

Request for Proposal #18PSX0293

CUSTODIAL SERVICES FOR DAS FACILITIES LOCATED AT:
401 WEST THAMES STREET, NORWICH, CT.

Contract Specialist: **Melissa Marzano**

Date Issued: **March 12, 2019**

Due Date: **April 4, 2019 at 2:00 pm Eastern Time**

**Department of Administrative Services
Procurement Division**



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Request for Proposals (RFP)

CUSTODIAL SERVICES FOR DAS FACILITIES LOCATED AT 401 WEST THAMES, NORWICH

Guide to Electronic Proposal Submissions

1. Introduction To BizNet

It is now a requirement of Department of Administrative Services (DAS)/Procurement Division that all Companies create a Business Network (BizNet) Account and add their company profiles to the State of Connecticut BizNet system. Companies are responsible for maintaining and updating company information in their BizNet Accounts as updates occur. Companies that have been certified through the Supplier Diversity or the Pre-Qualification Program have already created a BizNet account.

The BizNet login is: <https://www.biznet.ct.gov/AccountMaint/Login.aspx>

New Companies: Create an account by clicking the BizNet login link above and then the button on the right labeled "Create New Account". Login and select Doing Business with the State and Company Information. Please be sure to complete information in all tabs (Company Information, Accounts, Address, etc.).

Existing Companies Needing to Update Their Information: Login to BizNet and select Doing Business with the State and Company Information.

Anyone having difficulty connecting to their account or downloading or uploading forms should call DAS/Procurement Division at 860-713-5095.

2. Business Friendly Legislation

As a result of Public Act 11-229, DAS/Procurement Division's goal is to make doing business with the State of Connecticut more business friendly. To eliminate redundancy, forms that were repetitively filled out with each request for proposal are being automated in BizNet.

DAS/Procurement Division began the transition to on-line bidding by automating the submission of Affidavits and Non-Discrimination forms on October 1, 2011. Companies must submit forms electronically to their BizNet account if they haven't already done so. These forms must be updated on an annual basis, no later than 30 days after the effective date of any material change. Rather than completing them with each proposal submittal, companies that have already filed these forms have the ability to view, verify and update their information prior to submitting a proposal response.

Instructions for Uploading Affidavits and Non-Discrimination Forms:

Click on the following link for instructions on how to upload Affidavits and Non-Discrimination forms:

<http://das.ct.gov/images/1090/Upload%20Instructions.pdf>

(a) AFFIDAVITS

THE FOLLOWING FORMS MUST BE SIGNED, DATED, NOTARIZED, UPLOADED OR UPDATED ON BIZNET. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.

- (1) OPM Ethics Form 1 – Gift & Campaign Contribution Certification
- (2) OPM Ethics Form 5 – Consulting Agreement Affidavit
- (3) OPM Ethics Form 6 – Affirmation of Receipt of State Ethics Laws Summary
- (4) OPM Ethics Form 7 – Iran Certification

For information regarding these forms, please access the Office of Policy & Management’s website by clicking on the following link: <http://www.ct.gov/opm/cwp/view.asp?a=2982&q=386038>

(b) NON-DISCRIMINATION –

CHOOSE ONE (1) FORM THAT APPLIES TO YOUR BUSINESS. COMPLETE AND UPLOAD OR UPDATE ON BIZNET ANNUALLY. TO OBTAIN A COPY OF THESE FORMS, YOU MUST LOGIN INTO BIZNET AND FOLLOW THE INSTRUCTIONS LISTED ABOVE.

- (1) Form A – Representation by Individual (Regardless of Value)
- (2) Form B – Representation by Entity (Valued at \$50,000 or less)
- (3) Form C – Affidavit by Entity (RECOMMENDED) (Valued at \$50,000 or more)
- (4) Form D – New Resolution by Entity
- (5) Form E – Prior Resolution by Entity

For information regarding these forms and on which form your company should complete, please access the Office of Policy & Management’s website by clicking following link:

http://www.ct.gov/opm/cwp/view.asp?a=2982&q=390928&opmNav_GID=1806

3. Online Proposal Responses

Any proposal posted by DAS/Procurement Division must be submitted electronically. The common forms listed below have also been automated in the BizNet system. In addition, specific forms are now fillable, as noted below. To complete forms; download them from your BizNet account, complete your submittal response, and then upload these completed documents (as well as any other required submittal documents) through BizNet prior to date and time upon which the Proposal is due pursuant to the RFP. Late submissions will not be accepted. All proposals response submitted must be e-signed. Proposals that are not e-signed are not received by DAS/Procurement and cannot be viewed or considered. If any required documents have not been uploaded, the system will not allow you to e-sign. After successful e-signature, Proposers will get a confirmation that their proposal has been successfully submitted. If you do not receive this electronic confirmation, please contact DAS/Procurement at 860-713-5095. Proposals are not publicly opened and are not available for viewing until after the Contract has been awarded.

- Contractor Information/Electronic Signature Page – Web Based fillable Form
- Employment Information Form (DAS-45) – Web Based fillable Form
- Statement of Qualifications (DAS-14) – PDF Fillable Form
- Connecticut Economic Impact Form (DAS-46) – Web Based fillable Form
- Contract Exhibit B – Price Schedule (RFP-16)
- RFP Addendum (RFP-18) – if applicable

Additional forms such as those listed below must be reviewed carefully and accepted by the proposer prior to proposal submittal:

- Standard Terms and Conditions (RFP-19)
- Request for Proposal Document (RFP-22)
- Request for Proposal Contract (RFP-50)
- Contract Exhibit A – Description of Goods & Services and Additional Terms & Conditions
- Contract Exhibit C – SEEC Form 11

4. **Insurance Accord Certificates**

Contractors are responsible for maintaining their BizNet accounts with new and/or updated insurance information.

The following documentation will need to be uploaded to each company's BizNet account and evidencing that the State is an additional insured:

- (a) Certificate of Insurance (Accord Form)
- (b) The insurance policy declaration page
- (c) The additional insured endorsement to the policy

Training documentation relating to the completion of the above-reference forms is available through the DAS Website under "DAS Business Friendly Initiatives" at the following website: [http://portal.ct.gov/DAS/Search-Results?SearchKeyword=insurance instructions](http://portal.ct.gov/DAS/Search-Results?SearchKeyword=insurance%20instructions)

Proposers are cautioned that there may be additional documents, attachments or requirements depending on the complexity of the RFP. Please read ALL RFP documents carefully and provide all required information. Failure to do so may result in rejection of your proposal.

Overview

The State of Connecticut Department of Administrative Services ("DAS") is issuing this Request for Proposal to solicit proposals for CUSTODIAL SERVICES FOR DAS FACILITIES LOCATED AT 401 WEST THAMES, NORWICH.

Scope of Services

- A. The term of the Contract resulting from this solicitation (the "Contract") will be effective from May 12, 2019 to May 31, 2023.
- B. This proposal is subject to the Qualified Partnership program, in accordance with C.G.S. 4a-82, as amended by Public Act 13-227. All proposers must be certified as a Qualified Partnership PRIOR TO THE bid due date. The certification of Qualified Partnerships is administered through the CT Community Nonprofit Alliance (d/b/a Connecticut Community Providers Association (CCPA)). CCPA may be notified directly at (860) 257-7909 for Qualified Partnership program requirements.
- C. This contract replaces the following contract award(s) in part or in total: NONE
- D. Current custodial provider is CT Community Non-Profit Alliance, Inc. and can be reached at 860-257-7909

Instructions to Proposers

1. Proposal Schedule

RELEASE OF RFP:	Date:	March 12, 2019
MANDATORY PRE-PROPOSAL MEETING AND SITE INSPECTION:	Date:	March 19, 2019 at 1:00 PM Eastern Time
	Location:	Campbell Building 100
RECEIPT OF QUESTIONS:	Date:	March 20, 2019, by noon Eastern Time
ANSWERS TO QUESTIONS POSTED AS ADDENDUM:	Date:	March 21, 2019
RFP DUE DATE:	Date:	April 4, 2019 at 2:00 pm Eastern Time

2. Pre-Proposal Meeting Requirements

This RFP contains a **mandatory** pre-proposal meeting requirement. Proposers who are interested in responding to this RFP must attend the meeting at the specified date/location listed above.

NOTE: Late Arrivals (15 minutes or more) will not be given credit for attendance nor allowed to participate in the RFP process. Vendors will not be admitted to state buildings without a valid photo ID. Failure to attend this meeting will result in the rejection of your RFP.

3. Questions

Questions for the purpose of clarifying this RFP must be received no later than the date and time specified in Section 1, "Proposal Schedule" and must be directed to the Contract Specialist, Melissa Marzano via email: melissa.marzano@ct.gov.

4. Communications

During the period from your organization's receipt of this Request for Proposal, and until a contract is awarded, your organization shall not contact any employee of the State of Connecticut concerning this procurement except in writing directed to the Contract Specialist, Melissa Marzano via email: melissa.marzano@ct.gov.

5. Solicitation Submission

Solicitations shall be submitted online by the RFP due date and time only. Proposers shall upload their solicitation submission to their BizNet Account.

Description of Goods & Services Specifications and Additional Terms & Conditions

DESCRIPTION OF GOODS AND SERVICES:

1. Scope

The Contractor shall provide custodial services as described herein (the "Services") at 401 West Thames Street, Norwich, Connecticut (the "Facility").

The estimated square footage is:

- A. Campbell (Common Areas and Facilities Office), building 100 is approximately 5,500
- B. Campbell/Phelps (DSS), building 100 is approximately 38,000
- C. Southeastern Mental Health Authority (the "SMHA"), building 300 is approximately 53,000
- D. Nurses, building 700 is approximately 1,000

2. Services

A. The Contractor shall perform the following:

- 1. Thoroughly complete the Services as described in detail in the Contract, including this RFP and as scheduled in the Task and Frequency Schedules, attached as Exhibits E, F, G, H, I and J in a professional manner, using quality equipment and materials that conform to all current Federal, State and local regulations.
- 2. Be responsible to oversee that the Services are completed in accordance with the Contract.
- 3. Provide a minimum of one (1) employee that is literate in the English speaking language who is able to communicate with the Client Agency.
- 4. Ensure that the Facility at all times conforms to the level of cleaning indicated in the Tasks Procedure Section 19 of this Exhibit A to ensure that the Facility is uniformly clean, hygienic and meets the approval of the Client Agency.
- 5. Provide the labor, materials and equipment necessary for cleaning and maintenance, except as otherwise specified herein.
- 6. Provide backup staff in the event the primary cleaners or the supervisor is unable to perform the work in accordance with the Contract.
- 7. Notify the Client Agency Designee in writing within five (5) business days prior to any Contractor's representative change.

B. The Client Agency shall:

- 1. Designate or assign a representative(s) to act on behalf of the Client Agency regarding all matters affecting the Services (the "Client Agency Designee"). The Client Agency shall identify the Client Agency Designee upon commencement of the Contract. The Facility is currently managed by Konover Commercial Corporation, a third party property management firm who will serve as the initial Client Agency Designee.

3. Facility Access

- A. The State is not responsible for providing parking for Contractor's employees.
- B. Client Agency Designee will provide the Contractor's on-site supervisor with building entry keys and/or key card or code access (collectively "Keys") as applicable. Only the Contractor's on-site supervisor will be authorized to lock or unlock doors for Contractor personnel. The Contractor is responsible for informing its employees of all security measures that must be adhered to. Any violations of such measures caused by Contractor or its employees will subject the Contractor to fines and/or cancellation of the Contract.
- C. All Keys to the Facility will be furnished by the Client Agency Designee to the Contractor. Contractor shall sign a Key receipt form as provided by the Client Agency Designee. All Keys will remain the property of the State and will not be duplicated by the Contractor or its employees. The Contractor shall immediately return all Keys to the Client Agency Designee upon request and at the end of the term of the Contract. If any Keys are not returned by Contractor, a charge for re-keying all affected locksets will be assessed against Contractor. The Contractor shall also assume the cost of re-keying buildings if Keys are lost or stolen by the Contractor or its employees or representatives.
- D. Contractor shall report the loss of any Keys to the Client Agency Designee within two (2) hours after the Contractor or any of its employees or representatives are notified or become aware of such loss. Contractor shall accept full responsibility of such loss and expenses that may result including, but not limited to re-keying of the Facility. Failure of the Contractor to report the loss of any Keys or to accept full responsibility for any loss or expense in accordance with the terms of this provision will be grounds for immediate termination of the Contract.

4. Security

- A. The Contractor, at its own cost, shall complete a comprehensive background investigation of all employees assigned to the Contract; including a minimum of two (2) backup employees and two (2) backup supervisors at least forty eight (48) hours prior to the commencement of work by any employee. Background checks must detail employment history, arrest information and citizenship as well as any other information requested by Client Agency. The results of background checks must be submitted to the Client Agency Designee by Contractor immediately upon completion. The Client Agency Designee reserves the right to verify background investigations of Contractors' employees. Client Agency may reject potential Contractor employees based upon background check results.
- B. Contractor shall adhere to established security and/or property entrance policies and procedures for the Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter the Facility for the purpose of carrying out the scope of work described in this Contract.
- C. The Contractor shall train its employees at no cost to the Client Agency in the security requirements and emergency evacuation procedures as described by the Client Agency Designee and will be responsible for enforcing the security rules as such rules apply to its employees.
- D. Contractor shall provide identification badges for all employees at no cost to the Client Agency. The badges will have the company name/logo, employee's photograph, name and signature. The badges will be worn by the employee at all times within the Facility. Contractor's employees may not lend identification badges to another person.

5. Limitations on Site

The Contractor nor any of its employees or subcontractors:

- A. Shall not bring or use drugs or alcohol at the Facility or any other State property.
- B. Shall not bring any unauthorized personnel, including children, onto the Facility or any other State property.
- C. Shall not use any telephones, office equipment or any other personal property belonging to the State, the Client Agency Designee or any employee of the State.
- D. Shall not remove any recyclables from the Facility.

6. Daily Log

- A. The Contractor shall maintain and sign a daily log book (the "Daily Log") logbook used by the Client Agency Designee to verify that the Services are completed each day and to record any concerns needing corrective action. The Contractor's on-site supervisor shall review, date and sign this Daily Log at the beginning of each shift and shall ensure that noted corrections are made if corrections are Contractor's responsibility.
- B. The Client Agency Designee shall report to the Department of Administrative Services "DAS" and the Contractor if breach or poor performance are continuous or unresolved through the use of the Daily Log.

7. Property Damage

The Contractor shall be responsible for the repair or replacement cost of any damage to State and or personal property caused by the use, misuse, or negligence of the Contractor or the Contractor's employees or subcontractors. The Contractor shall report, in writing, any damage to Client Agency property within twenty-four (24) hours of the occurrence of the damage.

8. Assessment of Damages

- A. In the event that the Contractor provides unsatisfactory service(s) or fails to comply with the terms of the Contract and such unsatisfactory service is remedied at the option of the Client Agency Designee and DAS by State employees or by third party contractors, Contractor shall pay to Client Agency the full amount expended to correct the deficiencies, as assessed by the Client Agency Designee or DAS.
- B. In the event of any delays or deficiencies in the Contractor's performance, Client Agency Designee and DAS reserve the right to assess damages in an amount equal to the cost to the State to rectify any delay or deficient performance. Determination and assessment of such amounts due will be made by DAS in its sole discretion.
- C. Any assessment of damages that is imposed upon the Contractor will be paid by the Contractor in the manner required by DAS.

9. Performance Monitoring

Throughout the term of this Contract, Client Agency Designee and DAS will monitor the Performance of the Contractor. The Client Agency Designee shall report to DAS and the Contractor if breach or poor performance is found at the Facility. All data collected will be saved to the Contract file and DAS shall use such data to determine whether the Contractor is qualified for future bids / proposal evaluations.

10. Consumable Goods

- A. Contractor shall provide supplies and/or consumable goods, including but not limited to trash receptacle liners, sanitary napkins, paper towels, toilet paper, hand soap, toilet seat liners, plastic liners (several different sizes), urinal enzyme screens with scented blocks, air fresheners, dispensers and batteries for dispensers. Paper consumables must meet the guidelines for minimum recycled content as determined by the United States Environmental Protection Agency at its website: <http://www.epa.gov/>.
- B. The Client Agency shall provide the following for Building 300, SMHA Brief Care only: The Client Agency shall supply wax paper bags and provide waxed lined paper.
- C. The Contractor shall carry a minimum of one (1) weeks' inventory of supply of consumable goods at the Facility. It is the Contractor's responsibility to monitor the supply of consumable goods and adjust deliveries accordingly to be certain consumables are readily available.

11. Chemicals and Supplies

- A. Contractor shall purchase and issue all chemicals in their original containers. Chemicals or supplies or both that require precautionary warnings must have such warnings affixed to all containers as prescribed by law, regulation or ordinance. Labeling of containers of hazardous, toxic substances or waste must be in compliance with all Federal, State and Local laws, regulations and rules. Contractor shall only use germicidal disinfectants that bear a United States Environmental Protection Agency ("EPA") Registration Number.
- B. Contractor shall use cleaning products that comply with the provision of Conn. Gen. Stat. Section 4b-15a which must be "Green Seal" and/or certified EcoLogo "greenproducts." Green products are identified by EcoLogo on its website: <https://spot.ul.com/main-app/products/catalog/?filter=Certification:ECOLOGO%2520Certification> Green products are identified by Green Seal on its website: <http://www.greenseal.org/FindGreenSealProductsAndServices.aspx>. Contractor shall utilize all cleaning products in accordance with the manufacturer's stated directions. All cleaning products are subject to review and approval by Client Agency or DAS. The term "cleaning products" does not include any (1) Disinfectant, disinfecting cleaner, sanitizer or any other antimicrobial product regulated by the federal Insecticide, Fungicide and Rodenticide Act, 7 USC 136 et seq., or (2) product for which no guideline or environmental standard has been established by any national or international certification program approved by DAS, or which is outside the scope of or is otherwise excluded under guidelines or environmental standards established by such national or international certification program.

12. Cleaning Equipment

- A. Contractor shall furnish all cleaning equipment necessary to perform the Services, including but not limited to power drive floor scrubbing machines, vacuums, back pack vacuums, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners. Such equipment will be the size and type customarily used in work of this kind and no equipment will be used which is harmful to the Facility or its contents. The Contractor shall provide consumable items relating to the equipment at no expense to the Client Agency. Contractor may store only the following equipment at the Facility, at no risk to the Client Agency:

a) Buffer

- b) Portable Hot Water Extractor
- c) Wet Vacuum (12-16 gallon)
- d) Back-pack vacuums

B. The Contractor shall furnish brand new vacuums at the commencement of this Contract. All vacuums must be furnished with a HEPA filter which must remove (from the air that passes through) 99.97% of particles that have a size greater than or equal to 0.3 μm . The Contractor shall provide consumable items relating to the equipment at no expense to the Client Agency.

13. OSHA Compliance

Contractor shall comply with United State Department of Labor Occupational Safety and Health Administration (“OSHA”) guidelines. As such, Contractor shall:

- A. Furnish to the Client Agency Designee copies of the Safety Data Sheets (“SDS”) for all products used, within ten (10) business days after contract award date or prior to the utilization of product.
- B. Supply employees with a first aid kit, per OSHA requirements and based on the number of employees.
- C. Update SDS annually and submit them to the Client Agency Designee.
- D. Comply with all applicable OSHA and EPA requirements related to the performance of this Contract, including but not limited to safety, training, equipment, toxic and hazardous substances and labeling of chemical containers.
- E. Comply with all applicable Federal and State safety laws and regulations to ensure a safe working environment.

14. Schedules and Days of Operation

Contractor shall perform the Services as follows:

- a) Campbell and Campbell/Phelps (DSS) building 100: Services shall be Monday through Friday beginning between 4:00PM and 8:00PM. Contractor shall also provide a day porter Monday through Friday 8:00AM through 3:00PM. The Contractor shall set the day porter’s schedule based on tasks listed in Exhibits E and F Task and Frequency Schedules. The Contractor shall provide a copy of the day porter schedule to the Client Agency Designee. The Contractor shall provide the Client Agency a cell phone number at the commencement of the Contract which shall be used to communicate with the day porter assigned to building 100 throughout the day as needed.
- b) SMHA building 300: Services shall be Monday through Friday between 4:00PM and 8:00PM. Contractor shall also provide a day porter Monday through Friday 7:00AM through 3:00PM. The Client Agency shall set the day porter’s schedule based on tasks listed in Exhibits G, H and I Task and Frequency Schedules. The Contractor shall provide the Client Agency a cell phone number at the commencement of the Contract which shall be used to communicate with the day porter assigned to building 300 throughout the day as needed. Services on Saturday, Sunday and Holidays shall be performed between 8:00AM and 12:00PM. Services at the SMHA building must be provided three-hundred-sixty five (365) days per year, with the exception of the Governor’s directive for state office building closures for snow. For weekends and Holidays, the Contractor shall perform the tasks as indicated in Exhibits G and I Task and Frequency Schedules.
- c) Nurses building 700: Services shall be Monday through Friday between 3:00PM -6:00PM.

- d) The Contractor’s staff shall not enter the Facility any sooner than fifteen (15) minutes prior to the start of their shift, nor re-enter following shift end. Contractor and its employees and personnel shall sign in and out of the Facility on an approved time sheet provided by the Client Agency Designee. The Services schedules attached as Exhibits E, F, G, H, I and J Task and Frequency Schedules is based on a twelve (12) month period, identifying and delineating the time frames for the required Services (e.g. weekly, monthly, quarterly and annual tasks) by the day of the week, the week and month. The State reserves the right to change schedules at its sole discretion at any time to meet its requirements.
- e) Contractor shall not provide any Services on the State holidays indicated below with the exception of Building 300 as stated in “section b” above. Additionally, if the State decides to close State buildings on any other day including but not limited to employee furloughs, Services will not be required or provided on the closure date, unless otherwise directed. The State shall provide Contractor with reasonable notice of building closures whenever possible. The Contractor shall prorate any invoice relating to a scheduled work day in which Services were not provided due to Facility closure. The prorated formula will be the monthly cost divided by the number of Service days within the particular month to get a daily rate; multiply the daily rate by how many days of Service completed within the particular month to establish the prorated monthly cost. The Contractor shall reschedule any task that was not completed due to the Facility closure with the exception of daily tasks. The Client Agency Designee must be notified and approve of all task schedule changes in writing.

f)

STATE HOLIDAYS	
<u>New Year’s Day</u>	<u>Independence Day</u>
<u>Martin Luther King Jr. Day</u>	<u>Labor Day</u>
<u>Lincoln’s Birthday</u>	<u>Columbus Day</u>
<u>Washington’s Birthday</u>	<u>Veteran’s Day</u>
<u>Good Friday</u>	<u>Thanksgiving Day</u>
<u>Memorial Day</u>	<u>Christmas Day</u>

15. Monthly Maintenance/Cleaning Calendar

The Contractor shall prepare a Monthly Maintenance/Cleaning Calendars that reflects the weekly and monthly and quarterly tasks as indicated in the Exhibits E, F, G, H, I and J Task and Frequency Schedules. The Contractor shall provide these calendars to the Client Agency Designee prior to the start of each month.

16. Contractor Training of Contractor Parties

The Contractor shall develop and provide an outline of the task requirements and any necessary training to meet those requirements to each work crew. A Contractor representative shall accompany any new employee at the Facility to acclimate the individual to the Services requirements and to provide onsite training at the Facility. If any task, described in this RFP and scheduled in accordance with Exhibits E, F, G, H, I and J Task and Frequency Schedules, cannot be thoroughly completed within the Contract cleaning schedule time line identified in Exhibits E, F, G, H, I and J the Client Agency Designee will be immediately notified in writing.

17. Contractor’s Employees – Supervisors

- A. Contractor shall provide on-site supervision. Contractor's supervisors shall be literate in the English language. Contractor's supervisors shall also be capable of communicating with all Contractors' employees in the event they do not speak English. Upon Client Agency Designee request, the Contractor shall provide documentation that the supervisor has the necessary skills and is paid at a higher rate than the custodians. The supervisor is required to be on-site during the entire shift to oversee the performance of all Contractor's custodians. It is the responsibility of the Contractor and its on-site supervisor to verify that all tasks are thoroughly completed in accordance to the task schedule. The on-site supervisor may devote a maximum of one third (1/3) of its shift to perform custodial tasks. At the discretion of the Client Agency, Contractor may be required to assign additional supervisory oversight as required to correct performance problems.
- B. In the event of the regularly assigned supervisor's absence, Contractor shall provide a substitute of equal or greater skill level, with the approval of the Client Agency. Contractor shall provide the name, title and cell phone number of the supervisor(s) to the Client Agency Designee.

18. Contractor's Employees

All crews necessary to perform the Services will be fully staffed at the commencement of this Contract. All personnel will receive close and continuing first line supervision by the Contractor. Contractor shall provide documentation at the request of the Client Agency Designee that demonstrates the Contractor's employees have had adequate training in all necessary State, Federal and OSHA regulations. In addition, the Contractor's staff (including newly hired personnel) will be trained in fire safety, general hazards such as lead and asbestos and lead awareness, as well as in the proper mixing and applying of cleaning supplies. The Contractor's employees shall wear uniforms that bear the Contractor's company logo, and such uniforms will not be dirty, stained or torn. No sandals or open toe shoes are allowed when providing the Services.

19. Tasks Procedure

The Contractor shall perform the Services as described below and scheduled in accordance with Exhibits E, F, G, H, I and J Task and Frequency Schedules.

A. Resilient Tile and Concrete/Hard Surface

Contractor shall:

- a) Sweep floors with a treated dust mop to remove all dirt, dust, trash particles and other debris. Contractor shall utilize a synthetic mildly abrasive pad (or equivalent) to remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substances. Contractor may use a putty scraper with a metal blade to remove gum like substances.
- b) After removing dirt, dust, trash particles and other debris, wet mop the floor, ensuring that the floors, walls, baseboards, corners, thresholds and adjacent surfaces are free of dirt, dust, marks, scars, streaks, spills, stains, gum, tar and other foreign substances, including those resulting from the splashing of the cleaning solution;
- c) Use cleaning solutions appropriate for the type of floor surface and mix all cleaning solutions according

to the manufacturer's directions; and

- d) Take all necessary precautions, including but not limited to the display of "wet floor" signs, to advise Facility users of wet or slippery floors.

B. Wood /Wood Parquet Floors

Contractor shall:

- a) Remove any and all spills, standing water, or moisture by using a wet /dry vacuum or dry mop. The Contractor shall then sweep the floor utilizing a properly treated dust mop to remove dirt, dust trash, particles and other debris, ensuring that no oily film exists after completion.
- b) Inspect the flooring to ensure that there are no loose or raised areas. If such areas are found, the Contractor shall immediately notify the Client Agency Designee.
- c) Remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substance.
- d) Use cleaning solutions appropriate for the type of floor surface and mix all cleaning solutions according to the manufacturer's directions; and
- e) Take all necessary precautions, including but not limited to the display of "wet floor" signs, to advise Facility users of wet or slippery floors. Upon completion of the cleaning operation, the Contractor shall ensure that no area is more slippery than another and conversely that no area has more drag than another.

C. Interlocking Floor Mats

Contractor shall vacuum interlocking floor mats thoroughly and wet mop with germicidal cleaner using a well wrung mop to prevent moisture from permeating the interlocking tiles.

D. Buffing Floors: Resilient Tile and Concrete /Hard Surface

Contractor shall:

- a) Damp mop, then spray buff floor with an approved floor finish and high speed polisher with an abrasive pad. This operation will take place after the daily operational tasks have been completed. Excessive wax build-up will not be present on floor, corners or baseboards.
- b) Take the necessary precautions including the display of "wet floor" signs, to ensure that Facility users are advised of wet or slippery floors.

E. Buffing Floors: Wood /Wood Parquet

Contractor shall:

- a) Damp mop floor with approved neutral base cleaner and cool water, ensuring that the mop is damp and not overly wet. This operation must take place after the daily operational tasks has been completed.
- b) Take the necessary precautions including the display of “wet floor” signs, to ensure that Facility users are advised of wet or slippery floors.

F. Strip and Wax Floors: - Resilient Tile and Concrete/Hard Surface

Contractor shall:

- a) Strip and wax floor with an approved floor finish. The entire room or corridor must be completed in one (1) operation and with the manufacturer’s recommendation.
- b) Take the necessary precautions including the display of “wet floor” signs, to ensure that Facility users are advised of wet or slippery floors.

G. Strip and Wax Floors: - Wood/Wood Parquet

Contractor shall:

- a) Strip and wax floor with an approved floor finish. The entire room or corridor must be completed in one (1) operation and in accordance with the manufacturer’s recommendation.
- b) Screen/scrub floor until the entire floor area is uniformly dull, ensuring that the screen or floor pad is not so abrasive that it is removing more than the existing floor finish.
- c) Vacuum the entire area to remove finish dust. The Contractor shall use clean untreated dust mop or tack cloths to remove any remaining dust. After the entire area is uniformly dull and clean, Contractor shall use a lamb’s wool applicator to apply two (2) coats of a water base finish, allowing for sufficient drying time between coats.
- d) Take the necessary precautions to secure the area to allow for sufficient drying and curing time.

H. Clean Carpets and Floor Mats

Contractor shall:

- a) Daily remove all paper, gum, rubber bands, staples, paper clips and other debris from the carpet.
- b) Use a carpet vacuum to remove surface soil and embedded grit from all areas accessible to the carpet vacuum. Chairs and trash receptacles must be moved to vacuum underneath, and then replaced in their original positions.

- c) Adjust the beater bars or brush of the vacuum to correspond to the pile height of the carpet. A tank vacuum with a crevice tool and brush attachment must be used to clean all areas, which are inaccessible to the carpet vacuum.
- d) Spot clean the carpet to remove all spots, stains, gum, tar and other foreign substances. When spot cleaning the carpet, the Contractor shall use a spray foam product and a soft bristle brush to agitate the area; any dampness must be removed by blotting the area with a clean soft cloth.

I. Clean Carpets

Contractor shall:

- a) Machine spot or hand spot clean all carpets weekly as a part of the base cleaning annual cost.
- b) Perform complete carpet cleaning only when authorized by Client Agency and in accordance with the schedule described in Exhibit E Task and Frequency Schedule. Carpet care guidelines must be that of the manufacturer's approved cleaning process and appropriate equipment, provided that any cleaning products used comply with the restrictions in the "Chemicals and Supplies" of this Exhibit A. Contractor shall begin the cleaning operation by removing all movable furnishings from the carpeted areas, placing the furnishings in an appropriate temporary location. All paper, gum, rubber bands, staples, paper clips and other debris must be removed from the carpeted area. The Contractor shall then use a carpet vacuum to remove all surface soil and embedded grit. All spots and stains must be treated with an approved spot cleaning solution and a soft bristle brush. Spot cleaning should continue until as much of the spot or stain as possible has been removed. After allowing sufficient drying time, the Contractor shall vacuum the carpeted area following a pattern, which will give the carpet pile a uniform appearance. The Contractor shall conclude the operation by replacing furnishings in their original locations.

Clean Walls, Wall Cabinets & Partitions

Contractor shall:

- a) Spot clean walls, including light switches, wall cabinets, and partitions to remove dirt, cob webs, mold, graffiti, grease, marks, stains, smears, mold and other foreign substances.
- b) Ensure that the walls, wall cabinets, and partitions are uniformly clean, and that there are no smudge spots on the wall overlaps, and that water/cleaning fluids are not spilled on the floor or adjacent areas.

J. Clean Glass Doors and Door Frames

Contractor shall:

- a) Spot clean doors, including door glass and handles and door frames to remove all dirt, cob webs, mold, graffiti, grease, marks, stains, smears, mold and other foreign substances.
- b) Ensure that water/cleaning fluids are not spilled on the floor or adjacent areas.

K. Clean Radiators

Contractor shall remove radiator covers (where applicable), and brush and clean all radiators by wiping down with an approved cleaner. The Contractor, where appropriate, while covers are removed, shall strip and wax the surrounding floor area.

L. Clean Ceiling Vents and Light Fixtures

Contractor shall thoroughly clean, using a germicidal disinfectant and clean sponge or clean cloth, the ceiling vent and light fixtures to remove all dirt, grease, particles, cob webs, and other foreign substances. The Contractor shall not use a hose or other methods to accomplish this task.

M. Clean Furnishings

Contractor shall:

- a) Spot clean all furnishings (i.e. furniture) including, but not limited to desks, chairs, cabinets, display cabinets, counters, tables and other furnishings, including legs and bases as is appropriate to type.
- b) Ensure that all furnishings are free from dust, particles lint, litter, stains, smudges, fingerprints, gum, tar, grease, marks and foreign substances. Items on top of furnishings will not be disturbed during the cleaning procedure.
- c) Use a clean cloth and an approved polish to clean all wood surfaces. Wood furnishings must not have an oily film when the surface is rubbed lightly with fingertips.
- d) Use a clean sponge, clean cloth and spray bottle of neutral detergent or glass cleaner to clean washable surface for all hard surface other than wood. Glass cleaner must be used on all glass surfaces.
- e) Ensure that after cleaning these surfaces their uniform appearance is free from streaks, spots and other evidence of removable soil.
- f) Use a clean sponge, clean cloth and appropriate cleaner, for all vinyl furnishings; re-wipe vinyl with a clean damp cloth and dry the clean cloth.
- g) Use a lightly treated dust cloth, on all cloth; use a tank vacuum with dusting attachment, or a combination thereof to clean surfaces. When spot cleaning cloth furnishings the Contractor shall use a foam spray product approved by Client Agency and a sponge to agitate the soiled area. Any dampness must be removed by blotting the area with a clean dry soft cloth. The Contractor shall notify the Client Agency Designee if the spot cleaning effort is not effective.

N. Dust Clocks, Lamps, Telephones, TV's and Other Equipment

Contractor shall dust and polish, with a clean treated dust cloth, the exterior surfaces of all clocks, lamps, telephones, televisions and other equipment which will be kept free of dust dirt, smudges and fingerprints.

O. Dust Ledges, Shelves and Other High Surfaces

Contractor shall dust, with a clean treated dust cloth, ledges, windowsills, air conditioner tops, shelves and other high surfaces. These items must be kept free of dust, dirt cobwebs and other foreign substances.

P. Clean Microwaves & Refrigerators

Contractor shall thoroughly clean the exterior surfaces of microwaves and refrigerators using a Client Agency approved cleaner with a clean cloth to remove all dust, dirt, grease, fingerprints, stains, streaks and food particles.

Q. Empty and Clean Trash Receptacles

Contractor shall:

- a) Empty all trash receptacles; change and replace liners daily; bag all trash before it is placed in the dumpster. The interiors and exteriors of trash receptacles must be free of trash, liquids, gum, grease, and other foreign substances. Those trash receptacles which are found to contain liquids or other substances which could cause odors, must be washed out and dried before new liners are installed. The Contractor shall place the removed trash into the trash receptacles located in the appropriate location as designated by the Client Agency Designee. Trash cannot be placed on the ground or on top of the trash receptacles.
- b) Remove all recyclable materials generated (as per Public Act 87-544) to the designated areas in the Facility to the recyclable receptacle dumpster.

R. Clean Windows, Window Sills & Blinds

The Contractor shall dust and spot clean all blinds and window frames, below six (6) feet so that they are free of dust, dirt, grime, streaks, graffiti and other foreign substances. The Contractor shall spot clean windows to remove all smudges, fingerprints, marks, streaks, graffiti or foreign substances found on interior windows.

S. Clean Entrance Glass

Where appropriate, Contractor shall clean the interior and exterior sides of the entrance glass, entrance door(s) and adjacent window(s). The surfaces must be completely cleaned and dried and will present a uniform appearance free of all smudges, fingerprints, marks, streaks, graffiti or foreign substances.

T. Clean Stairs and Stairways

The Contractor shall clean stairs and stairways, including walls and landings, in accordance with the specifications for Clean Floors in (i) Article XVIII, Section 1: Resilient Tile and Concrete/Hard Surface, (ii) Article XVIII, Section 4 Buffing Floors: Resilient Tile and Concrete/Hard Surface, and (iii) Article XVIII, Section

10 Clean and Walls, Wall Cabinets & Partitions. The Contractor shall also spot clean handrails, using a clean cloth and or a clean sponge with a Client Agency approved cleaning solution, to remove all dust, dirt, cobwebs, grease, oily film, fingerprints, stains, soils, and other foreign substances.

U. Clean Drinking Fountains

The Contractor shall use cleaning products that comply with the provisions of Conn. Gen. Stat. Section 4b-15a which must be "Green Seal" or certified EcoLogo "greenproducts", applied from a spray bottle, a clean sponge, small brush or mildly abrasive pad to remove all hard water deposits, obvious soil, streaks, smudges and foreign substances from the drinking fountain and entire fixture or cabinet.

V. Clean Restrooms

Sinks, Toilets, Urinals, Exposed Plumbing – Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, toilet bowl mop, clean cloth and cleanser to completely clean and disinfect all exposed surfaces of sinks, toilets, urinals and exposed plumbing. All cleaning products used by Contractor must comply with the provisions of Conn. Gen. Stat. Section 4b-15a and be "Green Seal" or certified EcoLogo "greenproducts." The cleaning must include the drying and polishing of all exposed hardware. The interior of the toilets, toilet seats and urinals must be scoured using a bowl mop. After the interior has been scoured, the fixture must be flushed and the water level followed down with a circular motion of the bowl mop to remove stains and chemical rings. After cleaning, the fixtures must present a clean, bright, shiny appearance. Fixtures must be free of all visible soil, scales, blood, feces, rust stains, scum, streaks, oily smudges, mineral deposits, and other foreign substances. All metal hardware such as flush valves, faucet valves and faucets must be wiped dry and be free of streaks, spots, stains, etc. Toilet seats must be maintained in a safe condition. Inoperable or broken fixtures must be immediately reported to the Client Agency Designee.

W. Clear Sink, Urinal and Toilet Stoppages

The Contractor shall attempt to clear toilet and sink stoppages by use of a plunger or similar device. If the attempt to clear the stoppage(s) has failed, the Contractor shall post an "Out of Order" sign on the sink, urinal or toilet stall door, and shall report the stoppage(s) to the Client Agency Designee. Where main sewer stoppages occur, the Contractor shall secure/lock the rest room, post an "Out of Order" sign on the rest room door and immediately notify the Client Agency Designee.

X. Clean Restroom Walls, Partitions, Door Frames and Door Handles

The Contractor shall spot clean walls, partitions (including the interior of toilet stalls and doors), door frames, and door handles to remove all dirt, cob webs, graffiti, grease, marks, blood, feces, stains, smears, mold and other foreign substances. The Contractor shall ensure that water and cleaning fluids are not spilled onto floors or adjacent areas.

Y. Clean and Disinfect Rest Room Floors

The Contractor shall begin the cleaning and disinfecting operation by sweeping floor with a treated dust mop or broom to remove all dirt, dust, trash, particles and other debris. The Contractor shall begin by removing all feces, blood and vomit and then thoroughly wet the entire floor utilizing a wet mop, mop

bucket and wringer and a germicidal disinfectant solution. The solution must be allowed to remain on the floor for three (3) or four (4) minutes and then must be agitated using a scrub brush or an abrasive pad. The cleaning solution must be removed using a well-wrung mop or it may be squeegeed to the floor drain (where applicable). After being mopped the floor will have a uniform appearance with no streaks, film, swirl marks detergent residue, or mop strings. Grout must be free of mold or other evidence of soil. The Contractor shall ensure that there are no splash marks, or mop streaks left on fixtures, walls baseboards, trash receptacles, or elsewhere.

Z. Clean Showers

Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, clean cloth and cleanser to completely clean and disinfect all exposed surfaces and exposed plumbing. The cleaning must include the drying and polishing of all exposed hardware. After cleaning, the fixtures must present a clean, bright, shiny appearance. Fixtures must be free of all visible soil, scales, blood, feces, rust stains, scum, streaks, oily smudges, mineral deposits, and other foreign substances. All metal hardware such as faucets must be wiped dry and be free of streaks, spots, and stains. Showerheads must be operational and mildew free. Inoperable or broken fixtures must be immediately reported to the Client Agency Designee.

AA. Clean Locker Room Floors

The Contractor shall begin the cleaning and disinfecting operation by sweeping the floor with a treated dust mop or broom to remove all dirt, dust, trash, particles and other debris. The Contractor shall begin by removing all feces, blood and vomit and then thoroughly wet the entire floor utilizing a wet mop, mop bucket and wringer and a germicidal disinfectant solution. The solution must be allowed to remain on the floor for three (3) or four (4) minutes and then will be agitated using a scrub brush or an abrasive pad. The cleaning solution must be removed using a well-wrung mop or it may be squeezed to the floor drain (where applicable). After being mopped the floor must have a uniform appearance with no streaks, film, swirl marks detergent residue, or mop strings. Grout should be free of mold or other evidence of soil. The Contractor shall ensure that there are no splash marks, or mop streaks left on fixtures, walls baseboards, trash receptacles, or elsewhere.

BB. Clean Mirrors

The Contractor shall remove all soil, streaks, smudges, film and foreign substances from the mirror surface and frame using an approved glass cleaner in a spray bottle and a clean cloth. Mirror surfaces must be polished with a clean dry cloth so that they present a uniform, clean appearance. Adjacent shelves will be cleaned in the same manner.

CC. Fill and Clean Paper Dispensers

The Contractor shall refill all paper towel, toilet tissue, sanitary napkin and other paper dispensers to the proper fill level. The Contractor shall also wipe clean the dispensers and adjacent surfaces with a germicidal detergent to remove all soil, marks, smudges, smears and other foreign substances. The Contractor shall check dispensers for proper operation on a daily basis and shall replace all inoperable dispensers at no cost to the Client Agency.

DD. Fill and Clean Soap Dispensers

The Contractor shall refill all soap dispensers to their proper fill level, in accordance with the manufacturer's instructions. The Contractor shall also wipe clean the dispensers and adjacent surfaces and floors, removing any spills created during the refilling process or usage process. The Contractor shall check all dispensers for proper operation on a daily basis and shall replace all inoperable dispensers at no cost to the Client Agency.

EE. Restroom Floors –Strip and Refinish

The Contractor shall strip and refinish floors as referenced in Exhibit E Task and Frequency Schedule, with a sealer approved by Client Agency, using at least three (3) coats of finish. Wax cannot be applied. The floor must be free of dirt, dust mold, streaks, marks, stains, cleaning solution residue, watermarks, cleaning equipment marks, splashing, dissolved/finished particles and other foreign substances. Walls, baseboards, and other surfaces must be clean and free of watermarks, cleaning equipment marks and splashing. The Contractor shall ensure that baseboards, tile, fixtures and other equipment are not damaged, disfigured or impaired. The Contractor shall take the necessary precautions, including the display of "wet floor" signs to ensure that Facility users are advised of wet/slippery floors.

FF. Clean Exterior – Sweep Entryways, Walkways and Stairs

The Contractor shall sweep the entryways and walkways to remove all dirt, debris and litter. The Contractor shall ensure that sweeping operations do not pose a hazard to users of the Facility.

GG. Clean Exterior – Wash Entryways

The Contractor shall hose down and scrub with a stiff broom or brush, the entryways and the adjacent walkways to within twenty-five (25) feet of the entryway. Entryways and adjacent walkways must be free of dirt, soil, stains, litter, debris, bird droppings and other foreign substances. All work will be completed in one operation. Yellow caution tape must be strategically placed around the perimeter of the work site and "wet floor" or "caution" signs must be utilized to ensure that Facility users are advised of wet or slippery conditions.

HH. Custodial/Janitorial Closets

Contractor shall maintain custodial/janitorial closets in a clean and orderly manner. Closets must be locked or otherwise secured at all times.

II. Emergency Custodial Services

Emergency services to be provided by the Contractor may include but are not limited to cleaning spills, leaks, sicknesses, animal wastes, and breakages. In the event that the emergency event creates a need for such services of such a magnitude that the regularly scheduled tasks cannot be accomplished, the Client Agency Designee must be promptly informed.

20. Additional Work:

There may be additional tasks required that are not specified or anticipated. Upon request for the performance of such tasks, the Contractor shall submit a written proposal, utilizing Exhibit B Price Schedule hourly rate. Client Agency Designee shall review and approve all charges for additional work prior to the start of Services.

21. Qualified Partnership

Contractor must remain certified as a Qualified Partnership per Conn Gen. Stat. Section 4a-82 during the entire term of the Contract. The certification of Qualified Partnerships is administered through the CT Community Nonprofit Alliance, Inc. which can be reached directly at (860) 257-7909 for program requirements.

ADDITIONAL TERMS AND CONDITIONS:

22. Contract Separately/Additional Savings Opportunities

DAS reserves the right to either seek additional discounts from the Contractor or to contract separately for a single purchase, if in the judgment of DAS, the quantity required is sufficiently large, to enable the State to realize a cost savings, over and above the prices set forth in Exhibit B, whether or not such a savings actually occurs.

23. P-Card (Purchasing MasterCard Credit Card)

- A. Notwithstanding the provisions of Section 4(b)(2) of the Contract, purchases may be made using the State of Connecticut Purchasing Card (MasterCard) in accordance with Memorandum No. 2011-11 issued by the Office of the State Comptroller.
- B. Contractor shall be equipped to receive orders issued by the Client Agency using the MasterCard. The Contractor shall be responsible for the credit card user-handling fee associated with MasterCard purchases. The Contractor shall charge to the MasterCard only upon acceptance of Goods delivered to the Client Agency or the rendering of Services.
- C. The Contractor shall capture and provide to its merchant bank, Level 3 reporting at the line item level for all orders placed by MasterCard.
- D. Questions regarding the state of Connecticut MasterCard Program may be directed to Ms. Kerry DiMatteo, Procurement Card Program Administrator at 860-713-5072.

24. Subcontractors

Subcontracting is not allowed under this Contract.

25. Standard Wages

Contractors shall comply with all provisions of Connecticut General Statutes 31-57f, Standard Wage Rates for Certain Service Workers and shall pay wages in accordance with the current wage rates provided by the Department of Labor. Information regarding this Statute and how and when it applies can be obtained from DOL's web site at <http://www.ctdol.state.ct.us/wgwkstnd/standardwage.htm>. Questions concerning the provisions and implementation of this act should be referred to the Connecticut Department of Labor, Wage and Workplace Standards Division, 200 Folly Brook Blvd., Wethersfield, CT 06109-1114 (860) 263-6790 or his designated representative. A link to the Standard Wages is provided below.

Standard Wages

<http://www.ctdol.state.ct.us/wgwkstnd/prevailing-rates/service/rates-service.htm>

26. Security and/or Property Entrance Policies and Procedures

Contractor shall adhere to established security or property entrance policies and procedures or both for each requesting Client Agency. It is the responsibility of each Contractor to understand and adhere to those policies and procedures prior to any attempt to enter any Client Agency premises for the purpose of carrying out the scope of work described in this Contract.

27. Invoices and Payments

Payment and invoicing inquiries should be directed to 860-262-6904.

All invoices must include:

- a) Contractor F.E.I.N. or Social Security number.
- b) Complete Contractor name and billing address.
- c) Invoice number and date.
- d) Purchase order number.
- e) Itemized description of services and/or material supplied.
- f) Adjustments, if applicable.
- g) Certified Payroll
- h) Quantity, unit, unit price, and extended amount.
- i) Ticket numbers corresponding to each invoice must be listed or attached to the company invoice as a separate sheet, if applicable.
- j) Work periods and traffic control prices must be itemized, if applicable.

The Contractor shall invoice the Client Agency upon completion of the Services rendered and in accordance with Exhibit B Price Schedule. For prompt payment processing, invoices must be mailed to the following address:

Konover Commercial Corp., AAF State of CT, DAS
401 West Thames St., Building #100
Norwich, CT 06360

Payments may be delayed if the invoice form is not properly completed in accordance with the instructions set forth above.

Proposal Requirements

1. Contract Period

The State intends that this contract shall be in effect May 12, 2019 through May 31, 2023. DAS, in its sole discretion, may extend this Contract for additional terms beyond the original term, prior to Termination or expiration, one or more times for a combined total period not to exceed the complete length of the original term.

2. Stability of Proposed Prices

Any price offerings from proposers must be valid for a period of 60 days from the due date of the proposals.

3. Amendment or Cancellation of the RFP

DAS reserves the right to cancel, amend, modify or otherwise change this RFP at any time if it deems it to be in the best interest of the State to do so.

4. Proposal Modifications

No additions or changes to any proposal will be allowed after the proposal due date, unless such modification is specifically requested by DAS. DAS, at its option, may seek proposer retraction and/or clarification of any discrepancy or contradiction found during its review of proposals.

5. Proposer Presentation of Supporting Evidence

Proposers must be prepared to provide any evidence of experience, performance, ability, and/or financial surety that DAS deems to be necessary or appropriate to fully establish the performance capabilities represented in their proposals.

6. Proposer Demonstration of Proposed Services and or Products

At the discretion of DAS, proposers must be able to confirm their ability to provide all proposed services. Any required confirmation must be provided at a site approved by DAS and without cost to the State.

7. Erroneous Awards

DAS reserves the right to correct inaccurate awards.

8. Proposal Expenses

Proposers are responsible for all costs and expenses incurred in the preparation of proposals and for any subsequent work on the proposal that is required by DAS.

9. Ownership of Proposals

All proposals shall become the sole property of the State and will not be returned.

10. Ownership of Subsequent Products

Any product, whether acceptable or unacceptable, developed under a contract awarded as a result of this RFP shall be the sole property of the State unless otherwise stated in the contract.

11. Oral Agreement or Arrangements

Any alleged oral agreements or arrangements made by proposers with any State agency or employee will be disregarded in any State proposal evaluation or associated award.

Selection Criteria

A selection committee will review and score all proposals. The following information, in addition to the requirements, terms and conditions identified throughout this RFP Document, will be considered as part of the Selection process and are listed in order of relative importance.

1. Methodology for managing account

- a. Proposed methodology to meet specification requirements
- b. Proposed Quality Control(s) and Assurance(s) and Safety Programs
- c. Proposed staffing resources

2. Value

- a. Totally monthly cost taken from Exhibit B - RFP-16 Price Schedule (line item 1 A, B, C and D)
- b. On-demand tasks cost taken from Exhibit B - RFP-16 Price Schedule (line items 2, 3, 4, 5, 6, 7, 8 and 9)
- c. Value Added Offerings (Additional discounts, incentives or rebates)

3. Business Experiences and Resources

- a. Qualifications and experience of proposed personnel assigned to contract.
- b. Past performance with janitorial services.
- c. Past performance with floor maintenance.
- d. Proposed equipment to be dedicated to performing the Services, including a list of equipment that will be stored at the Facility for the term of the Contract.

4. Interview at DAS discretion

The RFP evaluation committee may interview the Proposers who have been determined to be the highest scoring Proposers as a result of their submissions(s). The interviews will be held for the purposes of clarifying any information provided by the Proposers and for discussing any related topics relevant to the solicitation to include but not be limited to the Proposer's proposed staff and Facility related service requirements. Following the interviews, the Proposers will be subject to an additional qualitative scoring process with their resulting scores being added to their initial RFP scores for final selection purposes.

DAS may award by individual item, group of items, or the entirety of all items. DAS may also reject any and all RFPs in whole or in part, and waive minor irregularities and omissions if the best interest of the state will be served.

Submittal Requirements

1. Methodology for managing account

- a. Describe in detail the company's overall method of approach and ability to meet the specifications, requirements, terms and conditions outlined throughout this RFP. Include your company's proposed plan and staffing, hours, etc.

Strategy for Managing Contract and Customer Service. Provide a brief narrative describing your company's oversight of contract cleaning operations along with information/experience of senior supervisory staff and follow up of client concerns.

- b. Describe the company's proposed Quality Control(s) and Assurance(s) and Safety Programs
 1. Include certifications and plans for:
 - i. Current company safety plan
 - ii. Asbestos awareness training
 - iii. Bloodborne Pathogens and Personal Protective Equipment (PPE) Training
 - iv. Proposed quality assurance plan for site
 - v. OSHA training
 2. For Quality Control reporting, describe the following:
 - i. How the Client Agency submits an issue to the Contractor;
 - ii. The number of supervisors for monitoring the Services; and
 - iii. Provide the name of the employee(s) that will be responsible for managing the compliance of the Contract.

- c. Describe the company's proposed staffing resources.

Include a written plan detailing cleaning staff resources available within a one hour response time of the Facilities to deal with staff shortages and extra work that may be required including emergencies.

Include a listing of top management and supervisory resources to respond within one hour of the Facilities to oversee contract and any other issues that may come up from time to time.

2. Value

- a. Monthly cost taken from Exhibit - B-RFP-16 Price Schedule (line item 1 A, B, C and D)
- b. On-demand cost taken from Exhibit B - RFP-16 Price Schedule (line items 2, 3, 4, 5, 6, 7, 8 and 9)
- c. Value Added Offerings (Additional discounts, incentives or rebates)

3. Business Experiences and Resources

- a. Describe the experience and qualifications of personnel (management, supervisors and cleaners) that will be assigned to this Contract. Include resumes, titles, functions, proposed work hours, and detail the location they will serve (include organizational chart).
- b. Past performance (see Contractor Qualifications) detailed business history outlining length of time in business in the current company name. (see Contractor Qualifications) Detailed business history outlining length of time in business in the current company name.
- c. Describe the company’s experience in performing janitorial services for Facilities over 100,000 sq. ft. and over (10) stories, Include three (3) letters of reference dated within the last two (2) years
These letters must be on company letterhead and include the following information:

- i. Name of company
- ii. Contact name
- iii. Telephone number
- iv. Description of work provided
- v. Contract start and end date

Describe the company’s experience in performing floor maintenance for facilities of comparable size to this Facility. Include a minimum of two (2) letters of reference dated within the last two (2) years.
These letters must be on company letterhead and include the following information:

- i. Name of company
- ii. Contact name
- iii. Telephone number
- iv. Description of work provided
- v. Contract start and end date

- d. The Proposer shall provide a list of equipment that will be used to perform the Services, including a list of equipment that will be housed at the Facility for the life of the Contract.

Attachment 1 - Sample Contract

This RFP is not a contract and, alone, shall not be interpreted as such. Rather, this RFP only serves as the instrument through which proposals are solicited. The State will pursue negotiations with the proposer whose proposal scores highest. If, for whatever reason, DAS and the initial proposer fail to reach consensus on the issues relative to a contract, then DAS may commence contract negotiations with other proposers. DAS may decide at any time to suspend the current RFP process and start the RFP process again.

Attachment 1 to this RFP is a draft contract and it is included in this RFP for informational purposes only in order to show some contract provisions that the State of Connecticut requires. It is not intended to, and will not, be the specific contract that the State and the successful vendor(s) will sign. After DAS selects a vendor, DAS will deliver a draft contract to the vendor for consideration and negotiation. The contract that DAS and the successful vendor will sign may vary from Attachment 1. The contract may include a liquidated damages clause at the discretion of the State.