

# STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT DIVISION

165 Capitol Avenue, 5<sup>th</sup> Floor South  
 HARTFORD, CT 06106-1659

**Aimee Cunningham**  
 Contract Specialist  
 (860) 713-5250  
 Telephone Number

CONTRACT AWARD NO.: <b>06PSX0041</b>
Contract Award Date: 1 March 2006
Bid Due Date: 14 February 2006
SUPPLEMENT DATE: <b>29 December 2010</b>

**CONTRACT AWARD SUPPLEMENT #6**  
**IMPORTANT: THIS IS NOT A PURCHASE ORDER. Do NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.**

DESCRIPTION: Custodial Services for the Department of Social Services New Haven, CT location

**FOR: Department of Social Services**  
 25 Sigourney Street  
 Hartford, CT 06511

**TERM OF CONTRACT / DELIVERY DATE REQUIRED:**  
 March 1, 2006 - September 30, 2013

**AGENCY REQUISITION NUMBER: DSS000032**

CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE	CHANGE TO OUT OF STATE CONTRACT VALUE	CHANGE TO TOTAL CONTRACT AWARD VALUE
	\$33,660.23 (est.)		\$33,660.23 (est.)

**NOTICE TO CONTRACTORS:** This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made.

INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

**CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

**PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

**CONTRACTOR INFORMATION:**

REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION.

(<http://www.das.state.ct.us/cr1.aspx?page=8>)

Company Name: **Connecticut Community Providers Association, Inc. (CCPA)**

Company Address: **35 Cold Springs Road, Suite 522, Rocky Hill, CT 06067**

Tel. No.: **860-257-7909**

Fax No.: **860-257-7777**

Contract Value: **\$1,261,000.00 (est.)**

Delivery: **Per specifications**

Contact Person: **Kirk Springsted**

Company E-mail Address and/or Company Web Site [www.ccpa-inc.org](http://www.ccpa-inc.org) [kspringsted@ccpa-inc.org](mailto:kspringsted@ccpa-inc.org)

Certification Type (SBE, MBE, WBE or None): **SBE**

Terms: **Net 30 Days**

Agrees to Supply Political SubDivisions: **No**

**NOTE:**

Supplement #6 issued to address the following retroactive and projected Standard Wage increase payments:

<b>Retroactive:</b>	8/5/09 – 12/31/09	\$3,794.50
	1/1/10 – 8/20/10	\$5,646.23
	8/23/10 – 8/31/10	\$ 206.50
<b>Projected:</b>	9/1/10 – 8/31/11	\$7,788.00
	9/1/11 – 8/31/12	\$7,788.00
	9/1/12 – 9/30/13	\$8,437.00

All terms and conditions not otherwise affected by this supplement remain unchanged and in full force and effect.

APPROVED \_\_\_\_\_

**AIMEE CUNNINGHAM**

Contract Specialist

(Original Signature on Document in Procurement Files)

# STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT DIVISION

165 Capitol Avenue, 5<sup>th</sup> Floor South  
HARTFORD, CT 06106-1659

**Aimee Cunningham**

Contract Specialist

**(860)713-5250**

Telephone Number

CONTRACT AWARD NO.:

06PSX0041

Contract Award Date:

1 March 2006

Bid Due Date:

14 February 2006

SUPPLEMENT DATE:

**30 September 2010**

## CONTRACT AWARD SUPPLEMENT #5

**IMPORTANT: THIS IS NOT A PURCHASE ORDER. Do NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.**

DESCRIPTION: Custodial Services for the Department of Social Services New Haven, CT location

FOR: Department of Social Services  
25 Sigourney Street  
Hartford, CT 06511

TERM OF CONTRACT / DELIVERY DATE REQUIRED:  
March 1, 2006 - September 30, 2013

AGENCY REQUISITION NUMBER: DSS000032

CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE	CHANGE TO OUT OF STATE CONTRACT VALUE	CHANGE TO TOTAL CONTRACT AWARD VALUE
	\$555,000.00		\$555,000.00

**NOTICE TO CONTRACTORS:** This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made.

INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

**CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

**PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

### CONTRACTOR INFORMATION:

REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION.

([http://www.das.state.ct.us/Purchase/New\\_PurchHome/Busopp.asp](http://www.das.state.ct.us/Purchase/New_PurchHome/Busopp.asp))

Company Name: **Connecticut Community Providers Association, Inc. (CCPA)**

Company Address: **35 Cold Spring Road, Suite 522, Rocky Hill, CT 06067**

Tel. No.: **860-257-7909**

Fax No.: **860-257-7777**

Contract Value: **\$1,227,000**

Contact Person: **Kirk Springsted**

Delivery: **Per specifications**

Company E-mail Address and/or Company Web Site [kspringsted@ccpa-inc.org](mailto:kspringsted@ccpa-inc.org) [www.ccpa-inc.org](http://www.ccpa-inc.org)

Certification Type (SBE, MBE, WBE or None): **SBE**

Terms: **Net 30 Days**

Agrees to Supply Political SubDivisions: **n/a**

### NOTE:

In accordance with Public Act 10-189, this contract is extended for a term of three years. The expiration date is September 30, 2013.

All terms and conditions not otherwise affected by this supplement remain unchanged and in full force and effect.

APPROVED \_\_\_\_\_

**CAROL S. WILSON, CPM**

Director of Procurement

(Original Signature on Document in Procurement Files)

# STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT DIVISION

165 Capitol Avenue, 5<sup>th</sup> Floor South  
 HARTFORD, CT 06106-1659

**Ann Simeone**  
 Contract Specialist  
 (860)713-5051  
 Telephone Number

CONTRACT AWARD NO.: <b>06PSX0041</b>
Contract Award Date: 1 March 2006
Bid Due Date: 14 February 2006
SUPPLEMENT DATE: <b>19 May 2009</b>

**CONTRACT AWARD SUPPLEMENT #4**  
**IMPORTANT: THIS IS NOT A PURCHASE ORDER. Do NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.**

DESCRIPTION: Custodial Services for the Dept. of Social Services, New Haven, CT Location

**FOR: Department of Social Services**  
 25 Sigourney Street  
 Hartford, CT 06511

**TERM OF CONTRACT / DELIVERY DATE REQUIRED:**  
 March 1, 2006 - September 30, 2010

**AGENCY REQUISITION NUMBER: DSS000032**

CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE	CHANGE TO OUT OF STATE CONTRACT VALUE	CHANGE TO TOTAL CONTRACT AWARD VALUE
N/C			N/C

**NOTICE TO CONTRACTORS:** This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made.

**INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.**

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

**CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

**PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

**CONTRACTOR INFORMATION:**

REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION.

[http://www.das.state.ct.us/Purchase/New\\_PurchHome/Busopp.asp](http://www.das.state.ct.us/Purchase/New_PurchHome/Busopp.asp)

Company Name: **Connecticut Community Providers Association, Inc. (CCPA)**

Address: **35 Cold Spring Road, Suite 522, Rocky Hill, CT 06067**

Tel. No.: **(860) 257-7909 x310**

Fax No.: **(860) 257-7777**

Contract Value: **\$672,000.00 (est.)**

Contact Person: **Kirk A. Springsted**

Delivery: **As Specified**

Certification Type (SBE, MBE, WBE or None): **None** Terms: **Net 45 Days**

Agrees to Supply Political SubDivisions: **N/A**

Company E-mail Address and/or Company Web Site [www.ccpa-inc.org](http://www.ccpa-inc.org)

**NOTE:**

- Supplement issued for Standard Wage Rate (SW) increases commencing October 2007 through 2008 as follows:
  - Retroactive SW October 2007 18 days: \$209.45
  - Retroactive SW 11 month period November 2007 – September 2008 (\$267.63 per mth): \$2,943.94
  - Retroactive SW September 2008 4 days: \$21.32
  - Retroactive SW 7 month period October 2008 through April 2009 for 09/2008 carry forward – no supplement issued for 09/08 SW incr. (\$267.63 per mth): \$1,873.42
  - Retroactive SW 7 month period October 2008 through April 2009 for 09/2008 (\$117.27 per mth): \$820.89
  - Effective May 1, 2009, Contract Award Schedule (attached) issued for revised monthly increase including above retros to \$13,241.65 per month broken out as follow: Night services 10/07 change \$133.46 + 09/08 change \$62.40 and Day Services 10/07 change \$134.17 + \$54.87

- **Effective immediately, reductions in service include the following:**

Windows	Reduce frequency to 1x per year: \$ 286.20
Stip/Seal	Reduce frequency to 1x per yr (except lobby): \$1,253.07
Carpets	Reduce frequency to 1x per year: \$5,579.28
Lights	Reduce frequency to 1x per year: \$2,199.96
Vent Cleaning	Reduce frequency to 2x per year: \$2,211.30
Wastebaskets	Reduce frequency to 1x per year: \$ 918.00

For a total savings of \$12,447.81
- **No change in contract value due to increases in SW and decreases in service reductions**
- **All terms and conditions not otherwise affected by this supplement remain unchanged and in full force and effect.**

*APPROVED* \_\_\_\_\_

*ANN SIMEONE*  
*Contract Specialist*  
(Original Signature on Document in Procurement Files)

**STATE OF CONNECTICUT**  
**PROCUREMENT SERVICES**  
**CONTRACT AWARD**  
**Supplement #4**  
**SCHEDULE**

ITEM #	DESCRIPTION OF COMMODITY AND/OR SERVICES	TOTAL PRICE
<b>CUSTODIAL SERVICES</b> <b>Department of Social Services (DSS)</b> <b>194 Bassett Street, New Haven, CT</b> <b>3/1/06 – 2/28/09</b>		
1.	Custodial Night Services	\$ 8,957.75 Per Month
2.	Day Services (40 hours weekly)	\$ 4,283.90 Per Month
3.	Wash Windowsill, etc. semiannually	\$ 286.20 Per Occurrence
4.	Strip/Seal/Wax floors, semi-annually	\$ 1,253.07 Per Occurrence
5.	Carpet Cleaning, semi-annually	\$ 5,579.28 Per Occurrence
6.	Light Fixture Cleaning, semi-annually	\$ 2,199.96 Per Occurrence
7.	Vent Cleaning, quarterly	\$ 1,105.65 Per Occurrence
8.	Wash All Wastebaskets, quarterly	\$ 459.00 Per Occurrence
	<b>FOR COMPLETE DESCRIPTION OF SERVICES, REFERENCE SPECIAL TERMS AND CONDITIONS AND CUSTODIAL SERVICES – OPERATIONAL SPECIFICATIONS</b>	

# STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT DIVISION

165 Capitol Avenue, 5<sup>th</sup> Floor South  
HARTFORD, CT 06106-1659

**Ann Simeone**  
Contract Specialist  
**(860)713-5051**  
Telephone Number

CONTRACT AWARD NO.:

06PSX0049

Contract Award Date:

1 March 2006

Bid Due Date:

15 February 2006

SUPPLEMENT DATE:

26 March 2009

## CONTRACT AWARD SUPPLEMENT #3

**IMPORTANT: THIS IS NOT A PURCHASE ORDER. Do NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.**

DESCRIPTION: Custodial Services for the Department of Social Services, Waterbury, CT, Location

**FOR:**  
Department of Social Services  
25 Sigourney Street  
Hartford, CT 06106

**TERM OF CONTRACT / DELIVERY DATE REQUIRED:**  
March 1, 2006 - September 30, 2010

**AGENCY REQUISITION NUMBER: DSS000029**

CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE	CHANGE TO OUT OF STATE CONTRACT VALUE	CHANGE TO TOTAL CONTRACT AWARD VALUE
\$204,000.00 (est)			\$204,000.00 (est)

**NOTICE TO CONTRACTORS:** This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made.

INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

**CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

**PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

### CONTRACTOR INFORMATION:

REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION.

[http://www.das.state.ct.us/Purchase/New\\_PurchHome/Busopp.asp](http://www.das.state.ct.us/Purchase/New_PurchHome/Busopp.asp)

Company Name: **Connecticut Community Providers Association, Inc. (CCPA)**

Address: **35 Cold Spring Road, Suite 522, Rocky Hill, CT 06067**

Tel. No.: **(860) 257-7909 x310**

Fax No.: **(860) 257-7777**

Contract Value: **\$672,000.00 (est.)**

Contact Person: **Kirk A. Springsted**

Delivery: **As Specified**

Certification Type (SBE, MBE, WBE or None): **None** Terms: **Net 45 Days**

Agrees to Supply Political SubDivisions: **N/A**

Company E-mail Address and/or Company Web Site [www.ccpa-inc.org](http://www.ccpa-inc.org)

### NOTE:

- **Contracts, awarded pursuant to CGS 17b-656 or purchases in place as of 10/01/06 are not subject to competitive bidding and shall remain in place through 09/30/10 with the proviso that the current "fair market pricing" (with the exception of DOL standard wage rate changes) does not change. Reference: CGS 4a-82(o).**
- **Adjust contract value to reflect extension.**
- **All terms and conditions not otherwise affected by this supplement remain unchanged and in full force and effect.**

APPROVED \_\_\_\_\_

**ANN SIMEONE**

Contract Specialist

(Original Signature on Document in Procurement Files)

# STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT DIVISION

165 Capitol Avenue, 5<sup>th</sup> Floor South  
HARTFORD, CT 06106-1659

**Ann Simeone**  
Contract Specialist  
**(860)713-5051**  
Telephone Number

CONTRACT AWARD NO.:

06PSX0041

Contract Award Date:

1 March 2006

Bid Due Date:

14 February 2006

SUPPLEMENT DATE:

11 February 2009

## CONTRACT AWARD SUPPLEMENT #2

**IMPORTANT: THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.**

DESCRIPTION: Custodial Services for the Dept. of Social Services, New Haven, CT Location

FOR: Department of Social Services  
25 Sigourney Street  
Hartford, CT 06511

TERM OF CONTRACT / DELIVERY DATE REQUIRED:  
March 1, 2006 - March 31, 2009

AGENCY REQUISITION NUMBER: DSS000032

CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE	CHANGE TO OUT OF STATE CONTRACT VALUE	CHANGE TO TOTAL CONTRACT AWARD VALUE
\$15,000.00 (est)			\$15,000.00 (est)

**NOTICE TO CONTRACTORS:** This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made.

INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

**CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

**PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

### CONTRACTOR INFORMATION:

REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION.

([http://www.das.state.ct.us/Purchase/New\\_PurchHome/Busopp.asp](http://www.das.state.ct.us/Purchase/New_PurchHome/Busopp.asp))

Company Name: **Connecticut Community Providers Association, Inc. (CCPA)**

Address: **35 Cold Spring Road, Suite 522, Rocky Hill, CT 06067**

Tel. No.: **(860) 257-7909 x310**

Fax No.: **(860) 257-7777**

Contract Value: **\$605,000.00 (est.)**

Contact Person: **Kirk A. Springsted**

Delivery: **As Specified**

Certification Type (SBE, MBE, WBE or None): **None** Terms: **Net 45 Days**

Agrees to Supply Political SubDivisions: **N/A**

Company E-mail Address and/or Company Web Site [www.ccpa-inc.org](http://www.ccpa-inc.org)

### NOTE:

- Contract extended one month (original expiration 2/28/09) through March 31, 2009 per contract extension clause and contract value adjusted to reflect this extension.
- All terms and conditions not otherwise affected by this supplement remain unchanged and in full force and effect.

APPROVED \_\_\_\_\_

**ANN SIMEONE**

Contract Specialist

(Original Signature on Document in Procurement Files)

# STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT SERVICES

165 Capitol Avenue, 5<sup>th</sup> Floor South  
HARTFORD, CT 06106-1659

**Ann Simeone**  
Contract Specialist  
**(860)713-5051**  
Telephone Number

CONTRACT AWARD NO.:

06PSX0041

Contract Award Date:

1 March 2006

Bid Due Date:

14 February 2006

SUPPLEMENT DATE:

24 May 2007

## CONTRACT AWARD SUPPLEMENT #1

**IMPORTANT: THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.**

DESCRIPTION: Custodial Services for the Dept. of Social Services, New Haven, CT Location

FOR: Department of Social Services  
25 Sigourney Street  
Hartford, CT 06511

TERM OF CONTRACT / DELIVERY DATE REQUIRED:  
March 1, 2006 - February 29, 2009

AGENCY REQUISITION NUMBER: DSS000032

CHANGE TO IN STATE (NON-SB) CONTRACT VALUE	CHANGE TO DAS-CERTIFIED SMALL BUSINESS CONTRACT VALUE	CHANGE TO OUT OF STATE CONTRACT VALUE	CHANGE TO TOTAL CONTRACT AWARD VALUE
\$40,000.00 (est)			\$40,000.00 (est)

**NOTICE TO CONTRACTORS:** This notice is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made.

INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

**CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

**PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

### CONTRACTOR INFORMATION:

REFER TO THE CONTRACT ON THE DAS PROCUREMENT WEB PAGE FOR THE MOST CURRENT CONTRACTOR INFORMATION. (<http://www.das.state.ct.us/busopp.asp>)

Company Name: **Connecticut Community Providers Association, Inc. (CCPA)**

Address: **35 Cold Spring Road, Suite 522, Rocky Hill, CT 06067**

Tel. No.: **(860) 257-7909 x310**

Fax No.: **(860) 257-7777**

Contract Value: **\$590,000.00 (est.)**

Contact Person: **Kirk A. Springsted**

Delivery: **As Specified**

Certification Type (SBE, MBE, WBE or None): **None** Terms: **Net 45 Days**

Agrees to Supply Political SubDivisions: **N/A**

Company E-mail Address and/or Company Web Site [www.ccpa-inc.org](http://www.ccpa-inc.org)

### NOTE:

- Supplement issued for a Standard Wage increase (effective October 6, 2006) which shall be adjusted to accommodate an increase retroactively along with a revised Contract Award Schedule as follows (attached):
- All terms and conditions not otherwise affected by this supplement remain unchanged and in full force and effect.

APPROVED \_\_\_\_\_

**ANN SIMEONE**

Contract Specialist

Date Issued: 24 May 2007

(Original Signature on Document in Procurement Files)



**06PSX0041**

**CONTRACT AWARD SCHEDULE #1**

Page 2

**1. Custodial Night Services**

March \$574.55

April \$574.55

May \$574.55

**2. Day Porter**

March \$334.39

April \$334.39

May \$334.39

**3. New monthly rates attached on Contract Award Schedule commencing June 2007**

**Contract Award Schedule** attached

**STATE OF CONNECTICUT**  
**PROCUREMENT SERVICES**  
**CONTRACT AWARD**  
**SCHEDULE**

ITEM #	DESCRIPTION OF COMMODITY AND/OR SERVICES	TOTAL PRICE
<b>CUSTODIAL SERVICES</b> <b>Department of Social Services (DSS)</b> <b>194 Bassett Street, New Haven, CT</b> <b>3/1/06 – 2/28/09</b>		
1.	Custodial Night Services	\$ 8,761.89 Per Month
2.	Day Services (40 hours weekly)	\$ 4,094.86 Per Month
3.	Wash Windowsill, etc. semiannually	\$ 286.20 Per Occurrence
4.	Strip/Seal/Wax floors, semi-annually	\$ 1,253.07 Per Occurrence
5.	Carpet Cleaning, semi-annually	\$ 5,579.28 Per Occurrence
6.	Light Fixture Cleaning, semi-annually	\$ 2,199.96 Per Occurrence
7.	Vent Cleaning, quarterly	\$ 1,105.65 Per Occurrence
8.	Wash All Wastebaskets, quarterly	\$ 459.00 Per Occurrence
	<b>FOR COMPLETE DESCRIPTION OF SERVICES, REFERENCE SPECIAL TERMS AND CONDITIONS AND CUSTODIAL SERVICES – OPERATIONAL SPECIFICATIONS</b>	

# STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT SERVICES

165 Capitol Avenue, 5<sup>th</sup> Floor South

PO Box 150414

HARTFORD, CT 06115-0414

**Ann Simeone**  
Contract Specialist

**(860) 713-5051**  
Telephone Number

CONTRACT AWARD NO.:

**06PSX0041**

Contract Award Date:

1 March 2006

Bid Due Date:

14 February 2006

## CONTRACT AWARD

**IMPORTANT: THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.**

DESCRIPTION: Custodial Services for the Dept. of Social Services, New Haven, CT Location

**FOR: Department of Social Services**  
25 Sigourney Street  
Hartford, CT 06511

**TERM OF CONTRACT / DELIVERY DATE REQUIRED:**  
March 1, 2006 - February 28, 2009

**AGENCY REQUISITION NUMBER: DSS000032**

IN STATE (NON-SB) CONTRACT VALUE	DAS CERTIFIED SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
\$550,000.00 (estimated)			\$550,000.00 (Estimate)

**NOTICE TO CONTRACTORS:** This notice of award is not an order to ship. Purchase Orders against contracts will be furnished by the using agency or agencies on whose behalf the contract is made.

INVOICE SHALL BE RENDERED DIRECT TO THE ORDERING AGENCY.

**NOTE:** Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

**NOTICE TO AGENCIES:** A complete explanatory report shall be furnished promptly to the Procurement Manager concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

**CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.

**PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

### CONTRACTOR INFORMATION:

Company Name: **Connecticut Community Providers Association, Inc. (CCPA)**

Address: **35 Cold Spring Road, Suite 522, Rocky Hill, CT 06067**

Tel. No.: **(860) 257-7909 x310**

Fax No.: **(860) 257-7777**

Contract Value: **\$550,000.00 (est.)**

Contact Person: **Kirk A. Springsted**

Delivery: **As Specified**

Certification Type (SBE, MBE, WBE or None): **None** Terms: **Net 30 Days**

Agrees to Supply Political SubDivisions: **N/A**

Company E-mail Address and/or Company Web Site [www.ccpa-inc.org](http://www.ccpa-inc.org)

This agreement confirms authorization effective 3/1/06 to perform services in accordance with the attached schedule. The agency referenced above is hereby authorizes to issue a Purchase Order to the Connecticut Community Providers Association, Inc., (CCPA), 35 Cold Springs Road, Suite 522, Rocky Hill, CT 06067-3165, utilizing Sec. 17b-656 of the Connecticut General Statutes.

This contract award is subject to the CT Department of Labor's Wage rates for "Certain Services Workers (CT Statute 31-57f)". In the event wages increase over the term of this contract, the contractor must request in writing the appropriate increase to fulfill this requirement.

**APPROVED** \_\_\_\_\_

**ANN SIMEONE**  
Contract Specialist

**Date Issued: 16 February 2006**

(Original Signature on Document in Procurement Files)

**STATE OF CONNECTICUT**  
**PROCUREMENT SERVICES**  
**CONTRACT AWARD**  
**SCHEDULE**

ITEM #	DESCRIPTION OF COMMODITY AND/OR SERVICES	TOTAL PRICE
<b>CUSTODIAL SERVICES</b> <b>Department of Social Services (DSS)</b> <b>194 Bassett Street, New Haven, CT</b> <b>3/1/06 – 2/28/09</b>		
1.	Custodial Night Services	\$ 8,187.34 Per Month
2.	Day Services (40 hours weekly)	\$ 3,760.47 Per Month
3.	Wash Windowsill, etc. semiannually	\$ 286.20 Per Occurrence
4.	Strip/Seal/Wax floors, semi-annually	\$ 1,253.07 Per Occurrence
5.	Carpet Cleaning, semi-annually	\$ 5,579.28 Per Occurrence
6.	Light Fixture Cleaning, semi-annually	\$ 2,199.96 Per Occurrence
7.	Vent Cleaning, quarterly	\$ 1,105.65 Per Occurrence
8.	Wash All Wastebaskets, quarterly	\$ 459.00 Per Occurrence
<b>FOR COMPLETE DESCRIPTION OF SERVICES, REFERENCE SPECIAL TERMS AND CONDITIONS AND CUSTODIAL SERVICES – OPERATIONAL SPECIFICATIONS</b>		

STANDARD BID  
TERMS AND CONDITIONS  
SP-19 Rev. 12/05  
(Prev. Rev. 10/05)  
**Ann Simeone**  
Contract Specialist  
  
(860) 713-5051  
Telephone Number

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**PROCUREMENT SERVICES**  
165 Capitol Avenue, 5<sup>th</sup> Floor South  
PO Box 150414  
HARTFORD, CT 06115-0414

BID NO.:  
06PSX0041

**Standard Bid and Contract Terms and Conditions - Page 1 of 3**

**All Invitations For Bids issued by the Department of Administrative Services, Procurement Services will bind Bidders to the terms and conditions listed below, unless specified otherwise in any individual Invitation For Bids.**

**Incorporated by reference into this contract are applicable provisions of the Connecticut General Statutes including but not limited to Sections 4a-50 through 4a-80 and applicable provisions of the Regulations of Connecticut State Agencies including but not limited to Sections 4a-52-1 through 4a-52-22.**

**The contractor agrees to comply with the statutes and regulations as they exist on the date of this contract and as they may be adopted or amended from time to time during the term of this contract and any amendments thereto.**

**Submission of Bids**

1. Bids must be submitted on forms supplied by Procurement Services. Telephone or facsimile bids will not be accepted in response to an Invitation For Bids.
2. The time and date bids are to be opened is given in each bid issued. Bids received after the specified time and date of bid opening given in each bid proposal shall not be considered. Bid envelopes must clearly indicate the bid number as well as the date and time of the opening of the bid. The name and address of the Bidder should appear in the upper left hand corner of the envelope.
3. Incomplete bid forms may result in the rejection of the bid. Amendments to bids received by Procurement Services after the time specified for opening of bids, shall not be considered. An original and one copy of the proposal schedule shall be returned to Procurement Services. Bids shall be computer prepared, typewritten or handwritten in ink. Bids submitted in pencil shall be rejected. All bids shall be signed by a person duly authorized to sign bids on behalf of the bidder. Unsigned bids may be rejected. Errors, alterations or corrections on both the original and copy of the proposal schedule to be returned must be initialed by the person signing the bid proposal or their authorized designee. In the event an authorized designee initials the correction, there must be written authorization from the person signing the bid proposal to the person initialing the erasure, alterations, or correction. Failure to do so shall result in rejection of bid for those items erased, altered or corrected and not initialed.
4. Conditional bids are subject to rejection in whole or in part. A conditional bid is defined as one which limits, modifies, expands or supplements any of the terms and conditions and/or specifications of the invitation for bids.
5. Alternate bids will not be considered. An alternate bid is defined as one which is submitted in addition to the bidders primary response to the invitation for bids.
6. Prices should be extended in decimal, not fraction, to be net, and shall include transportation and delivery charges fully prepaid by the Contractor to the destination specified in the bid, and subject only to cash discount.

7. Pursuant to Section 12-412 of the Connecticut General Statutes, the State of Connecticut is exempt from the payment of excise, transportation and sales taxes imposed by the Federal Government and/or the State. Such taxes must not be included in bid prices.

8. In the event of a discrepancy between the unit price and the extension, the unit price shall govern.

9. By its submission the Bidder represents that the bid is not made in connection with any other Bidder submitting a bid for the same commodity or commodities and is in all respects fair and without collusion or fraud.

10. All bids will be opened and read publicly and upon award are subject to public inspection.

**Guaranty or Surety**

11. Bid and or performance bonds may be required. Bonds must meet the following requirements: Corporation - must be signed by an official of the corporation above their official title and the corporate seal must be affixed over the signature; Firm or Partnership - must be signed by all the partners and indicate they are "doing business as"; Individual - must be signed by the owner and indicated as "Owner". The surety company executing the bond or countersigning must be licensed in Connecticut and the bond must be signed by an official of the surety company with the corporate seal affixed over their signature. Signatures of two witnesses for both the principal and the surety must appear on the bond. Power of attorney for the official signing the bond for the surety company must be submitted with the bond.

**Samples**

12. Accepted bid samples do not supersede specifications for quality unless sample is superior in quality. All deliveries shall have at least the same quality as the accepted bid sample.

13. Samples are furnished free of charge. Bidder must indicate if their return is desired, provided they have not been made useless by test. Samples may be held for comparison with deliveries.

**Award**

14. Award will be based on quality of the articles or services to be supplied, their conformance with specifications, delivery terms, price, administrative costs, past performance, and financial responsibility.

15. Procurement Services may reject any bidder in default of any prior contract or guilty of misrepresentation or any bidder with a member of its firm in default or guilty of misrepresentation.

16. Procurement Services may correct inaccurate awards resulting from clerical or administrative errors.

**Contract**

17. The existence of the contract shall be determined in accordance with the requirements set forth above. However, the award of the contract is not an order to ship.

18. The Contractor shall not assign or otherwise dispose of their contract or their right, title or interest, or their power to

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**PROCUREMENT SERVICES**  
**165 Capitol Avenue, 5<sup>th</sup> Floor South**  
**PO Box 150414**  
**HARTFORD, CT 06115-0414**

**Standard Bid and Contract Terms and Conditions - Page 2 of 3**

execute such contract to any other person, firm or corporation without the prior written consent of Procurement Services.

19. Bidders have ten days after notice of award to refuse acceptance of the award; after ten days the award will be binding on the Contractor. If the Contractor refuses to accept the award within the ten day period, the award will be made to the next lowest responsible qualified bidder.

20. Failure of a Contractor to deliver commodities or perform services as specified will constitute authority for Procurement Services to purchase these commodities or services on the open market. The Contractor agrees to promptly reimburse the State for excess cost of these purchases. The purchases will be deducted from the contracted quantities.

21. Rejected commodities must be removed by the Contractor from State premises within 48 hours. Immediate removal may be required when safety or health issues are present.

22. Contractor agrees to: hold the State harmless from liability of any kind for the use of any copyright or uncopyrighted composition, secret process, patented or unpatented invention furnished or used in the performance of the contract; guarantee their products against defective material or workmanship; repair damages of any kind, for which they are responsible to the premises or equipment, to their own work or to the work of other contractors; obtain and pay for all licenses, permits, fees etc. and to give all notices and comply with all requirements of city or town in which the service is to be provided and to the State of Connecticut; to carry proper insurance to protect the State from loss.

23. Notwithstanding any provision or language in this contract to the contrary, the Commissioner may terminate this contract whenever he/she determines in his/her sole discretion that such termination is in the best interests of the State. Any such termination shall be effected by delivery to the Contractor of a written notice of termination. The notice of termination shall be sent by registered mail to the Contractor address furnished to the State for purposes of correspondence or by hand delivery. Upon receipt of such notice, the Contractor shall both immediately discontinue all services affected (unless the notice directs otherwise) and deliver to the State all data, drawings, specifications, reports, estimates, summaries, and such other information and materials as may have been accumulated by the Contractor in performing his duties under this contract, whether completed or in progress. All such documents, information, and materials shall become the property of the State. In the event of such termination, the Contractor shall be entitled to reasonable compensation as determined by the Commissioner of the Department of Administrative Services, however, no compensation for lost profits shall be allowed.

**Delivery**

24. All products and equipment delivered must be new unless otherwise stated in the bid specifications.

25. Delivery will be onto the specified State loading docks by the Contractor unless otherwise stated in the bid specifications.

26. Deliveries are subject to re-weighing on State sealed scales.

27. Payment terms are net 45 days after receipt of goods or invoice, whichever is later, unless otherwise specified.

28. Charges against a Contractor shall be deducted from current obligations. Money paid to the State by the Contractor shall be payable to the Treasurer, State of Connecticut.

**Tangible Personal Property**

29. (a) For any contract for provision of tangible personal property to the state entered into on or after the effective date of this section, each department head, as defined in section 4-5 of the general statutes, shall enter into an agreement with the contractor pursuant to which such contractor shall agree, on its own behalf and on behalf of each affiliate, as defined in subsection (d) of this section, of such contractor, for the term of the state contract, to collect and remit to the state on behalf of its customers any use tax due to the state under the provisions of chapter 219 of the general statutes for items of tangible personal property sold by the contractor or by any of its affiliates in the same manner as if the contractor and its affiliates were engaged in the business of selling tangible personal property for use in this state and had sufficient nexus with this state to be required to collect use tax due to the state. (b) The following provisions shall apply to and be made part of any agreement entered into pursuant to subsection (a) of this section: (1) The contractor and its affiliates are not liable for use tax not paid to them by a customer; (2) A customer's payment of a use tax to the contractor or its affiliates relieves the customer of liability for the use tax; (3) The contractor and its affiliates shall remit all use taxes they collect from customers on or before the due date specified in the agreement, which may not be later than the last day of the month next succeeding the end of a calendar quarter or other tax collection period during which the tax was collected; and (4) Any contractor or affiliate who fails to remit use taxes collected on behalf of its customers by the due date specified in the agreement shall be subject to the interest and penalties provided for persons required to collect sales tax under chapter 219 of the general statutes. (c) Any agreement entered into under subsection (a) of this section may provide that the contractor and its affiliates shall collect the use tax only on items that are subject to the six per cent rate of tax. (d) For purposes of this section, "affiliate" means any person, as defined in section 12-1 of the general statutes, that controls, is controlled by, or is under common control with another person. A person controls another person if the person owns, directly or indirectly, more than ten per cent of the voting securities of the other person. For purposes of this subsection, "voting security" means a security that confers upon the holder the right to vote for the election of members of the board of directors or similar governing body of the business, or that is convertible into, or entitles the holder to receive, upon its exercise, a security that confers such a right to vote. "Voting security" includes a general partnership interest. (PA 03-01 Sec.105)

**Saving Clause**

30. The Contractor shall not be liable for losses or delays in the fulfillment of the terms of the contract due to wars, acts of public enemies, strikes, fires, floods, acts of God or any other acts not within the control of or reasonably prevented by the

STANDARD BID  
TERMS AND CONDITIONS  
SP-19 Rev. 12/05  
(Prev. Rev. 10/05)  
**Ann Simeone**  
Contract Specialist  
  
(860) 713-5051  
Telephone Number

**STATE OF CONNECTICUT**  
**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**PROCUREMENT SERVICES**  
**165 Capitol Avenue, 5<sup>th</sup> Floor South**  
**PO Box 150414**  
**HARTFORD, CT 06115-0414**

BID NO.:  
**06PSX0041**

**Standard Bid and Contract Terms and Conditions - Page 3 of 3**

Contractor. The Contractor will give written notice of the cause and probable duration of any such delay.

**Advertising**

31. Contractors may not reference sales to the State for advertising and promotional purposes without the prior approval of Procurement Services.

**Rights**

32. The State has sole and exclusive right and title to all printed material produced for the State and the contractor shall not copyright the printed matter produced under the contract.

33. The Contractor assigns to the State all rights title and interests in and to all causes of action it may have under Section 4 of the Clayton Act, 15 USC 15, or under Chapter 624 of the general statutes. This assignment occurs when the Contractor is awarded the contract.

34. Contractor agrees that it is in compliance with all applicable federal, state and local laws and regulations, including but not limited to Connecticut General Statutes Sections 4a-60 and 4a-60a. The Contractor also agrees that it will hold the State harmless and indemnify the State from any action which may arise out of any act by the contractor concerning lack of compliance with these laws and regulations.

**Executive Orders**

35. This Agreement is subject to the provisions of Executive Order No. 7B of Governor M. Jodi Rell, promulgated November 16, 2005, concerning contracting reforms, Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of this agreement as if they had been fully set forth in it. For complete text of said documents, please go to:

[http://www.das.state.ct.us/Purchase/Info/Executive\\_Orders/%203-16-17-7B\\_Complete\\_Text.pdf](http://www.das.state.ct.us/Purchase/Info/Executive_Orders/%203-16-17-7B_Complete_Text.pdf)

**Records, Files, and Information**

36. The contract resulting from the ITB is subject to the provisions of §1-218 of the Connecticut General Statutes, as it may be modified from time to time. In accordance with this section, each contract in excess of two million five hundred thousand dollars between a public agency and a person for the performance of a governmental function shall (1) provide that the public agency is entitled to receive a copy of records and files related to the performance of the governmental function, and (2) indicate that such records and files are subject to the Freedom of Information Act and may be disclosed by the public agency pursuant to the Freedom of Information Act. No request to inspect or copy such records or files shall be valid unless the request is made to the public agency in accordance with the Freedom of Information Act. Any complaint by a person who is denied the right to inspect

or copy such records or files shall be brought to the Freedom of Information Commission in accordance with the provisions of sections 1-205 and 1-206 of the Connecticut General Statutes.

37. Incorporated by reference into this contract is Section 4-61dd(g)(1) and 4-61dd(3) and (f) of the Connecticut General Statutes which prohibits contractors from taking adverse action against employees who disclosed information to the Auditors of Public Accounts or the Attorney General.

**Health Insurance Portability and Accountability Act (HIPAA)**

38. Under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Bidders are expected to adhere to the same standards as the state agency/covered entity as to Protected Health Information (PHI), to maintain compliance with Title 45 CFR Part 164.504, Uses and Disclosures: Organizational Requirements, Bidder Contracts. Protected Health Information (PHI) includes information related to claims, health services, federal and state tax information, financials, criminal/court related information and other personally identifiable records. Bidder agrees that it shall be prohibited from using or disclosing the PHI provided or made available by the state agency/covered entity or viewed while on the premises for any purpose other than as expressly permitted or required by this Contract. These uses and disclosures must be within the scope of the Bidder's services provided to the state agency/covered entity. Bidders shall establish and maintain reasonable safeguards to prevent any use or disclosure of the PHI, other than as specified in this Contract or required by law. Bidder agrees that anytime PHI is provided or made available to any subcontractors or agents, Bidder must enter into a subcontract, which contains the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Contract. Bidder agrees to make available and provide a right of access to PHI by the individual for whom the information was created and disclosed. Bidder agrees to make information available as required to provide an accounting of disclosures. Bidder agrees to make its internal practices, books, and records relating to the use or disclosure of PHI received from, or created or received by Bidder on behalf of the state agency/covered entity, available to the Secretary of Health and Human Services (HHS) for purposes of determining compliance with the HHS Privacy Regulations. At termination of this Contract, Bidder agrees to return or destroy all PHI received from, or created by the state agency/covered entity. If not feasible, extend the protections of this agreement to the PHI and limit further uses and disclosures. Bidder will have procedures in place for mitigating any harmful effects from the use or disclosure of PHI in a manner contrary to this Contract or the HHS Privacy Regulations. Bidder must develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Contract or the HHS Privacy Regulations. The PHI shall be and remain the resources of the state agency/covered entity. Bidder agrees that it acquires no title or rights to the information, including any de-identified information, as a result of this Contract. Bidder agrees that the state agency/covered entity has the right to immediately terminate this Contract if the state agency/covered entity determines that Bidder has violated a material term of this HIPAA Compliance Agreement above.

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

**DESCRIPTION**

This bid is intended to fulfill custodial and related services for the Department of Social Services (DSS), field office located at 194 Bassett Street, New Haven, CT 06511, for a period of (3) three years from the March 1, 2006 through February 28, 2009.

**SITE INSPECTION**

This meeting is intended as a site inspection, review of bid requirements and answer any questions that interested bidders may have about this bid. If you are interested in responding to this bid, contact the person listed below by the specified date/location listed below:

**Date: By Thursday, February 9, 2006**

**At: DSS Field Site, 194 Bassett Street, New Haven, CT – Main Entrance**

**Time: Contact below**

Contact: Daniel Velez at (860) 424-5658 or via e-mail at [Daniel.velez@po.state.ct.us](mailto:Daniel.velez@po.state.ct.us) for directions.

Vendors will not be admitted to state buildings without a valid photo ID.

**QUESTIONS**

Questions for the purpose of clarifying this bid must be submitted in writing and must be received in DAS/Procurement Services in the State of Connecticut no later than 2:00 p.m. on Thursday, February 9, 2006. Questions received after the date and time specified will not be answered. Questions must be delivered, faxed or e-mailed to: Department of Administrative Services, Procurement Services, Attn: Ann Simeone, Bid 06PSX0018, 165 Capitol Avenue, 5th Floor South, Hartford, CT 06106. Fax number (860) 622-2921. E-mail: [ann.simeone@ct.gov](mailto:ann.simeone@ct.gov)

Answers to all questions will be provided in the form of an addendum and will be available on the DAS/Procurement Services website ([www.das.state.ct.us/busopp.asp](http://www.das.state.ct.us/busopp.asp)) no later than Friday, February 10, 2006. Bidders must download a copy of the addendum from the website and return a signed copy with your bid submission.

**BID PRICES**

Bid prices submitted shall be as listed on the proposal schedule (SP-16) enclosed.



**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

**NUMBER AND SUBMISSION OF PROPOSALS**

Bidders should submit one original and one copy of the bid. Any bid that is incomplete or does not follow the prescribed format may not be considered.

Bids may be mailed or hand delivered to the address listed below and must arrive by 2:00 p.m. EST on Wednesday, February 15, 2006 p.m. Bids received after that time, due to whatever reason, will not be accepted.

**Mailing Address:**

Bid# 06PSX0041  
State of Connecticut  
Department of Administrative Services/Procurement Services  
Attn: Ann Simeone  
165 Capitol Avenue, 5th Floor South  
Hartford, CT 06106

**Hand Delivered Address:**

Bid# 06PSX0041  
State of Connecticut  
Department of Administrative Services/Procurement Services  
Attn: DAS Customer Service Rep  
165 Capitol Avenue, Room 110  
Hartford, CT 06106

**PRICE INCREASES**

No price increases shall be allowed for anything other than wages (see Standard Wage clause). .

**ANNUAL GIFT AFFIDAVIT**

Awarded contractors will be required to submit an annual contract affidavit to update the Gift/Campaign Affidavit that accompanies State contracts pursuant to Sections 2, 3 & 4 of Public Act #04-245.

In the event that the contract is extended for any additional one-year increments, an annual contract affidavit will still be required for each additional year.

**Proposer Submittal of Environmentally Preferable Products (EPP) – Voluntary:**

CONTRACTOR is encouraged to submit pricing on products that are considered environmentally preferable. The Department of Administrative Services (DAS) has established procedures that promote the procurement and use of environmentally preferable products and services by state agencies. The term “environmentally preferable” means, with regard to products, services or practices, that such products, services or practices have a lesser or reduced

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

negative effect on human health and the environment when compared to competing products, services or practices that serve the same function.

Environmentally preferable attributes include:

Fuel efficient;  
Energy efficient;  
Made of recycled content;  
Made of post-consumer content;  
Made of biodegradable materials;  
Remanufactured and rebuilt;  
Recyclable; and/or  
Less- or non-toxic.

DAS reserves the right to deny designation of any product as Environmentally Preferable based on factors including but not limited to the availability of recycling programs, and documentation of attributes.

CONTRACTOR seeking consideration for EPP products and services must provide a written description of the product that shall include at a minimum, the amount of the product that is recycled material, whether that material is post consumer, or a description of the environmental preferable qualities. All catalog products with EPP attributes must be designated by the use of a recycled logo or

some other such form of identification, and include information on the environmental attribute(s) whenever available.

CONTRACTOR must supply DAS with information on purchases of environmentally preferable products and services made by state agencies and political subdivisions, and work with DAS to establish an agreeable format for tracking of purchases.

**Environmentally Preferable Proposal Submittal Encouraged:**

The State of Connecticut is dedicated to waste reduction and the practice of using and promoting the use of recycled and environmentally preferable products and services. To promote these values, CONTRACTOR is encouraged to submit proposals following these guidelines:

All copies should be printed double sided except the Proposal Schedule, SP-16 or SP-16L or RFP-16 or RFP-16L; Gift Affidavit form 1C; Consulting Agreement Affidavit form 5; Ethics Acknowledgement form 6B; Ethics Subcontractor/Consultant Acknowledgement of Receipt of Ethics Laws form 6C; Campaign Contribution Affidavit form 2C; OSHA Certificate of Compliance SP-12 and any other forms that is to be notarized.

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

All proposals/bids and copies should be printed on recycled paper with a minimum post-consumer content of 30% or on tree-free paper. All proposals/bids should note the level or type of paper used to satisfy this request. Unless necessary, all proposals/bids should minimize or eliminate the use of non-recyclable or non re-usable materials. Three-ring binders are acceptable if the size of the proposal/bid warrants such use. CONTRACTOR is encouraged to use paper dividers or similar method to effectively organize the proposal/bid for review.

Proposals/bids should be submitted in a format that allows for the easy removal and recycling of recyclable materials.

In addition to the use of recycled content paper, CONTRACTOR is encouraged to use other products that contain recycled content in their proposals.

**Environmentally Preferable Product Catalog Labeling and Reporting Requirements :**

CONTRACTOR seeking consideration for EPP products and services must provide a written description of the product that shall include at a minimum, the amount of the product that is recycled material, whether that material is post consumer, or other applicable description of the environmental preferable qualities. All catalog products with EPP attributes must be designated by the use of a recycled logo or some other such form of identification, and include information on the environmental attribute(s) whenever available.

CONTRACTOR must supply DAS with information on purchases of environmentally preferable products and services made by state agencies and political subdivisions. CONTRACTOR agrees to work with DAS to establish an agreeable format for the tracking of environmentally preferable purchases.

**AWARD**

Award shall be made to the lowest, qualified, responsible bidder submitted on the proposal schedule (with Preference Statute C.G.S. Section 17b-656 consideration). The State reserves the right to award in whole as deemed in the best interest of the State.

The contractor's signature on the SP-26, Bid Proposal is the contractor's agreement to all the terms and conditions listed in the bid proposal. If your company is selected as the awarded contractor, the signature on the SP-26 constitutes as the agreement between your company and the State. Once the contract is awarded, the state will be issuing a contract award that constitutes as the state's signed agreement to this contract. No additional signatures will be required. Once the contract has been awarded, the agency will issue its purchase order to the contractor. The contractor shall not perform services

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

without receiving a purchase order. Questions regarding the purchase order should be directed to the ordering agency.

Once the contract is awarded, a copy of the contract award can be viewed on the DAS/Procurement website – [www.das.state.ct.us/busopp.asp](http://www.das.state.ct.us/busopp.asp)

Instructions on locating the contract award on the DAS website:

Scroll down to the heading CONTRACTS

The box that states “By Keyword”; click the arrow to the right of the box for the drop down menu.

Click on “By Contract Number”

Click in the empty box to the right and type in the contract award number 06PSX0041 and click “Go”.

Click on the “Contract Number”

Now click on “PDF: Review the Contract Documents” to download and/or print the contract.

If the contract does not show up, it probably means that the contract has either not been awarded or hasn't yet been posted to the website; please keep trying until it does.

**CHANGE OF ADDRESS**

In the event the contractor moves or updates contact information, it is the responsibility of the contractor to advise Procurement Services of such changes in writing. The State will not be held responsible for payments or purchase orders delayed due to the lack of routing caused by the lack of notification on the contractor's part. Change of address or telephone updates must be forwarded to: Department of Administrative Services, Procurement Services, 165 Capitol Avenue, 5<sup>th</sup> Floor South, Hartford, CT 06106, Attn: Ann Simeone.

**EXTENSION CLAUSE**

DAS/Procurement Services reserves the right to renew this contract for additional periods of up to the initial contract's term with the best interests of the State and DSS for contractors who have satisfactorily complied with all terms and conditions. If the contractor and the State are interested in renewing, increases in pricing will not be accepted (exception Standard Wages).

**CONTRACT INVOICING**

The contractor shall invoice the applicable state agency when goods and services are provided through this contract. The invoice must contain the State's Purchase order number. Invoices received without reference to a valid State Purchase Order number will result in delay of payment. Invoice shall be sent to:

Department of Social Services – Business Office  
25 Sigourney Street  
Hartford, CT 06106

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

**INSURANCE**

Contractor shall not commence work under this contract until all insurance required under this Section has been obtained, nor shall the Contractor allow any subcontractor to commence work on a subcontract until all similar insurance required of the subcontractor has been obtained.

**Commercial General Liability**

\$1,000,000 Combined Single Limit per occurrence for bodily injury, personal injury and property damage. Coverage shall include Premises and Operations, Independent Contractors, Products and Completed Operations, Contractual

**Liability and Board Form Property Damage coverage.** If a general aggregate is used, the general aggregate limit shall apply either separately to the project or the general aggregate limit shall be twice the occurrence amount.

**Automobile Liability**

\$1,000,000 Combined Single Limit Automobile Liability insurance shall be maintained against claims for damages resulting from bodily injury, including wrongful death, and property damage which may arise from the operations of any owned, leased, hired or non-owned automobiles used by or for the Contractor in any capacity in connection with carrying out this contract.

**Workers Compensation and Employers' Liability**

Statutory coverage in compliance with the Compensation laws of the State of Connecticut. Coverage shall include Employers' Liability with minimum limits of \$100,000 each accident, \$100,000 disease-each employee, and \$500,000 disease-policy limit.

**Minimum Scope of Insurance**

All Liability insurance policies shall be written on an "occurrence" basis only. All insurance coverage is to be placed with insurers authorized to do business in the State of Connecticut and must be placed with an insurer that has an A.M. Best's Rating of no less and A-, VII. All certificates of insurance shall be filed with the Department of Administrative Services on the standard Accord Certificate of Insurance form showing the specified insurance and limits. The State of Connecticut shall be named as an Additional Insured for liability coverage required under this agreement. The Contractor's insurer shall have no right of recovery of subrogation against the State and the Contractor's insurance shall be primary coverage. The Certificate Holder Box shall read: State of CT., DAS/Procurement Services, 165 Capitol Ave., Hartford, CT 06106.

**SECURITY**

The contractor is responsible for training his employees in the security requirements of the agency, and will be responsible for enforcing the security rules as they apply to his employees.

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

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

1. No guns, knives or other dangerous weapons are allowed on state property.
2. No dangerous drugs or other prohibited substances, including alcohol, are allowed on state property.
3. No unauthorized personnel, including children, shall be allowed on state property.
4. All keys to the building will be furnished by the state to the contractor. All keys remain the property of the state and shall not be duplicated by the contractor or his employees. All keys shall be returned to the agency upon request. A charge will be assessed for any keys not returned. Contractor will assume cost of re-keying buildings if keys are lost or stolen by him/her or his/her employees.
5. The use of state telephones is strictly prohibited, except in an emergency situation. In the event of an emergency, contractor's employee will report such use.
6. Any contractor leaving the building unsecured and/or causing false alarms with the security/police department shall be liable for such fines or damages incurred. This will include overtime for any DSS staff called from home to respond to such call(s). These expenses will automatically be deducted from the contractor's monthly invoice. Contractor will be furnished a copy of all charges.

**STANDARD WAGE**

Contractors must comply with all provisions of Substitute Senate Bill No. 1056, Public Act No. 99-142, An Act Setting Standard Wage Rates for Certain Service Workers. Information regarding this Public Act and when it applies can be obtained from DOL's web site: <http://www.ctdol.state.ct.us/wgwkstnd/laws-regs/99-142guide.htm> Questions concerning the provisions and implementation of this act should be referred to Gary W. Pechie, Director, Connecticut Department of Labor, Wage and Workplace Standards Division, 200 Folly Brook Blvd., Wethersfield, Ct 06109-1114 (860) 263-6790 or his designated representative.

**CORPORATE RESOLUTION SUBMITTAL**

In the event that contractor is awarded, DAS/Procurement Services will request a corporate resolution or similar document, showing that the person signing the response on behalf of the contractor has the authority to do so. The Corporate resolution shall be titled as such and will be requested prior to contract award.

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

**DISPUTES**

In the event there is a disagreement between State and the Contractor regarding interpretation of contractual requirements, the Contractor is to provide with the work in question under protest until the disagreement is resolved by Procurement Services. Procurement Services' decision shall be binding on all parties.

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

**SCOPE OF WORK – SPECIFIC FOR THIS SITE**  
**#06PSX0041**

**Location: 194 Bassett Street, New Haven, CT**

**The site consists of approximately 48,294 square feet located on two (2) floors**

**SCHEDULE OF WORK:**

The Contractor shall furnish sufficient labor, equipment and materials to do custodial work as scheduled under Scope of Work listed below, using the methods, materials and equipment as outlined in the General Specifications – Custodial Services guidelines (with the exception of specifics outlined under these Special Terms and Conditions).

All services must be performed Monday through Friday, as specified by the Office Designee. Weekend work for special cleaning may also be arranged through the office designee, **Betty Miller, 203-974-8001 or her designee.**

**SCOPE OF WORK**  
**PUBLIC AND STAFF AREAS**

**DAILY SERVICES**

1. Empty all wastebaskets and replace liners.
2. Empty all ashtrays including foyers and entryways and damp wipe.
3. Vacuum all carpeting, under desks, tables, in corners and edges. Move light furniture and boxes. Take care not to mark up walls or furniture.
4. Wash all glass/Plexiglas doors, walls and reception glass – both sides.
5. Sweep with treated mop all corridors, lobbies, office areas and pickup sweepings. Sweep down all stairwells. Clean any buildup of dirt or mud from stair treads and damp mop if necessary.
6. Damp mop all corridors, lobbies, office areas and entrance ways leaving no streaks (remove tar, gum and other substances as required).
7. Wipe with clean cloth all drinking fountains, exterior water coolers and wash catch basins on coolers. Remove any foreign substances, dust, etc.  
**USE ONLY CLEAN CLOTH DESIGNATED FOR DRINKING FOUNTAINS.** Refill any empty cup dispensers and replace water bottles if empty.
8. Clean conference room tables, interview area tables and walls.
9. Spot clean all finger marks from walls doors and woodwork.



**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

10. Secure doors and windows and turn off lights in absence of State employees.

**WEEKLY SERVICES**

1. Dust and damp wipe all furnishings, chairs, and desk (if empty) and file cabinets.
2. Dust and damp wipe all walls including corridors, windowsills and ledges, railings, baseboards, wall vents, door vents and interview booths.
3. Wash, spray buffs all areas that are not carpeted (including entrances, landings, elevators and stairwells).
4. Spot clean carpet and remove stains

**TOILET AREAS**

**DAILY SERVICES**

1. Scour and clean with disinfectant all fixtures, dispensers, toilet bowls, urinals, flush meters, shelves and both sides of toilet seats including base.
2. Wash all walls including stalls (both sides).
3. Sweep then mop with disinfectant – all floors using **CLEAN** mops. Must use caution signs and safety procedures\_(sign must be used).
4. Remove all rubbish, including sanitary napkins.
5. Refill dispensers for hand towels, toilet tissues, soap, feminine product dispensers and neat seats.

**DAY PORTER SERVICES**

**DAILY SERVICES**

1. Empty all wastebaskets and receptacles change liners as needed
2. Empty all ashtrays including foyers and entryways and damp wipe.
3. Vacuum all carpeting, under desks and tables taking special care to include corners and edges. This includes moving light furniture and boxes. Take care not to mark up walls or furniture.
4. Wash all glass/Plexiglas doors, walls and reception glass/Plexiglas on both sides.
5. Sweep with treated mop all corridors, lobbies and office areas and pickup sweepings. Sweep down all stairwells. Clean any buildup of dirt or mud from stair treads. Damp mop if necessary.
6. Damp mop all corridors, lobbies, office areas and entrance ways leaving no streaks (remove tar, gum and other substances as required).
7. Wipe with clean cloth all drinking fountains, exterior water coolers and wash catch basins on coolers. Remove any foreign substances, dust, etc.

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

**USE ONLY CLEAN CLOTH DESIGNATED FOR DRINKING**

**FOUNTAINS.** Refill any empty cup dispensers and replace water bottles if empty.

8. Clean conference room tables, interview area tables and walls.
9. Spot clean all finger marks from walls, doors and woodwork.
10. Secure doors and windows and turn off lights in absence of State Employees.

**SEMI – ANNUALLY (AS ARRANGED WITH OFFICE)**

1. Wash all windowsills, sashes and interior / exterior windows.
2. Wash strip and apply a minimum of (2) coats of heavy-duty non-slip type floor finish to all floors that are not carpeted including entrances, landing, and elevators. Remove buildup in corners and edges.
3. Shampoo all carpeting using industrial wide commercial standard materials and take precautions against furniture damage and post shampooing splash, clean up walls, etc.
4. Clean/vacuum and dust all light fixtures.

**Note: Contractor must provide date for semi-annual cleaning that meets with office designee approval. Contractor must also provide a separate sign in sheet.**

**QUARTERLY**

1. Clean all air vents, diffusers and return grates. Contractor must provide one (1) week notice in advance to Office Designee and use separate sign in sheet.
2. Wash all wastebaskets – interior and exterior (Includes lounge, bathroom, kitchen and employees).

**GENERAL PROVISIONS AND RULES**

Prior to starting the work, the contractor will be required to furnish a man hours schedule showing the number of man hours required each day to complete the scheduled tasks in a satisfactory manner according to the contract award.

Information requested will be found on the Proposal Schedule.

All crews must be out of the building by 12:00 a.m. unless an alternate schedule is approved through the Office Designee. Payment for services will be based on the approved payment schedule.

Cleaning will be done in such a manner as to minimize disruption of office operations. The Office Designee will establish an area where special instructions or request will be left. The contractor will check each night and comply with the request within the scope of the contract.

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

Any unresolved problems should be brought to the attention of the Agency's Operations Section in Hartford. The contact person is **Annie Hardy**, or her designee, telephone number 860-424-5775, between the hours of 9:00 AM and 3:30 PM.

Office maintenance personnel must be able to lift up to 50 pounds and perform light maintenance tasks (move boxes, supplies, plunge sinks and toilets and perform outside sweeping).

Thefts, threats, violence or verifiable sexual harassment claims may be grounds for immediate staff expulsion pending a DSS and DAS investigation. Outcome of the investigation will determine whether that staff member may return to that site.

The contractor must also provide a daytime telephone number for emergencies and must respond within one (1) hour. In addition, the Contractor will be given a list of emergency contacts for the Agency.

**Note: A supply of paper products equal to one weeks use must be kept onsite to ensure sufficient quantity to supply the office. The office designee will determine the amount.**

**INSPECTION**

The contractor must inspect the building with Office Designee at a time convenient to the Agency.

**MATERIALS**

The contractor will be required to furnish all materials to do the work as outlined in the schedule of work. All products used in the cleaning process shall be listed at the start of the contract period and **MUST BE ENVIRONMENTALLY FRIENDLY**. Contractor shall review and follow the guidelines listed under Custodial Services – General Specifications. All changes or substitutions must be reported to the Agency Designee. Materials will include but not necessarily be limited to the following products:

1. Liquid non-perfumed anti-bacterial hand soap, detergents and wax.
2. Cleaning chemicals used on floors, walls, furniture, toilet rooms, glass, tile, brick, concrete or other building surfaces.
3. Sponges, brushes, pails, spray bottles, rags, cloths, steel wool, plastic disposal bags (for feminine products), waste basket liners and large garbage bags.
4. Germicides or fungicides.
5. Paper products used in the cleaning process.
6. Paper towels toilet paper and neat seats. (Products supplied must fit the dispensers already installed).
7. Several types of light bulbs and bulb and tube installation. (Lights should be replaced as needed).

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

8. Contractor will be responsible for supplying feminine products and maintaining the equipment. All monies collected are the contractors.

**NOTE: ALL PAPER PRODUCTS MUST BE AT LEAST A 2 PLY THICKNESS.**

**MATERIAL STORAGE**

The agency will furnish storage space for the contractor's cleaning materials and equipment. It is the contractor's responsibility to maintain the area in a neat and orderly manner and to conform to OSHA and fire code regulations.

The contractor shall have an on-site supervisor in charge of the scheduled work who shall represent the contractor and coordinate the work with the Office Designee. Contractor shall also provide a daytime phone number for emergencies and be able to respond within one (1) hour.

The contractor's work force shall be neat and clean in appearance and have a uniform with the name or logo as well as a nametag. The Agency designee shall direct contractor's supervisory personnel to secure all entrances and exits during the nightly operation and lock all doors and windows when leaving the premises.

The contractor shall maintain a work force of sufficient size to do all the work scheduled. The contractor shall correct scheduled work that is done unsatisfactorily after notification to the Office Designee at their scheduled meetings and at no additional cost to the agency.

**CONTRACTOR FURNISHED EQUIPMENT AND MATERIALS**

The contractor shall furnish and maintain all equipment and materials required to do the custodial work. In addition, all crews must be supplied with an adequate supply of rubber gloves, masks, etc. The State agency designee shall approve all equipment and materials furnished by the contractor. Any item found unsuitable for the work shall be removed from the premises and replaced with an approved type. All contractor furnishings shall be engraved or otherwise permanently identified, in a neat manner, so that ownership can be readily determined. All electrically operated equipment must meet UL code and must be grounded when in use. All contractor equipment shall be in good working order. All heavy-duty equipment must be of commercial grade.

**FUNDING**

It is agreed by the parties hereto that all obligations of the Department including the continuance of payments hereunder, are contingent upon the availability and continued appropriation of the State and/or Federal funds, and in no event shall the Department be liable for any payments hereunder in excess of such available appropriate funds.

In the event that the amount of any available or appropriated funds provided by the State and/or Federal sources for the purchase of services hereunder shall be

**06PSX0041 – CUSTODIAL SERVICES  
SPECIAL TERMS & CONDITIONS**

reduced, terminated or shall not be continued at the aggregate level sufficient to allow for the purchase of the specified amount of services to be purchased hereunder for any reason whatsoever, the Department shall notify the Contractor of such reduction of funds available and the Department shall be entitled to reduce its commitment hereunder as it deems necessary.

**FREEDOM OF INFORMATION**

Due regard will be given for the protection of proprietary information contained in all proposals received, however, the Contractor should be aware that all materials associated with the procurement are subject to the terms of the Freedom of Information Act, the Privacy Act and all rules, regulations and interpretations resulting there from. It will not be sufficient for the Contractor to merely state generally that the proposal is proprietary in nature and not therefore subject to release to third parties. Sections, which the Contractor believes to be proprietary, must be specifically identified as such. Convincing explanation and rationale sufficient to justify each exemption from release consistent with Section 1-19 of the Connecticut General Statutes must accompany the proposal. The rationale and explanation must be stated in terms of the prospective harm to the competitive position of the Contractor that would result if the identified material were to be released and the reasons why the materials are legally except from release pursuant to the above-cited statute. Between the Contractor and the Department, the final administrative authority to release or exempt any or all material so identified rests with the Department.

**REVISION/AMENDMENTS**

The Connecticut Department of Social Services and the Department of Administrative Services must approve revisions to the Agreement's services or work plan in writing.

# **Custodial Services – General Specifications**

## **Description of Services**

Custodial work inclusive of labor, equipment, materials and supplies to clean the facility (ies) in accordance with the tasks and schedule(s) for the performance of the contracted services.

## **Work and Workmanship**

The Contractor shall thoroughly complete each task in a professional workmanlike manner, using quality equipment and materials that conform to all current Federal, State and Local regulations.

It is the responsibility of the Contractor to maintain facilities that conform to AAPA Custodial Level 2 specifications. Facilities that are uniformly clean, hygienic and pleasing to the eye (Exhibit A).

The Contractor shall provide the labor, materials and equipment necessary for cleaning and maintenance, except as otherwise specified within this agreement. Services shall be performed at the highest standards and not at a lesser frequency than specified in this agreement.

All services provided, and materials used shall be in accordance with acceptable industry standards. Products used shall be environmentally safe bearing the “green seal”, used in accordance with the manufacturer’s stated directions and be subject to review and approval of the State’s designated representative. The contractor shall provide Material Safety Data Sheets (MSDS) for all products to the State’s designee.

The Contractor shall designate or assign a representative(s) to act on behalf of the Contractor, if other than the Contractor himself, on all matters affecting the services included in this agreement. The State’s designated representative must be notified in writing within five (5) business days of any change.

## **Damage to State Property**

The Contractor shall be responsible for ensuring that all reasonable precautions are taken to protect buildings, furnishings, fixtures, equipment, computers, telephones, copy machines, flooring, window coverings, fax/scanners, telecommunications and electrical equipment and cables and all other physical objects in facilities being cleaned. Contractor shall report all damages within one (1) business day of discovery. Upon review by the State’s designee of the cause and result, Contractor shall pay the State for said damage.

## **Consumable Materials and Supplies**

## **Custodial Services – General Specifications**

The Contractor shall as part of the pricing include the cost of furnishing all supplies as part of the services provided at no additional cost to the State and pricing without. Supplies/consumables include but may not be limited to trash receptacle liners, sanitary napkins, paper towels, toilet paper, hand soap. Consumables shall meet EPP requirements for 100% post consumer waste content (e.g. toilet paper, paper towels). Materials for cleaning purposes including but not limited to, wax, floor stripper, roll paper towels, germicidal cleaner, furniture cleaner and polish, carpet shampoo, etc. should meet EPP guidelines.

No supplies shall be used that are designated harmful to persons, the facility or the environment. The Contractor shall provide with his bid a listing of all supplies required to perform the services. The list shall include the manufacturer's brand names and estimated quantities required to perform the services. **Failure to provide this information may be considered as non- responsive and result in disqualification.**

Contractor must provide product brochures and MSDS within ten (10) business days after contract award date.

### **Cleaning Equipment**

All cleaning equipment including power drive floor scrubbing machines, back pack vacuum, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners and any other equipment needed to perform the services of this agreement shall be furnished by Contractor. Such equipment shall be the size and type customarily used in work of this kind and no equipment shall be used which is harmful to the facility or it's contents. Refer to the list of approved HEPA approved vacuum cleaners (Exhibit B).

The Contractor shall provide with his bid a listing of all equipment used in performing this work. The listing shall include the manufacturer, model/make and amount of equipment available for this work. **Failure to provide this information may be considered as non- responsive and result in disqualification.**

### **Use of State Property**

The Contractor shall not use State facilities, property or equipment. Use of telephones shall be for emergency use only.

### **OSHA Guideline Compliance**

MSDS, Contractor shall furnish to the State's designee copies of the MSDS for all products used, prior to commencing service in any facility.

## **Custodial Services – General Specifications**

- MSDS must be updated annually and submitted to the State's designee. Any and all cleaning product changes and their MSDS must be submitted to the State's designee for approval **prior** to utilization.
- MSDS information must be in compliance with OSHA Regulation 1910.1200 paragraph g.
- Contractor shall comply with OSHA Regulation 1919.1200 paragraph f, concerning the labeling of all chemical containers.
- Contractor shall use caution signs as required by OSHA Regulation 1910.144 and 1910.145.
- Contractor shall comply with OSHA Standard 29CFR1910.1039 Blood Borne Pathogens as it pertains to the training, safety and equipment needed for all employees who are engaged in custodial service.
- Contractor shall provide proof of compliance with OSHA Regulation 1920.1200
- Hazard Communication to the State's designee within ten (10) business after contract award.
- Failure of the Contractor to comply with all applicable laws and regulations shall permit the State to terminate this contract without liability.

### **Labeling of Chemicals and Supplies**

Contractor shall purchase and issue all chemicals in their original containers. Chemicals/supplies that require precautionary warnings shall have those warnings affixed to all containers as prescribed by law, regulation or ordinance. Labeling of containers of hazardous, toxic substances or waste must be in compliance with all Federal, State and Local laws, regulations and rules. Contractor shall only use germicidal disinfectants that bear an EPA Registration Number.

### **Schedules and Days of Operation**

Working hours (start/stop) will be defined within the "Facility Specific Requirements". Contractor shall within ten (10) business days after contract award provide the State's designee a work schedule for review and approval. The work schedule shall be based on a twelve (12) month period, identifying and delineating the time frames for the required work (e.g. weekly, monthly semi-annual and annual tasks) by the day of the week, the week and month.

Contractor shall submit revised schedules when actual performance differs substantially from plan. Revisions shall be submitted five (5) business days in advance to the State's designee for review and approval. The State reserves the right to change schedules to meet its requirements.



# Custodial Services – General Specifications

## Contractor Employees - Supervisors

Contractor shall provide the necessary on-site supervision. Contractor's supervisors shall be literate and conversed in the English language because of the necessity to read chemical labels, job instructions and signs as well as the need for conversing with Agency personnel. Contractor's supervisors shall also be capable of communicating with all Contractors' employees in the event they do not speak English. 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, can devote a maximum of three (3) hours per shift on housekeeping tasks. Contractor will be required to assign additional supervisory oversight as required to correct performance non-conformances.

In the event of the regularly assigned supervisor's absence, Contractor shall provide a substitute of equal or greater skill level. Contractor shall provide the name, title and cell phone number of the supervisor(s).

## Contractor Employees

All facilities shall be fully staffed commencing with day one (1) of this contract. All personnel shall receive close and continuing first line supervision by the Contractor. Custodians employed by the Contractor for this contract, shall be fully trained and skilled in safe and proper housekeeping techniques. Contractor **as part of their bid** is to provide documentation, which will demonstrate that adequate training has been performed. **Failure to provide this documentation may result in disqualification.** The use of custodians who are not adequately trained may be sufficient grounds for termination of the contract.

Contractor shall obtain criminal background checks on all personnel utilized for this contract at the commencement of the contract and upon employment of replacement personnel. Contractor shall inform the State's designee by certified mail, within five- (5) business day of obtaining this information.

Contractor shall provide the State's designee with a current list of **all** personnel who will be utilized at the facility (ies) at the commencement date of the contract. Each of these employees shall be adequately trained and have had a criminal background check. Employees who have not had a criminal background check shall not be utilized.

If Contractor uses an employee who is not on the "list", the State's designee may order that person(s) off the property and deduct the cost of a full working shift of

## **Custodial Services – General Specifications**

associated labor from the monthly invoice. Repeated use of employees who are not on the list may be sufficient grounds for termination of the contract.

All Contractors' employees shall wear uniforms that bear the company/logo and shall not be exceptionally dirty, stained or torn.

Contractor shall provide identification badges for all employees. The badges will have the company name/logo, employee's photograph, name and signature. The badges shall be worn at all times within the facility (ies).

The State's designee will control facility access. Contractor's employees are responsible to secure the facility (ies) at all times.

### **Tasks**

Contractor is responsible to provide fully trained and qualified personnel. Contractor's performance will be monitored/audited by the State's designee at each facility to detect poor performance and non-compliance conditions. Contractor shall provide the State's designee free and easy access to inspect and measure the manner and progress of the work at all times and to inspect the types, and quantities of equipment, chemicals, supplies and any other material(s) used in the performance of the work.

It is the Contractor's executive, management and supervisory staff's responsibility to oversee the operations and activities of its staff throughout the range of its tasks/activities, and does not delay ignore or otherwise limit its contractual responsibilities.

It is the responsibility of the Contractor to inspect and identify any condition(s) that renders any portion of the facility unsafe as well as any unsafe practices occurring thereon. The State's designee shall be immediately notified of any unsafe condition.

The Contractor's supervisor (crew leader), custodial staff and management staff shall be fully versed in the contract and it's cleaning/maintenance schedule/specifications. It is the Contractor's responsibility to develop and provide and outline of the task requirements to each work crew. If any task cannot be thoroughly completed within the contract cleaning schedule time line, the State's designee shall be immediately notified.

Resilient Tile and Concrete/Hard Surface – Daily tasks begin by sweeping floor 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. A putty scraper with a metal blade of 1.5 to 2 inches may be used to remove gum like substances. Contractor shall then wet mop the floor. When wet

## **Custodial Services – General Specifications**

mopping, the Contractor shall ensure 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. The Contractor shall ensure that all cleaning solutions have been mixed according to the manufacturer's directions and are appropriate for the floor surface. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors.

Wood/Wood Parquet Floors - Daily tasks begin by removing 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. During the cleaning operation Contractor will inspect the flooring to ensure that there are no loose or raised areas. If such areas are found the Contractor shall immediately notify the State's designee. Contractor shall remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substances using an approved solution using an approved fine pad and soft cloth; extensive areas can be addressed by using an approved fine pad and a high speed floor machine. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised 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.

Interlocking Floor Mats - Daily tasks begin by vacuuming the mat thoroughly. Wet mop with germicidal cleaner using a well wrung mop to prevent moisture from permeating the interlocking tiles.

Buffing Floors: Resilient Tile and Concrete/Hard Surface – Contractor shall damp mop, then spray buff floor with an approved floor wax and high speed polisher with an abrasive pad. The operation shall take place after the daily operational tasks has been completed. Excessive wax build-up shall not be present on floor, corners or baseboards. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors.

Buffing Floors: Wood/Wood Parquet - Contractor shall damp mop floor with approved neutral base cleaner and cool water, ensuring that the mop is damp and not overly wet. This operation shall take place after the daily operational tasks has been completed. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors.

Strip and Wax Floors: - Resilient Tile and Concrete/Hard Surface – Contractor shall strip and wax floor with an approved floor wax. The entire room or corridor

## **Custodial Services – General Specifications**

shall be completed in one (1) operation, and shall be completed with the manufacturer's recommendation. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors.

Strip and Wax Floors: - Wood/Wood Parquet Contractor shall strip and wax floor with an approved floor wax. The entire room or corridor shall be completed in one (1) operation, and shall be completed with the manufacturer's recommendation. The contractor shall 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. The entire area shall be vacuumed to remove finish dust. A clean untreated dust mop or tack cloths shall be used 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 an approved water base finish, allowing for sufficient drying time between coats. Contractor will take the necessary precautions to secure the area to allow for sufficient drying and curing time.

Clean Carpets and Floor Mats: - Daily tasks begin by removing all paper, gum, rubber bands, staples, paper clips and other debris from the carpet. The Contractor shall then use a carpet vacuum to remove surface soil and embedded grit from all areas accessible to the carpet vacuum. Chairs and trash receptacles shall be moved to vacuum underneath, and then replaced in their original positions. The beater bars or brush of the vacuum shall be adjusted to correspond to the pile height of the carpet. A tank vacuum with a crevice tool and brush attachment shall be used to clean all areas, which are inaccessible to the carpet vacuum. The contractor shall also spot clean the carpet to remove all spots, stains, gum, tar and other foreign substances. When spot cleaning the carpet, the Contractor will use a spray foam product and a soft bristle brush to agitate the area; any dampness shall be removed by blotting the area with a clean soft cloth. The State's designee shall be notified if the spot cleaning effort is not effective.

Clean Carpets By Extraction Method: - Contractor shall thoroughly clean carpet (i.e. carpeted area) using the water extraction method. 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 shall 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 shall 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. Water extraction equipment shall be operated over the entire carpeted area. All instructions provided by the manufacturer of the water extraction equipment shall be followed. After allowing sufficient drying time, the Contractor shall vacuum the carpeted area following a pattern, which will give the carpet pile a uniform

## **Custodial Services – General Specifications**

appearance. The contractor shall conclude the operation by replacing furnishings in their original locations.

Clean Walls, Wall Cabinets & Partitions: - The Contractor shall 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. The Contractor shall 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.

Clean Glass Doors and Door Frames: - The Contractor shall 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. The Contractor shall ensure that water/cleaning fluids are not spilled on the floor or adjacent areas.

Clean Radiators: - the Contractor shall remove radiator cover (where applicable), brush and clean by wiping down with an approved cleaner. Where appropriate, while covers are removed, the surrounding floor area shall be stripped and waxed.

Clean Ceiling Vents: - The Contractor shall dust and spot clean the ceiling vents and light fixtures to remove all dirt, particles, and cobwebs. The Contractor shall notify the States designee of burned out light bulbs and loose or damaged ceiling tiles.

Clean Furnishings: - The contractor shall spot clean all furnishings (i.e. furniture) such as desks, chairs, cabinets, display cabinets, counters, tables and other furnishings, including legs and bases as is appropriate to type. Furnishings shall be free from dust, particles lint, litter, stains smudges, fingerprints, gum, tar, grease, marks and foreign substances. Items on top of furnishings shall not be disturbed during the cleaning procedure. For wood, The Contractor shall use a clean cloth and an approved polish to clean surfaces. Wood furnishings shall not have an oily film when the surface is rubbed lightly with fingertips. For hard surfaces other than wood, the Contractor shall use a clean sponge, clean cloth and spray bottle of neutral detergent or glass cleaner to clean washable surface. Glass cleaner shall be used on all glass surfaces. After cleaning these surfaces shall have a clean, uniform appearance, free from streaks, spots and other evidence of removable soil. Vinyl; the Contractor shall use a clean sponge, clean cloth and appropriate cleaner, re-wipe with a clean damp cloth and dry the a clean cloth. Cloth; the Contractor shall use a lightly treated dust cloth, tank vacuum with dusting attachment, or a combination thereof to clean surfaces. When spot cleaning cloth furnishings the Contractor shall use a foam spray approved product and a sponge to agitate the soiled area; any dampness shall be removed by blotting the area with a clean dry soft cloth. The Contractor shall notify the State's designee if the spot cleaning effort is not effective.

## **Custodial Services – General Specifications**

Dust Clocks, Lamps, Telephones, TV's and Other Equipment: - The contractor shall dust/polish, with a clean treated dust cloth the exterior surfaces of all Clocks, Lamps, Telephones, TV's and Other Equipment which shall be free of dust dirt, smudges and fingerprints.

Dust Ledges, Shelves and Other High Surfaces: - The Contractor shall dust, with a clean treated dust cloth, ledges, windowsills air conditioner tops, shelves and other high surfaces. These items shall be free of dust, dirt cobwebs and other foreign substances.

Clean Microwaves & Refrigerators: - The Contractor shall thoroughly clean the exterior surfaces of microwaves and refrigerators using an approved cleaner with a clean cloth to remove all dust, dirt, grease, fingerprints, stains, streaks and food particles.

Empty and Clean Trash Receptacles: - The Contractor shall empty all trash receptacles. Liners shall be replaced daily. All trash must be bagged before it is placed in the dumpster. The interiors and exteriors of trash receptacles will 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, shall 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.

Clean Windows, Window Sills & Blinds: - The Contractor shall dust and spot clean all 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.

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 shall be completely cleaned and dried and shall present a uniform appearance free of all smudges, fingerprints, marks, streaks, graffiti or foreign substances.

Clean Stairs and Stairways: - The Contractor shall clean stairs and stairways, including landings, in accordance with the specifications for Clean Floors: resilient tile & concrete and Walls, Wall Cabinets & Partitions. The contractor shall also spot clean handrails, using a clean cloth and or a clean sponge with an approved cleaning solution, to remove all dust, dirt, cobwebs, grease, oily film, fingerprints, stains, soils, and other foreign substances.

## **Custodial Services – General Specifications**

Clean Drinking Fountains: - The Contractor shall use an approved germicidal disinfectant, 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/cabinet.

### 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. The cleaning shall include the drying and polishing of all exposed hardware. The interior of the toilets, toilet seats and urinals shall be scoured using a bowl mop. After the interior has been scoured, the fixture shall 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 shall present a clean, bright, shiny appearance. Fixtures shall 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 shall be wiped dry and be free of streaks, spots, stains, etc. Toilet seats will be maintained in a safe condition. Inoperable or broken fixtures shall be immediately reported to the State's designee.
- Clear Sink, Urinal and Toilet Stoppages – The Contractor shall attempt to clear toilet and sink stoppages by use of a plunger or similar device. If the attempt to clear the stoppage(s) has failed the Contractor shall post an "Out of Order" sign on the sink, urinal or toilet stall door, and shall report the stoppage(s) to the State's 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 State's designee.
- Clean 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/cleaning fluids are not spilled onto floors or adjacent areas.
- 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 shall be agitated using a scrub brush or an abrasive pad. The cleaning solution shall be removed using a well-wrung mop or it may be squeegeed to the floor drain (where applicable). After being mopped the floor shall have a uniform appearance with no streaks, film, swirl marks detergent

## Custodial Services – General Specifications

residue, 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, etc.

- **Empty and Clean Trash Receptacles** – The Contractor shall empty all trash receptacles. Liners shall be replaced daily. The interiors and exteriors of trash receptacles
- **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 shall include the drying and polishing of all exposed hardware. After cleaning the fixtures shall present a clean, bright, shiny appearance. Fixtures shall 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 shall be wiped dry and be free of streaks, spots, stains, etc. Showerheads will be operational and mildew free. Inoperable or broken fixtures shall be immediately reported to the State's designee.
- **Clean Locker 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 shall be agitated using a scrub brush or an abrasive pad. The cleaning solution shall be removed using a well-wrung mop or it may be squeegeed to the floor drain (where applicable). After being mopped the floor shall have a uniform appearance with no streaks, film, swirl marks detergent residue, 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, etc.
- **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 surface shall be polished with a clean dry cloth so that it presents a uniform, clean appearance. Adjacent shelves shall be cleaned in the same manner.
- **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 report inoperative dispensers to the State's designee.
- **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



## Custodial Services – General Specifications

dispensers for proper operation and shall report inoperative dispensers to the State's designee.

- Restroom Floors – Periodic: - Strip and Seal - The Contractor shall strip and seal floors, with an approved sealer. No wax shall be applied. The floor shall 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 shall be clean and free of watermarks, cleaning equipment marks and splashing. The Contractor shall ensure that baseboards, tile, fixtures and other equipment is 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.
- 
- Clean Ceiling Vents and Light fixtures – Periodic: - The 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.
- Clean Exterior – Remove Litter: - The Contractor shall collect and remove all litter and debris around the entryway(s). Litter/debris shall be placed into the appropriate exterior dumpster. No trash/litter/debris shall be left on the ground surrounding or on top of the container. The container shall be closed/locked at all times.
- Clean Exterior – Sweep Entryways, Walkways and Stairs: - The Contractor shall sweep the entryways, walkways and stairs to remove all dirt, debris and litter. The Contractor shall ensure that sweeping operations do not pose a hazard to users of the facility.
- Clean Exterior – Handrails: - The Contractor shall spot clean handrails, using a clean sponge or clean cloth and an approved cleaning solution to remove all dust dirt, cob webs, grease, oily film, fingerprints, stains, soils and other foreign substances.
- Clean Exterior – Trash Receptacles: - The Contractor shall empty all exterior trash receptacles and replace liners. The interiors and exteriors of trash receptacles shall 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 be the cause of odors, shall be washed out and dried before new liners are installed. The Contractor shall place the trash into the exterior dumpster/container located in the exterior

## **Custodial Services – General Specifications**

trash enclosure. No trash will be left on the ground surrounding or on top of the container.

- 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 25 feet of the entryway. Entryways and adjacent walkways shall be free of dirt, soil, stains, litter, debris bird droppings and other foreign substances. All work shall be completed in one operation. Yellow caution tape shall be strategically placed around the perimeter of the work site and “wet floor” or “caution” signs shall be utilized to ensure that facility users are advised of wet/slippery conditions.
- Custodial/Janitorial Closets: - Contractor shall maintain custodial/janitorial closets in a clean and orderly manner. Closets shall be locked/secured at all times.
- Clean Cigarette Receptacles: - Contractor shall empty, clean and refill sand (where applicable) cigarette receptacles and police/sweep area to remove all butts.
- Emergency Custodial Services: - Emergency services may include but are not limited to cleaning spills, leaks, sicknesses, animal wastes, breakages, etc. In the event that the emergency event is of such magnitude that the regularly scheduled tasks cannot be accomplished, the State’s designee must be informed.

## Custodial Services – Operational Specifications

Workmanship: - The Contractor shall, through the proper training of employees, experience, innovation, technology, manufacturer's recommendations, or other means, perform the required cleaning and related services at a level, which conforms to the AAPA "Custodial Level 2 Specifications" (exhibit A). These quality requirements represent the State's needs with regard to the custodial services at the specified location(s).

Performance: - Satisfactory performance at the AAPA Level 2 will be based on the State's evaluation of results achieved. The evaluation process will be based on three (3) components; tenant satisfaction, inspection by the State's designee and customer surveys. The Department of Administrative Services (DAS) or its authorized representative will have the final determination in all evaluations, protests and arbitrations.

- Tenant satisfaction shall be deemed acceptable in the absence of documentation to the contrary. Documentation will be in the form of the DAS Customer Feedback process. DAS Customer Feedback documents for reporting non-conformances are located on the DAS web site ([www.das.ct.us](http://www.das.ct.us) ; e-procurement; customer feedback; agency vendor alert (exhibit B) or vendor performance; (exhibit C).
- Inspection by the State's designee will occur on a periodic schedule determined by the State's designee but not less than once per three (3) month period. The State's designee should prepare and file a DAS "Vendor Performance Report" at least semi-annually to document the Contractor's performance.
- Customer Surveys will be distributed by the Contractor's Supervisor (Crew Leader) at the rate of one (1) per shift. Completed surveys shall be returned to the State's Designee for review/evaluation/action/retention (Exhibit D).

Non-Conformance Process: - Contractor non-conformances will be based on a specific incident. Each specific incident will be addressed as follows:

- The first incident of a **specific** requirement within an evaluation period will produce a verbal discussion between the Contractor and the State's designee. Corrective action by the Contractor will be completed within 24 hours or within a mutually agreed (between the Contractor and the State's designee) time period. The State's designee will document the conversation by preparing and filing a DAS "Agency Vendor Alert" report form.
- The second incident of the **same specific** requirement within **the same evaluation period** will result in a discussion with the State's designee. The State's designee will review the non-conformance with the Contractor and file a DAS "Vendor Performance Report". The Contractor shall be assessed a \$100.00 penalty by the State's designee.

## Custodial Services – Operational Specifications

- The third incident of the **same specific** requirement **within the same evaluation period** will result in a discussion with the State's designee. The State's designee will review the non-conformance with the Contractor and file a DAS "Vendor Performance Report". The Contractor shall be assessed a \$150.00 penalty by the State's designee.
- The fourth incident of the **same specific** requirement **within the same evaluation period** will result in a "face to face" discussion with the State's designee who will document the discussion, file a DAS "Vendor Performance Report" and request DAS to review all documented DAS performance reports then initiate a formal performance evaluation with the Contractor. An unsatisfactory outcome of this evaluation may result in termination of the contract.

For the purposes of this agreement an "evaluation period" is defined as three (3) consecutive months. Specific incidents from one evaluation period may not extend into another evaluation period. After two (2) consecutive evaluation periods the State may review the results of the Contractor's performance and may, at the State's option revise the length of the evaluation.

All payments of penalties must be endorsed and directed to the "Treasurer of the State of Connecticut", 55 Elm Street, Hartford CT 06106. The Contractor shall pay the penalty (ies) within thirty (30) days of assessment and shall provide the State's designee with a copy of the endorsed check.

Failure of the Contractor to comply with this process may result in termination of the contract.

To track requests and non-conformances, a sample "Custodial Services Log" (Exhibit E) is included.

## **Exhibit A**

## APPA CUSTODIAL SERVICE LEVELS

### Level 1 - Orderly Spotlessness

Level 1 establishes cleaning at the highest level. It was developed for the corporate suite, the donated building, or the historical focal point. This is show-quality cleaning for that prime facility.

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean, and odor-free.

### Level 2 - Ordinary Tidiness

Level 2 is the base upon which this study is established. This is the level at which cleaning should be maintained. Lower levels for washrooms, changing/locker rooms, and similar type facilities are not acceptable.

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days worth of dirt, dust, stains, or streaks.
- All vertical and horizontal surfaces are clean, but marks, dust, smudges, and fingerprints are noticeable with close observation.
- Washroom and shower tile and fixtures gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners are empty, clean, and odor-free.

### Level 3 - Casual Inattention

This level reflects the first budget cut, or some other staffing-related problem. It is a lowering of normal expectations. While not totally acceptable, it has yet to reach an unacceptable level of cleanliness.

- Floors are swept clean, but upon close observation dust, dirt, and stains, as well as a buildup of dirt, dust, and/or floor finish in corners and along walls, can be seen.
- There are dull spots and/or matted carpet in walking lanes, and streaks and splashes on base molding.
- All vertical and horizontal surfaces have obvious dust, dirt, marks, smudges, and fingerprints.
- Lamps all work and all fixtures are clean.
- Trash containers and pencil sharpeners are empty, clean, and odor-free.

### Level 4 - Moderate Dinginess

Level 4 reflects the second budget cut, or some other significant staffing-related problem. Areas are becoming unacceptable. People beginning to accept an environment lacking normal cleanliness. In fact, the facility begins to constantly look like it requires a good "spring cleaning."

- Floors are swept clean, but are dull. Colors are dingy, and there is an obvious buildup of dust, dirt, and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints, and marks that will be difficult to remove.

- Less than 5% of lamps are burned out, and fixtures are dingy.
- Trash containers and pencil sharpeners have old trash and shavings. They are stained and marked. Trash cans smell sour.

#### **Level 5 - Unkempt Neglect**

This is the final and lowest level. The trucking industry would call this "just-in-time cleaning." The facility is always dirty, with cleaning accomplished at an unacceptable level.

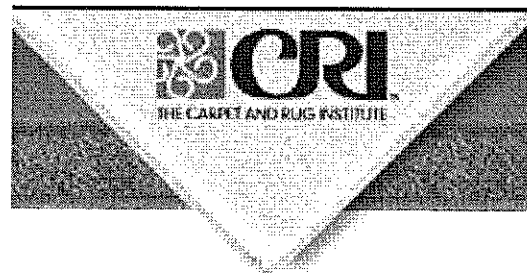
- Floors and carpets are dirty and have visible wear and/or pitting. Colors are faded and dingy, and there is a conspicuous buildup of dirt, dust, and/or floor finish in corners and along walls. Base molding is dirty, stained, and streaked. Gum, stains, dirt, dust balls, and trash are broadcast.
- All vertical and horizontal surfaces have major accumulations of dust, dirt, smudges, and fingerprints, as well as damage. It is evident that no maintenance or cleaning is done on these surfaces.
- More than 5% of lamps are burned out, and fixtures are dirty with dust balls and flies.
- Trash containers and pencil sharpeners overflow. They are stained and marked. Trash containers smell sour.

## **Exhibit B**

**Visit the Carpet & Rug Institute (<http://www.carpet-rug.com/>) to review the approved list of “Green Label” vacuum cleaners. Use “ Searchable List of Green Label Approved Vacuums” selection box to locate specific manufacturers and models. Illustration on screen shots attached.**



SELECTING CARPET AND RUGS CARE AND CLEANING INSTALLATION SEAL OF APPROVAL INDOOR AIR QUALITY  
 NEWS ROOM TECHNICAL INFORMATION CARPET INDUSTRY FACTS CRI AND ITS MEMBER COMPANIES RESEARCH



Powered by Google™ enter keyword(s) here

Consumer Resources Professional Resources Initiatives and Affiliations

# CRI: THE SCIENCE-BASED SOURCE FOR THE FACTS ON CARPET AND RUGS

**Making the right decisions starts with having the facts.** Our job at CRI is to go beneath the surface and prove how our environment for living, working, learning and healing is better — thanks to carpet and rugs.

**More Carpet/Flooring Research  
 More About CRI and its Mission  
 Contact Us**

## News Room

### August 1, 2005 Carpet Industry Expands Green Label Plus Program By Setting Higher Indoor Air Quality Standards for Adhesives

August 1, 2005 - CRI announced today that adhesives have been added to its Green Label Plus Indoor Air Quality Testing Program. The Green Label Plus certification exceeds California's standards for low chemical emitting products used in commercial and educational facilities...



### Selecting the Right Carpets and Rugs

Key considerations in deciding which kind of carpet is best for you

### Spot Solver

Straight-forward suggestions for spills, smears and stains.

### Care and Cleaning

From basic vacuuming to selecting a carpet cleaning professional to suggested cleaning methods



### Green Label Approved Vacuum Cleaners

Look for the CRI indoor air quality label on approved machine packaging and merchandising displays

### Factors that Affect Indoor Air Quality (IAQ)

Carpet has been found to act

**Newsline**  
 View the collections of CRI's newsletter for industry executives or subscribe to receive Newsline by email

**Calendar of Events**  
 Check those dayplanners — we have got some exciting plans for 2005!



### Carpet and the Environment

Indoor air quality and over-burdening landfill space are of particular significance to today's industry leaders



### Industry Statistics

A closer look at style, pricing and shipping trends

### Industry Standards for Installation

Standard For Installation



### Seal of Approval Testing Program for Carpet Cleaning Products

This program is designed to recognize superior carpet cleaning products for the consumer and the cleaning professional



### Indoor Air Quality Testing Programs for New Carpet, Floor Covering Adhesives, and Carpet Cushion

These "Green Label" programs recognize manufacturers whose products improve indoor air quality



SELECTING CARPET AND RUGS

CARE AND CLEANING

INSTALLATION

SEAL OF APPROVAL

INDOOR AIR QUALITY

NEWS ROOM

TECHNICAL INFORMATION

CARPET INDUSTRY FACTS

CRI AND ITS MEMBER COMPANIES

RESEARCH



## Green Label Vacuums: Cleaner Carpet, Cleaner Air

[Printer Friendly Format](#)

### Certifying Better Vacuums to Clean Your Carpet — and Protect Indoor Air Quality (IAQ)

High performance vacuum cleaners have a significant impact on improved indoor air quality (IAQ). At the same time, vacuums that effectively remove and contain soil while keeping the carpet looking good will help carpets last longer. So, ultimately, better performing vacuums provide a greater return on your investment and ensure a healthier indoor environment.

Recognizing the need to identify superior cleaning equipment, CRI introduced its Green Label Testing Program for vacuum cleaners in 2000. This program tests two general categories of vacuums: a) general purpose vacuums approved for use on all conventional carpet styles; and b) vacuums specifically approved for use on carpet with a low pile, or surface texture, measuring approximately 1/4 inch or less.

To qualify for the Green Label, these vacuums must go through a stringent testing process that measures three key performance factors:

- **Soil Removal** — The vacuum must remove a set quantity of soil from carpet in four passes
- **Dust Containment** — The vacuum must not release more than 100 micrograms of dust particles per cubic meter of air. This protocol evaluates the total amount of dust particles released by the brush rolls, through the filtration bag and via any air leaks from the system, and is more stringent than the National Ambient Air Quality Standards
- **Carpet Appearance Retention** — The vacuum should not affect the appearance of the carpet more than a one-step change based on one year of normal vacuum use



» [Searchable List of Green Label Approved Vacuums](#)

Vacuums meeting the above protocols, which have been peer reviewed by scientists, can display the CRI Green Label on packaging, merchandising displays and on the machine itself. Since the launch of this test in 2000, CRI has certified more than one hundred machines in the following categories: backpacks, canisters, central systems, and uprights.

Ultimately, proper carpet maintenance is assured and made significantly easier with high quality machines that are CRI Green Label-certified. This important testing program has raised the bar for all vacuum cleaners on the market, resulting in cleaner, longer-lasting carpet and improved IAQ.

Carpet-Rug.org  
 World Wide Web

enter keyword

powered by Google™

## **Exhibit C**



State of Connecticut  
**Department of Administrative Services**



Quick Links » GOVERNMENT » BUSINESSES » PUBLIC

ABOUT DAS    PAGES    PRESS ROOM    SITE MAP    CONTACT US    HOME

**DAS SEARCH**

Advanced Search

Enter search term

**DAS CONTENT**

- » ePROCUREMENT
- » BUSINESS
- » FLEET SERVICES
- » JOBS
- » HUMAN RESOURCES
- » RESOURCE DIRECTORY

**DAS FEEDBACK**

» FEEDBACK COMMENTS

**DAS CONTACT US**

165 Capitol Avenue  
 Hartford, CT 06106  
 (860) 713-7459 (fax)

Procurement  
 (860) 713-5095

Exams/Jobs  
 (860) 713-5205

Auctions  
 (860) 571-7445

**FAX US**

eProcurement  
 (860) 713-7484  
 Business  
 (860) 713-7478  
 Fleet Services  
 (860) 713-7474  
 Exam Applications  
 (860) 713-7470  
 Human Resources  
 (860) 713-7473

» **AGENCY VENDOR ALERT**

**GENERAL INSTRUCTIONS:** Complete this form to alert Procurement Services of possible actions by your agency that we should consider about an existing or potential vendor.  
**Items in RED must have information provided.**

**VENDOR INFORMATION**

VENDOR NAME

VENDOR MAILING ADDRESS

City	State	Zip
<input type="text"/>	Connecticut <input type="text"/>	<input type="text"/>

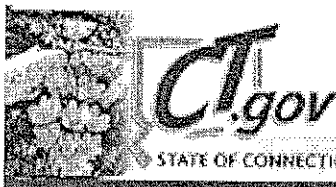
VENDOR FEIN

KNOWN CONTRACT AWARDS

**AGENCY INFORMATION**

AGENCY NAME

CONTACT NAME



State of Connecticut  
Department of Administrative Services



STATE OF CONNECTICUT      ABOUT DAS    FAQs    PRESS ROOM    SITE MAP    CONTACT US    HOME  
Quick Links >> GOVERNMENT >> BUSINESSES >> PUBLIC

**DAS SEARCH**

Advanced Search

Enter search term

**DAS CONTENT**

>> ePROCUREMENT

>> BUSINESS

>> FLEET SERVICES

>> JOBS

>> HUMAN RESOURCES

>> RESOURCE DIRECTORY

**DAS FEEDBACK**

>> FEEDBACK COMMENTS

**DAS CONTACT US**

165 Capitol Avenue  
Hartford, CT 06106  
(860) 713-7459 (fax)

Procurement  
(860) 713-5095

Exams/Jobs  
(860) 713-5205

Auctions  
(860) 571-7445

**FAX US**

eProcurement  
(860) 713-7484  
Business  
(860) 713-7478  
Fleet Services  
(860) 713-7474  
Exam Applications  
(860) 713-7470  
Human Resources  
(860) 713-7473

**» AGENCY VENDOR ALERT**

**GENERAL INSTRUCTIONS** Complete this form to alert Procurement Services of possible actions by your agency that we should consider about an existing or potential vendor.  
**Items in RED must have information provided.**

**VENDOR INFORMATION**

VENDOR NAME

VENDOR MAILING ADDRESS

City <input type="text"/>	State <input type="text" value="Connecticut"/>	Zip <input type="text"/>
---------------------------	--	--------------------------

VENDOR FEIN

KNOWN CONTRACT AWARDS

**AGENCY INFORMATION**

AGENCY NAME

CONTACT NAME



State of Connecticut  
Department of Administrative Services



Quick Links: >> GOVERNMENT >> BUSINESSES >> PUBLIC

ABOUT DAS    FAQs    PRESS ROOM    SITE MAP    CONTACT US    HOME

**DAS SEARCH**

Advanced Search

Enter search term

**DAS CONTENT**

- >> ePROCUREMENT
- >> BUSINESS
- >> FLEET SERVICES
- >> JOBS
- >> HUMAN RESOURCES
- >> RESOURCE DIRECTORY

**DAS FEEDBACK**

>> FEEDBACK COMMENTS

**DAS CONTACT US**

165 Capitol Avenue  
Hartford, CT 06106  
(860) 713-7459 (fax)

Procurement  
(860) 713-5095

Exams/Jobs  
(860) 713-5205

Auctions  
(860) 571-7445

**FAX US**

eProcurement  
(860) 713-7484  
Business  
(860) 713-7478  
Fleet Services  
(860) 713-7474  
Exam Applications  
(860) 713-7470  
Human Resources  
(860) 713-7473

**» VENDOR PERFORMANCE REPORT**

**GENERAL INSTRUCTIONS** Complete this form to report exceptional or unsatisfactory vendor performance.

Items in RED must have information provided.

Contract Award Number

Purchase Order/ Requisition Number

**ACTION REQUESTED**  For Information Only  
 Immediate Action Requested

VENDOR NAME

VENDOR MAILING ADDRESS

City <input type="text"/>	State Connecticut <input type="button" value="v"/>	Zip <input type="text"/>
---------------------------	---	--------------------------

AGENCY NAME

AGENCY ADDRESS

Driving Directions

City	State	Zip
	Connecticut	

AGENCY REPORT  
PREPARED BY

E-MAIL ADDRESS\*

Verify E-MAIL

Enter your email address again for verification.

PHONE\* (  )

FAX (  )

NATURE OF REPORT

Check all that apply & explain below.

**QUALITY ISSUES**

- Exceptional Performance
- Inferior or Defective Merchandise
- Unauthorized Substitution
- Unsatisfactory Substitution
- Goods Delivered Damaged
- Goods Improperly Labeled

**DELIVERY ISSUES**

- Delivery not made on Date Promised
- Delivery made at an Unsatisfactory Hour
- Incorrect Quantity Delivered
- Unauthorized Delivery
- Delivery made to Wrong Destination
- Weight varies with Invoice/Shipment
- Improper method of Delivery

**SERVICE/MISCELLANEOUS ISSUES**



- Services not Performed to Specifications
- Service not Performed at Date/Time Promised
- Unsatisfactory Installation
- Invoice Incorrect
- Grade or Inspection Evidence Missing
- OTHER (Indicate Issue in explanation below)

**Explanation** Explain Issue and any Action already taken.

*Please Verify all the Information you have entered above before submitting this form.*

*Procurement Personnel will contact you for any additional information (if needed). A response will be forwarded to you via e-mail.*

**Submit The Form**

<a href="#">eProcurement</a>   <a href="#">Business</a>   <a href="#">Fleet Services</a>   <a href="#">Jobs</a>   <a href="#">Human Resources</a>   <a href="#">Resource Directory</a>   <a href="#">News</a>	
<a href="#">CT Gov Home</a>   <a href="#">About DAS</a>   <a href="#">Contact DAS</a>   <a href="#">Press Room</a>   <a href="#">DAS Home</a>   <a href="#">Quick Links</a>   <a href="#">FAQ</a>   <a href="#">Site Map</a>	
	<p>The Department of Administrative Services. Review our <a href="#">Privacy Policy</a>.                  All State <a href="#">disclaimers and permissions</a> apply.                  Need to contact us? Send e-mail to <a href="mailto:das.webmaster@po.state.ct.us">das.webmaster@po.state.ct.us</a></p>
Copyright ©, , , - Last Updated:	
	<p>The software to view and print Adobe Acrobat documents (PDF Files) is available free from the Adobe website.                  To get a free copy of the software, click the "Get Acrobat" image.</p>



## **Exhibit D**

### Custodial Service Cleanliness Evaluation

Your room was **PROFESSIONALLY** cleaned last night by \_\_\_\_\_. Please take the time and look around your room, workstation, restroom areas and see how well it looks. I would appreciate any comments or recommendations that you make.

❖ Trash receptacles empty and cleaned? \_\_\_\_\_

❖ Workstation (desk) dusted? \_\_\_\_\_

❖ Shelves cleaned and dusted? \_\_\_\_\_

❖ File cabinets dusted? \_\_\_\_\_

❖ Carpet vacuumed? \_\_\_\_\_

❖ Stains removed? \_\_\_\_\_

❖ Floor has luster? \_\_\_\_\_

❖ Floor cleaned? \_\_\_\_\_

❖ Restrooms cleaned and stocked? \_\_\_\_\_

❖ Baseboards cleaned? \_\_\_\_\_

❖ Windows cleaned? \_\_\_\_\_

❖ Ledges cleaned and dusted? \_\_\_\_\_

❖ **Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## **Exhibit E**



