

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

DESCRIPTION OF GOODS AND SERVICES:

1. Scope

The Contractor shall provide custodial services as described herein (the "Services") at 699 East Middle Turnpike, Manchester, Connecticut (the "Facility").

The facility is one (1) level and approximately 25,370 square feet.

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, F and G, 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 19 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, F and G 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 19 (Task Procedure) of this Exhibit A;
 - C. Client Agency feedback and assurance that the Client Agency has a high satisfaction

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- 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.
- 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.
- 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. 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

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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 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 16 "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 14 "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 10 "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**

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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 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.

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 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

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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.

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, 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. Required equipment to be stored at the Facility include:
- a) Buffer
 - b) Portable Hot Water Extractor
 - c) Wet Vacuum (12-16 gallon)
 - d) 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.

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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

- A. Contractor shall perform the Services five (5) days per week, Monday through Friday, day Services between the hours of 7:00am through 6:00pm and evening Services between the hours of 5:00pm through 9:00pm 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 sheet provided by the Client Agency Designee. The Services schedule attached as Exhibit E, F and G 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

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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.

<u>STATE HOLIDAYS</u>	
<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. Task and Frequency Schedules

The Contractor shall use Exhibits E, F and G Task and Frequency Schedules as a weekly checklist. The on-site supervisor shall verify all tasks listed in Exhibit E, F and G are thoroughly completed and execute and date each Exhibit E, F and G. The on-site supervisor shall use the comments section found at the bottom of each Exhibit E, F and G to document any findings. The Contractor shall be responsible for ensuring copies of Exhibit E, F and G are available to its employees at the Facility. The Contractor shall provide the Client Agency Designee completed and executed Exhibits E, F and G every Friday.

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. 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, F and G Task and Frequency Schedule, cannot be thoroughly completed within the Contract cleaning schedule time line identified in Exhibit E, F and G 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

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

19. Tasks Procedure

The Contractor shall perform the Services as described below and scheduled in accordance with Exhibit E, F and G Task and Frequency Schedule.

1. 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.

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- 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.

2. 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.

3. 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.

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4. 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.

5. 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.

6. 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.

7. 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.

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- 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.

8. 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.

9. 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, F and G Task and Frequency Schedule. Carpet care guidelines must be that of the manufacturer's approved

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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.

10. 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.

11. 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.

12. 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.

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13. 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.

14. 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.
- h) Wipe clean with disinfectant all tables and counters in the Facility.

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15. Dust Cloths, 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.

16. 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.

17. 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.

18. 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.

19. 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.

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20. 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.

21. 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.

22. 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.

23. 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

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maintained in a safe condition. Inoperable or broken fixtures must be immediately reported to the Client Agency Designee.

24. Clear Sink, Urinal and Toilet Stoppages; Drain Line Opening

- a) 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.
- b) Drain Line Opening: Remove standing water from fixture. Slowly pour a small amount of drain cleaner directly into drain opening. Allow to stand for recommended time before flushing. Flush by adding one quart cold water. Wait five (5) minutes. If line is clear, flush thoroughly with cold water.

25. 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.

26. 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.

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27. 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.

28. 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.

29. 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.

30. 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

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Designee. Any dispenser provided by the Contractor and installed at the Facility will become property of the Facility. The Contactor will not be allowed to remove any dispenser(s) at the expiration of the contract.

31. 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. Any dispenser provided by the Contractor and installed at the Facility will become property of the Facility. The Contactor will not be allowed to remove any dispenser(s) at the expiration of the contract.

32. Restroom Floors –Strip and Refinish

The Contractor shall strip and refinish floors as referenced in Exhibit E, F and G 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.

33. 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.

34. 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

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“caution” signs must be utilized to ensure that Facility users are advised of wet or slippery conditions.

35. 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. Closets shall not be used as a break room area. The following are not allowed in closets, including but not limited to, microwaves, heaters or chairs.

36. Exterior and Interior Windows

Contractor shall clean and remove window screens and replace such window screens if necessary. Contractor shall wash the 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. The Contractor shall own all equipment associated with the window cleaning. All OSHA Fall-Protection Requirements must be followed.

37. 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. 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

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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.

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 with the exception of with the exception of Contracts awarded in accordance with CGS § 17b-656.

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

26. 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).

27. 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.

28. 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.

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- g) Certified Payroll
- h) Quality control report (as described in this Exhibit A, section 2 "Services" sub-section 8)
- 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.
- 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 Social Services Central Office
Operations 2nd Floor
55 Farmington Avenue
Hartford, CT 06105-3725

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