

**Request for Bid
for Janitorial Services**

at
Department of Children and Families
395 West Main Street
Waterbury, CT

Owner:

State of Connecticut Department of Administrative Services
Konover Commercial Corporation (Manager)
342 North Main Street
West Hartford, CT 06117
Tel: (860) 760-9147
Fax: (860) 586-7498
Attn: Elizabeth G. Judd, RPA

Property Manager:

Kathleen Cioffi
Tel: (203) 756-5553
Fax: (203) 756-5373

January 21, 2014



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Attachments

- Attachment A: Bid Proposal Summary
- Attachment B: Monthly Maintenance Summary
- Attachment C: Executive Order 14
- Attachment D: State of Connecticut: Standard Wage Rates
- Attachment E: Background Check and Confidentiality Agreement

I. INTRODUCTION

This document sets forth the general specifications, requirements and responsibilities of a Janitorial Contractor in providing janitorial services for 395 West Main Street, Waterbury, CT ("Property"). A mandatory Bid Walkthrough will be held on Tuesday January 28, 2014, at 10:00 a.m. All prospective bidders will meet in the building lobby and sign in with the Security Officer.

LATE ARRIVALS (15 MINUTES OR MORE) WILL NOT BE GIVEN CREDIT FOR ATTENDENCE OR ALLOWED TO SIGN IN. Only Contractors attending the mandatory walkthrough will be considered for the award.

A. SUB-CONTRACTOR

The Contractor agrees to perform the work described in the contract as a sub-contractor and not as an agent or employee of the Owner or Manager.

B. ASSIGNMENT AND SUBCONTRACTING

This contract shall not be assigned or subcontracted by the Contractor.

C. PROPRIETARY DATA AND INFORMATION

All information and data, regardless of the form that is received from the Owner or Manager, shall be treated as confidential by the Contractor and the Contractor shall take all precautions necessary to prevent disclosure of such information or data verbally or in writing to others except upon the expressed written approval of the Owner or Manager. Any third party to whom Contractor is authorized to provide such information or data shall be required, as a condition of receiving such information, to execute confidential agreements suitable to the Owner or Manager. Without the prior written approval of Owner or Manager, Contractor shall not use for any purpose other than the performance of the work contemplated by the contract any information, design, drawing, specification, or document received from the Owner or Manager. Upon Owner's request, Contractor will return to Owner or Manager all copies of such information, design, drawings, specifications, and documents and shall safeguard against disclosure to others all work papers and other documents in Contractor's possession, including such confidential information for a period of seven years after the completion of the work described in the contract.

D. REVISIONS TO ORIGINAL CONTRACT

Owner or Manager shall have the right to make any changes in or delete services from the work described in the contract and may direct the Contractor to perform extra work and the Contractor shall implement such changes and perform such extra work. Should any such change increase, decrease or affect the amount or character of services required in the contract, the price shall be adjusted accordingly. The

amount of increase or decrease, if any, in the price shall be determined by agreement between the Contractor and Owner.

E. ACCOUNTING AND AUDITING

Contractor shall maintain during the course of the work complete and accurate records of all Contractor's costs related to the Owner's account. Such records to be maintained and retained by Contractor shall, at a minimum, include but not be limited to:

1. Accounting records, including payroll records, accounting for total time distribution of Contractor's employees working full or part-time on the job (to permit tracing of payrolls and related tax returns and/or union payments, if any).
2. Cancelled payroll checks and/or signed receipts for payroll payments in cash.
3. Invoices for purchases for Contractor's stocks or capital items.
4. Paid invoices and cancelled checks for materials purchased or repaired.
5. Written policies and procedures.
6. Original estimates and estimating worksheets.
7. Correspondence.
8. Change order files (including documentation covering negotiated settlement).

Such records shall be open to inspection and subject to audit and/or reproduction, during normal working hours, by Manager or Owner's authorized representative to the extent necessary to adequately permit evaluation and verification of any invoices, payments, or claims submitted by the Contractor or any of his payees pursuant to the execution of the contract. Such records subject to examination shall also include, but not be limited to, those records necessary to evaluate and verify direct and indirect costs (including overhead allocations) as they may apply to costs associated with this contract.

For the purpose of such audits, inspections, examinations and evaluations, the Manager or Owner's authorized representative shall have access to said records from the effective date of the contract for the duration of the work and until two years after the date of final payment by Owner to Contractor pursuant to the contract.

Manager or Owner's authorized representative shall have access to the Contractor's facilities and shall be provided adequate and appropriate workspace in order to conduct audits in compliance with this section. Except under unusual circumstances, Manager or Owner's authorized representative shall give Contractor reasonable advance notice of intended audits.

F. CONTRACTOR QUALIFICATIONS

Contractor must be duly licensed in accordance with all Federal, State, County and local laws governing the janitorial industry.

Contractor must show the ability to provide and maintain administrative, operational and logistical support for the Owner.

The Contractor shall have performed continuing daily janitorial services for similar type buildings, for at least three (3) years prior to entering into this contract.

II. SCOPE OF WORK AND GENERAL CONDITIONS

A. QUALITY

The janitorial contractor, hereinafter referred to as "Contractor", will provide and perform all janitorial services equivalent or greater to that in First Class properties.

B. COVERAGE

The Contractor shall perform the following specifications of this bid throughout the entire property, including entrance, lobby, sidewalks, occupied and unoccupied areas, building corridors including stairways, grounds, parking lots, service, utility and mechanical areas.

C. GENERAL CONDITIONS

The Contractor shall supply all equipment, appliances and supplies of every description, unless specifically stated otherwise in this specification.

Contractor shall hold and save harmless the Owner and Manager from all claims by tenants or others whose personnel or property may be damaged by Contractor, its employees, and including but not limited to the use of equipment or materials.

Contractor shall make reasonable and prompt restitution by cash, replacement or repairs, subject to the approval of the Manager, for any damages for which the Contractor is liable of which the Manager shall be sole judge.

Contractor agrees to pay all wages, payroll taxes, or items that may be levied against payrolls by City, State or Federal agencies. Contractor shall make payments as required but not limited to union welfare plans, pension and benefit plans, as prescribed by union contracts, where applicable.

Contractor shall supply full time supervisors acceptable to Manager who will have the authority to immediately execute orders given by the Manager. Contractor's office management and job supervisors will be responsible for the quality of the cleanliness and must be available to be contacted on a 24-hour basis. In addition,

the Contractor will supply one account manager, who will be solely dedicated to the account and will serve as the main contact person with Property Manager.

Contractor shall ensure that its employees and agents conform to all Federal (OSHA), State and Municipal safety and health regulations and shall assume full responsibility for any violations and/or non-compliance with such regulations.

Contractor shall ensure that all of its employees and agents shall abide by all safety rules and regulations, which may be promulgated from time to time by either party as they pertain to the Contractor's operations (including those applicable to the disadvantaged). The Contractor will also be responsible for conducting regularly scheduled safety meetings with all employees, as per any Federal, State and/or local regulations.

Contractor's employees shall not disturb papers on desks, tables or cabinets located within occupied areas.

Contractor shall comply, at all times with any and all local, State or Federal rules, regulations and laws regarding anti-discrimination and equal opportunity in employment.

Contractor's employees shall be carefully interviewed, screened, reference-checked and covered by bond. They shall be properly uniformed, neat and clean in appearance while on duty, and when reporting to or departing from the Property.

The Contractor is to furnish identification badges which are to be worn by all of the contracted employees while on the premises.

Contractor shall assign employees who are sufficiently fluent in English: (1) to comprehend the instructions of Manager personnel about how they want the Property cleaned and about what to discard or retain; (2) to understand safety and operating instructions on any machinery used; (3) to understand instructions and warnings on any chemicals used; and (4) to communicate with emergency personnel during evacuations or emergencies.

Contractor shall at all times maintain good order among its employees and shall ensure compliance with any rules and regulations (as such may be amended from time to time) as well as new programs that may be introduced. All employees of Contractor shall attend orientation and training programs and participate in fire/life safety training. Attendance at all such programs shall be at the expense of Contractor.

Inspections shall be made regularly by Contractor and reviewed with Manager upon request. Contractor is to provide a detailed list of inspections planned for the coming month on the first working day of each month. At Manager's direction and in the company of Manager or his/her designee, Contractor's account manager will inspect the property at least once per month. The contractor shall make a written list of any deficiencies brought to his attention and shall have corrective work done

within five (5) days. The contractor shall furnish a written report on all deficiencies to the designated representative one (1) day after the meeting.

A logbook shall be kept in which a record shall be made promptly of any incidents, occurrences or conditions requiring the attention of the Manager. The logbook shall be kept in a mutually acceptable location accessible to Manager or his/her designee.

Each month Contractor is to supply Manager with a schedule of periodic items to be completed for the coming month, specifying dates when floors are to be restrooms scrubbed, windows washed, and all other periodic services to be performed. In the event work is not performed at scheduled times, Manager is to be informed the following day and given a time when work will be completed.

Contractor shall maintain a sufficient staff of thoroughly trained personnel ready to respond to emergencies twenty-four (24) hours a day, seven (7) days a week, including all holidays. Additional equipment required in these emergencies (pumps, lights, wet-vacs, etc.) shall be provided by Contractor for use by its employees.

Sufficient space at the Property shall be made available to the Contractor, at a location approved by Manager, which location may be above or below grade level. Manager reserves the right to, from time to time, direct Contractor to relocate from said designated space to alternate space. Such space or spaces shall be restricted to the following uses by the Contractor:

1. Storage of janitorial materials, implements and machinery, including reasonable supply of materials.
2. Locker space for Contractor's employees where necessary. (All lockers at the Property will be supplied by Contractor.) Locker space can be changed from time to time at the direction of Manager.
3. Space for supervisory employees.

Contractor will not use the staff assigned to the Property for work in conflict with the specifications set forth herein.

Contractor is to provide a monthly inventory control sheet in a content and format approved by Manager on the date specified by Manager.

Contractor is to provide payroll back-up sheets in a form and content as requested by Manager.

Contractor shall maintain detailed job descriptions and work schedules for all employees.

D. STAFFING AND BACKUP STAFF REQUIREMENT

1. Normal Working Staff

- a. Staffing shall be as required to perform the work to maintain the optimum level of cleanliness as herein specified and such staffing shall be fully disclosed and subject to the Manager's review and approval.
- b. Staffing shall be increased as required to accomplish any periodic maintenance herein specified without decreasing the level of the nightly janitorial services. All costs for such increased staffing are considered to be included in the monthly charge provided in the Contract. No allowances will be granted to compensate for extra personnel required to adequately perform any portion of the work included in this specification.
- c. The Contractor may be called upon periodically by Manager to perform work not herein specified. Such work will be classified as extra services. Under no circumstances shall Contractor use normal nightly janitorial staff for extra work during the time period normally established for nightly maintenance and cleaning.
- d. Requests for special services not covered under the Contract yet falling within the sphere of Manager Expectations and requirements shall be negotiated on an individual basis. These requests will be handled on a case-by-case basis and will be individually estimated. The Manager will notify the Contractor to confirm engagement of such services and agreed upon rate.

2. Backup Staff

- a. The Contractor shall maintain and show evidence satisfactory to Manager of an adequate backup labor force and supervisory staff to be able to immediately assist in case of flood, fire, natural or man-made disasters or any other emergency. A program for the initiation of such back-up, i.e., responding to the aforementioned emergencies, is to be developed and in place in accordance with the approval of the Manager.
- b. The Contractor must submit to Manager a list of at least three emergency telephone numbers of management level supervisory personnel, other than the local branch office number or answering service, who are authorized to dispatch backup working crews in the event of a request by Manager. The Contractor will update these emergency numbers as required throughout the term of the contract.

III. JANITORIAL SPECIFICATIONS

A. DAY PORTER

1. Daily

- Assist Manager with miscellaneous exterior maintenance.
- Provide assistance to Manager when light bulbs are changed.
- Check restrooms for cleanliness; restock paper goods and empty trash.
- Clean and remove smudges, fingerprints, etc. from front entry doors.
- Recycle cardboard.
- Wipe down tables in Family Visiting Rooms as needed throughout the day.
- Report any safety issues to the Manager immediately.

B. EVENING CLEANING

1. Daily

- Office Areas
 1. Vacuum all carpeted floor surfaces.
 2. Spot clean all floor surfaces.
 3. Remove fingerprints and spills from furniture and walls.
 4. Spot clean door jambs, window mullions, and all horizontal surfaces within reach.
 5. Remove all trash, change liners.
 6. Spot clean wastebaskets as needed.
 7. Spot clean all glass panels on office doors.
 8. Spot clean all drinking water fountains.
- Restrooms
 1. Spot clean all walls and metal partitions.
 2. Sweep and wet mop floors and tile, including threshold.
 3. Wash, disinfect and polish all metal fixtures.
 4. Clean and polish all mirrors.
 5. Wash and disinfect all ceramic fixtures, scour as needed.
 6. Remove all trash, change liners.
 7. Restock supplies.
- Elevator
 1. Vacuum and spot clean all carpet.
 2. Clean elevator doors.
 3. Clean and remove all debris from thresholds.
 4. Clean all wall surfaces including call buttons.

- **Main Lobby and Public Areas (Includes Visiting Rooms)**

1. Dust and wet mop all hard-floor surfaces.
2. Remove all trash, change liners.
3. Spot clean all wastebaskets as needed.
4. Sweep and spot clean stairs and landings.
5. Clean all lobby glass windows and doors.
6. Clean all baseboards and electrical fixtures within reach.
7. Sweep and all mats and runners.
8. Remove fingerprints and spills from furniture and walls.
9. Clean and sanitize all table surfaces.

2. Weekly

- **Office Areas**

1. Edge (detail vacuum) all carpeted floors.
2. Dust all horizontal surfaces within reach.
3. Spot clean fingerprints and smudges around light switches.
4. Lightly dust office and desk equipment, all desk tops, countertops, credenzas, book shelves, file cabinet tops and glass tops.

***Contractor is not to touch or move items on desks.**

- **Restrooms**

1. Clean and disinfect all wall partitions and fixtures.
2. Clean, disinfect and fill with water all floor drains.
3. Damp wipe all walls and metal partitions.

- **Elevators**

1. Remove fingerprints, clean and polish all metalwork.
2. Edge (detail vacuum) carpeted floor.
3. Polish elevator doors, panels and tracks.

- **Main Lobby and Public Areas (Including Visiting Rooms)**

1. Machine buff all hard-surfaced floors.
2. Clean, rinse and dry all baseboards.
3. Remove fingerprints, clean and polish all miscellaneous metalwork (door hardware, kickplates, etc.).
4. Dust all horizontal surfaces within reach.
5. Dust all door and ventilation louvers within reach.

- **Stairwells**

1. Dust all doors, sills and jambs.
2. Spot-clean all fingerprints and stains.
3. Sweep and wet mop stairs and landings.
4. Dust all handrails, baseboards, light fixtures and all horizontal ledges and surfaces.
5. Dust all fire equipment including extinguishers, hose cabinets and communication devices.

3. Monthly

- **Office Areas**
 1. High dust all surfaces above normal reach.
 2. High dust all grills, diffusers and light fixtures.
 3. Dust all blinds and window frames.
 4. Vacuum furniture to remove crumbs and dust.
 5. Clean and polish all metalwork.
 6. Vacuum ceiling to remove cobwebs where necessary.
 7. Wash, rinse and dry all baseboards.
- **Restrooms**
 1. Wash all walls, partitions and washable ceilings.
 2. High dust all grills, diffusers and light fixtures.
 3. Machine scrub, rinse and dry all floors.
- **Elevators**
 1. Buff floors all elevator cabs.
 2. High dust all grills, diffusers and light fixtures.
- **Main Lobby and Public Areas (Including Visiting Rooms)**
 1. High dust all grills, diffusers and light fixtures.
- **Stairwells**
 1. High dust all areas above normal reach.
 2. High dust all grills, diffusers and light fixtures.

4. Quarterly

- **Office Areas**
- **Main Lobby and Public Areas (Including Visiting Rooms)**
- **Stairwells**
 1. Machine scrub and recoat all hard-floor surfaces. Remove all finish spills and splashes from baseboards, walls, doors and granite.

5. Semi-Annual

- **Tenant Areas**
 1. Wash all wastebaskets inside and out, dry and return to original location.
- **Main Lobby and Public Areas (Including Visiting Rooms)**
 1. Thoroughly clean all walls, doors and frames.
 2. Wash all wastebaskets inside and out, dry and return to original location.

3. Vacuum all grills, diffusers and light fixtures.

6. Annual

• **Main Lobby and Public Areas (Including Visiting Rooms)**

1. Completely strip all hard-floor surfaces. Clean, dry refinish and polish floor. Remove all finish spills and splashes from baseboards, walls, doors and granite.

PERIODIC CLEANING

- **Utility Areas** - All telephone closets, utility closets and building storage areas will be cleaned once per month.
- **Doors and Jambs** – All painted doors and jambs will be washed and dried monthly.
- **Janitors' Storage Closet** – These areas are to be kept in a neat and clean condition at all times. Contractor will dust mop and spot clean nightly. Tile floors will be stripped and waxed quarterly. Concrete floors will be spot cleaned as needed and wet mopped monthly.

NOTE: All Contractor staff shall be in uniform and wear proper identification at all times while working on site.

The day porter shall be on duty from 7:00 a.m. to 2:30 p.m., Monday – Friday. The evening cleaning staff shall be on duty and 4:30 p.m. to 7:30 p.m., Monday - Friday. Hours are subject to change as needed.

Contractor shall provide a detail list/schedule for Manager's approval, breaking down tasks to be performed by the Janitorial staff during the day and tasks that will be scheduled after hours.

The Building hours are currently Monday-Friday 6:30 a.m. to 7:30 p.m. The building will be closed on Saturdays, Sundays and holidays.

IV. STANDARDS AND SPECIAL CONDITIONS

A. STANDARDS OF WORK - GENERAL

All services shall be performed with the highest standard of janitorial services, as typified by the standards customary to First-Class buildings and in accordance with all Federal, State and local laws. The Contractor will be responsible for ensuring that its staff is familiar with and accomplishes the functions and tasks as outlined in the Janitorial Specifications and does so in a manner consistent with the behavior expected of Manager's contractors and vendors.

B. CONTRACTOR INFORMED AS TO CONDITIONS

It is agreed that the Contractor is familiar with all physical and other conditions existing at the Property and all other matters in connection with the work to be performed under this contract.

C. STORAGE AND SECURITY OF EQUIPMENT AND SUPPLIES

The Contractor shall have full responsibility for storing equipment and supplies used in connection with the contract. Storage space will be provided by the Owner at the Property as available.

D. INSPECTION

Manager contemplates and the Contractor hereby agrees to a thorough inspection by Manager of all work and equipment furnished under this contract.

E. HEALTH AND SAFETY

The Contractor shall observe all Federal, State, and local laws and regulations pertaining to health and safety. The Contractor shall take all precautions necessary and shall be responsible for the safety of all work to be performed by Contractor's employees. The Contractor performing any part of the work shall not require any person employed in the performance of the Contractor to work in surroundings or under working conditions which are unsanitary, hazardous, or dangerous to his health or safety as determined under safety and health standards promulgated by the U.S. Secretary of Labor.

The importance of safety of all workers shall be recognized and accident prevention shall be an integral part of the Contractor's policies and procedures. The Contractor shall conduct the work in a safe and practical manner, in conformance with the safety and health standards made applicable to the work by the Federal Occupational Safety and Health Act.

F. EQUIPMENT STANDARDS

The Contractor shall provide all equipment necessary for the effective and efficient cleaning of the Property in accordance with the intent of the specifications. All cleaning equipment shall be state-of-the-art and consistent with good cleaning practices. All equipment shall be kept in first class working order and clean (spotless, like new) at all times. Acceptably maintained equipment meets the following standards:

1. Equipment is replaced when obsolete or defective as determined by Manager.
2. Equipment is kept clean and neat at all times reflecting a "like new" appearance and operates like new equipment both mechanically and functionally.

3. Modifications to equipment required to prevent damage to any of the architectural finishes of the Property is made at the direction and with the written approval of Manager at no additional cost to Manager.
4. Electrical machinery (vacuums, polishers, scrubbers, et al) must be kept free of sharp edges and any other condition that presents a hazard to persons or property.
5. Damaged equipment is to be repaired to acceptable industries standards or replaced.
6. Wheels and rolling parts on carts are to be maintained so as to roll easily; carts have wide (min. 1") wheels with a minimum 4" diameter in order to avoid getting caught in ridges and cracks
7. Dents/scratches on equipment are repaired immediately. Any and all parts (squeegees, bumpers, etc.) of the equipment damaged or worn shall be replaced at the expense of the Contractor.
8. Mechanical equipment (wet-vac, scrubbing machine, etc.) is free of dirt and residue; containers/nozzles for spray liquids are to be maintained in clean condition, without buildup of dirt or liquid.
9. Brooms have even bristles that do not scratch surfaces being swept.
10. Dust mops (treated and untreated) are maintained in clean condition.
11. Wet mops are washed with clear water and at least once a week with bleach or disinfectant. Two (2) mops are located in each work area and are dried between use (alternated every other day). When mops are not in use, they are to be stored with the mop "end up". No mop or other equipment will be hung from or stored on any building component, including pipes.
12. Rags and cleaning cloths are maintained in clean condition – rags used with water only kept separate from rags used with solvent only.
13. All buckets/receptacles are free of accumulated dirt, grease, grime, etc.
14. All signs are clean (like new) and neat at all times with clear and distinct lettering.

G. SUPPLIES

All supplies required for the effective cleaning and maintenance of the Property in accordance with the specifications will be supplied by the Contractor, including but not limited to cleansers, waxes, disinfectants, sand for ash urns, ammonia, etc. The disposable supplies used in the building, on platforms, and in restrooms (plastic liners, hand towels, seat covers, toilet tissue and hand soap) will be purchased by Manager.

All cleaning supplies must comply with State of Connecticut Executive Order 14.

H. UNIFORMS

Contractor shall provide complete uniforms (winter and summer) for all employees at the Contractor's expense.

Manager shall approve all uniforms and direct, when necessary, the modification, repair or replacement of all uniforms. Contractor will supply its employees with an appropriate amount of uniform changes to ensure a clean, professional appearance at all times.

Proper identification tags with a photograph shall be worn by all Contractors' employees at all times at the sole cost of Contractor.

All employees shall be equipped as required with appropriate and adequate outer garments and protective gear for both inclement and cold weather.

Safety work shoes as required by governmental and union regulation shall be provided by Contractor to all employees at Contractor's expense.

Contractor will include a color photograph of the proposed uniform with the bid proposal package.

Any charges for uniforms shall be included in the hourly billing rates.

I. GENERAL INFORMATION AND SPECIAL CONDITIONS

Contractor shall purchase the necessary time clock and lockers for all employees, if space is available for lockers.

When "As Needed", "Required", "Sufficient", or "Directed" is used in this specification, the Manager shall be the sole judge.

Contractor agrees to give Manager full credit for any space not cleaned during the term of the contract.

Contractor agrees to give Manager prior notification and submit for approval any and all supervisory and/or key personnel changes.

Additional Client Services: "Above Standard Items" (i.e., special janitorial requests not included as part of these specifications) may be solicited from Contractor by Manager. Prices will be quoted to Manager. Confirmation of "above standard items" will be to the Contractor in writing in the form of a purchase order from Manager.

Life Safety: The Contractor shall ensure that all employees understand the operation of the life safety equipment at all times of each day.

V. KEYS, ACCESS CARDS AND BUILDING SECURITY

No keys or access cards issued shall be duplicated by the Contractor. The Contractor shall maintain and have available at all times for inspection a key log of all keys and entry cards issued. The Contractor shall maintain control over key issuance and collection so that no keys will be removed or taken from the Property except by managerial or supervisory employees designated by the Contractor. All keys and entry cards are to be returned at the expiration of the Contract. A Twenty-five Dollar (\$25.00) charge will be levied against the Contractor for each broken key.

Supervisory personnel shall include in their responsibilities overseeing that all entrances and exits in each area are secure during nightly operations and the subsequent locking of all doors and windows when leaving the Property.

VI. BACKGROUND CHECK AND CONFIDENTIALITY AGREEMENT

Prior to the commencement of the service contract and during the term of the contract, each member of the Contractor's staff that is assigned to the Property (including any supervisors and managers) are required to pass the Owner's Background Check and sign the Owner's Confidentiality Agreement which is included in the Bid Package as Attachment E. Access to the Property will only be granted to those individuals who comply with these requirements. The cost of the background check shall be borne by the Owner.

VII. MANAGEMENT SUPPORT

Incumbent upon the successful bidder(s) will be to provide a salaried, management-level employee who will have accountability and responsibility for the account. The supervisor will report to this person, who will in turn provide direct support to the Manager. Additional responsibilities shall be training and development with an emphasis on fire/life safety, maintaining the currency of all written procedural documents, budget and quality control, and after-hour emergency response.

VIII. TRAINING

The Contractor will be solely responsible for ensuring that its employees are trained and competent in the performance of their duties as outlined in the janitorial specifications.

IX. WAGE AND BILLING RATES

Included in the Bid are two (2) required Bid Sheets. Attachment A is the Bid Proposal Summary. The Contractor must fill in the Contract Rate, and Additional Staff Charge Rates.

Attachment B is the Monthly Maintenance Summary. The Contractor is required to fill in number of staff by position, hours per month, hourly rate, and cost per month. The

Contractor is also required to detail Payroll Burden and Benefits, and General Overhead and Profit.

Note that the Owner shall be billed for services provided at a rate which is the function of the wage rate of the employee assigned to each position. In no case shall the Owner be billed a rate higher than that commensurate with the wage rate.

The Contractor shall submit monthly invoices for charges due under the contract. Each invoice, and/or support document, must:

1. Detail by date and position the man-hours worked by the Contractor's personnel.
2. Separately detail extra man-hours worked for extra jobs.
3. Include any other information the Owner or Manager requests.

Payments for said invoices shall be made by Owner within forty-five (45) days following the billing date of such invoice. Should Owner or Manager dispute any portion of the Contractor's invoice, Owner shall pay the undisputed portion of the invoice and advise the Contractor in writing of the disputed portion.

State of Connecticut Standard Wage Rates and Benefits will apply to this contract.

X. EMPLOYEE BENEFITS

It is expected that the employees assigned to the Owner's account will be afforded employee benefits that are competitive in the industry. Describe, in detail, the employee benefits package including health benefits, retirement, disability insurance, life insurance, sick and vacation leave. Pricing for employee benefit programs shall be inclusive in the hourly billing rates for each contract. For bid purposes, these included costs are to be shown as a specific cost per hour on the appropriate line of the bid sheets.

XI. HOLIDAY AND OVERTIME RATES

Holiday rates should be figured into the hourly billing rates, as these will not be billable to the Owner. The Contractor shall include in the proposal all holidays honored. Overtime will not be billable to the Owner unless (1) it is regularly built-in to the standard hours of coverage; (2) it is pre-approved by the Owner; or (3) the Owner makes a specific request to hold-over or schedule an employee who would incur overtime as a result. Unless otherwise requested, the property will not be cleaned on the holidays listed below, which may change from time to time as determined by the Owner or Manager in writing to Contractor.

The 2014 holiday schedule is as follows for the Property:

- New Year's Day
- Martin Luther King, Jr. Day
- Lincoln's Birthday

- Washington's Birthday
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

XII. SPECIAL COVERAGE AND TEMPORARY DUTIES

Special events and unforeseen situations may require additional janitorial services. With advance notice of 24 hours, all overtime incurred as a result of such coverage will be unbillable to the Owner. The maximum "show time" that the Owner will be responsible for will be 2 hours should the need for extra coverage be terminated. All replacement staff shall be trained at the Property prior to being assigned to work at that location.

XIII. AFTER HOURS SUPERVISION

Field inspections and subsequent reporting is required for the Property. Also, there must be a 24-hour telephone number available to handle telephone calls from and scheduling conflicts for the property.

The Contractor must also provide at least one other management-level personnel (in addition to the account manager) for after-hours contact in an emergency. The pager, home telephone, and cellular phone numbers of these individuals will be required.

XIV. EQUIPMENT

Owner-furnished equipment, material, and supplies shall remain the property of the Owner and will not be used for any purpose other than in the performance of Owner's janitorial functions. When required, the Contractor shall maintain current records and provide an accounting of all equipment, material, and supplies furnished by Owner for use of the Contractor.

Any and all equipment and supplies furnished by the Contractor (other than equipment and supplies purchased by the Owner from the Contractor pursuant to a separate agreement) and placed at the site shall remain the property of the Contractor and the Contractor shall at all times during and after the term have the right to install, maintain, replace, and remove the equipment and supplies.

XV. TRANSITION PLAN

Each prospective Contractor is to submit a 30-day transition plan outlining the operational steps that will be necessary for the start-up of the account. The plan must be complete with dates for Owner approval.

XVI. REFERENCES

Each proposal shall provide at least two (2) client references whose facilities are comparable in size, profile and janitorial services to the Property described herein. The information that is to be included for each reference is: the property description and address, the Contractor's length of service at the location, number of weekly hours provided, and a contact name with job title and telephone number. Please include one former account together with contact name and telephone number.

XVII. INSURANCE AND INDEMNITY

Contractor shall provide the following types of insurance coverage in the following amounts:

- Comprehensive General Liability \$5,000,000
- Comprehensive Automobile Liability \$1,000,000
- Workers Compensation in an amount at least equal to any and all statutory requirements.
- Employer's Liability \$ 500,000
- Umbrella/Excess Liability \$ 5,000,000

The Contractor will be responsible for the payment of any and all deductible amounts required under the foregoing insurance coverage. The Contractor will not alter or terminate the foregoing insurance coverage without obtaining the Owner's written consent at least thirty (30) days prior to such alteration or termination.

Contractor shall repair or replace at its own cost and expense any damage caused by its workmen, agents, or employees.

All certificates to be furnished by Contractor shall name Manager and Owner as additional insureds and shall provide that the insuring carrier will furnish Manager at least thirty (30) days' prior written notice of any change in or cancellation of insurance.

XVIII. CONTRACT PROVISIONS

It is the intention of the Owner to execute a contract with the initial term beginning March 17, 2014 and expiring on March 31, 2017. Such contract shall be on Manager's standard service contract form and will include Owner's right to cancel the contract with or without cause at any time upon thirty (30) days notice to Contractor.

When awarded the contract, Manager will present the standard service contract to contractor for review, negotiation, and execution.

The desired contract commencement date is March 17, 2014.

XIX. MINIMUM BID RESPONSE

By 1:00 p.m. on Monday, February 10, 2014, the Contractor shall remit two (2) originals of its Bid Response to:

Kathleen Cioffi
Property Manager
Konover Commercial Corporation
55 West Main Street
Waterbury, CT 06702

No fax copies will be accepted.

The Bid Response must include Attachments A and B as well as all other noted requirements in this Request for Bid.

Attachment A

Bid Proposal Summary

Building Name: Department of Children and Families, 395 West Main Street, Waterbury, CT

Contractor: _____

Date Submitted: _____

(Note: Contract costs are exempt from state sales tax)

CONTRACT RATE

Bid: \$ _____ cost per month

ADDITIONAL STAFF CHARGE RATES

Charges for additional labor:

Weekday	Week Night	Weekend/Holiday
\$ _____ per hour	\$ _____ per hour	\$ _____ per hour

Attachment B

Monthly Maintenance Summary

Building Name:	Department of Children and Families, 395 West Main Street, Waterbury, CT
Type of Service:	Janitorial
Contractor:	
Date Completed:	

No. of Persons	Classification	Hours Per Month	Hourly Rate	Cost Per Month
	Project Supervisor			
	Day Matron			
	Day Porter			
	Light Person(s)			
	Freight Operator			
	Utility Person			
	Other:			
	Other:			
	SUB-TOTAL LABOR COST:			\$
	Weekend Workers			\$
TOTAL LABOR COST:				\$

PAYROLL BURDEN AND BENEFITS-PERCENTAGE OF TOTAL LABOR COSTS				
FICA:	%			
SUI:	%			
FUI:	%			
Worker's Compensation:	%			
General Insurance:	%			
Medical:	%			
Pension:	%			
Other: (Specify)	%			
Other: (Specify)	%			
TOTAL BURDEN AND BENEFITS PAYROLL COST:				
TOTAL PAYROLL COST:				

OTHER COST-SPECIAL PROJECTS BREAKOUT				
TOTAL OTHER COSTS:				\$

GENERAL OVERHEAD AND PROFIT:	%		\$
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TOTAL MONTHLY PRICE:				\$
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Attachment C

STATE OF CONNECTICUT

BY HER EXCELLENCY

M. JODI RELL

GOVERNOR

EXECUTIVE ORDER NO. 14

WHEREAS, cleaning and sanitizing products are necessary for creating and maintaining clean, healthy and sanitary conditions in State facilities and workplaces;

WHEREAS, exposure to harmful chemicals contained in cleaning and sanitizing products may result in potential impacts to human health;

WHEREAS, harmful chemicals, byproducts and waste contained in certain cleaning and sanitizing products may can be released into the environment during the routine cleaning and sanitization of State facilities normal use;

WHEREAS, choosing less harmful cleaning and sanitizing products for use in State facilities and workplaces and taking steps to reduce exposure by office and custodial workers, will minimize potential impacts on human health, will improve environmental quality and will reduce pollution;

WHEREAS, the procurement and the proper use and application of cleaning and sanitizing products that perform well and that have positive environmental attributes such as biodegradability, low toxicity, low volatile organic compound content, reduced packaging, and low life cycle energy use will reduce the environmental impacts of routine cleaning and sanitizing activities while also ensuring clean and sanitary State facilities; and

NOW, THEREFORE, I, M. Jodi Rell, Governor of the State of Connecticut, by virtue of the authority vested in me by the Constitution and Statutes of the State, do hereby ORDER and DIRECT:

All state agencies in the executive branch shall procure and use, whenever practicable, cleaning and/or sanitizing products having properties that minimize potential impacts to human health and the environment, consistent with maintaining clean and sanitary State facilities.

All state agencies in the executive branch and all higher education agencies and institutions, shall, when procuring or contracting for cleaning and/or sanitizing services provide in such contracts or procurement agreements, require contractors of the State or persons or entities providing cleaning and/or sanitizing services to the State use cleaning and/or sanitizing products having properties that minimize potential impacts to human health and the environment, consistent with maintaining clean and sanitary facilities.

All state agencies in the executive branch shall include in new contracts for the procurement of cleaning products or cleaning services, an appropriate requirement consistent with this Executive Order and the standards and guidelines established by the Department of Administrative Services under Paragraph 3 of this Executive Order.

The Department of Administrative Services, in consultation with the Department of Public Health, the Department of Public Works and the Department of Environmental Protection, shall not later than January

1, 2007, establish and publish written standards and guidelines to provide direction to all state agencies in the executive branch in connection with the implementation of this Executive Order.

The Department of Administrative Services shall provide the Office of the Governor with a report assessing the effectiveness of this Executive Order within one year of the effective date of this Executive Order.

Municipal governments, political subdivisions and school districts that are not expressly subject to the requirements of this Order are encouraged to review their purchasing and use of cleaning products and/or sanitizing products and are hereby urged to comply with the provisions of this Executive Order where deemed appropriate.

Municipal governments, political subdivisions and school districts that are not expressly subject to the requirements of this Executive Order are hereby requested and encouraged to review their procurement and use of cleaning and/or sanitizing products and are urged to comply with the provisions of this Executive Order. Such entities may to the extent they deem appropriate, in order to minimize potential impacts to human health and the environment, and consistent with maintaining clean and sanitary facilities seek guidance and assistance consistent with the provisions of Paragraph 3 of this Executive Order from the Departments of Administrative Services, Public Works, Public Health and Environmental Protection.

All state agencies in the executive branch covered by this Executive Order shall, wherever feasible, in a manner that is financially feasible, commercially reasonable and practicable, immediately transition to environmentally and health-friendly cleaning and/or sanitizing products. Such transition shall be accomplished as soon as possible and in a manner that avoids the waste of existing inventories, accommodates establishment of supply chains for new products, enables the training of personnel in appropriate work practices, and allows the phase-out of products and practices inconsistent with this Executive Order.

This Order shall take effect immediately.

Dated at Hartford this 17th day of April, 2006

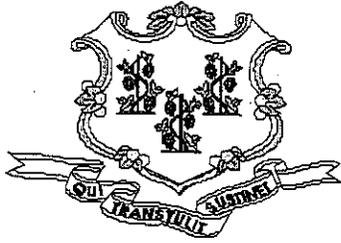
M. JODI RELL

Governor

By Her Excellency's Command:

Susan Bysiewicz

Secretary of the State



Connecticut Department of Labor

Wage and Workplace Standards Division

Standard Wage Rates

Area 3

Rates Effective: January 1, 2014

Classification	Hourly Rate	Benefit
Assembler	\$10.07	3.03
Baker	\$16.75	5.03
Bartender	\$10.01	3.01
Boiler Tender	\$29.03	8.71
Busperson	\$8.70	2.61
Carpenter, Maintenance	\$29.55	8.87
Cashier	\$10.53	3.16
Cleaner, Heavy** Hired after July 1, 2009	\$14.40	5.31 + a
Cleaner, Light** Hired after July 1, 2009	\$14.10	5.31 + a
Cleaner, Vehicles	\$11.59	3.48
Cook I	\$15.73	4.72
Cook II	\$16.80	5.04
Counter Attendant	\$10.07	3.03
Dishwasher	\$9.74	2.92

<i>Classification</i>	<i>Hourly Rate</i>	<i>Benefit</i>
Dry Cleaner	\$12.33	3.70
Electrician, Maintenance	\$36.84	11.05
Elevator Operator	\$11.59	3.48
Fast Food Shift Leader	\$8.87	2.67
Fast Food Worker	\$8.70	2.61
Food Service Worker	\$12.33	3.69
Furniture Handler ~ Hired prior to July 1, 2009	\$16.46	5.31 + a
Furniture Handler**Hired after July 1, 2009	\$14.50	5.31 + a
Gardner	\$17.87	5.37
General Maintenance Worker	\$24.67	7.41
Guard I	\$17.98	5.40
Guard II	\$20.36	6.11
Hostess	\$9.62	2.89
Housekeeping Aide	\$15.70	4.71
HVAC	\$26.97	8.10
Janitor* ~ Hired prior to July 1, 2009	\$15.70	5.31 + a

<i>Classification</i>	<i>Hourly Rate</i>	<i>Benefit</i>
Janitor** Hired after July 1, 2009		N/A
Laborer**Hired after July 1, 2009		N/A
Laborer*Hired prior to July 1, 2009		N/A
Laborer, Grounds Maintenance* Hired prior to July 1, 2009		N/A
Laborer, Grounds Maintenance** Hired after July 1, 2009		N/A
Locksmith	\$25.01	7.51
Maid or Houseman	\$13.68	4.10
Meat Cutter	\$19.45	5.84
Painter, Maintenance	\$25.03	7.51
Parking Lot Attendant	\$11.09	3.33
Pest Controller	\$16.68	5.01
Pipefitter, Maintenance	\$29.16	8.75
Plumber, Maintenance	\$29.85	8.96
Presser, Hand	\$10.07	3.03
Presser, Machine, Drycleaning	\$10.07	3.03
Presser, Machine, Shirts	\$10.07	3.03

<i>Classification</i>	<i>Hourly Rate</i>	<i>Benefit</i>
Presser, Machine, Wearing Apparel, Laundry	\$10.07	3.03
Refuse Collector	\$18.36	5.51
Sheet Metal Worker, Maintenance	\$24.10	7.23
Stationary Engineer	\$29.03	8.71
Tractor Operator	\$17.28	5.19
Truck Driver and Snowplow Driver, Heavy Truck - Straight truck, over 4 tons, usually 10 wheels, Bobcat, Front End	\$24.52	7.36
Truck Driver and Snowplow Driver, Light Truck - Straight truck, under 1 1/2 tons, usually 4 wheels	\$17.80	5.34
Truck Driver and Snowplow Driver, Medium Truck - Straight truck, 1 1/2 to 4 tons inclusive, usually 6 wheels	\$19.73	5.92
Vending Machine Attendant	\$16.54	4.97
Ventilation Equipment Tender	\$25.92	7.78
Waiter/Waitress	\$9.99	3.00
Washer, Machine	\$10.62	3.19
Window Cleaner ~ Hired prior to July 1, 2009	\$16.57	5.31 + a
Window Cleaner** Hired after July 1, 2009	\$18.43	5.31 + a



Authorization for Release of Information for DCF CPS Search

5/2010

I, _____ do hereby authorize the Department of Children and Families to research
(Type Applicant Name)

their records for any and all information concerning charges, findings, dispositions, etc., relating to child abuse or neglect in which I/my family may have been named, and to release it to the agency listed below. I understand that this information will determine my suitability solely for (check one): Employment Day Care Volunteer Intern Mentor Other

By: Agency Name / Address/City / State / Zip Code
Attention: Agency: _____ State: _____ Zip Code: _____
 Address: _____ City: _____

I release the Department of Children and Families from any liability for any damages I may incur which may result from the release / use of this information. I submit my following information to assist the Dept. of Children and Families in their search.

PLEASE TYPE OR PRINT LEGIBLY // LEAVE NO BLANK SPACES

Name: _____ Date of Birth: _____
 Last First Middle Social Security #:
 Address: _____ How Long at Current Address: _____
 Street (No P.O. Boxes) Apartment No. Yrs. Mos.
 City State Zip Code

Previous Address(es)/List All for the Last Five Years (continue on reverse side of form if necessary)						Check if reverse side used	
Street (No P.O. Boxes)	Apt. #	City/Town	State	Zip Code	Dates		
					From Month/Yr.	To Month/Yr.	

Other Names I have Used - Including Maiden, Previous Marriages(s)			Check if reverse side used
Last	First	Middle	

Name of Spouses/Other Adults in the Home - Past and Present						Check if reverse side used
Last	First	Middle	D.O.B. Month/Day/Year	Social Security #	Signature/Date (If Still in the Home)	

Names of ALL Child(ren) - Biological, Stepchildren Including Adult Children In or Out of the Home						Check if reverse side used
Last	First	Middle	Sex	D.O.B. Month/Day/Year		

Date: _____ Applicant Signature: _____

THIS AUTHORIZATION WILL EXPIRE 180 DAYS AFTER THE DATE OF THE SIGNATURE

FORMS NOT FILLED OUT COMPLETELY AND PRINTED CLEARLY WILL BE RETURNED

****DCF Conducts a Search of the CT Registry ONLY*** The Accuracy of this Search is Limited to the Information Provided by the Applicant to DCF

Mail to: DCF Hotline Background Searches - 505 Hudson Street - 5th Floor - Hartford, CT 06106

DCF-CT HOTLINE CPS-BGC USE ONLY DO NOT WRITE BELOW THIS LINE

DATE: _____ RECORD FOUND: YES _____ NO _____ Processor's Initials: _____

CONFIDENTIALITY AGREEMENT

(To be signed by the contracted provider
who will have access to confidential information)

_____, duly authorized representative of _____,
("the Contractor") a contracted provider to the Department of Children and Families,
hereby understands and agrees as follow:

1. In the course of providing contracted services to the Department of Children and Families' _____ office, employees of the Contractor will have access to confidential DCF case records and information. The Contractor will ensure that each of its employees who enter the DCF work area understands the following conditions.
2. No documents shall be moved or removed from their present location, except as necessary to provide contracted cleaning services.
3. No employee of the Contractor shall remove any documents or records from the DCF office.
4. No employee of the Contractor shall photocopy, scan or otherwise duplicate any documents or records.
5. No employee of the Contractor will read any documents or case records.
6. In the event an employee of the Contractor inadvertently gains knowledge of confidential information, the employee will not discuss this information with any person who is not employed by DCF.
7. In the event an employee of the Contractor recognizes the name of a DCF adult or child client, or is familiar with any other aspect of a case to which the employee has access, the employee will immediately notify his or her supervisor and will not read additional information or access the case further. The supervisor will immediately inform a DCF employee.
8. "Confidential information" includes, but is not limited to, client names, client contact information, and details of clients' cases whether received in oral or documentary form.
9. Connecticut General Statutes §17a-101 addresses the confidentiality of DCF case records and states:

"...The information contained in reports and any information relative to child abuse, wherever located, shall be confidential..."

"...Any violation of this section...shall be punishable by a fine of not more than one thousand dollars or imprisonment for not more than one year."

10. The Contractor will explicitly inform each employee who enters the DCF offices that he or she will be subject to the above-cited criminal penalty if he or she illegally discloses confidential DCF information.

11. The Contractor and its employees understand that they will also be subject to a civil lawsuit if they illegally disclose confidential information. In the event of a civil lawsuit due to the breach of confidentiality by an employee of the Contractor, neither DCF nor the State of Connecticut will be responsible for any costs or damages associated with said suit.

Date

Witness

Name (Printed)

Signature

Date