



Building ne

Facility Services, LLC

Proposal for Cleaning Services

Town of Waterford, CT

Date: 5/26/2022

Mr. Rawle Dummett
Town of Waterford, CT
15 Rope Ferry Rd.
Waterford, CT 06385

RE: Bid#22-131: RFP for Janitorial Services

Dear Mr. Dummett,

Thank you for the opportunity to offer our services to the Town of Waterford. We currently service several similar facilities in the Tri-State area and would be grateful for the opportunity to provide the same professional service to this facility as well.

The Service Specification are included as Exhibit A to the Service Agreement. Our company also provides a variety of additional building services which range from complete re-lamping and restroom remodeling to basic painting touch up work and everything in between. We are confident **Building One Facility Services** will meet your cleaning requirements and expectations.

Our company has hundreds of employees serving a regional client base. Our clients include Fortune 500 companies, a variety of medical concerns, schools, office buildings, hospitals, dialysis clinics, surgical centers, warehouses and distribution centers. With such a broad base of cleaning knowledge, we are confident that we can clean your facility the way YOU want it cleaned. The mindset of customer satisfaction has led to our 95% customer retention with twenty clients partnering with us for over ten years and many since our inception. From the small single tenant facility to the entire ESPN Campus in Bristol we strive to put the client's satisfaction a Building One priority.

We appreciate the opportunity to earn your business and look forward to a lasting partnership. Our goal at Building One is to assure your total satisfaction by providing with quality service at competitive pricing.

Sincerely,

Mary Stanton
Principal
Building One Facility Services, LLC
Mary.stanton@buildingonellc.com | 800.262.0854 x 706
57 Ozick Drive, Suite A | Durham, CT | 06422

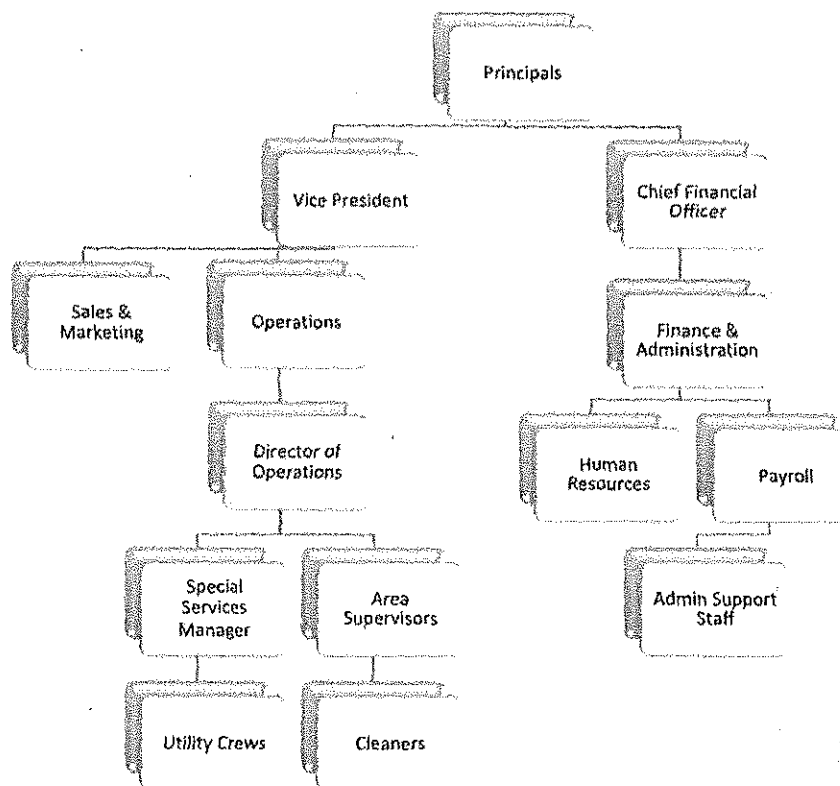
I. Executive Summary:

Building One Facility Services, LLC ("Building One") was founded by Daniel Stanton, who brings 30 plus years of experience in managing the janitorial and outsourced facility service needs, with the utmost attention to quality and detail. The emphasis of quality services is the cornerstone of Mr. Stanton's business philosophy and has never been sacrificed. Our business practices and making our customer's need a top priority have allowed Building One to be the most trusted cleaning service provider.

II. Organizational Overview:

Building One has been in existence, under its current ownership structure for over 23 years. Building One is a closely-held, woman owned, family business, as registered as such with the State of Connecticut, Department of Administrative Services Supplier Diversity Program. Building One currently employs hundreds of employees in the Tri-State area and has the reputation of providing above industry standard wages and labor practices. Furthermore, Building One offers all eligible employees' access to affordable Health Care Coverage and maintains full compliance with the Affordable Care Act.

Organizational Chart:



Management Team

Mary Stanton, President, Mary entered the industry as Dan launched Building One and was instrumental in laying the ground work around the administrative functions of the company. She also serves as the leader of process change and improvement in supporting the Senior Management team in carrying out their objectives. Prior to Building One, Mary worked in corporate finance at The Walt Disney Company.

Daniel Stanton, Principal, founded Building One in 1997 after gaining a wealth of knowledge from more than 10 years in the janitorial industry in Los Angeles, California. Daniel worked as Operations Manager and Regional Director for large janitorial and franchisee service companies where he managed many large, prestigious properties including Dream Works, CBS Studios, and The Beverly Hilton Hotel. Daniels understanding of the operational side of the business has been the catalyst for the company's meteoric rise in the cleaning business.

David Preste, Vice President, Dave joined Building One in 2010 after eight years as a Sales Manager for an international building service company serving New England and parts of New York. His past experiences include partnership in commercial/industrial real estate appraisal firms in Florida and in Connecticut and principal in a commercial pest control company.

Kurtis Peterson, Chief Financial Officer, Kurt joined Building One having spent his career in a variety of roles most recently as corporate controller for a company in the higher education sector. Prior to this, Kurt worked in senior leadership roles in a variety of industries.

Richard Parillo, AVP of Operations/Healthcare, Rich has over 22 years of proven facility operations experience in hospitals, healthcare, public and commercial buildings. Rich's past positions include Director of Environmental Services for the Columbia Presbyterian Medical Center in New York City, NY.

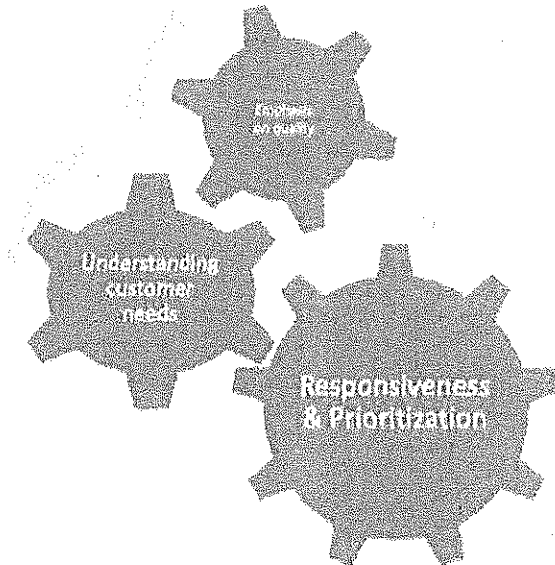
Anna Fishburne, Director of Human Resources, Anna is an HR professional with over 20 years of experience, specializing in employee recruitment and retention at all levels, staff development, mediation, conflict resolution, benefits and compensation, HR policies development, legal compliance and Safety. Anna is also fluent in Spanish.

Romulo Jacome, Special Projects Manager, Romulo has been with Building One for over seven years. Romulo has been in the commercial building trades for decades and leads our service department handling all types of repairs and building maintenance.

A look into our Book

We are privileged to serve customers of such a diverse universe, ranging from Fortune 500 companies, hospitals, healthcare providers and facilities, clinical laboratories, manufacturing plants, office buildings, public and private schools and warehouse/distribution centers. With such a broad base of cleaning knowledge, we are confident that can clean your facility the way YOU want it and the way it SHOULD be cleaned. We currently service hundreds of customers, with hundreds of locations throughout the Tri-State area.

Our customers hold a high level of trust in Building One, as they should, we seem to never let them down, no matter the circumstance. Each customer to us is equally important, we strive to build value and foster each relationship to be a successful, long-term one. The following statistics will further illustrate how important each and every customer is to us.



**Overall Customer Retention
Rate: 95%**

**Average Customer Life Span:
5.5 Years**

**Customers retained more
than a Decade: 20**

Customers for 5+ Years: 50

Often time's numbers tell a story, it's very apparent we have a great story to tell. What sets us apart from the competition is the close personal attention of the ownership and management team with each of our accounts. In an industry known for its high turnover of accounts, we are proud to have customers that have been with us since our inception. Building One is large enough to handle millions of square feet, yet small enough so that all levels of management are involved with each of our customers. Every account is important to us, and we take all steps necessary to ensure your total satisfaction.

Success is in our Nature

ESPN

3M

Hartford
HealthCare 



GERBER

SCIENTIFIC



Bozzuto's Inc.
Others Promise. We Deliver.

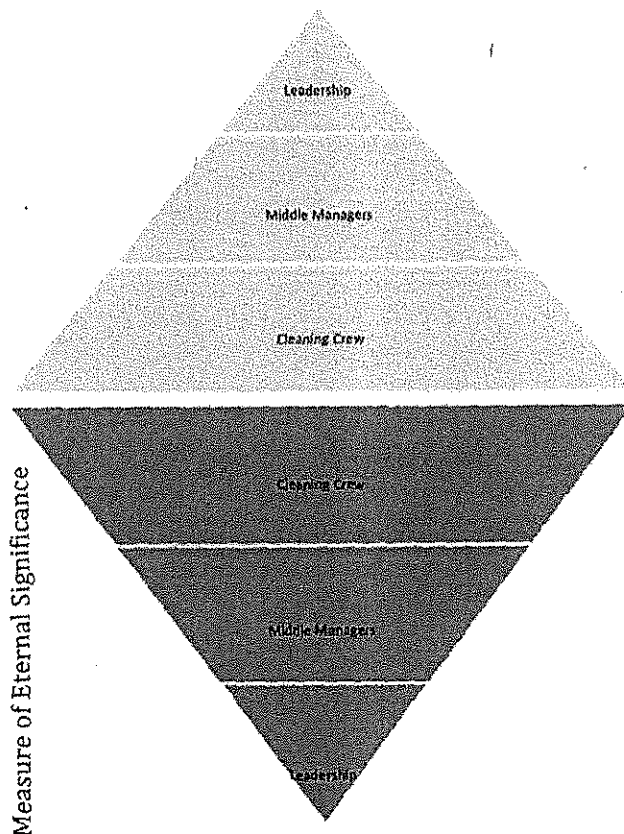
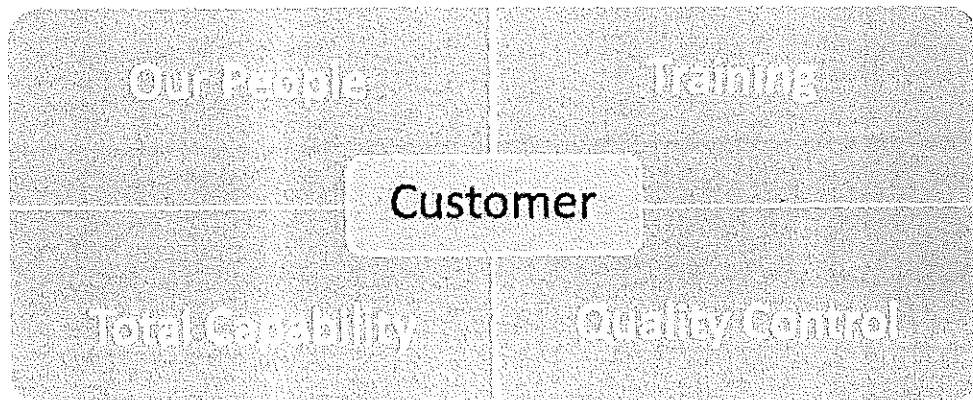
FedEx

JEFFERSON RADIOLOGY

III. Our Approach

So how do we do it?

Our key elements in best serving your needs:



Our People make the difference

Leadership is a key component to any organization; however, we truly believe our success has everything to do with our front line employees.

The quality of their work is a direct reflection training, mentoring and tools made available to them as they perform their scheduled tasks.

Our motto is *"we're only as good as our last night's cleaning"*. We use this phrase as an understanding that we have to prove ourselves to our customers each and every night.

We understand the importance of getting the job done right and that's what we do!

Quality Control

Technology

The Latest
Equipment

Exceeding
Your
Expectations

Technology

For our employees:

While the cleaning industry is often considered a low tech industry, Building One shares a different view. Managing our most important asset, our valued employees, we go to great lengths to ensure accurate and simplistic time reporting and payment options. We use an automated call in system requiring every employee to call in using our remote, cloud based timekeeping system with a unique ID for each employee. We realize how important our employee pay is to them and go through great lengths to make sure they are paid correctly each and every pay period. Every employee is given their own log on credentials to view our company portal. There, they can review our company handbook; check and print pay stubs, and find out the latest information about our company. Our management team is heavily focused on continuous process improvement and technology can often be the solution to any operational issue, whether simple or complex.

For our customers:

At Building One, we believe in having access to the latest tools to streamline our customer enhancement process. All our field supervisors and managers are given iPhones and iPad. We combine these tools with industry specific software allowing us to remotely run our business. Key examples of our remote capabilities are: site inspection reports, sanitary supply order forms and a library of Human Resource forms. All information is synced to cloud storage for review by our office.

The Latest Equipment:

We understand the need for having the right tools for the right job. From HEPA back pack and upright vacuums to ride on auto scrubbers. Having the right tools, chemicals, and support is not a luxury but a necessity to be successful in our business. We use the Spartan chemical dispensing

system for all of our chemical needs. This can be customized for each customer based on their specific needs from medical and industrial to green cleaning and LEED certified buildings.

Meeting Exceeding our Customers' Expectations:

Service is our foremost objective at Building One. We have been able to grow and foster long term relationships based on this premise. Our quality control begins and ends with our ownership but also cascades down from our management team to all levels of our service delivery organization.

Our management team will be personally involved in insuring that the quality of service is met continually throughout the contract at your facility. This is accomplished via **routine and/or random** quality control site inspections where we meet with our area and site supervisors to tour your facility. Additionally, unscheduled site inspections are performed by our Director of Operations on a random basis to insure that continued compliance with all specifications is being adhered to each and every day.

During the quality control site inspection any service deficiencies are identified and documented in a written inspection report. The area or site supervisor is then responsible for correcting the service issue within a reasonable time period. A member of our management team will perform a follow-up inspection to insure that appropriate action was taken to resolve all service deficiencies noted.

By taking such a proactive role and making this commitment to provide the highest quality services possible, we are able to eliminate the inconsistency and "peaks and valleys" of service so prevalent in our industry. This is where we feel that our service program is unparalleled and exceeds most customers' expectations. Larger janitorial companies have multi-layered management and supervision that may change throughout the duration of the contract, but we are able to provide the consistency and stability in management personnel that may be lacking with other service companies.

Our continued investment into technology allows the site inspections to be completed real-time, with photos attached and dispatchable to the customer, upon request. All forms reside in cloud based storage, which allows them to be accessed at any time for review. We also provide custom tailored inspection reports to meet every need of our customers, regardless of the configuration of their building(s).

The process flow for the site inspection reports is as follows:

Area Supervisor or Director of Operations performs inspection with remote device



Form Information

Form Name: Office Inspection W_O Warehouse Space
 Submitter Name:
 Submission Date: Dec 14, 2015 11:09:14 PM EST
 Reference Number: 20131215-1832245185

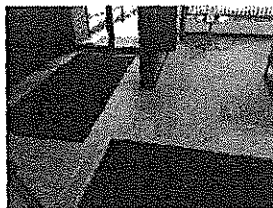
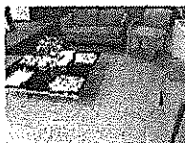
Customer Information

Date: Dec 14, 2015 11:04:47 PM EST
 Customer Account Name:
 Company Representative: (Area Supervisor) Unknown
 GPS Location:

Entrance and Common Areas

- 0 - Unsatisfactory (Results significantly below standards, requirements, and expectations)
 1 - Inconsistent (Results approach but do not meet standards, requirements, and expectations)
 2 - Satisfactory (Results meet minimum standards, requirements and expectations)
 3 - Outstanding (Results are significantly beyond standards, requirements, and expectations)

Entrances	
Glass Doors & Adjacent Glass	2
Entry Carpet or Matting	2
Trash & Receptacles	3
Immediate Exterior Area	3
Hard Floors	
Reception Area	3
Hallways and Common Areas	3
Corners, Edges & Baseboards	2
Images	



Results instantly delivered to Management team & stored.

Results provided to customer as required, upon request or when necessary

Training

Service Staff – Recruiting/Onboarding Process

Our process for onboarding all new employees is as follows:

1. We pride ourselves on hiring and promoting from within. For all open positions we network within our company to find the best candidate(s) for the position.
2. After all applicants from within the company have been interviewed we then look to employee-referred applicants. We seek out mature, stable, work oriented individuals with favorable employment histories and clean backgrounds. Our successful job applicants must exhibit a neat appearance, positive attitude, and a willingness to perform the necessary job requirements.
3. When staffing a new contract we work closely with our customers to help identify employees that have performed exceptionally well with the prior contractor and, with our customer's permission, we make a similar position available to them with our company.
4. Prior to hiring, all applicants for employment are interviewed and prescreened by a member of our management team. We comply with all provisions on Equal Employment Opportunity/Affirmative Action as mandated by applicable Federal, State and Local laws, rules and regulations.
5. Prior to being on-boarded, employment history is verified and backgrounds checked are run by a third party vendor.
6. Once a candidate has been offered a position with Building One, we follow all procedures mandated by the United States Immigration and Naturalization Service. We strictly adhere to the INS verification process requirements (I-9 Form) for all new hires, regardless of situation.
7. After successfully completing the I-9 process, a **New Hire Orientation Packet** is provided as part of our **4-Step Training Program**, which is further explained on the following page.

“Train to Retain”

Our 4 - Step Training Process

- o **Step 1 - New Hire Orientation:** All new hires view a video on safety, the proper use of equipment, chemicals, and cleaning techniques. We also recently partnered with a risk management firm, which allows us to incorporate an entire portal containing our complete Environmental, Health and Safety Program. Company policies and procedures are reviewed and acknowledged. Site-specific emergency and safety procedures are also reviewed. Company identification and uniforms are issued.
- o **Step 2 - Assignment of Company Property:** Equipment is assigned and the employee is provided with the necessary materials and supplies. The supervisor then walks the new employee through their assigned tasks.
- o **Step 3 - Worksite Training/Assignment of "Buddy":** New hires are then teamed with our dedicated Trainer for continued guidance and assistance in the practical application of prior training. This "on-the-job" training method has been extremely successful in producing quality service staff. Furthermore, we've implemented a "Buddy System" for new hires who have completed the on-the-job training to have continued access to more experienced staff throughout their employment. Focus will be on a specific customer's scope of work that outlines the tasks and frequencies for each. A daily, weekly and monthly routine is established for each accounts and individual locations to ensure everything a customer wants done is getting done.
- o **Step 4 - Performance Evaluation/Probationary Period:** All new hires are monitored during a 90 Probationary Period, which also includes periodic reviews being conducted by their direct Supervisor and/or the Director of Operations, which is to insure that the work being performed is at the quality level desired. In the event there appears to be deficiencies in any aspect of the employees work, the employee will be re-trained to properly resolve the underlying issue.

Security Procedures

Security is a very serious matter so we take all necessary measures to ensure our customer's peace of mind while cleaning their buildings. At the backbone of this program is employee screening. We utilize a third party firm to provide a seven-year criminal background check for all new hires.

We will work closely with your personnel to make sure we are in compliance with all lockdown and alarm procedures. Our employees are appropriately instructed in the proper use of keys, locked and/or secured areas, and any special alarm systems or procedures used in your facility.

Emergency Response

Prior to the start of our service you will be provided with a contact/call list of key management personnel cell phone numbers to contact in the event an emergency should arise. Additionally, our service department is available 24/7 to handle any emergencies or special requests.

In most cases we are able to mobilize staff and equipment within sixty minutes of the initial call. Response services include: flood & fire clean-up, snow removal and other special services. The fee for emergency response services will be calculated on a time and materials basis and separately invoiced.

Environmental, Health and Safety Program

Building One is committed to providing a safe environment for all our employees, our customer's employees, and the members of the general public who may enter your facility. We are committed to safety and accident prevention, where each and every one of our employees play an integral role to make safety matter.

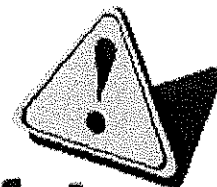
We partner with our customers to develop site-specific safety information and training for our service staff. This safety information and training is used in conjunction with our standard safety training to create a program tailored to your facility. Once the program has been designed, we then pull from our risk management portal any and all resources necessary to support the goals and objective of the established program.

Our Standard Safety Program consists of:

- o Safety Overview
- o Safety Training Video
- o Blood borne Pathogen Training
- o MSDS/Right to Know Training
- o Full Compliance with all OSHA Guidelines
- o Emergency Procedures (site specific)

Our Comprehensive EHS Program addresses:

- o Standard Safety Program
- o Accident/Injury Reporting
- o Emergency Protocols
- o Equipment Inspection/Maintenance
- o Unsafe Conditions Awareness & Reporting
- o Lifting Procedures
- o Protective Equipment
- o Work Zone Safety



Safety matters

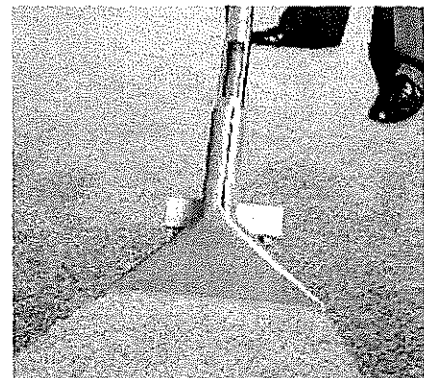
IV. Capabilities

We're not your typical cleaning company, our service capabilities range well beyond that of our competition. While we've built a successful business foundation on cleaning services, our special services is what sets us apart.



Special Services & Other Offerings:

- o Carpet extraction
- o High speed buffing
- o Steam cleaning
- o Clean Room's
- o Kitchen/Cafeteria deep cleans
- o Upholstery
- o Disinfection & Sanitization
- o Floor Refinishing
- o Pressure washing
- o Interior/Exterior windows
- o Stone restoration & maintenance
- o Parking & Grounds Clean up
- o Porter & Matron Services
- o Construction / Post Construction Clean-Up
- o Sanitary Supply Sales



- o Commercial Handyman Services (See next page for additional details)

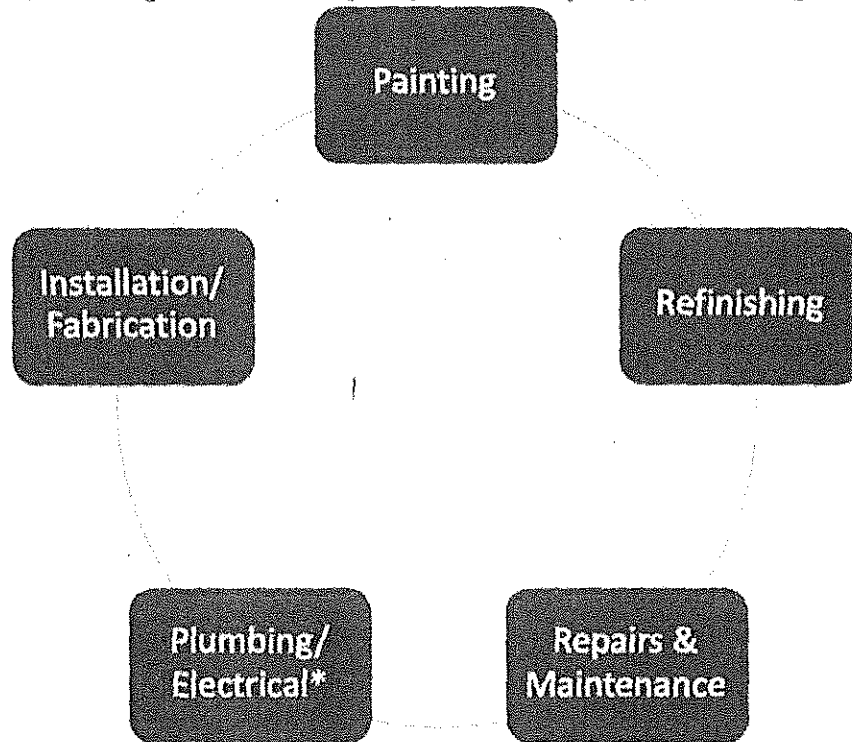
Special Services may be included within the scope of the cleaning services; however, that never limits us from making a critical suggestion for additional services. The suggestion is also a result of our team taking all necessary steps to ensure your facility maintains the most admirable aesthetics.

Often times, the use of Special Services can be the difference between a "Clean" and an "Immaculate" facility.

Commercial Handyman Services

Handymen seem to be in heavy supply in the market; however, we've retained staff with the most diverse, yet with the necessary concentration of talent to properly complement our cleaning services.

We offer several options, which are tailored to your needs for Handyman services, which includes: Project Based, Recurring retained hours (at any desired frequency) and Floating "On-Call" hours.



We're happy to offer a tailored Special Services, Handyman or combination program to be included in the cleaning services contract. Let us understand your current and future needs to design a program that will be most cost effective and deliver the results you deserve.

We put our current
and future
CUSTOMER needs
at the heart of
everything we do

We support, value
and respect our
colleagues and enjoy
working together as a
TEAM

**Building One
Core Values**

We believe in
fostering a **SAFE**
and
Environmentally
friendly culture

We are
ACCOUNTABLE
and take **PRIDE** in
all we do

We put **HONESTY**
and **INTEGRITY**
above everything we
do

Building *1*ne
Facility Services, LLC
Tasks and Frequencies
Cleaning Specifications



Town of Waterford Task & Frequency Cleaning Specifications

Common Areas

Daily

1. Empty wastebaskets and replace liners as needed
2. Collect recycled paper and cardboard and place in designated area
3. Spot clean interior glass in partitions, doors, directories, and the main entrance
4. Clean and sanitize common area surfaces to include registration counters, doorknobs, push plates, kitchen counters, elevator buttons and handrails
5. Wash and clean both sides of glass entrance doors

Weekly

1. Spot clean by damp wiping fingerprints, smears and smudges on door frames, light switches, handles, glass surfaces and walls. Surfaces covered with flat paint or exotic or delicate materials will be cleaned with utmost care without risk
2. Dust all horizontal surfaces of desks, chairs and tables
3. Low dust to hand height all horizontal surfaces of equipment, ledges and sills
4. Remove cobwebs from ceiling and walls

Bi-Weekly

1. Dust all pictures, frames, charts, graphs and similar wall hanging, plus partitions, doors and doorframe surfaces
2. Dust or vacuum clean all heating and air conditioning vents

Office & Conference Rooms

Daily

1. Empty trash and replace liners
2. Wash and Sanitize sinks, wipe open areas of counter
3. Sweep and mop any hard surface floors
4. Vacuum carpeted areas and spot clean

Monthly

1. Vacuum ceiling vents
2. Dust all flat surfaces

Kitchenettes & Break Rooms

Daily

1. Sweep and mop floors and/or vacuum carpet
2. Empty trash and replace liners
3. Wipe tops of tables and dust chairs
4. Clean sink *if empty* and wipe counters
5. Damp wipe exterior of appliances

Weekly

1. Wash splash marks from walls and cabinets

Monthly

1. Vacuum ceiling vents

Rest Rooms

Daily

1. Clean, Sanitize and polish all vitreous fixtures, including toilet bowls, urinals, sinks and hand rails using Germicidal Detergent Solution
2. Clean and polish all chrome fittings and brightwork including shelves, flushometers and metal dispensers
3. Clean and Sanitize both sides of every toilet seat, rim and flush handle using a Germicidal Detergent Solution
4. Clean and polish all glass and mirrors
5. Empty all containers and disposals; insert liners as required. Waste and refuse will be removed to the designated area
6. Wash and Sanitize exterior of all trash containers
7. Refill all dispensers (towels, soap, liners and toilet paper)
8. Remove spots, stains and splashes from the wall areas
9. Dust and spot clean all toilet partitions, tile walls, dispensers and receptacles
10. Thoroughly wash floors using a Germicidal Detergent Solution

Weekly

1. Remove soil from door frames, light switches, kick and push plates
2. Wash and Sanitize partitions, tile walls and enamel surfaces
3. Low dust all horizontal surfaces to hand height. Low dusting includes sills, ledges, molding, shelves, frames, radiators, partitions, etc.

Monthly

1. High dust above hand height all horizontal surfaces

Quarterly

1. Dust exterior of light fixtures

Floor Maintenance Carpeted Floor Surfaces

Daily

1. Spot clean carpets, inspecting for spots and stains. Remove where possible
2. Vacuum traffic areas

Weekly

1. Vacuum clean all exposed carpeting and difficult areas, such as under desks, tables and counters

Annual

1. Clean all carpets using hot water extraction and/or Cimex methods

All Hard Surface Floors

Daily

1. Dust mop or sweep
2. Spot clean spills with a damp mop using a germicidal detergent solution

Weekly

1. Completely damp mop or wet mop and rinse

Annual

1. Refinish all VCT floors
2. Machine scrub restroom floors



References

Reference 1

Organization Name: Backus Hospital
Contact Individual: Mr. William Gerjes
Phone No: 860-455-0707
Address: 107 Lafayette St, Norwich, CT
Email address: William.Gerjes@hhchealth.org
Service dates: 2017 through present

Reference 2

Organization Name: Jefferson Radiology
Contact Individual: Mr. David Hutchinson
Phone No: 860-291-6547
Address: 941 Farmington Ave, West Hartford, CT
Email address: dhutchinson@jeffersonradiology.com
Service dates: 2014 through present

Reference 3

Organization Name: EASTCONN Schools
Contact Individual: Ms. Donna Sylvestre
Phone No: 860-455-0707
Address: 376 Hartford Turnpike, Hampton, CT
Email address: dmariano@eastconn.org
Service dates: 2016 to present

Building *fine*
Facility Services, LLC
Signed Documents

NON-COLLUSION AFFIDAVIT

COMPLETE AND RETURN

BID #:

BID TITLE:

NON-COLLUSIVE BID STATEMENT

The undersigned bidder, having fully informed itself regarding the accuracy of the statements herein, certifies that:

(1) The bid has been arrived at by the bidder independently and has been submitted without collusion with, and without any agreement, understanding, or planned common course of action with, any other vendor or bidder of materials, supplies, equipment, or services described in the invitation to bid, designed to limit independent bidding or completion, and

(2) The contents of the bid have not been communicated by the bidder or its employees or agents to any person not any employee or agent of the bidder or its surety on any bonds furnished with the bid and will not be communicated to any such person prior to the official opening of the bid.

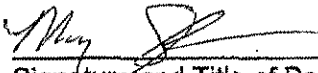
The undersigned bidder further certifies that this statement is executed for the purposes of inducing the Town of Waterford to consider the bid and make an award in accordance therewith.

Building One Facility Services, LLC

Legal Name of Bidder

57 Ozick Drive, Suite A, Durham, CT 06422

Business Address

 CEO/Mary Stanton

Signature and Title of Person
Authorized to Sign

Mary Stanton

Printed Name

5/25/22

Date

COMPLETE AND RETURN

Bid #:

Bid TITLE:

NON-CONFLICT AFFIDAVIT OF RESPONDENTS

No Elected or Appointed Official, SBC member or other officer or employee or person whose salary is payable in whole or in part from the Town of Waterford OR Board of Education, nor any immediate family member thereof, is directly or indirectly interested in the Bid/Proposal, or in the supplies, materials, equipment, work or labor to which it relates, or in any profits thereof.

The undersigned further certifies that this statement is executed for the purpose of inducing the Town of Waterford to consider the statement of qualifications submitted herein.

State of Connecticut S.S.

County of Middlesex

Subscribed and sworn before me this 25th day of May, 2022.

Legal Name of Respondent: Mary Stanton

Business Name: Building One Facility Services

Business Address: 57 Olick Dr. Suite A
Dorham, CT 06422

Mary Stanton CEO/Principal
Signature and Title of Person

By: Anna Fishburne

My Commission Expires: My Commission Expires Aug. 31, 2024

Notary Public

Date: 05/25/2022

7. **Non-Discrimination in Employment.** During the performance of this Contract, the CONTRACTOR agrees as follows:

a) The CONTRACTOR shall not discriminate against any employee or applicant for employment because of race, creed, color, sex or national origin. The CONTRACTOR shall take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, creed, color, sex, or national origin. Such action shall include, but not be limited to, the following: employment, upgrading, demotion, transfer, recruiting or recruitment advertising, layoff, termination, rates of pay or other forms of compensation, and selection for training including apprenticeship. The CONTRACTOR agrees to post in conspicuous places available to employees and applicants for employment notices to be provided, setting forth the provisions of this Non-Discrimination in Employment Clause.

b)

AFFIRMATIVE ACTION/EQUAL EMPLOYMENT ACTIVITIES

Please indicate the name and address of the company official(s) responsible for carrying out the Equal Employment Opportunity/Affirmative Action Program for your company.

If your company does not have a written affirmative action plan, please estimate the number of vacancies during the next 12 months, and indicate the numerical or percentage goals you have set for the employment of minority people and females to make your labor force reflective of the labor market in which you operate.

Approximately 120 vacancies over next 12 months

Approximately 85% minority / female

The vendor/bidder understands that failure to complete the above form in a satisfactory manner will preclude such vendor from being actively considered for contract with the Town of Waterford. The vendor /bidder also understands that the Affirmative Action statements will become part of any contract, and that breach of such statements will constitute a breach of the contract subject to such remedies as provided by law.

I certify that there are no misrepresentations, omissions, or falsifications in the foregoing statements and answers, and that the entries above are true, complete, and correct to the best of my knowledge and belief.

Date May 25th 2022 Signature _____ Title _____

Subscribed and sworn to before me at Durham, CT,
Connecticut,

This 25th Day of May, 2022.

My Commission Expires Aug. 31, 2024

AFFIRMATIVE ACTION STATEMENT

NOTE: IF YOUR COMPANY HAS LESS THAN 10 EMPLOYEES, OR
HAS COMPLETED THIS SAME FORM WITHIN 1 YEAR, YOU
MAY DISREGARD THE FOLLOWING EQUAL
EMPLOYMENT/AFFIRMATIVE ACTION SECTION, EXCEPT AS
NOTED.

- OR:**
- (1) The number of employees _____
 - (1) Completed this form within one year _____ Yes _____ No