

## EXHIBIT A

### DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

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#### DESCRIPTION OF GOODS AND SERVICES:

##### **1. Scope**

The Contractor shall provide custodial services as described herein (the "Services") at 1107 Cromwell Avenue, Rocky Hill, Connecticut (the "Facility").

All areas of the Facility are included in the Services with the exception of the Sign Shop portion of the garage.

##### **2. Services**

###### A. Contractor responsibilities:

1. Shall thoroughly complete the Services as described in detail in the Contract, including this Exhibit A and as scheduled in the Task and Frequency Schedule, attached as Exhibit E, in a professional manner, using quality equipment and materials that conform to all current Federal, State and local regulations.
2. Shall be responsible to oversee that the Services are completed in accordance with the Contract.
3. Shall 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. Shall ensure that the Facility at all times conforms to the level of cleaning indicated in the Tasks Procedure Section 21 of this Exhibit A to ensure that the Facility is uniformly clean, hygienic and meets the approval of the Client Agency.
5. Shall provide the labor, materials and equipment necessary for cleaning and maintenance, except as otherwise specified herein.
6. Shall have a system for monitoring their employee's arrival and departure from the Facility.
7. Shall provide backup staff in the event the primary cleaners or the supervisor is unable to perform the work in accordance with the Contract. Backup staff shall arrive no later than one (1) hour after the scheduled start time.
8. Shall implement a quality control plan to monitor Performance of Services. The Contractor shall track quality control with written reports. The Contractor shall provide all quality control reports within three (3) business days of the Client Agency or DAS's written request. The quality control reports must include the following:
  - A. Exhibit E Task and Frequency Schedule and the schedule in which the tasks will be completed by the cleaners;
  - B. A daily inspection plan by the Contractor to monitor that the Services are in compliance with standards indicated in section 21 (Task Procedure) of this Exhibit A;

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- C. Client Agency feedback and assurance that the Client Agency has a high satisfaction of the Services; and
  - D. Implementation of continuous improvements.
  - 9. Shall monitor the onsite equipment daily to confirm the safety and integrity of the equipment. Any equipment deemed unsafe shall be removed from the Facility immediately and replaced with an equivalent model.
  - 10. Notify the Client Agency Designee in writing within five (5) business days prior to any Contractor's representative change.
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- B. The Client Agency shall 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.
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- 3. Facility Access**
- A. The Contractor shall secure offsite parking for its employees. 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.

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#### **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. There are certain internal doors protected by card readers. These doors shall not be left open during the performance of Services and should only be open while the Contractor's employee is physically inside locked areas.
- E. Contractor's supervisor shall ensure that all entrances and exits in each area are secure during nightly Services and shall lock all doors and windows when leaving the Facility.
- F. 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

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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. Inspections**

- A. The Client Agency Designee and Contractor's representative will meet to inspect Services performed at an agreed upon time by the parties, to discuss tasks and areas of concern. The Contractor shall record in the quality control report (as described in section 2 "Services" sub-section 8 of this Exhibit A) a detailed list of any deficiencies brought to its attention by the Client Agency Designee and provide the quality control report to the Client Agency within one (1) day following the inspection. Contractor shall complete corrective work related to such deficiencies within five (5) calendar days of each inspection. If the Contractor or Contractor's representative fail to attend any of the inspection(s) or provide the quality control reports, the Contractor shall be subject to the Performance Monitoring procedures (as described in section 10 of this Exhibit A).
- B. At any time during the Contract term, the Client Agency may perform unannounced inspections of the Facility. Should deficiencies be discovered, the Client Agency will have the option to bring the deficiency to the Contractor's attention through the quality control reporting (as described in section 2 "Services" sub-section 8 of this Exhibit A) or if the deficiency is deemed by the Client Agency to be critical, call Contractor immediately. If such a call is made, the Contractor will have four (4) hours to arrive at the Facility. If a correction is not made to the sole satisfaction of the Client Agency, the Contractor will be subject to the Performance Monitoring procedures (as described in section 10 of this Exhibit).

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#### 8. 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.

#### 9. 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 the Contractor's Services are deemed sub-standard as tracked in the Contractor's quality control report (as described in this Exhibit A, section 2 "Services" sub-section 8); the Contractor and the Client Agency shall negotiate an agreed upon credit to that particular month's Service. The credit shall be in a dollar value mutually agreed upon by the Contractor and Client Agency.**
- C. In the event the Contractor's employee(s) are not properly trained (as described in this Exhibit A, section 18 "Contractor Training of Contractor Parties"), the employee will not be permitted to perform the Services and will be automatically dismissed from the Facility. The Contractor shall prorate any invoice relating to a scheduled work day in which Services were not provided and shall use the prorated formula (as described in Exhibit A section 16 "Schedules and Days of Operation" sub-section B). Any lapses in Services are subject to poor performance and possible termination.**
- D. In the event the consumables are lower than the minimum (as described in this Exhibit A, section 11 "Consumables" sub-section B), the Client Agency will purchase one weeks' worth of the consumables deemed below minimum. The Client Agency shall email the Contractor the receipt immediately after the purchase. The total value of the consumable purchase will be automatically deducted from the Contractor's monthly invoice. Consumables that are purchased by the Client Agency multiple times may result in a determination of poor performance and possible termination.**
- E. 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

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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.

- F. Any assessment of damages that is imposed upon the Contractor will be paid by the Contractor in the manner required by DAS.

#### **10. 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.

#### **11. 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 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.
- C. The Contractor shall refill all dispensers to the proper fill level. The Contractor shall 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 Designee. Any dispenser provided by the Contractor and installed at the Facility will become property of the Facility. The Contractor will not be allowed to remove any dispenser(s) at the expiration or termination of the Contract.

#### **12. 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

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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.

### **13. Cleaning Equipment**

- A. Contractor shall furnish all cleaning equipment necessary to perform the Services, including but not limited to power drive floor scrubbing machines, 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.
- B. All equipment must be current manufacture and in good operating condition and physical appearance. All equipment is subject to the Client Agency approval based upon equipment specifications, inspection of physical appearance and operating condition. All equipment must be compatible with the flooring material and surfaces which exist at the Facility. All wheels shall be of a type that will not mark or damage flooring. Rolling equipment such as carts and wagons must be compatible with the bumpers installed in the building corridors.

The following equipment must be furnished as part of the carpet and hard surface floor care program in sufficient quantities to perform all tasks.

1. Extractor 15 to 30 gallon capacity: meeting the following minimum standards:

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- i. General Construction: metal chassis, with plastic shroud.
  - ii. Vacuum Shoe: 26-inch cast aluminum, free-floating swivel design.
  - iii. Vacuum Motor: three-stage bypass type, 2 hp (1492 watts), 100 cfm (2.8 m<sup>3</sup>/m) airflow, 140 inch (356 cm) of sealed water lift.
  - iv. Solution Pump: 100 psi (7 bar).
  - v. Brush: 21 inch (54 cm) wide. Nylon bristles.
  - vi. Brush Motor: 1/3 hp (250 watts) induction type.
  - vii. Drive Motor: constant torque, variable speed, AC or DC (93 watts).
2. Heavy-duty commercial upright vacuum with beater bar features and dual vacuum motors able to accommodate disposal bags. The vacuum shall not exceed 18 inches in width.
  3. Hysurf or approved equal 1.0 micron vacuum bag.
  4. Cylindrical brush scrubber/wet pile lifter to meet the following specifications. Brush speed – 480 rpm. Bristle material – polypropylene to meet carpet manufacturer specifications. Motor power ½ hp – 800 watts brush-less induction with mounted pre-spray tank.
  5. A minimum of four (4) turbo-style dryer fans with minimum ½ hp rating to provide drying.
  6. Portable hot water extraction unit with wand. Unit must be able to operate environmentally safely in an indoor environment, be able to deliver cleaning solution and provide vacuum under standard line power.
  7. Pre-spray dispensing devices.
  8. Portable steam cleaning machine that will operate on 110/120v and not exceed 1600 watts, and that will operate continuously (as required).

**Note:** All machines must be equipped with a minimum of fifty (50) feet of electrical cord of adequate size to permit machine operation over a large area.

- C. The Equipment or tools must meet the requirements of the specifications listed herein and result in satisfactory work as determined by the Client Agency at its sole discretion. The Client Agency may order the removal and require replacement of any equipment it deems unsatisfactory.

The Contractor must provide the following equipment:



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1. Plastic or stainless steel mopping pails with a wringer
2. Short-handle duster with removable head and treated dusting cloth
3. Putty scraper
4. Small scrub brush
5. Small plastic funnel
6. Eight (8) ounce plastic measuring cup
7. Supply of clean cloths (low lint)
8. Plastic spray bottle with glass cleaner
9. Gallon of detergent concentrate with jug pump
10. Gallon cleaner, disinfectant-concentrate, with jug pump
11. Plastic spray bottle with cleaner disinfectant solution
12. Plastic spray bottle with clear water
13. Lotion-type cleanser
14. Metal polish
15. Furniture Polish
16. Blind dusters and brushes
17. Metal can for ashtray disposal
18. Dust pan and counter broom
19. Wet mop, if non-carpeted floors are in the assigned area
20. Dust mop, if non-carpeted floors are in the assigned area
21. Vacuums as specified
22. Pile lifters as specified
23. Solutions to clean stains from carpets in accordance with specifications
24. Stripping and buffing machines (as required)
25. Extractors as specified
26. Portable steam cleaning machine as specified
27. 100 foot garden hose with shut off valve
28. Ladders for bulb replacement
29. Sink plungers

#### **14. Asbestos Containing Material (ACM)**

- A. The Facility has ACM in the floor tile, pipe insulation and other areas. Reports documenting the ACM are available at the Facility. As a result, all Services must be completed by Contractor in accordance with 29 CFR 1910-1001(k) – Housekeeping. In addition, all Contractor employees must be trained in compliance with 29 CFR 1910-1001(j) (iv) as it may be amended or updated from time to time. 29 CFR 1910-1001(j) (iv) currently reads as follows:

“(iv) The employer shall also provide, at no cost to employees who perform housekeeping operations in an area which contains ACM or PACM, an asbestos

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awareness training course, which shall at a minimum contain the following elements: health effects of asbestos, locations of ACM and PACM in the building/facility, recognition of ACM and PACM damage and deterioration, requirements in this standard relating to housekeeping, and proper response to fiber release episodes, to all employees who perform housekeeping work in areas where ACM and/or PACM is present. Each such employee shall be so trained at least once a year.”

- B. Although all Contractor employees must be appropriately trained, the Client Agency requires that the Contractor furnish documentation showing that the Contractor site supervisor has received the asbestos awareness training in accordance with 29 CFR 1910-1001(k) – Housekeeping. This documentation must be submitted to Client Agency Designee within one (1) month of the commencement of the Contract. Contractor shall renew training certifications annually and submit the renewed certifications to the Client Agency Designee upon renewal. Additional specific requirements relative to ACM flooring are located in Section 24 “Care of Asbestos-Containing Flooring”.

#### **15. 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.

#### **16. Schedules and Days of Operation**

- A. Contractor shall perform the Services five (5) days per week, Monday through Friday between the hours of 4:30pm and 10:00pm unless otherwise requested in writing by the Client Agency. 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

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sheet provided by the Client Agency Designee. The Services schedule attached as Exhibit E Task and Frequency Schedule is based on a twelve (12) month period, identifying and delineating the time frames for the required Services (e.g. weekly, monthly, semiannual 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.

- B. Unless otherwise directed, Contractor shall not provide any Services on the State holidays indicated below. 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.

C.

<b>STATE HOLIDAYS</b>	
<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>

**17. Electronic Maintenance/Cleaning Calendar**

The Contractor shall prepare and submit, within three (3) weeks of the Contract effective date an electronic schedule detailing, by locations of the Facility, the weekly, bi-weekly, monthly, and annual tasks for the upcoming year. Schedules for the following years during the term of the Contract must be submitted and approved by each anniversary of the Effective Date of the Contract. The Contractor shall furnish the Client Agency Designee on a weekly basis, the project work schedule for the following week.

**18. Contractor Training of Contractor Parties**

The Contractor shall develop and provide an outline of the task requirements and any

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necessary training to meet those requirements to each work crew. The Contractor shall train its staff in OSHA/HIPAA, fall protection, blood-borne pathogens, and an employee safety and injury prevention program annually. The Contractor shall provide these trainings at the Contractor's facility. 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 Exhibit A and scheduled in accordance with Exhibit E Task and Frequency Schedule, cannot be thoroughly completed within the Contract cleaning schedule time line identified in Exhibit E, the Client Agency Designee will be immediately notified in writing.

#### **19. 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.

#### **20. 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 Contractors' employees shall wear uniforms that bear the Contractor's company logo, and such uniforms will not be dirty, stained or torn.

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#### **21. Tasks Procedure**

The following task descriptions are the minimum standards for execution of the tasks. The frequency of each task is listed on Exhibit E Task and Frequency Schedule. More detailed task descriptions are included for certain, more involved materials and procedures.

**A. Maintain Floors Using Hard Surface Floor Care Specifications:** Please refer to Hard Surface /Resilient Tile Floor Care specifications (as described in section 23 of this Exhibit A).

**B. Clean Rugs and Carpets:** Remove all gum and foreign matter and spot clean daily. Please refer to Carpet Specifications (as described in section 25 "Carpet Cleaning and Maintenance Specifications" of this Exhibit A). Maintain all carpets using procedures described in the specifications for carpet maintenance.

**C. Empty and Clean Trash Receptacles and Paper Recycling Containers:**

- I. The Contractor shall empty all trash receptacles. Liners must be replaced. All trash must be bagged before it is placed in the dumpster. The interiors and exteriors of trash receptacles must be free of trash, liquid, 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 dumpster/container located in the appropriate location. No trash should be placed on the ground or on top of the trash container. Breakdown all cardboard and place in proper dumpster. Clean area around dumpster.
- II. Empty the intermediate white and/or mixed paper recycling containers daily into the appropriate collection dumpster. There shall be no co-mingling. Mixed paper should not be put into any regular trash containers but must be collected and disposed of separately.
- III. Cardboard Boxes: Cardboard must be broken down separately and removed from all areas daily throughout the Facility. Cardboard should be kept separate from all trash and other recycling materials and put in the proper dumpster.

**D. Clean Ash Receptacles:** Empty all ashtrays, ash stands, sand urns, and clean with damp cloth. Wash all ash receptacles and replace sand material monthly or upon request by the Client Agency Designee.

**E. Dust Furniture:** Wipe all furniture clean with a treated duster or cloth, including but not restricted to desk(s), table(s), bookcase(s), file cabinet(s), shelf(ves), counter(s), and telephone(s).

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**F. Dust Interior Surfaces:** Dust all surfaces such as rails, ledges, windowsills, partitions, blinds, vents, and baseboards. Wash clean where necessary.

**G. Clean Walls and Partitions:** Wipe all walls, partitions, and doors with a cloth and clean water. Clean and polish with suitable material, including but not limited to, all bright work, and water fountains. Vacuum cloth covered partitions, including elevator interiors.

**H. Wash Walls and Partitions:** Clean with suitable cleaner and/or detergent all walls, partitions.

**I. Glass Doors – Interior and Exterior:** All glass on all doors, including office and corridor sidelights and vestibules to be washed clean including interior and exterior surfaces. All drippings to be wiped clean and dry. Private offices must be checked daily and fingerprints removed with full washing of glass monthly.

**J. Dust Light Fixtures:** All light fixtures must be dusted with a suitably treated cloth or duster. In addition, open, clean, and remove dead bugs and wipe clean lens with cloth.

**K. Microwaves & Refrigerators:** Thoroughly clean the exterior and interior surfaces of microwaves and refrigerators using an approved cleaner with a clean cloth to remove all dust, dirt, grease, fingerprints, stains, streaks and food and food particles.

**L. Spot Clean:** Perform the standard cleaning functions not specifically listed but necessary to maintain a satisfactory level of cleanliness, to perform standard cleaning functions more often than listed frequency due to, but not limited to, weather conditions. Spot cleaning to include, but not restricted to, wiping soil or finger marks from all surfaces, especially around light switches, doors, door closers and door jambs, water fountains, counters, window ledges, thresholds, floor hinges and walls.

**M. Clean Rest Rooms:**

1. Remove waste paper and refuse, place plastic liners in receptacles. Empty sanitary receptacles and replace with wax bags. The Contractor is responsible for, at its expense, properly disposing of such material.
2. Refill dispensers; stock all sanitary product machines with product. The Contractor is responsible for all repairs, supplies, product purchase money collections or shortages.
3. Wash and disinfect both sides of toilet seats.
4. Wash all mirrors.
5. Wash and disinfect all basins, bowls, and urinals.

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6. Wash, clean, remove markings, and disinfect and polish all bright work, including flush-o-meters, piping, toilet seat hinges, partitions, showers, and trash containers.
7. Wash, clean, remove markings, and disinfect all walls and partitions, including showers.
8. Sweep and wash all flooring with suitable disinfecting detergent.
9. Fill toilet tissue, hand towels, and soap dispensers.
10. Pour water/disinfectant solution into all floor drains on a nightly basis.
11. Machine scrub all ceramic tiles floors monthly. Machine scrub all ceramic tile floors in shower areas every ninety (90) days. Submit proposed schedule to the Client Agency Designee for approval ten (10) days in advance.
12. On a nightly basis, report to the Client Agency Designee any equipment that is not working properly, including, but not limited to, any leaks noticed, toilets or sinks that are clogged, and any problems with fixtures in bathrooms.
13. Wash shower curtains with bleach solution weekly. Replace every six (6) months at the Contractor's expense.
14. Steam clean all tile walls annually.

**N. Clean all Lounge Furniture:** Clean with a suitable cleaner all furniture, chairs, tables, and receptacles.

**O. Metal Surfaces:** All metal surfaces around doors, windows, elevator entrances, and all kick plates to be thoroughly cleaned and polished, including, but not limited to, handles, sills, frames, hinges, thresholds, pillars, doors, water fountains, elevator interior and exteriors. Polish all bright work and metal. Wipe all handrails throughout building with a damp cloth.

**P. Sweep Daily:** All outside walk areas and entranceways within twenty (20) feet of any door.

**Q. Walk-off:** Vacuum all entrance areas and walk-off mats. Roll up mats and shake out daily, clean under mats. Mats are to be replaced every two (2) weeks.

**R. Concrete Flooring:** Sweep and wet mop all concrete floors including boiler room and garage areas. Vehicle area of garage to be completely swept with sweeping compound. Care shall be taken to avoid silting the garage drain system.

**S. Desk Mats:** Mop with all-purpose cleaner. Spot clean daily when necessary.

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**T. Interior and Exterior Windows:** Wash exterior and interior of all outside windows. Windows must be washed with a squeegee using scaffolding or ladders as necessary. Telescopic pole washing is not allowed. Also, remove all bird droppings from all overhangs and exterior ledges or areas where this material accumulates and dispose of properly. All OSHA Fall-Protection Requirements must be completed within one (1) month. Start date shall be determined by the Client Agency Designee.

**U. Clean Ceiling Vents and Diffusers:** Remove vent if possible, dust, and then wash with a suitable cleaner to remove all dirt and soot. Dry vent and replace. Vacuum the ceiling tiles within 2 feet of all vents. Use smoke absorbing sponge around vents when necessary.

**V. Chair Cleaning:** The Contractor shall wipe clean each chair on Friday nights. All chairs must be put back to its proper location.

The Contractor shall schedule all chairs to be pre-sprayed and hot water extracted during each month of June.

**W. Light Bulbs Replacement:**

The Contractor shall replace all interior light bulbs that are out on Wednesday nights. Report all lights not properly working after bulb replacement and advise when bulb inventory is low. Lens, light covers and clips found missing or broken and not reported by Contractor will be treated as being broken by the Contractor and must be replaced by the Contractor at its expense. If a Client Agency electrician responds to a report by the Contractor for a fixture not working and the bulb is found to be the cause of the problem, the Contractor will be billed for the service at the electrician's labor rate.

**22. Walk-Off Floor Mats**

All walk-off mats must be supplied, removed, shampooed, and replaced with clean dry mats in good condition at all locations listed below every two (2) weeks. Client Agency has the right to change the color, quantity, size, or make additions or deletions upon request. Client Agency may require the replacement of worn mats. All mats must be supplied by the Contractor or, at the Contractor's option, a service company arranged by and paid by the Contractor. Client Agency reserves the right, to increase the quantity of the mats by fifteen percent (15%), due to weather conditions.



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Listed below are the mat colors, quantities, and sizes at the following locations of the Facility:

LOCATION	COLOR	QUANTITY	SIZE
Main Entrance Lobby	Dark Blue	1	4' x 6'
South Entrance	Dark Blue	1	4' x 6'
Radio Entrance	Dark Blue	1	4' x 6'
Room 23	Dark Blue	1	4' x 6'
Room 23	Dark Blue	1	3' x 10'
Entrance By Room 18	Dark Blue	1	4' x 6'
Room 19 (West Entrance)	Dark Blue	1	3' x 5'
Room 19 (West Entrance)	Dark Blue	1	3' x 10'

**23. Hard Surface/Resilient Tile Floor Care**

- A. Contractor shall use an integrated system for floor care consisting of a group of products from the same manufacturer designed to work together as a system. The Contractor shall use Pioneer/Eclipse System or its equivalent when performing hard surface care.
- B. Burnishing of tile is allowed but the tile must never be allowed to become unfinished or have all finish removed without an immediate recoating.

**24. Care of Asbestos-Containing Flooring**

Some flooring at this location contains asbestos. Burnishing of tile is allowed but the tile must never be allowed to become unfinished or have all finish removed without an immediate recoating. All work with asbestos-containing flooring material must be in strict compliance with 29CFR 1910.1001(k) (7) as follows:

Sanding of asbestos-containing floor material is prohibited. Stripping of finishes shall be conducted using low abrasion pads at speeds lower than 300 rpm and wet methods. Burnishing or dry buffing may be performed only on asbestos-containing flooring which has sufficient finish so that the pad cannot contact the asbestos-containing material.

**A. Daily Maintenance**

The Contractor shall:

1. Sweep floor, clean all loose dirt, dust, and debris. Remove mats.
2. Dust entire floor using an untreated dust mop. Remove all gum and stickers.

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3. Using a clean mop, damp mop entire floor with EnviroStar Green All Purpose Cleaner #330 or its equivalent. Rinse mop and change mop water when dirty.
4. Dry buff floor with high-speed burnisher and Pioneer Blue Blend pad or its equivalent. Replace mats.
5. Sweep floor to remove dust from burnisher.

#### **B. Weekly Maintenance – Done Thursday**

The Contractor shall:

1. Sweep floor, clean all loose dirt, dust, and debris. Remove mats, chairs and small items other than desks or files.
2. Dust entire floor using an untreated dust mop. Remove all gum and stickers.
3. With clean mop, damp mop entire floor with EnviroStar Green Floor Maintainer #213 or its equivalent – 2 oz. per gallon of cold water. Rinse mop and change mop water when dirty.
4. Using a pad and high-speed burnisher, dry buff the entire floor. Heat created by pad friction will buff to a “wet look” shine. Replace mats.

#### **C. Monthly Maintenance**

The Contractor shall:

1. Sweep floor, clean all loose dirt, dust, and debris. Remove mats. Dust entire floor with untreated dust mop. Remove all gum and stickers. Remove or relocate objects not permanently affixed to floor with the exception of file cabinets and storage cabinets.
2. Use a conventional floor machine, mop entire floor with EnviroStar Green All Purpose Cleaner #330 or its equivalent – 2 oz. per gallon of cold water. Using a mounted gray Superscrub pad or its equivalent, scrub entire floor at low speed. All splatter caused by scrubbing must be wiped clean.
3. Use a clean mop and bucket and wet mop entire floor with clear, cold water. The Contractor shall rinse mop and change water frequently. If necessary, repeat above, rinse steps to ensure totally clean floor. Caution: Do not rinse floors with dirty mops or water.
4. Burnish entire floor to identify areas of wear.

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5. Use a clean rayon mop and bucket, apply up to three (3) thin, even coats of EnviroStar Green H525 Floor Coating or its equivalent in the following manner: first, saturate mop head and wring out; second, outline section of floor to be re-coated, staying at least 2 inches from all edges or counters; third, fill in outlined area; and last, allow at least thirty (30) minutes to dry between each coat.
6. After floor has thoroughly dried (allow thirty (30) to sixty (60) minutes after last coat), dry buff entire floor with high-speed burnisher and Pioneer Blue Blend pad. Replace mats and equipment.

#### **D. Annual Maintenance**

The Contractor shall:

1. Remove all obstructions not permanently affixed to the floor. Remove all gum and stickers. Using an untreated dust mop, thoroughly dust and sweep entire floor.
2. Mop floor with liberal solution of 1 gallon of EnviroStar Green Stripper #515 or its equivalent to each 6 gallons of cold water. Adjust this ratio depending on the amount of finish buildup. Allow solution to soak for ten (10) minutes. On edges use "doodle bug" style edge scrubber with black strip pad. Scrub floor with floor machine using black strip pads. Remove all splatter caused by stripping.
3. Mop up dirty water left by scrubbing with 1 ounce of EnviroStar Green All Purpose Cleaner #330 or its equivalent per gallon of cold water. Mop thoroughly under shelves and in corners. Change water frequently. If necessary, repeat rinsing steps to ensure floor is totally clean. Never apply finish over dirty floor. For stubborn buildup, mix one (1) gallon of Enviro Green Stripper #551 or its equivalent to four (4) gallons of water and then re-strip. Remove all splatter caused by stripping.
4. Using a clean mop and bucket, apply four (4) coats of EnviroStar Green H525 or its equivalent and allow drying thoroughly between coats. First, wring out mop-head that has been saturated in finish; second, outline section of floor to be re-coated staying at least 2 inches from the edges and counters; third, mop first coat in outlined area and allow to dry; fourth, apply second coat thinly in the above manner and allow to dry; and fifth, apply a final, very thin third coat over the entire floor and up to edges and allow to dry.
5. After finish is thoroughly dry, dry buff entire floor with Pioneer Blue Blend pad or its equivalent and high-speed buffer. This generates the heat necessary to create a hard, deep shine.

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**25. Carpet Cleaning and Maintenance Specifications**

**A. Chemicals, Spotters, and Cleaning Agents**

The Contactor shall provide the Client Agency Designee a complete list of all chemicals used to perform the below Services related to carpet cleaning. Prior to commencement of Services, the Client Agency Designee shall provide written approval of the foregoing list.

**B. Moving of Furniture and Equipment**

The Contractor is responsible for moving and replacing all furniture, equipment, and material. The entire carpet area shall be cleaned in accordance with Exhibit E Task and Frequency Schedule. The Contractor shall not replace chair mats until the carpet is completely dry.

**C. Types of Cleaning**

All carpeting must be cleaned by integrating the following four (4) methods:

- a) Vacuuming at prescribed intervals.
- b) Pile lifting at prescribed intervals.
- c) Portable hot water extraction unit with wand capable of providing 200 cfm airflow.
- d) Spot extraction of stains in accordance with Exhibit E Task and Frequency Schedule.

**D. Equipment**

- a) Portable hot water extractors.
- b) Heavy-duty commercial upright vacuum with beater brush features (not exceeding 18 inches) and dual vacuum motors able to accommodate disposal bags.
- c) Hysurf or approved equal vacuum bags required.
- d) Pile lifter units to provide all pile lifting.
- e) Turbo-style dryer fans with minimum, ½ h.p. rating to provide drying.
- f) Pre-Spray dispensing device (in-line operational from Hot Water Extraction Unit).

**E. Methods of Cleaning**

- a) Full area vacuum daily using four (4) direction motion. Spot clean as needed.
- b) Pile Lifting in accordance with Exhibit E Task and Frequency Schedule.

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- c) Hot Water Extraction (pile lifting must be done prior to hot water extraction).

All operations below: Pile lifting and pre-spray prior to extractions.

#### **F. Carpet Water Extraction**

This is required to deep clean carpets. When used as part of a preventative maintenance program, extraction must be done on the carpet before it is visibly dirty. The following basic steps must be followed:

- a) Pile lift and vacuum the carpet.
- b) Spot clean as required.
- c) Apply a pre-spray to high traffic and heavily soiled areas to be extracted. Agitate with a grooming brush. The pre-spray can have a stand time of up to fifteen (15) minutes. Do not let the pre-spray dry.
- d) Use clean water in the extractor.  
**Note:** Do not add detergents to the extractor water.
- e) Extract the water, heavily soiled areas may require more than one (1) extraction pass. The carpet is clean when the extract water is clear.
- f) "Dry-Vac" the area using extractor suction only (no spray).
- g) Allow the carpet to dry completely prior to use. Portable blowers are required.
- h) Chair mats are not to be placed until floor is dry.

#### **G. Spotting**

- a) Spotting procedures must be performed in accordance with Exhibit E Task and Frequency Schedule.
- b) Spotting must be integrated with the scheduled cleaning method.
- c) Copy areas must be checked and attended to for spotting of toner and related soiling.
- d) Vending areas shall be checked to ensure the expedient removal of any food spillage. Carpet adjacent to those areas must be pre-sprayed with an enzyme-based cleaner when hot water extraction is performed.

#### **26. 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

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Exhibit B Price Schedule hourly rate. Client Agency Designee shall review and approve all charges for additional work prior to the start of Services.

#### **27. On-Demand Tasks**

Contractor shall provide technical expertise road crew personal for floor stripping, buffing and waxing, carpet cleaning and extraction, interior and exterior window cleaning available for all periodic Services. The road crew experts shall be trained in floor care which must include, but not be limited to, basic floor care and floor care chemistry, knowledge of the types of flooring materials, strippers and floor finish products, proper cleaning of resilient or non-resilient hard surface flooring and stripping and waxing and carpet extraction cleaning. The Contractors technical experts shall transport all equipment using vehicles owned and registered by the Contractor when providing the on-demand Services. The Contractor shall provide a quote that requires approval by Client Agency Designee prior to beginning the Services(s). On-demand tasks shall be priced and invoiced separately from the monthly services listed on Exhibit B Price Schedule.

#### **28. Price Adjustment**

Due to ongoing budget constraints the minimum staffing levels and scheduled nightly tasks as described herein will be under-going a significant review by the Client Agency Designee. As a result of the review, some of the nightly tasks may have the frequencies changed and some tasks could be eliminated. The hourly rate shown in Exhibit B (as "additional work") will be utilized to reflect reductions in nightly man hours and staffing through a price adjustment.

#### **29. Energy Conservation**

In an effort to focus on conserving energy, it is the Contractor's responsibility to make sure all lights are turned off after completing all tasks. While performing cleaning tasks the Contractor is responsible for minimizing lighting usage. The Client Agency requires that group cleaning be done in quadrants of the Facility to minimize lighting needs. When the specific quadrant is finished being cleaned, the Contractor shall turn off all lights.

#### **30. Janitor Closet and Equipment Storage**

The Client Agency will provide a secured area at the Facility for the storage of equipment and cleaning products related to the Contract. The Contractor shall maintain custodial/janitorial closets in a clean and orderly manner. Closets must be locked or otherwise secured at all times. Closets shall not be used as a break room area. Cleaning chemicals shall be stored by the Contractor in accordance with all State and local fire marshal codes and requirements.

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The Contractor shall assume all responsibility for loss, theft, or damage to equipment and supplies.

#### **ADDITIONAL TERMS AND CONDITIONS:**

#### **31. 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.

#### **31. 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.

#### **32. Subcontractors**

Subcontracting is not allowed under this Contract with the exception of with the exception of Contracts awarded in accordance with CGS § 17b-656 and mats.

#### **33. 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

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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/prevaling-rates/service/rates-service.htm>

#### **34. Worker Retention**

Contractor shall retain the employees of the prior contractor providing Services at the Facility pursuant to CGS § 31-57(g) and CGS § 4a-82(o).

#### **35. 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.

#### **36. Invoices and Payments**

Payment and invoicing inquiries should be directed to 860-594-2305. 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) Monthly quality control reports (as described in section 2 "Services" sub-section 8 of this Exhibit A.
- i) Quantity, unit, unit price, and extended amount.
- j) Ticket numbers corresponding to each invoice must be listed or attached to the company invoice as a separate sheet, if applicable.



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k) 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:

State of Connecticut  
Department of Transportation  
Bureau of Finance and Administration  
2800 Berlin Turnpike  
Newington, CT 06131-7546  
Attention: Accounts Payable

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