EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

DESCRIPTION OF GOODS AND SERVICES:

I. Scope

The Contractor shall provide custodial services as described herein (the "Services") for the Department of Social Services located at 20 Meadow Road, Windsor, CT (the "Facility").

The Facility consists of approximately 47,937 square feet.

II. Services

A. The Contractor shall thoroughly complete the Services as described in detail in the Contract and as scheduled in the Cleaning Services Task List, attached as Exhibit D, in a professional manner, using quality equipment and materials that conform to all current Federal, State and local regulations.
B. The Contractor shall ensure that the Facility at all times conforms to the level of cleaning indicated in the Tasks Procedure Section XIX of this Exhibit to ensure that the Facility is uniformly clean, hygienic and pleasing to the eye.
C. The Contractor shall provide the labor, materials and equipment necessary for cleaning and maintenance, except as otherwise specified herein.
D. The Client Agency shall designate or assign a representative(s) to act on behalf of the Client Agency regarding all matters affecting the Services (the "Client Agency Designee"). The Client Agency shall identify the Client Agency Designee upon commencement of the Contract. The Contractor shall notify the Client Agency Designee in writing within five (5) business days prior to any Contractor representative change.

III. Facility Access

A. The Contractor shall secure offsite parking for its employees. The State is not responsible for providing parking for Contractor's employees.
B. Client Agency Designee will provide the Contractor's on-site supervisor with building entry keys and/or key card or code access (collectively "Keys") as applicable. Only the Contractor's on-site supervisor will be authorized to lock or unlock doors for Contractor personnel. The Contractor is responsible for informing its employees of all security measures that must be adhered to. Any violations of such measures caused by Contractor or its employees will subject the Contractor to fines and/or cancellation of the Contract.
C. All Keys to the Facility will be furnished by the Client Agency Designee to the Contractor. Contractor shall sign a Key receipt form as provided by the Client Agency Designee. All Keys will remain the property of the State and will not be duplicated by the Contractor or its employees. The Contractor shall return all Keys to the Client Agency Designee upon request and at the end of the term of the Contract. If any Keys are not returned by Contractor, a charge for re-keying all affected locksets will be assessed against Contractor. The Contractor shall also assume the cost of re-keying buildings if Keys are lost or stolen by the Contractor or its employees or representatives.

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

D. Contractor shall report the loss of any Keys to the Client Agency Designee within two (2) hours after the Contractor or any of its employees or representatives are notified or become aware of such loss. Contractor shall accept full responsibility of such loss and expenses that may result including, but not limited to re-keying of the Facility. Failure of the Contractor to report the loss of any Keys or to accept full responsibility for any loss or expense in accordance with the terms of this provision will be grounds for immediate termination of the Contract.

IV. Security

A. The Contractor, at its own cost, shall complete a comprehensive background investigation of all employees assigned to the Contract at least forty eight (48) hours prior to the commencement of work by any employee. Background checks must detail employment history, arrest information and citizenship as well as any other information requested by Client Agency. The results of background checks must be submitted to the Client Agency Designee by Contractor immediately upon completion. The Client Agency Designee reserves the right to verify background investigations of Contractors' employees. Client Agency may reject potential Contractor employees based upon background check results if Client Agency deems the presence of such employees to be detrimental to its best interest, the best interest of the general public or the State, or the best interest of occupants of the Facility.

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

C. The Contractor shall train its employees in the security requirements as described by the Client Agency Designee and will be responsible for enforcing the security rules as such rules apply to its employees. The Contractor shall train its employees with respect to emergency evacuation procedures as well.

D. Contractor shall provide identification badges for all employees. The badges will have the company name/logo, employee's photograph, name and signature. The badges will be worn by the employee at all times within the Facility. Contractor's employees will be instructed not to lend identification badges to another person.

V. Limitations on Site

A. Neither the Contractor nor any of its employees or other personnel shall bring or use drugs or alcohol at the Facility or any other State property.

B. Neither Contractor nor any of its employees or other personnel shall bring any unauthorized personnel, including children, onto the Facility or any other State property.

C. The Contractor's staff shall not use any telephones, office equipment or any other personal property belonging to the State, the Client Agency Designee or any employee of the State.

D. In accordance with Executive Order #16 of Governor John G. Rowland, neither the Contractor nor any of its employees or personnel shall bring any guns, knives or other dangerous weapons, as identified by Client Agency Designee, onto the Facility or any other State property.

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

E. The Contractor's staff may not remove any recyclables from the Facility.

VI. Daily Log

The Contractor shall maintain and sign a daily logbook used by the Client Agency Designee to verify that the Services are completed each day and to record any concerns needing corrective action. The Contractor's on-site supervisor shall review this logbook at the beginning of each shift and shall ensure that noted corrections are made if corrections are Contractor's responsibility. If corrections are not Contractor's responsibility, then the on-site supervisor shall verify and note in the log book that such concerns have been forwarded to the Client Agency Designee.

VII. Property Damage

The Contractor shall be responsible for the repair or replacement cost of any damage to State and or personal property caused by the use, misuse, or negligence of the Contractor or the Contractor's employees. Such damage(s) must be reported to Client Agency Designee in writing immediately upon discovery by Contractor.

VIII. Performance Monitoring

A. Throughout the term of this Contract, Client Agency Designee and DAS may monitor the Performance of the Contractor. Client Agency Designee may notify the Contractor to correct any problem(s) and a Vendor Performance Report (a "Vendor Performance Report" or "Report") may be generated by Client Agency Designee through the DAS Biznet system to document any Performance issues. The Report will notify DAS and its applicable Procurement Services Contract Specialist or Purchasing Assistant regarding contractual breaches or poor Performance issues and will identify a Client Agency Designee proposed solution or cure and timeframe to rectify the breach or Performance issue.

B. Failure by the Contractor to comply with Client Agency Designee's proposed solution or cure within the timeframe specified in a Report may result in the generation of a Validated Report of Poor Performance or Noncompliance by DAS (a "Validated Report"), a copy of which will be provided by DAS to the Contractor.

C. After DAS receives a Vendor Performance Report, each specific incident will be addressed as follows:

   i. The first Vendor Performance Report issued within an Evaluation Period (as such term is defined in the final paragraph of this section) will allow DAS, at its option, to investigate the Contractor for contractual breaches or poor Performance issues for the purpose of determining whether such breaches or poor Performance issues have occurred. DAS shall generate a Validated Report as a result of its investigation if appropriate. In the event a Validated Report is issued, the Contractor will have five (5) days from the date of issuance to cure any breaches or Performance issues.

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

ii. A second Vendor Performance Report resulting in a Validated Report within an Evaluation Period will, at the option of DAS, result in a conference involving the Contractor, Client Agency Designee and DAS. The Contractor will be given an opportunity to cure Performance issues identified in the Validated Report described in this paragraph within a timeframe set by Client Agency Designee in its sole discretion not greater than five (5) days from the issuance of the Validated Report described in this paragraph.

iii. A third Vendor Performance Report resulting in a Validated Report within an Evaluation Period may result in termination of the Contract at the discretion of the Client Agency Designee and DAS. The terminated Contractor shall be liable to the State of Connecticut for all additional costs incurred as a result if the termination.

D. In the event of termination, the Contractor shall immediately deliver to the Client Agency or the Client Agency Designee all keys, drawings, plans, sketches and specifications, any data pertaining to the Contract, and any unused material supplied to the Contractor by Client Agency Designee or any other representative of the State.

E. For purposes of this Contract, an "Evaluation Period" is defined as three (3) consecutive months (each an "Evaluation Period"). Specific incidents from one (1) Evaluation Period will not extend into another Evaluation Period. After two (2) consecutive Evaluation Periods, Client Agency Designee and DAS may review the results of the Contractor's performance and may, at the option of Client Agency Designee and DAS, revise the length of subsequent Evaluation Periods.

IX. Assessment of Damages

A. In the event that the Contractor provides unsatisfactory service(s) or fails to comply with the terms of the Contract and such unsatisfactory service is remedied at the option of the Client Agency Designee and DAS by State employees or by third party contractors, Contractor shall pay to Client Agency the full amount expended to correct the deficiencies, as assessed by the Client Agency Designee or DAS.

B. In the event of any delays or deficiencies in the Contractor's Performance, Client Agency Designee and DAS reserve the right to assess damages in an amount equal to the cost to the State to rectify any delay or deficient Performance. Determination and assessment of such amounts due will be made by DAS in its sole discretion.

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

X. Consumable Goods

Contractor shall provide supplies and/or consumables, including but not be limited to trash receptacle liners, sanitary napkins, paper towels, toilet paper, hand soap, toilet seat liners, plastic liners (several different sizes), urinal enzyme screens with scented blocks, air fresheners, dispensers and batteries

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

for dispensers. Paper consumables must meet the guidelines for minimum recycled content as determined by the United States Environmental Protection Agency at its website: http://www.epa.gov/. Contractor shall use cleaning products that comply with the provision of Conn. Gen. Stat. Section 4b-15a which must be "Green Seal" and/or certified EcoLogo "greenproducts." Green products are identified by EcoLogo on its website: http://www.ecologo.org/en/greenproducts/ Green products are identified by Green Seal on its website: http://www.greenseal.org/FindGreenSealProductsAndServices.aspx Contractor shall utilize all cleaning products in accordance with the manufacturer's stated directions. All cleaning products are subject to review and approval by Client Agency or DAS. The term "cleaning products" does not include any (1) Disinfectant, disinfecting cleaner, sanitizer or any other antimicrobial product regulated by the federal Insecticide, Fungicide and Rodenticide Act, 7 USC 136 et seq., or (2) product for which no guideline or environmental standard has been established by any national or international certification program approved by the Department of Administrative Services, or which is outside the scope of or is otherwise excluded under guidelines or environmental standards established by such national or international certification program.

XI. Chemicals and Supplies

Contractor shall purchase and issue all chemicals in their original containers. Chemicals/supplies that require precautionary warnings must 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 will all Federal, State and Local laws, regulations and rules. Contractor shall only use germicidal disinfectants that bear a United States Environmental Protection Agency ("EPA") Registration Number.

XII. Cleaning Equipment

Contractor shall furnish all cleaning equipment necessary to perform the Services, including but not limited to power drive floor scrubbing machines, back pack vacuums, high dusting equipment, waxing and polishing machines, industrial floor and upholstery vacuum cleaners. Such equipment will be the size and type customarily used in work of this kind and no equipment will be used which is harmful to the Facility or its contents.

XIII. OSHA Compliance

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

A. Furnish to the Client Agency Designee copies of the Safety Data Sheets ("SDS") for all products used, within ten (10) business days after contract award date or prior to the utilization of product.
B. Supply employees with a first aid kit, per OSHA requirements and based on the number of employees.

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

C. Update SDS annually and submit them to the Client Agency Designee.
D. Comply with all applicable OSHA and EPA requirements related to the Performance of this Contract, including but not limited to safety, training, equipment, toxic and hazardous substances and labeling of chemical containers.
E. Comply with all applicable Federal and State safety laws and regulations to ensure a safe working environment.

XIV. Schedules and Days of Operation

A. Contractor shall perform all Services Monday through Friday between the hours of 8:00AM to 4:30PM and evening 5:00PM to 8:00PM. Contractor and its employees and personnel shall sign in and out of the Facility on an approved time sheet provided by the Client Agency Designee. The work schedule attached as Exhibit D is based on a twelve (12) month period, identifying and delineating the time frames for the required work (e.g. weekly, monthly, semiannual and annual tasks) by the day of the week, the week and month. The State reserves the right to change schedules at any time to meet its requirements.

B. Unless otherwise directed, Contractor shall not provide any Services on the State holidays indicated below. Additionally if the State decides to close State buildings on any other day including but not limited to employee furloughs, Services will not be required or provided on the closure date, unless otherwise directed. The State shall provide Contractor with reasonable notice of building closures whenever possible.

STATE HOLIDAYS	
New Year's Day	Independence Day
Martin Luther King Jr. Day	Labor Day
Lincoln's Birthday	Columbus Day
Washington's Birthday	Veteran's Day
Good Friday	Thanksgiving Day
Memorial Day	Christmas Day

XV. Monthly Maintenance/Cleaning Calendar

The Contractor shall prepare a Monthly Maintenance/Cleaning Calendar that reflects the Tasks as indicated in Section XIX below. The Contractor shall provide this calendar to the Client Agency Designee prior to the start of each month.

XVI. Contractor Training of Contractor Parties

The Contractor shall develop and provide an outline of the task requirements and any necessary training to meet those requirements to each work crew. If any task, described in this Exhibit and

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

scheduled in accordance with Exhibit D, cannot be thoroughly completed within the Contract cleaning schedule time line identified in Exhibit D, the Client Agency Designee will be immediately notified.

XVII. Contractor's Employees – Supervisors

Contractor shall provide on-site supervision. Contractor's supervisors shall be literate in the English language. Contractor's supervisors shall also be capable of communicating with all Contractors' employees in the event they do not speak English. Upon Client Agency Designee request, the Contractor shall provide documentation that the supervisor has the necessary skills and is paid at a higher rate than the custodians. The supervisor is required to be on-site during the entire shift and may devote a maximum of three (3) hours per shift to perform custodial tasks. At the discretion of the Client Agency, Contractor may be required to assign additional supervisory oversight as required to correct Performance problems.

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) to the Client Agency Designee.

XVIII. Contractor's Employees

All crews necessary to Perform will be fully staffed at the commencement of this Contract. All personnel will receive close and continuing first line supervision by the Contractor. Contractor shall provide documentation at the request of the Client Agency Designee that demonstrates the employees have had adequate training in all necessary State, Federal and OSHA regulations. In addition, the Contractor's staff (including newly hired personnel) will be trained in fire safety, general hazards such as lead and asbestos and lead awareness, as well as in the proper mixing and applying of cleaning supplies. Client Agency Designee may require that the Contractors' employees wear uniforms that bear the Contractor's company logo, and such uniforms will not be dirty, stained or torn.

XIX. Tasks Procedure

The Contractor shall perform the Services as described below and scheduled in accordance with Exhibit D.

1. Resilient Tile and Concrete/Hard Surface

Contractor shall:

A. Sweep floors with a treated dust mop to remove all dirt, dust, trash particles and other debris. Contractor shall utilize a synthetic mildly abrasive pad (or equivalent) to remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substances. Contractor may use a putty scraper with a metal blade to remove gum like substances.

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

B. After removing dirt, dust, trash particles and other debris, wet mop the floor, ensuring that the floors, walls, baseboards, corners, thresholds and adjacent surfaces are free of dirt, dust, marks, scars, streaks, spills, stains, gum, tar and other foreign substances, including those resulting from the splashing of the cleaning solution;

C. Use cleaning solutions appropriate for the type of floor surface and mix all cleaning solutions according to the manufacturer's directions; and

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

2. Wood/Wood Parquet Floors

Contractor shall:

A. Remove any and all spills, standing water, or moisture by using a wet/dry vacuum or dry mop. The Contractor shall then sweep the floor utilizing a properly treated dust mop to remove dirt, dust trash, particles and other debris, ensuring that no oily film exists after completion.

B. Inspect the flooring to ensure that there are no loose or raised areas. If such areas are found, the Contractor shall immediately notify the Client Agency Designee.

C. Remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substance.

D. Use cleaning solutions appropriate for the type of floor surface and mix all cleaning solutions according to the manufacturer's directions; and

E. Take all necessary precautions, including but not limited to the display of "wet floor" signs, to advise Facility users of wet or slippery floors. Upon completion of the cleaning operation, the Contractor shall ensure that no area is more slippery than another and conversely that no area has more drag than another.

3. Interlocking Floor Mats

Contractor shall:

A. Vacuum interlocking floor mats thoroughly. Wet mop with germicidal cleaner using a well wrung mop to prevent moisture from permeating the interlocking tiles.

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

Contractor shall:

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

A. Damp mop, then spray buff floor with an approved floor finish and high speed polisher with an abrasive pad. This operation will take place after the daily operational tasks have been completed. Excessive wax build-up will not be present on floor, corners or baseboards.

B. Take the necessary precautions including the display of "wet floor' signs, to ensure that Facility users are advised of wet or slippery floors.

5. Buffing Floors: Wood/Wood Parquet

Contractor shall:

A. Damp mop floor with approved neutral base cleaner and cool water, ensuring that the mop is damp and not overly wet. This operation will take place after the daily operational tasks has been completed.

B. Take the necessary precautions including the display of "wet floor' signs, to ensure that Facility users are advised of wet or slippery floors.

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

Contractor shall:

A. Strip and wax floor with an approved floor finish. The entire room or corridor will be completed in one (1) operation, and will be completed with the manufacturer's recommendation.

B. Take the necessary precautions including the display of "wet floor' signs, to ensure that Facility users are advised of wet or slippery floors.

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

Contractor shall:

A. Strip and wax floor with an approved floor finish. The entire room or corridor will be completed in one (1) operation, and will be completed in accordance with the manufacturer's recommendation.

B. Screen/scrub floor until the entire floor area is uniformly dull, ensuring that the screen or floor pad is not so abrasive that it is removing more than the existing floor finish.

C. Vacuum the entire area to remove finish dust. The Contractor shall use clean untreated dust mop or tack cloths to remove any remaining dust. After the entire area is uniformly dull and clean, Contractor shall use a lamb's wool applicator to apply two (2) coats of a water base

finish, allowing for sufficient drying time between coats.

D. Take the necessary precautions to secure the area to allow for sufficient drying and curing time.

8. Clean Carpets and Floor Mats

Contractor shall:

A. Daily remove all paper, gum, rubber bands, staples, paper clips and other debris from the carpet.

B. Use a carpet vacuum to remove surface soil and embedded grit from all areas accessible to the carpet vacuum. Chairs and trash receptacles will be moved to vacuum underneath, and then replaced in their original positions.

C. Adjust the beater bars or brush of the vacuum to correspond to the pile height of the carpet. A tank vacuum with a crevice tool and brush attachment will be used to clean all areas, which are inaccessible to the carpet vacuum.

D. Spot clean the carpet to remove all spots, stains, gum, tar and other foreign substances. When spot cleaning the carpet, the Contractor shall use a spray foam product and a soft bristle brush to agitate the area; any dampness will be removed by blotting the area with a clean soft cloth.

9. Clean Carpets

Contractor shall:

A. Machine spot or hand spot clean all carpets weekly as a part of the base cleaning annual cost.

B. Perform complete carpet cleaning only when authorized by Client Agency and in accordance with the schedule described in Exhibit D. Carpet care guidelines will be that of the manufacturer's approved cleaning process and appropriate equipment, provided that any cleaning products used comply with the restrictions in the “Consumable Goods” section of this Exhibit. 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 will 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 will be treated with an approved spot cleaning solution and a soft bristle brush. Spot cleaning should continue until as much of the spot or stain as possible has been removed. After allowing sufficient drying time, the Contractor shall vacuum the carpeted area following a pattern, which will give the carpet pile a uniform

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

10. Clean Walls, Wall Cabinets & Partitions

Contractor shall:

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

11. Clean Glass Doors and Door Frames

Contractor shall:

A. Spot clean doors, including door glass and handles and door frames to remove all dirt, cob webs, mold, graffiti, grease, marks, stains, smears, mold and other foreign substances.

B. Ensure that water/cleaning fluids are not spilled on the floor or adjacent areas.

12. Clean Radiators

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

13. Clean Ceiling Vents and Light Fixtures

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

14. Clean Furnishings

Contractor shall:

A. Spot clean all furnishings (i.e. furniture) including, but not limited to desks, chairs, cabinets, display cabinets, counters, tables and other furnishings, including legs and bases as is appropriate to type.
B. Ensure that all furnishings are free from dust, particles lint, litter, stains smudges, fingerprints, gum, tar, grease, marks and foreign substances. Items on top of furnishings will not be

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

disturbed during the cleaning procedure.

C. Use a clean cloth and an approved polish to clean all wood surfaces. Wood furnishings must not have an oily film when the surface is rubbed lightly with fingertips.
D. Use a clean sponge, clean cloth and spray bottle of neutral detergent or glass cleaner to clean washable surface for all hard surface other than wood. Glass cleaner will be used on all glass surfaces.
E. Ensure that after cleaning these surfaces their uniform appearance is free from streaks, spots and other evidence of removable soil.
F. Use a clean sponge, clean cloth and appropriate cleaner, for all vinyl furnishings; re-wipe vinyl with a clean damp cloth and dry the clean cloth.
G. Use a lightly treated dust cloth, on all cloth; use a tank vacuum with dusting attachment, or a combination thereof to clean surfaces. When spot cleaning cloth furnishings the Contractor shall use a foam spray product approved by Client Agency and a sponge to agitate the soiled area. Any dampness will be removed by blotting the area with a clean dry soft cloth. The Contractor shall notify the Client Agency Designee if the spot cleaning effort is not effective.

15. <u>Dust Clocks, Lamps, Telephones, TV's and Other Equipment</u>

Contractor shall dust and polish, with a clean treated dust cloth, the exterior surfaces of all Clocks, Lamps, Telephones, TV's and other equipment which will be kept free of dust dirt, smudges and fingerprints.

16. <u>Dust Ledges, Shelves and Other High Surfaces</u>

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

17. <u>Clean Microwaves & Refrigerators</u>

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

18. <u>Empty and Clean Trash Receptacles</u>

Contractor shall:

A. Empty all trash receptacles; change and replace liners daily; bag all trash before it is placed in the dumpster. The interiors and exteriors of trash receptacles 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, will be washed out and dried before new liners are installed. The Contractor shall place the removed trash into the

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

dumpster/container located in the appropriate location as designated by the Client Agency Designee. No trash should be placed on the ground or on top of the trash container.

B. Remove all recyclable materials generated (as per Public Act 87-544) from the building or a designated areas in the Facility to the dumpster.

19. Clean Windows, Window Sills & Blinds

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

20. Clean Interior / Exterior Glass

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

21. Clean Stairs and Stairways

The Contractor shall clean stairs and stairways, including landings, in accordance with the specifications for Clean Floors: Resilient Tile & Concrete and Walls, Wall Cabinets & Partitions referenced in Sections 1, 4, and 10. The Contractor shall also spot clean handrails, using a clean cloth and or a clean sponge with a Client Agency approved cleaning solution, to remove all dust, dirt, cobwebs, grease, oily film, fingerprints, stains, soils, and other foreign substances.

22. Clean Drinking Fountains

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

23. Clean Restrooms

Sinks, Toilets, Urinals, Exposed Plumbing – Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, toilet bowl mop, clean cloth and cleanser to completely clean and disinfect all exposed surfaces of sinks, toilets, urinals and exposed plumbing. All cleaning products used by Contractor must comply with the provisions of Conn. Gen. Stat. Section 4b-15a and be "Green Seal" or certified EcoLogo "greenproducts." The cleaning will include the drying and polishing of all exposed hardware. The interior of the toilets, toilet seats and urinals will be scoured using a

bowl mop. After the interior has been scoured, the fixture will 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 will present a clean, bright, shiny appearance. Fixtures will 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 will be wiped dry and be free of streaks, spots, stains, etc. Toilet seats will be maintained in a safe condition. Inoperable or broken fixtures will be immediately reported to the Client Agency Designee.

24. Clear Sink, Urinal and Toilet Stoppages

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

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

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

26. Clean and Disinfect Rest Room Floors

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

27. Clean Showers

Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, clean cloth and cleanser to completely clean and disinfect all exposed surfaces and exposed plumbing. The cleaning will include the drying and polishing of all exposed hardware. After cleaning the fixtures will present

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

a clean, bright, shiny appearance. Fixtures will 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 will be wiped dry and be free of streaks, spots, and stains. Showerheads will be operational and mildew free. Inoperable or broken fixtures will be immediately reported to the Client Agency Designee.

28. Clean Locker Room Floors

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

29. Clean Mirrors

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

30. Fill and Clean Paper Dispensers

The Contractor shall refill all paper towel, toilet tissue, sanitary napkin and other paper dispensers to the proper fill level. The Contractor shall also wipe clean the dispensers and adjacent surfaces with a germicidal detergent to remove all soil, marks, smudges, smears and other foreign substances. The Contractor shall report inoperative dispensers to the Client Agency Designee.

31. Fill and Clean Soap Dispensers

The Contractor shall refill all soap dispensers to their proper fill level, in accordance with the manufacturer's instructions. The Contractor shall also wipe clean the dispensers and adjacent surfaces and floors, removing any spills created during the refilling process or usage process. The Contractor shall check all dispensers for proper operation on a daily basis and shall report inoperative dispensers to the Client Agency Designee.

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

32. Restroom Floors –Strip and Refinish

The Contractor shall strip and refinish floors as referenced in Exhibit D, with a sealer approved by Client Agency, using at least 3 coats of finish. No wax will be applied. The floor will 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 will be clean and free of watermarks, cleaning equipment marks and splashing. The Contractor shall ensure that baseboards, tile, fixtures and other equipment are not damaged, disfigured or impaired. The Contractor shall take the necessary precautions, including the display of "wet floor" signs to ensure that Facility users are advised of wet/slippery floors.

33. Clean Exterior – Sweep Entryways, Walkways and Stairs

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

34. Clean Exterior – Wash Entryways

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

35. Clean Exterior – Parking Areas

Fence separating staff and customer parking areas shall be checked at the beginning and the end of shift for debris removal. Facility staff and public entryways shall be kept free of cigarette butts and debris.

36. Custodial/Janitorial Closets

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

37. Emergency Custodial Services

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

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

ADDITIONAL TERMS AND CONDITIONS:

XX. Contract Separately/Additional Savings Opportunities

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

XXI. P-Card (Purchasing MasterCard Credit Card)

A. Purchases made by the Client Agency from the Contractor that are less than $1,000 may be made using the State of Connecticut Purchasing Card (MasterCard) in accordance with Memorandum No. 2011-11 issued by the Office of the State Comptroller.

B. Contractor shall be equipped to receive orders issued by the Client Agency using the MasterCard. The Contractor shall be responsible for the credit card user-handling fee associated with MasterCard purchases. The Contractor shall charge to the MasterCard only upon acceptance of Goods delivered to the Client Agency or the rendering of Services.

C. The Contractor shall capture and provide to its merchant bank, Level 3 reporting at the line item level for all orders placed by MasterCard.

D. Questions regarding the state of Connecticut MasterCard Program may be directed to Ms. Kerry DiMatteo, Procurement Card Program Administrator at 860-713-5072.

XXII. Subcontractors

DAS must approve any and all subcontractors utilized by the Contractor in writing prior to any such subcontractor commencing any work. Contractor acknowledges that any work provided under the Contract to any state entity is work conducted on behalf of the State and that the Commissioner of DAS or his/her designee may communicate directly with any subcontractor as the State deems to be necessary or appropriate. Contractor shall be responsible for all payment or fees charged by the subcontractor(s). A performance evaluation of any subcontractor shall be provided promptly by the Contractor to DAS upon request.

XXIII. Standard Wages

Contractors shall comply with all provisions of Connecticut General Statues 31-57f, Standard Wage Rates for Certain Service Workers and shall pay wages in accordance with the current wage rates provided by the Department of Labor. Information regarding this Statute and how and when it applies can be obtained from DOL's web site at http://www.ctdol.state.ct.us/wgwkstnd/standardwage.htm. Questions concerning the provisions and implementation of this act should be referred to the Connecticut Department of Labor, Wage

EXHIBIT A

DESCRIPTION OF GOODS & SERVICES AND ADDITIONAL TERMS & CONDITIONS

and Workplace Standards Division, 200 Folly Brook Blvd., Wethersfield, CT 06109-1114 (860) 263-6790 or his designated representative. A link to the Standard Wages is provided below.

Standard Wages
http://www.ctdol.state.ct.us/wgwkstnd/prevailing-rates/service/rates-service.htm

XXIV. Security and/or Property Entrance Policies and Procedures

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

XXV. Invoices and Payments

Payment and invoicing inquiries should be directed to Daniel Velez (860) 424-5658
daniel.velez@ct.gov

All invoices must include:

A. Contractor F.E.I.N. or Social Security number.
B. Complete Contractor name and billing address.
C. Project number, if applicable.
D. Invoice number and date.
E. Purchase order number.
F. Itemized description of services and/or material supplied.
G. Adjustments, if applicable.
H. Quantity, unit, unit price, and extended amount.
I. Ticket numbers corresponding to each invoice must be listed or attached to the company invoice as a separate sheet, if applicable.
Work periods and traffic control prices must be itemized, if applicable.

For prompt payment processing, invoices must be mailed to the following address:

State of Connecticut
Department of Social Services Central Office
Operations 2nd Floor
55 Farmington Avenue
Hartford, CT 06105-3725

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