

STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT SERVICES

165 Capitol Avenue, 5th Floor South

PO Box 150414

HARTFORD, CT 06115-0414

BID NO.:

06PSX0166

Bid Due Date:

8 June 2006

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

BID ADDENDUM #1

DESCRIPTION: Custodial and Related Services for the Department of Transportation's (DOT) Maritime Operations Office at the New London State Pier

FOR:

Department of Transportation
2800 Berlin Turnpike
Newington, CT 06111

BIDDERS NOTE:

The following changes have been issued in reference to Specifications and Custodial Services General Specifications (please review entire package) highlights are as follows:

- Revised Specifications – include square footage language, revised walk-off mats language, subcontractor clarification language
- Revised Heading on Custodial Services General Specifications – typo – now states New London (was Old Lyme)

Questions received as follows:

Question #1: When will the solicitation be available for download?

Answer #1: Available on our website, www.das.state.ct.us (under Procurement Bids/RFP's)

Question #2: What is the current price being paid to the incumbent contractor?

Answer #2: Current Contract Award available to download (number #01PSX0215 was stated on Invitation For Bids and can also be found on our website under Procurement Find Contracts)

Question #3: Who is the incumbent contractor?

Answer #3: See Answer #2

Question #4: We additionally request the following public information under the Freedom of Information Act: a copy of the incumbent's technical proposal, if applicable, the pricing pages, Section B of the present contract; Section C and J of the present contract which illustrates the present scope of work and work schedules:

Answer: #4: Freedom of Information questions need to be directed to: cindy.rusczyk@ct.gov for previous contract award information (applicable per copy charge) – new bid information available by downloading as stated in Answer #1. Unsure if question relates to information upon award or based on current contract in place until 6/30/06 (old bid).

Question #5: Could you give me the total square footage of cleaning area for this bid?

Answer #5: See revised Specifications for explanation

See next page

Questions may continue until 5/30/06 at 2:00 p.m., however, there is a mandatory site inspection/meeting and questions can also be asked during that time. Any questions received will be answered via an addendum, which **MUST** be returned with the Bid Package.

This Addendum must be *Signed & Returned* with your Bid.

Authorized Signature of Bidder

Company Name

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

Date Issued: 22 May 2006

**REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09**

DESCRIPTION

These specifications are for a full service three (3) year janitorial contract for the Administration Building at the New London State Pier located on State Pier Road in New London. Excluded is the area occupied or controlled by LOGISTEC, consisting of the entire first floor except the boiler room. The stairs going to the second floor, the first floor vestibule, and the first floor main entrance, however; are included.

CONTRACT PERIOD: This contract period will be for three (3) years, commencing **July 1, 2006 through June 30, 2009.**

EXTENSION CLAUSE:

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

MANDATORY SITE INSPECTION

This meeting is intended as a **mandatory site inspection**, review of bid requirements and answer any questions that interested bidders may have about this bid. Bidders who are interested in responding to this bid **must attend** the mandatory meeting at the specified date/location listed below:

Date: Wednesday, May 24, 2006

**At: Maritime Administration Building
Second Floor Conference Room
New London State Pier
State Pier Road
New London, CT**

Time: 9:45 a.m. Eastern Time

Late arrivals will not be permitted. Late arrivals are defined as 15 minutes or more past the time stated above. Late arrivals will not be given credit for attendance nor allowed to participate in the bid process. A sign in sheet will be provided. Vendors will not be admitted to state buildings without a valid photo ID. Bidders must take into account parking lot congestion and the time that is

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

required to obtain a visitor's badge to ensure they are at the **designated meeting room** no later than 10:00 a.m.

Contact: Barbara Bergeron (860) 594-2306 may be contacted for directions ONLY. **All questions regarding this bid will be reviewed at the mandatory site visit and any additional questions via Bid Addendum.**

QUESTIONS

Questions for the purpose of clarifying this bid after the mandatory site inspection must be submitted in writing and received by the State of Connecticut DAS/Procurement Services, **no later than 2:00 p.m. on Tuesday, May 30, 2006.** Questions received after the date and time specified will not be answered. Questions must be delivered, faxed or e-mailed to: Department of Administrative Services, Procurement Services, Attn: Ann Simeone, Bid 06PSX0166, 165 Capitol Avenue, 5th Floor South, Hartford, CT 06106. Fax number (860) 622-2921. E-mail: ann.simeone@ct.gov

Answers to all questions will be provided in the form of an addendum and will be available on the DAS/Procurement Services website www.das.ct.gov **no later than Friday, June 2, 2006.** Bidders must download a copy of the addendum from the website and return a signed copy with your bid submission.

BID PRICES

Bid prices submitted shall be as listed on the proposal schedule (SP-16) enclosed. Prices submitted shall be firm for the entire contract period. **No increases shall be allowed (exception: see standard wage rate language under Specifics).**

BID DUE DATE AND SUBMISSION OF PROPOSALS

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

Bids may be mailed or hand delivered to the address listed below and must arrive **by 2:00 p.m. EST on Thursday, June 8, 2006.** Bids received after that time, due to whatever reason, will not be accepted. Bidders are encouraged to attend the public opening of this bid (photo ID required to enter building). If a bidder is unable to attend the bid opening and wishes to have the results of the bid, bidders may schedule an appointment to review the bid documents. Due to the numerous bids issued, bid results cannot be read over the telephone.

Mailing Address:
Bid# 06PSX0166
State of Connecticut

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

Department of Administrative Services/Procurement Services
Attn: Ann Simeone
165 Capitol Avenue, 5th Floor South
Hartford, CT 06106

Hand Delivered Address:

Bid# 06PSX0166
State of Connecticut
Department of Administrative Services/Procurement Services
Attn: DAS Customer Service Rep
165 Capitol Avenue, Room 110
Hartford, CT 06106

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

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

Environmentally preferable attributes include:

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

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

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

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

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

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

Environmentally Preferable Proposal Submittal Encouraged:

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

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

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

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

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

Environmentally Preferable Product Catalog Labeling and Reporting Requirements :

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

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

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

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

AWARD

The State reserves the right to award this Contract to the lowest responsible, responsive, qualified bidder in a manner deemed to be in the best interest of the State.

The contractor's signature on the SP-26, Bid Proposal is the contractor's agreement to all the terms and conditions listed in the bid proposal. If your company is selected as the awarded contractor, the signature on the SP-26 constitutes as the agreement between your company and the State. Once the contract is awarded, the state will be issuing a contract award that constitutes as the state's signed agreement to this contract. Once the contract has been awarded, the agency will issue its purchase order to the contractor. The contractor shall not perform services without receiving a purchase order. Questions regarding the purchase order should be directed to the ordering agency.

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

Instructions on locating the contract award on the DAS website:

Scroll down to the heading **CONTRACTS**

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

Click on "By Contract Number"

Click in the empty box to the right and type in the contract award number 06PSX0166 and click "Go".

Click on the "Contract Number"

Now click on "PDF: [Review the Contract Documents](#)" to download and/or print the contract.

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

ANNUAL GIFT AFFIDAVIT:

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

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

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

CHANGE OF ADDRESS/UPDATES:

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

CONTRACT INVOICING:

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

Department of Transportation
PO Box 317546
2800 Berlin Turnpike
Newington, CT 06131-7546
Attn: Accounts Payable

INSURANCE:

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

Commercial General Liability

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

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

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

Automobile Liability

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

Workers Compensation and Employers' Liability

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

Umbrella Liability

In the event the contractor secures excess/umbrella liability insurance to meet the minimum requirements specified as items B, C, and E the State of Connecticut must be named as Additional Insured.

In addition, the Contractor agrees to furnish to the State a "Certificate of Insurance, CON-32A", in conjunction with Items B, C, D, and E above, fully executed by an insurance company or companies satisfactory to the State, for the insurance policy or policies herein above, which policy or policies shall be in accordance with the terms of said Certificate of Insurance. For the Workers' Compensation Insurance and, if applicable, the U. S. Longshoremens and Harbor Workers' Compensation Act coverage, the policy number (s) and term of the policy (ies) shall be indicated on the CON-32A. Each insurance policy shall state that the insurance company agrees to investigate and defend the insured against all claims for damages, even if groundless.

Updates on the insurance coverage are the responsibility of the contractors. Insurance requirements will be **strictly enforced**.

Minimum Scope of Insurance

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

**REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09**

DOT/Maritime Administration Building, New London State Pier attn: April Holt, DOT, 2800 Berlin Turnpike, Newington, CT .

SECURITY:

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

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

- No guns, knives or other dangerous weapons are allowed on state property.
- No dangerous drugs or other prohibited substances, including alcohol, are allowed on state property.
- No unauthorized personnel, including children, shall be allowed on state property.
- All keys to the building will be furnished by the state to the contractor. All keys remain the property of the state and shall not be duplicated by the contractor or his employees. All keys shall be returned to the agency upon request. A charge will be assessed for any keys not returned. Contractor will assume cost of re-keying buildings if keys are lost or stolen by him or his employees.
- The use of state telephones is strictly prohibited with the exception of the following: contractor's telephone check in/out payroll system whereby the disclosed telephone number is a local call; and in the event of an emergency, contractor's employee will report such use.

DISPUTES:

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

PERFORMANCE MONITORING (PLEASE READ CAREFULLY)

Throughout the term of this agreement the Agent and the Department of Administrative Services will monitor the performance of the contractor in the following manner:

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

A DAS-Procurement contract specialist will investigate all formal complaints regarding contractual breaches or poor performance issues for the purpose of validating such complaints. After the first *validated* report of poor performance or noncompliance, the contractor will be given a reasonable opportunity to cure the performance and compliance issues.

A second *validated* report of poor performance or noncompliance may result in a conference involving the contract vendor, the contracting state agency and DAS Procurement. The contractor will then be given a second opportunity to cure poor performance and compliance issues. **The vendor will reimburse the State of Connecticut where additional costs are incurred from having to restore an area that has deteriorated due to that vendor's neglect or incompetence.**

A THIRD *VALIDATED* POOR PERFORMANCE OR NONCOMPLIANCE COMPLAINT WILL RESULT IN IMMEDIATE TERMINATION OF THE CONTRACT. The Department of Administrative Services will employ another Contractor to fulfill the requirements of the contract. The terminated contractor shall be liable to the State of Connecticut for all additional costs incurred as a result of the termination pursuant to Section 22 of the Standard Contract Terms & Conditions.

Instructions to the agency on where to find the Vendor Performance Report:

Go to the DAS/Procurement Services website –

www.das.state.ct.us/busopp.asp

Scroll down to “Customer Feedback”

Click “Vendor Performance”

Complete the form. Please make sure to click the appropriate box for Action Requested.

When completed, submit the form.

In the event that the contract award has been terminated, the awarded contractor will complete all work currently underway, and the agency will make payments for all services received and completed.

DAMAGE TO STATE AND/OR PERSONAL PROPERTY:

The Contractor shall be responsible for the repair or replacement costs of any damage to the State and/or personal property caused by the use, misuse, or negligence of the Contractor or his employees.

The Contractor is responsible for reporting damage to State property within 72 hours of occurrence. The damage must be reported in writing to the agency's designee.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

ASSESSMENT OF DAMAGES:

In the event that the CONTRACTOR provides unsatisfactory services, which has to be remedied by the use of State forces or by the use of other contractors; the State will assess CONTRACTOR the full amount expended to correct the deficiencies.

In the event the CONTRACTOR and/or its contractors' performance and/or equipment is not in proper working condition, causing delays in the performance of services rendered, the State reserves the right to negotiate and assess damages. The negotiation of damages will be discussed by all parties. Final determination will be made by DAS Procurement Services (reference Standard Terms & Conditions #22).

SBE/MBE CERTIFIED CONTRACTORS

Bidders/Proposers are advised that this bid/request for bid has been set-aside for participation by **only** those Small Business Enterprise (SBE) and Minority Business Enterprises (MBE) certified as such by the State of Connecticut's Department of Administrative Services/Business CONNEctions - Set-Aside Program, pursuant to Connecticut General Statute 4a-60g.

Bidders/Proposers are requested to provide a copy of their company's current certification certificate with their bid.

For information about the Set-Aside Program please write or call:

The Department of Administrative Services
Business CONNEctions/Set-Aside Unit
165 Capitol Ave. Room
Hartford, Connecticut 06106
(860) 713-5228

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

DOT AGENCY SPECIFICS

PLEASE NOTE: These Agency specific specifications supersede any conflicting provisions in the document made a part of this specification entitled Custodial Services – General Specifications. The intent is to have the most intensive specification language apply except if a Department of Transportation paragraph specifically states that it replaces language in the Department of Administrative Services document “Custodial Services – General Specifications”.

INTRODUCTION: These specifications are for a full service three (3) year janitorial contract for the **Maritime Administration Building at the New London State Pier located on State Pier Road in New London**. Excluded is the area occupied or controlled by LOGISTEC, consisting of the entire first floor except the boiler room. The stairs going to the second floor, the first floor vestibule, and the first floor main entrance, however; are included.

Square footage is not available. Prospective bidders may conduct measurements at the mandatory pre-bid site visit.

AGENCY CONTACT: The agency contact/designee is Mr. Alan Stevens who can be contacted at (860) 443-3856, between the hours of 8:00 a.m. and 4:00 p.m. He will be the on site representative of the State regarding the day-to-day contract administration.

CONTRACTOR QUALIFICATIONS: The contractor shall have performed continuing daily janitorial services for a building of at least 10,000 square feet, including exterior window cleaning for buildings of two (2) stories, for at least three (3) years prior to entering into this contract and must submit documentation with the bid showing the facility and contact person. **Subcontracting is NOT allowed.**

NON-CONTRACT AREAS: The following areas are not included in the contract and will be cleaned by others: The first floor occupied or controlled by LOGISTEC. The first floor bathrooms are also excluded. The only areas included on the first floor are the boiler room, along with the entrance doors, the vestibule, and the stairway to the second floor.

STAFFING: Staffing for the service is to be determined by the contractor. In addition, staffing specifics shall be listed on the Proposal Schedule (SP-16).

STANDARD WAGE RATES: Connecticut General Statute 31-57f mandates the payment of standard wage rates for any contract of this type unless the contract does not exceed \$49,999.00 per annum. Therefore, if the yearly price is higher than \$49,999.00, this contract will be subject to CGS31-57f. If this contract, by virtue of the yearly price is not subject to CGS31-57f, then the pricing will be firm for the contract term. If the contract is subject to CGS31-57f, then the following applies concerning wage increase:

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

The only price adjustment allowable in this contract will be for the adjustment of wages paid pursuant to the requirement in CGS31-57f that employers adjust the wages paid to employees during the life of the contract to meet the standard wage rate. www.ctdol.state.ct.us/

METHODOLOGY FOR DETERMINING AWARD:

This cost will be awarded to the lowest qualified responsible bidder based on the monthly price as established on the proposal page, which includes the cost of performing all daily, weekly, monthly, and yearly tasks divided by twelve.

KEYING AND ACCESS CARDS: No keys nor access cards issued by the State shall be duplicated by the contractor. The contractor shall maintain and have available on site at all times for inspection by the State, a key log of all keys and entry cards issued. The contractor shall maintain control over key issuance and collection so that none will be removed or taken from the said building except by managerial or supervisory employees designated by the contractor to the State. All keys and entry cards are to be returned to the State at the expiration of the contract. A Twenty-five Dollar (\$25.00) charge will be levied against the contractor for each broken key and lost or mutilated entry card. Two (2) entry cards will be supplied to the contractor. Additional cards are Twenty Dollars (\$20.00) each. Also review keying specifications listed under Security heading.

Any fines or reimbursements that are imposed upon the contractor shall be paid by the contractors' issuance of a check payable to Treasurer, State of Connecticut.

SECURITY POLICY AND PROCEDURES: The Department has in effect a Security Policy that this contractor must adhere to. The contractor is responsible for being familiar with the policy and informing his employees of all security procedures, which must be strictly adhered to by all employees.

There may be certain internal doors protected by card readers. These doors are **NOT** to be left open during nightly cleaning and should only be open while the cleaner is physically in the office.

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

In the event that the contractor or his employee(s) have not properly armed or secured the facility, and State representatives are required to respond to the facility after notification from the security service, or if the contractor or his representative fails to arm the building, or if there is an alarm and the State chooses not to respond, the contractor will be assessed a One Hundred Fifty Dollar (\$150.00) charge per occurrence.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

The contractor must also provide a telephone number for emergencies and must respond within one (1) hour.

EMPLOYEES/WORK – STATE JURISDICTION: All contractor’s work to be performed and employees on the premises shall be subject to the jurisdiction of the State’s representative. It is further agreed that the contractor will hire only employees with good character and technical knowledge of their duties to properly conduct such services.

The contractor must supply personnel trained in the performance of tasks required by this contract and familiarize all employees with the requirements unique in working in and around a transportation facility, including DOT Security Regulations.

The contractor shall be responsible for the proper personal conduct of all his personnel while on the premises. Criminal background checks as described in the General Specifications are **NOT** required in this contract, however, the contractor agrees to remove any employee from this project whose conduct the State feels is detrimental to its best interest, the best interest of the general public, or the tenants. Thefts, threats, violence or verifiable sexual harassment claims may be grounds for immediate staff expulsion. Pending a DAS and DOT investigation will determine the outcome and whether that staff member(s) may return to that site.

INSPECTION: Once per month, as scheduled by the State, the State’s designated representative and contractor’s representative will meet to inspect work under this contract. 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 within one (1) day after the meeting. Failure of the contractor’s representative to attend the inspection or provide a written report shall be considered a validated report of poor performance and/or noncompliance. Three (3) validated reports of poor performance and/or non-compliance will result in immediate termination of the contract (see “Performance Monitoring” section).

ADDITIONAL WORK: There may be additional tasks required that were not specified or anticipated. The contractor shall, for those tasks, submit a written proposal, utilizing his bid hourly rate and calculated square footage charges. The State shall review these additional charges, if in accordance with previously bid rates, and shall request that DAS, Procurement Services, incorporate them into the contract through an appropriate supplement.

ALARM ACCESS CODES: The contractor will be assigned an access code to the building. He shall maintain and make available to the State a log of who is issued the code. Only employees assigned to supervise the cleaning of the building will be authorized the access code by the contractor.

**REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09**

GENERAL WORK ASSIGNMENTS:

SERVICE REQUIRED: Service is required two (2) nights per week, Wednesday and Friday, excluding State holidays - if a holiday falls on a Wednesday or Friday, work is to be done the next business day. The hours of building access to perform work shall be from 4:30 p.m. to 10:00 p.m. All work shall be performed during these hours unless written authorization is obtained from the State.

LEAD CLEANERS: One (1) required to be present while all work is performed. Lead cleaner must have badge permanently identifying him or her as the lead cleaner. The Department of Transportation will allow the lead cleaner to have a full job assignment.

The lead cleaner shall be responsible for the day-to-day performance of the cleaning contract and will have overall responsibility for the work to be performed under this contract. The lead cleaner is to have a copy of the contract with him/her while on duty. It is the responsibility of the lead cleaner to instruct and advise all staff of the requirements contained in this contract and be responsible for the supervision, training, routine scheduling, and inspection of the cleaning work. Lead cleaners shall be **working** cleaners with daily custodial assignments to include all aspects of the work detailed in this contract, including rest room cleaning, floor polishing, vacuuming, etc. The lead cleaner will make sufficient daily routine inspections to ensure that the work is performed as required by this contract. The results of such inspections are to be issued to the State in writing.

STATE EQUIPMENT: The contractor or its employees shall not use State any equipment such as computers, fax machines, or any other electronic equipment.

FURNISH SUPPLIES, EQUIPMENT, AND MATERIALS: The contractor's obligation is to provide all consumable supplies for dispensers currently installed plus up to five percent more towel dispensers, or a minimum of four at no additional cost.

EQUIPMENT: The contractor shall provide compatible equipment, material, and methods in compliance with manufacturer's specifications and recommendations for the products used and the materials and finishes that are to be cleaned. All OSHA Fall-Protection Requirements are the responsibility of the contractor and must be complied with. The contractor shall submit a copy of his Fall Protection Plan to DAS and DOT.

All equipment must be current manufacture and in good operating condition (UL approved) and physical appearance. All equipment is subject to State approval. If the contractor's equipment that is deemed inoperable, it will be considered a validated report of poor performance and/or non compliance (see "Performance Monitoring" section). All equipment must be compatible with the flooring material and surfaces. All wheels shall be of a type that will not mar or damage flooring.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

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

- A. A minimum of two (2) Turbo-style dryer fans with minimum ½ h.p. rating to provide drying.
- B. Portable hot water extraction unit with wand capable of providing 200 cfm airflow. Unit must be able to operate environmentally safe in an indoor environment, be able to deliver cleaning solution, and provide vacuum under standard line power.
- C. Pre-spray dispensing devices.

NOTE: All machines should be equipped with a minimum of fifty (50) feet of electrical cord of adequate size to permit machine operation over a large area. In addition, propane buffers are not allowed.

Equipment or tools to be used on this contract must be provided in the quantities needed with the minimum quantity as one and shall meet the requirements of the work and produce a satisfactory quality of work. The State may order the removal and require replacement of any unsatisfactory equipment. Required equipment, tools, and supplies left on-site include:

- 1. Plastic or stainless steel mopping pails with a wringer
- 2. Short-handle duster with removable head and treated dusting cloth
- 3. Putty scraper
- 4. Small scrub brush
- 5. Small plastic funnel
- 6. Eight (8) ounce plastic measuring cup
- 7. Supply of clean cloths (low lint)
- 8. Plastic spray bottle with glass cleaner
- 9. Gallon of detergent concentrate with jug pump
- 10. Gallon cleaner, disinfectant-concentrate, with jug pump
- 11. Plastic spray bottle with cleaner disinfectant solution
- 12. Plastic spray bottle with clear water
- 13. Lotion-type cleanser
- 14. Metal polish
- 15. Furniture Polish
- 16. Blind dusters and brushes
- 17. Metal can for ashtray disposal
- 18. Dust pan and counter broom
- 19. Wet mop, if non-carpeted floors are in the assigned area

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

20. Dust mop, if non-carpeted floors are in the assigned area
21. Vacuums as specified
22. Carpet cleaning kit
23. Stripping and buffing machines (as required)
24. Extractors as specified – not required to be kept on site
25. Stepladders

MATERIALS:

- A. The contractor will furnish all consumables and supplies and insert various products in the appropriate dispensers. Repair and any needed replacement of broken dispensers is the contractor's responsibility.
- B. Any materials not specifically identified in this contract are subject to the approval of the State.
- C. The contractor shall furnish and install all necessary liquid hand soap as required for all dispensers. Any repairs, replacement, or unclogging of the dispensers is the contractor's responsibility. Replacements must be with approved equal materials. All sinks that do not have a dispenser must have one installed by the cleaning contractor.
- D. The contractor shall use only materials that are labeled and identifiable by brand name. No materials, treatment, or procedure shall be used on any floor or stairway that will cause or contribute to the floor or stairway surface being slippery or unsafe to walk upon in all kinds of weather under normal use.
- E. The contractor is responsible to provide and maintain a number of walk-off mats as described in these specifications.
- F. Material Safety Data Sheets must be supplied and kept current for all supplies and items brought into the facility. The contractor must keep a set and forward a set to the Department of Transportation contact person

SUPPLY DISTRIBUTION: Supplies such as toilet tissue, liners, etc., must be installed in dispensers to ensure an adequate supply for the next day. If the contractor fails to comply with these or similar requirements, the State will promptly notify the contractor to correct the problem(s). Failure by the contractor to comply shall be considered a validated report of poor performance and/or noncompliance (see "Performance Monitoring" section).

COMPLIANCE WITH ENVIRONMENTAL REGULATIONS: The contractor shall be fully responsible for compliance with all environmental regulations and policies. This includes ensuring that the sinks and drains in the building connected to the sewer system

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

are the only acceptable place to dispose of any water, cleaning chemicals, or other products that were used in building cleaning. Under no circumstances should anything be dumped outside on the ground or in catch basins.

TRASH AND RECYCLABLE MATERIAL COLLECTION: Trash, recyclable collection, breakdown of boxes and removal by the contractor to the various on site dumpsters is included in the services to be provided.

TASK SPECIFICATIONS: The following Task Descriptions are the minimum standards for execution of the tasks. The frequency of the task is listed on the Maintenance Task Schedule provided at the end of this division. More Detailed Task Descriptions are also included for certain, more involved materials and procedures. Please be aware that these descriptions supersede those in the section entitled Custodial Services – General Specifications. Please note that when a task is called out for daily performance and the contract is not a five day a week contract, then task execution is only required on the scheduled days.

- A. **Maintain floors using hard surface floor care specifications.** Please refer to hard surface floor care specifications for details of the requirements.
- B. **Clean rugs and carpets.** Remove all gum and foreign matter and spot clean daily. Please refer to carpet specifications for details. Maintain all carpets using procedures as shown in these specifications for carpet maintenance.
- C. **Empty and Clean Trash Receptacles:** The Contractor shall empty all trash receptacles. Liners shall be replaced daily. All trash must be bagged before it is placed in the dumpster. The interiors and exteriors of trash receptacles will be free of trash, liquid, gum, grease, and other foreign substances. Those trash receptacles, which are found to contain liquids or other substances, which could cause odors, shall be washed out and dried before new liners are installed. The Contractor shall place the removed trash into the dumpster/container located in the appropriate location. No trash should be placed on the ground or on top of the trash container. Breakdown all cardboard boxes and place in proper area.

Paper recycling containers: Empty on a daily basis the intermediate white and/or mixed paper recycling containers into the appropriate collection dumpsters.

- D. **Clean Cigarette Receptacles:** Contractor shall empty, clean and refill sand (where applicable) cigarette receptacles and police/sweep area to remove all butts.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- E. **Dust furniture.** Wipe all furniture clean nightly with a treated duster or cloth, including but not restricted to desk(s), table(s), bookcase(s), file cabinet(s), shelf(ves), counter(s), and telephone(s).
- F. **Dust interior surfaces.** Dust all building surfaces such as rails, ledges, windowsills, partitions, blinds, vents, baseboards, etc. Wash clean where necessary.
- G. **Clean Walls and Partitions:** Wipe all walls, partitions, and doors with a cloth and clean water. Clean and polish with suitable material, all bright work, water fountains, etc. Vacuum cloth covered partitions. This also includes elevator interiors.
- H. **Wash Walls and Partitions:** Clean with suitable cleaner and/or detergent all walls, partitions.
- I. **Glass doors – interior and exterior.** All glass on all doors, including office and corridor sidelights and vestibules to be washed clean, including interior and exterior surfaces. All drippings to be wiped clean and dry. Private offices should be checked daily and fingerprints removed with full washing of glass monthly.
- J. **Dust light fixtures.** All light fixtures to be dusted with a suitably treated cloth or duster. Also, open, clean, and remove dead bugs and wipe clean lens with cloth.
- K. **Clean Microwaves & Refrigerators:** The Contractor shall thoroughly clean the exterior surfaces of microwaves and refrigerators using an approved cleaner with a clean cloth to remove all dust, dirt, grease, fingerprints, stains, streaks and food particles.
- L. **Clean elevator tracks:** Each elevator to be stopped, all tracks vacuumed, and all dirt or foreign objects removed (**EXCEPTION – this facility does not have an elevator**).
- M. **Spot clean:** Perform the standard cleaning functions not specifically listed but necessary to maintain a satisfactory level of cleanliness, to perform standard cleaning functions more often than listed frequency due to weather conditions, etc. Spot cleaning to include, but not restricted to, wiping soil or finger marks from all surfaces, especially around light switches, doors, door closers and door jambs, water fountains, counters, window ledges, thresholds, floor hinges and walls.
- N. **Clean rest rooms**

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

1. Remove waste paper and refuse, place plastic liners in receptacles. Empty sanitary receptacles and replace waxed bags. The contractor is responsible at his expense to properly dispose of this material.
 2. Wash and disinfect both sides of toilet seats.
 3. Wash all mirrors.
 4. Wash and disinfect all basins, bowls, and urinals.
 5. Wash, clean, remove markings, and disinfect and polish all bright work, including flushometers, piping, toilet seat hinges, partitions, showers, and trash containers.
 6. Wash, clean, remove markings, and disinfect all walls and partitions.
 7. Sweep and wash all flooring with suitable disinfecting detergent.
 8. Fill toilet tissue, hand towels, and soap dispensers.
NOTE: All dispensers throughout the building including break areas.
 9. Pour water/disinfectant solution into all floor drains.
 10. Machine scrub all ceramic tiles floors during July, October, January, and May.
 11. Refill dispensers; stock all sanitary product machines with product. All machines must vend for 25 cents. All repairs, supplies, product purchase money collections or shortages are the vendor's responsibility.
 12. On a nightly basis, report to the State's representative any equipment that is not working properly, including any leaks noticed, toilets or sinks that are clogged, and any problems with fixtures in bathrooms.
 13. Empty sanitary receptacles and replace with wax bags. The contractor is responsible at his expense to properly dispose of this material.
- O. **Clean all lounge furniture:** To wash clean with a suitable cleaner all furniture, chairs, tables, and receptacles.
- P. **Metal Surfaces:** All metal surfaces around doors, windows, elevator entrances, and all kick plates to be thoroughly cleaned and polished. This is to include handles, sills, frames, hinges, thresholds, pillars, doors, water fountains, elevator interior and exteriors, etc. Polish all bright work and metal.
- Q. **Sweep daily:** All outside walk areas and entranceways within twenty (20) feet of any door. Roll up doors excluded.
- R. **Walk-Off Mats:** Vacuum all entrance areas and walk-off mats. Roll up mats and shake out daily, clean under mats.
- S. **Concrete Flooring:** Weekly, sweep. Care shall be taken to avoid silting any drain systems. All other concrete floors and stairwell areas will be dust mopped and wet mopped daily.
- T. **Desk Mats:** Mop with all-purpose cleaner.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- U. **Exterior Windows:** Remove and clean screens and replace. Wash exterior and interior of all outsidewindows. Windows must be washed with a squeegee using scaffolding or ladders as necessary. Telescopic pole washing is **not** allowed. All OSHA Fall-Protection Requirements must be followed. All screens to be removed and replaced by contractor. Cleaning of windows is to be done during the month of May.
- V. **Clean Ceiling Vents and Diffusers:** Remove vent, dust, then wash with a suitable cleaner to remove all dirt and soot. Dry vent and replace. Vacuum the ceiling tiles within two (2) feet of all vents.
- W. **Light Bulb Replacement:** Every Wednesday, the contractor shall replace all bulbs that are out.
- X. **Clean and Wash Light Fixtures and Lenses:** During the month of September, using suitable machinery and equipment, ultrasonically clean all light fixtures and wipe all bulbs and interior parts of fixture. At the State's option, re-install new light tubes provided by the State, or damp wipe old tubes and re-install.
- Y. **Chair Cleaning:** During the month of June, the following is to be scheduled. Chairs are to be presprayed then hot water extracted. The rest of the chair should be cleaned and wiped off. This task is to be done on Friday nights. All chairs are to be put back at the proper location.
- Z. **Light Bulbs:** On Wednesday nights, replace all burnt out bulbs inside the building. Report all lights still not working after bulb replacement and advise when bulb inventory is low. Lens and light covers found missing or broken will be treated as being broken by the contractor and must be replaced by the contractor at his expense. If a Department of Transportation electrician responds to a report by the contractor for a fixture not working and the bulb is found to be the cause of the problem, the contractor will be billed for this service.

FREQUENCY OF CLEANING DUTIES REQUIRED: The following maintenance task schedule lists the frequency for performing the specific duties required for the various types of materials, occupancies, and areas in the various buildings.

**REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09**

**MAINTENANCE TASK SCHEDULE
PREPARED FOR
DEPARTMENT OF TRANSPORTATION
STATE PIER OFFICE BUILDING, STATE PIER ROAD, NEW LONDON**

Wednesday & Friday Tasks: (A, B, C, D, E, I, K, M, N, O, P, Q, R)

Weekly Tasks: (F, G, J, S, W, Z)

Monthly Tasks: (V)

Bi-Monthly Tasks: (T)

Yearly Tasks: (U done during the month of May, plus yearly portion of B done during June, plus yearly portion of A done during May; X during September; Y during June)

**DEPARTMENT OF TRANSPORTATION
WALK-OFF FLOOR MAT SPECIFICATIONS**

All walk-off mats must be removed, shampooed, and replaced with clean dry mats in good condition at all locations listed below. The State has the right to change the color, quantity, size, or make additions or deletions upon request. Lost mats are the responsibility of the contractor.

Listed below are the mat locations as well as the quantities, color, and mat sizes required.

Note: All mats are to be dark blue.

- ◆ Upper Level Entrance: One (1) mat (3' X 10')

- ◆ Lower Level Entrance: One (1) mat (3' X 5')

All mats must be put into proper place by the contractor. The State reserves the right to add an additional fifty (50%) percent quantity of mats because of weather conditions.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

DEPARTMENT OF TRANSPORTATION
HARD SURFACE FLOOR CARE SPECIFICATIONS
RESILIENT TILE FLOOR CARE SPECIFICATIONS

This program is based on the existing Pioneer/Eclipse System that has been very successful since 1987. Any manufacturers system will be considered, however; full literature must be provided with the Bid explaining the system. The documentation needs to show how all the floor products work together as a system. The names and address of two (2) similar-sized buildings using this alternate system must be submitted with bid. They will be visited and assessed to determine if results are acceptable.

Some flooring and other building components at this facility may contain asbestos. Burnishing of tile is allowed but the tile must never be allowed to become unfinished or have all finish removed without an immediate recoating. It is required that the contractor have an employee that has had current asbestos awareness training on site at all times. Both DAS and DOT require copy of the certification prior to commencement of contract. Certifications must be renewed yearly and submitted to DOT.

WEDNESDAY MAINTENANCE

1. **SWEEP:** Sweep floor. Clean all loose dirt, dust, and debris. Remove mats.
2. **MOP:** Dust entire floor using an untreated dust mop. Remove all gum and stickers.
3. **CLEAN:** Using a clean mop, damp mop entire floor with Eclipse Neutral Cleaner. Rinse mop and change mop water when dirty.

FRIDAY MAINTENANCE

1. **SWEEP:** Sweep floor. Clean all loose dirt, dust, and debris. Remove mats.
2. **MOP:** Dust entire floor using an untreated dust mop. Remove all gum and stickers.
3. **CLEAN:** Using a clean mop, damp mop entire floor with Eclipse Rebound Cleaner. Rinse mop and change water when dirty.
4. **BUFF:** Dry buff floor with high-speed burnisher and Pioneer Blue Blend pad. Replace mats.
5. **SWEEP:** Sweep floor to remove dust from burnisher.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

BI-MONTHLY MAINTENANCE (EVERY OTHER MONTH)

1. **SWEEP**: Sweep floor. Clean all loose dirt, dust, and debris. Remove mats. Dust entire floor with untreated dust mop. Remove all gum and stickers. Remove objects not permanently affixed to the floor.
2. **SCRUB**: Using conventional floor machine, mop entire floor with Eclipse Neutral cleaner – 4 oz. per gallon of cold water. Mounting a gray Superscrub pad, scrub entire floor at low speed.
3. **RINSE**: Using a clean mop and bucket, wet mop entire floor with clear, cold water. Rinse mop and change water frequently. If necessary, repeat above, rinse steps to ensure totally clean floor. **CAUTION: DO NOT RINSE FLOORS WITH DIRTY MOPS OR WATER.**
4. **BURNISH**: Burnish entire floor to identify areas of wear.
5. **RE-COAT AREAS OF WEAR AS IDENTIFIED ABOVE**: Using a clean rayon mop and bucket, apply up to three (3) thin, even coats of Equinox Floor Finish in the following manner: First, saturate mop head with Equinox and wring out; Second, outline section of floor to be re-coated, staying at least two (2”) inches from all edges or counters; Third, fill in outlined area; and Last, allow at least 30 minutes to dry between each coat.
6. **BUFF**: After floor has thoroughly dried (allow 30 to 60 minutes after last coat), dry buff entire floor with high-speed burnisher and Pioneer Blue Blend pad. Replace mats and equipment.

ONCE PER YEAR MAINTENANCE

1. **SWEEP**: Remove all obstructions not permanently affixed to the floor. Remove all gum and stickers. Using an untreated dust mop, thoroughly dust and sweep entire floor.
2. **STRIP**: Mop floor with liberal solution of one (1) gallon of Formula X to each six (6) gallons of cold water. Adjust this ratio depending on the amount of finish buildup. Allow solution to soak for ten minutes. On edges use “doodle bug” style edge scrubber with black strip pad. Scrub floor with floor machine using black strip pads. Remove **all** splatter caused by stripping.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

3. **RINSE:** Mop up dirty water left by scrubbing with one (1) ounce of Eclipse Neutral Cleaner per gallon of cold water. Mop thoroughly under shelves and in corners. Change water frequently. If necessary, repeat rinsing steps to ensure floor is totally clean. **NEVER APPLY FINISH OVER DIRTY FLOOR.**

4. **RE-COAT:** Using a clean mop and bucket, apply two (2) coats of Prime Star and allow to dry thoroughly between coats. Apply three (3) coats of Equinox Floor Finish as follows: First, wring out mop-head that has been saturated in Equinox; Second, outline section of floor to be re-coated staying at least two (2") inches from the edges and counters; Third, mop **FIRST COAT** in outlined area and allow to dry; Fourth, apply **SECOND COAT** thinly in the above manner and allow to dry; Fifth, apply a final, very thin **THIRD COAT** over the entire floor and up to edges and allow to dry.

5. **BUFF:** After Equinox Floor Finish is thoroughly dry, dry buff entire floor with Pioneer Blue Blend pad and high-speed buffer. This generates the heat necessary to create a hard, deep shine.

NOTE: Within one (1) month of the contract start date, it is the contractor's responsibility to contact the factory representative of whatever floor system is being used and arrange a minimum three (3) hour training session at the facility for the contractor's personnel. Any costs associated with this training are the contractor's responsibility. The State must be notified of the date and time of this training session in order to verify its successful completion. This training must be repeated at the midpoint of the contract.

DEPARTMENT OF TRANSPORTATION
CARPET CLEANING AND MAINTENANCE SPECIFICATIONS

1. **METHODS OF CLEANING:** All carpeting will be cleaned by integrating the below four (4) methods. They are as follows:
 - A. Vacuuming at prescribed intervals as defined by the State.
 - B. Pile lifting at prescribed intervals as defined by the State.
 - C. Portable hot water extraction unit with wand capable of providing 200 cfm airflow.
 - D. Spot extraction of stains at no charge to the State.

2. **EQUIPMENT:**
 - A. Extractor as specified.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- B. Heavy-duty commercial upright vacuum with beater brush features (not exceeding 18”) and dual vacuum motors able to accommodate disposal bags.
- C. Hysurf or equivalent vacuum bags required.
- D. Pile lifter units to provide all pile lifting.
- E. Turbo-style dryer fans with minimum ½ h.p. rating to provide drying.
- F. Pre-Spray dispensing device (in-line operational from Hot Water Extraction Unit).

3. **FREQUENCY OF CLEANING:**

A. Vacuuming

Full area vacuum Wednesday and Friday using four-direction motion. Spot clean as required.

B. Pile Lifting-Bi-Monthly

To be performed bi-monthly.

C. Hot Water Extraction (pile lifting must be done prior to hot water extraction). The entire building will be cleaned yearly by this method. Stains will be cleaned as they occur using this method.

All operations below: Pile lifting and pre-spray prior to extractions. **Do not add detergents to the extractor water.**

Water extraction is the required and most effective method to deep clean carpets. When used as part of a preventative maintenance program, extraction will be done on the carpet before it is visibly dirty. The following basic steps are to be followed:

- 1) Pile lift and vacuum the carpet.
- 2) Spot clean as required.
- 3) Apply a pre-spray to high traffic and heavily soiled areas to be extracted. Agitate with a grooming brush. The pre-spray can have a stand time of up to 15 minutes. Do not let the pre-spray dry.

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- 4) Use clean water in the extractor. Chemicals to improve rinsing are approved.

DO NOT ADD DETERGENTS TO THE EXTRACTOR WATER!

- 5) Extract. Heavily soiled areas may require more than one (1) extraction pass. The carpet is clean when the extract water is clear.
- 6) “Dry-Vac” the area using extractor suction only (no spray). This procedure will remove additional water and accelerate drying.
- 7) Allow the carpet to dry completely prior to use. Portable blowers are required.
- 8) Chair mats are not to be placed until floor is dry.

4. **SPOTTING:**

- A. Spotting procedures will be performed on a daily basis to the entire facility. Every effort should be made by the contractor to remove a spot as soon as possible following its occurrence.
- B. Spotting should be integrated with the scheduled cleaning method.
- C. Copy areas should be checked and attended to daily for spotting of toner and related soiling.
- D. Vending areas should be checked daily to ensure the expedient removal of any food spillage. Carpet in these areas should be pre-sprayed with an enzyme-based cleaner when hot water extraction is performed.

5. **EQUIPMENT STORAGE:**

The State will provide an area on the premises for the storage of equipment and cleaning products related to this contract. Cleaning chemicals will be required to be stored by the contractor in accordance with all State and local fire marshal codes and requirements. The contractor must assume all responsibility for loss, theft, or damage to equipment.

6. **CHEMICALS, SPOTTERS, AND CLEANING AGENTS:**

REVISED 5/22/06 (PART OF ADDENDUM #1)
CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

A complete list of all chemicals used to perform the above services shall be presented to the State and carpet manufacturer in order to obtain their written approval prior to the performance of these specifications.

7. **MOVING OF FURNITURE AND EQUIPMENT:**

The contractor is solely responsible for moving and replacing all equipment and material. The entire carpet area is to be cleaned on a yearly basis. The contractor shall not replace chair mats until the carpet is completely dry. This may take several days to fully dry.

**REVISED 5/22/06 – ADDENDUM #1
CUSTODIAL SERVICES – GENERAL SPECIFICATIONS
DOT – NEW LONDON
06PSX0166**

Description of Services

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

Work and Workmanship

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

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

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

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

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

Damage to State Property

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

Consumable Materials and Supplies

The Contractor shall as part of the pricing include the cost of furnishing all supplies as part of the services provided at no additional cost to the State and pricing without. Supplies/consumables include but may not be limited to trash receptacle liners, sanitary napkins, paper towels, toilet paper, hand soap. Consumables shall meet EPP requirements for 100% post consumer waste

Custodial Services – General Specifications

content (e.g. toilet paper, paper towels). Materials for cleaning purposes including but not limited to, wax, floor stripper, roll paper towels, germicidal cleaner, furniture cleaner and polish, carpet shampoo, etc. should meet EPP guidelines.

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

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

Cleaning Equipment

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

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

Use of State Property

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

OSHA Guideline Compliance

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

- MSDS must be updated annually and submitted to the State's designee. Any and all cleaning product changes and their MSDS must be submitted to the State's designee for approval **prior** to utilization.

- MSDS information must be in compliance with OSHA Regulation 1910.1200 paragraph g.
- Contractor shall comply with OSHA Regulation 1919.1200 paragraph f, concerning the labeling of all chemical containers.

- Contractor shall use caution signs as required by OSHA Regulation 1910.144 and 1910.145.
- Contractor shall comply with OSHA Standard 29CFR1910.1039 Blood Borne Pathogens as it pertains to the training, safety and equipment needed for all employees who are engaged in custodial

Custodial Services – General Specifications

service.

- Contractor shall provide proof of compliance with OSHA Regulation 1920.1200
- Hazard Communication to the State's designee within ten (10) business after contract award.
- Failure of the Contractor to comply with all applicable laws and regulations shall permit the State to terminate this contract without liability.

Labeling of Chemicals and Supplies

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

Schedules and Days of Operation

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

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

Contractor Employees - Supervisors

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

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

Contractor Employees

Custodial Services – General Specifications

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

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

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

If Contractor uses an employee who is not on the "list", the State's designee may order that person(s) off the property and deduct the cost of a full working shift of associated labor from the monthly invoice. Repeated use of employees who are not on the list may be sufficient grounds for termination of the contract.

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

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

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

Tasks

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

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

It is the responsibility of the Contractor to inspect and identify any condition(s) that renders any

Custodial Services – General Specifications

portion of the facility unsafe as well as any unsafe practices occurring thereon. The State's designee shall be immediately notified of any unsafe condition.

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

Resilient Tile and Concrete/Hard Surface – Daily tasks begin by sweeping floor with a treated dust mop to remove all dirt, dust, trash particles and other debris. Contractor shall utilize a synthetic mildly abrasive pad (or equivalent) to remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substances. A putty scraper with a metal blade of 1.5 to 2 inches may be used to remove gum like substances. Contractor shall then wet mop the floor. When wet mopping, the Contractor shall ensure that the floors, walls, baseboards, corners, thresholds and adjacent surfaces are free of dirt, dust, marks, scars streaks, spills, stains, gum, tar and other foreign substances, including those resulting from the splashing of the cleaning solution. The Contractor shall ensure that all cleaning solutions have been mixed according to the manufacturer's directions and are appropriate for the floor surface. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors.

Wood/Wood Parquet Floors - Daily tasks begin by removing any and all spills, standing water, or moisture by using a wet/dry vacuum or dry mop. The Contractor shall then sweep the floor utilizing a properly treated dust mop to remove dirt, dust trash, particles and other debris, ensuring that no oily film exists after completion. During the cleaning operation Contractor will inspect the flooring to ensure that there are no loose or raised areas. If such areas are found the Contractor shall immediately notify the State's designee. Contractor shall remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substances using an approved solution using an approved fine pad and soft cloth; extensive areas can be addressed by using an approved fine pad and a high speed floor machine. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors. Upon completion of the cleaning operation, the Contractor shall ensure that no area is more slippery than another and conversely that no area has more drag than another.

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

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

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

Custodial Services – General Specifications

advised of wet or slippery floors.

Strip and Wax Floors: - Resilient Tile and Concrete/Hard Surface – Contractor shall strip and wax floor with an approved floor wax. The entire room or corridor shall be completed in one (1) operation, and shall be completed with the manufacturer’s recommendation. The Contractor shall take the necessary precautions including the display of “wet floor” signs, to ensure that facility users are advised of wet or slippery floors.

Strip and Wax Floors: - Wood/Wood Parquet - Contractor shall strip and wax floor with an approved floor wax. The entire room or corridor shall be completed in one (1) operation, and shall be completed with the manufacturer’s recommendation. The contractor shall screen/scrub floor until the entire floor area is uniformly dull, ensuring that the screen or floor pad is not so abrasive that it is removing more than the existing floor finish. The entire area shall be vacuumed to remove finish dust. A clean untreated dust mop or tack cloths shall be used to remove any remaining dust. After the entire area is uniformly dull and clean, Contractor shall use a lamb’s wool applicator to apply two (2) coats of an approved water base finish, allowing for sufficient drying time between coats. Contractor will take the necessary precautions to secure the area to allow for sufficient drying and curing time.

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

Clean Carpets By Extraction Method: - Contractor shall thoroughly clean carpet (i.e. carpeted area) using the water extraction method. Contractor shall begin the cleaning operation by removing all movable furnishings from the carpeted areas, placing the furnishings in an appropriate temporary location. All paper, gum, rubber bands staples, paper clips and other debris shall be removed from the carpeted area. The contractor shall then use a carpet vacuum to remove all surface soil and embedded grit. All spots and stains shall be treated with an approved spot cleaning solution and a soft bristle brush. Spot cleaning should continue until as much of the spot or stain as possible has been removed. Water extraction equipment shall be operated over the entire carpeted area. All instructions provided by the manufacturer of the water extraction equipment shall be followed. After allowing sufficient drying time, the Contractor shall vacuum the carpeted area following a pattern, which will give the carpet pile a uniform appearance. The contractor shall conclude the operation by replacing furnishings in their original locations.

Clean Walls, Wall Cabinets & Partitions: - The Contractor shall spot clean walls, including light switches, wall cabinets, and partitions to remove dirt, cob webs, mold, graffiti, grease, marks, stains, smears, mold and other foreign substances. The Contractor shall ensure that the walls, wall cabinets, and partitions are uniformly clean, and that there are no smudge spots on the wall overlaps, and that water/cleaning fluids are not spilled on the floor or adjacent areas.

Custodial Services – General Specifications

Clean Glass Doors and Door Frames: - The Contractor shall spot clean doors, including door glass and handles and door frames to remove all dirt, cob webs, mold, graffiti, grease, marks, stains, smears, mold and other foreign substances. The Contractor shall ensure that water/cleaning fluids are not spilled on the floor or adjacent areas.

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

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

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

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

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

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

Empty and Clean Trash Receptacles: - The Contractor shall empty all trash receptacles. Liners shall be replaced daily. All trash must be bagged before it is placed in the dumpster. The interiors and exteriors of trash receptacles will be free of trash, liquids, gum, grease, and other foreign substances. Those trash receptacles, which are found to contain liquids or other substances, which could cause odors, shall be washed out and dried before new liners are installed. The Contractor

Custodial Services – General Specifications

shall place the removed trash into the dumpster/container located in the appropriate location. No trash should be placed on the ground or on top of the trash container.

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

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

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

Clean Drinking Fountains: - The Contractor shall use an approved germicidal disinfectant, applied from a spray bottle, a clean sponge, small brush or mildly abrasive pad to remove all hard water deposits, obvious soil, streaks, smudges and foreign substances from the drinking fountain and entire fixture/cabinet.

Clean Restrooms:

Sinks, Toilets, Urinals, Exposed Plumbing – Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, toilet bowl mop, clean cloth and cleanser to completely clean and disinfect all exposed surfaces of sinks, toilets, urinals and exposed plumbing. The cleaning shall include the drying and polishing of all exposed hardware. The interior of the toilets, toilet seats and urinals shall be scoured using a bowl mop. After the interior has been scoured, the fixture shall be flushed and the water level followed down with a circular motion of the bowl mop to remove stains and chemical rings. After cleaning the fixtures shall present a clean, bright, shiny appearance. Fixtures shall be free of all visible soil, scales, blood, feces, rust stains, scum, streaks, oily smudges, mineral deposits, and other foreign substances. All metal hardware such as flush valves, faucet valves and faucets shall be wiped dry and be free of streaks, spots, stains, etc. Toilet seats will be maintained in a safe condition. Inoperable or broken fixtures shall be immediately reported to the State's designee.

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

Clean Walls, Partitions, Door Frames and Door Handles – The Contractor shall spot clean walls, partitions (including the interior of toilet stalls and doors), door frames, and door handles to remove all dirt, cob webs, graffiti, grease, marks, blood, feces, stains, smears, mold and other foreign

Custodial Services – General Specifications

substances. The contractor shall ensure that water/cleaning fluids are not spilled onto floors or adjacent areas.

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

Empty and Clean Trash Receptacles – The Contractor shall empty all trash receptacles. Liners shall be replaced daily. The interiors and exteriors of trash receptacles

Clean Showers - Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, clean cloth and cleanser to completely clean and disinfect all exposed surfaces and exposed plumbing. The cleaning shall include the drying and polishing of all exposed hardware. After cleaning the fixtures shall present a clean, bright, shiny appearance. Fixtures shall be free of all visible soil, scales, blood, feces, rust stains, scum, streaks, oily smudges, mineral deposits, and other foreign substances. All metal hardware such as faucets shall be wiped dry and be free of streaks, spots, stains, etc. Showerheads will be operational and mildew free. Inoperable or broken fixtures shall be immediately reported to the State's designee.

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

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

Fill and Clean Paper Dispensers: - The Contractor shall refill all paper towel, toilet tissue, sanitary napkin and other paper dispensers to the proper fill level. The contractor shall also wipe clean the dispensers and adjacent surfaces with a germicidal detergent to remove all soil, marks, smudges, smears and other foreign substances. The Contractor shall report inoperative dispensers to the State's designee.

Custodial Services – General Specifications

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

Restroom Floors – Periodic: - Strip and Seal - The Contractor shall strip and seal floors, with an approved sealer. No wax shall be applied. The floor shall be free of dirt, dust mold, streaks, marks, stains, cleaning solution residue, watermarks, cleaning equipment marks, splashing, dissolved/finished particles and other foreign substances. Walls, baseboards, and other surfaces shall be clean and free of watermarks, cleaning equipment marks and splashing. The Contractor shall ensure that baseboards, tile, fixtures and other equipment is not damaged, disfigured or impaired. The Contractor shall take the necessary precautions, including the display of "wet floor" signs to ensure that facility users are advised of wet/slippery floors.

•

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

Clean Exterior – Remove Litter: - The Contractor shall collect and remove all litter and debris around the entryway(s). Litter/debris shall be placed into the appropriate exterior dumpster. No trash/litter/debris shall be left on the ground surrounding or on top of the container. The container shall be closed/locked at all times.

Clean Exterior – Sweep Entryways, Walkways and Stairs: - The Contractor shall sweep the entryways, walkways and stairs to remove all dirt, debris and litter. The Contractor shall ensure that sweeping operations do not pose a hazard to users of the facility.

Clean Exterior – Handrails: - The Contractor shall spot clean handrails, using a clean sponge or clean cloth and an approved cleaning solution to remove all dust dirt, cob webs, grease, oily film, fingerprints, stains, soils and other foreign substances.

Clean Exterior – Trash Receptacles: - The Contractor shall empty all exterior trash receptacles and replace liners. The interiors and exteriors of trash receptacles shall be free of trash, liquids, gum, grease and other foreign substances. Those trash receptacles, which are found to contain liquids or other substances, which could be the cause of odors, shall be washed out and dried before new liners are installed. The Contractor shall place the trash into the exterior dumpster/container located in the exterior trash enclosure. No trash will be left on the ground surrounding or on top of the container.

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

Custodial/Janitorial Closets: - Contractor shall maintain custodial/janitorial closets in a clean and orderly manner. Closets shall be locked/secured at all times.

Custodial Services – General Specifications

Clean Cigarette Receptacles: - Contractor shall empty, clean and refill sand (where applicable) cigarette receptacles and police/sweep area to remove all butts.

Emergency Custodial Services: - Emergency services may include but are not limited to cleaning spills, leaks, sicknesses, animal wastes, breakages, etc. In the event that the emergency event is of such magnitude that the regularly scheduled tasks cannot be accomplished, the State's designee must be informed.

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

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

Tenant satisfaction shall be deemed acceptable in the absence of documentation to the contrary. Documentation will be in the form of the DAS Customer Feedback process. DAS Customer Feedback documents for reporting non-conformances are located on the DAS web site (www.das.ct.us ; e-procurement; customer feedback; agency vendor alert (exhibit C) or vendor performance; (exhibit C).

Inspection by the State's designee will occur on a periodic schedule determined by the State's designee but not less than once per three (3) month period. The State's designee should prepare and file a DAS "Vendor Performance Report" at least semi-annually to document the Contractor's performance. Customer Surveys will be distributed by the Contractor's Supervisor (Crew Leader) at the rate of one (1) per shift. Completed surveys shall be returned to the State's Designee for review/evaluation/action/retention (Exhibit D).

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

PERFORMANCE MONITORING (PLEASE READ CAREFULLY) **(Exhibit C)**

Throughout the term of this agreement the Agent and the Department of Administrative Services will monitor the performance of the contractor in the following manner:
A DAS-Procurement inspector or contract specialist will investigate all formal complaints regarding contractual breaches or poor performance issues for the purpose of validating such complaints. After the first validated report of poor performance or noncompliance, the contractor will be given a reasonable opportunity to cure the performance and compliance issues.

Custodial Services – General Specifications

A second validated report of poor performance or noncompliance may result in a conference involving the contract vendor, the contracting state agency and DAS Procurement. The contractor will then be given a second opportunity to cure poor performance and compliance issues. The vendor will reimburse the State of Connecticut where additional costs are incurred from having to restore an area that has deteriorated due to that vendor's neglect or incompetence.

A THIRD VALIDATED POOR PERFORMANCE OR NONCOMPLIANCE COMPLAINT WILL RESULT IN IMMEDIATE TERMINATION OF THE CONTRACT. The Department of Administrative Services will employ another Contractor to fulfill the requirements of the contract. The terminated contractor shall be liable to the State of Connecticut for all additional costs incurred as a result of the termination pursuant to Section 22 of the Standard Contract Terms & Conditions.

Custodial Services – General Specifications

Exhibit A

APPA CUSTODIAL SERVICE LEVELS

Level 1 - Orderly Spotlessness

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

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

Level 2 - Ordinary Tidiness

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

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

Level 3 - Casual Inattention

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

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

Level 4 - Moderate Dinginess

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

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

Custodial Services – General Specifications

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

Level 5 - Unkempt Neglect

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

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

Custodial Services – General Specifications

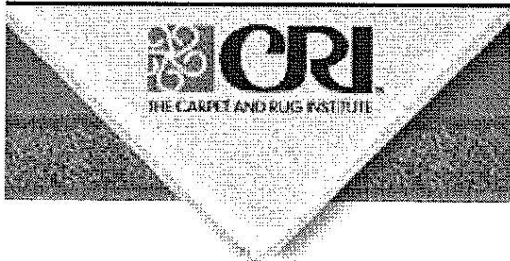
Exhibit B

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

Custodial Services – General Specifications

CRI - The Carpet and Rug Institute

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



SEARCH BY Google™ enter keyword(s) here

Consumer Resources Professional Resources Initiatives and Affiliations

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

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

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

News Room

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



Selecting the Right Carpets and Rugs
 Key considerations in deciding which kind of carpet is best for you

Spot Solver
 Straight-forward suggestions for spills, smears and stains.

Care and Cleaning
 From basic vacuuming to selecting a carpet cleaning professional to suggested cleaning methods



Green Label Approved Vacuum Cleaners
 Look for the CRI indoor air quality label on approved machine packaging and merchandising displays

Factors that Affect Indoor Air Quality (IAQ)
 Carpet has been found to act

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

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



Carpet and the Environment
 Indoor air quality and overburdening landfill space are of particular significance to today's industry leaders



Industry Statistics
 A closer look at style, pricing and shipping trends

Industry Standards for Installation
Standard For Installation



Seal of Approval Program for Carpet Cleaning Products
 This program is designed to recognize superior carpet cleaning products for the consumer and the cleaning professional



Indoor Air Quality Testing Programs for New Carpet, Floor Covering Adhesives, and Carpet Cushion
 These "Green Label" programs recognize manufacturers whose products improve indoor air quality



<http://www.carpet-rug.com/>

Custodial Services – General Specifications

Carpet & Rug Institute - Green Label Vacuums: Cleaner Carpet, Cleaner Air - Certifying Better Vacuums to

SELECTING CARPET AND RUGS

CARE AND CLEANING

INSTALLATION

SEAL OF APPROVAL

INDOOR AIR QUALITY

NEWS ROOM

TECHNICAL INFORMATION

CARPET INDUSTRY FACTS

CRI AND ITS MEMBER COMPANIES

RESEARCH



Green Label Vacuums: Cleaner Carpet, Cleaner Air

Printer Friendly Format

Carpet-Rug.org
 World Wide Web

enter keyword

SEARCH

powered by Google™

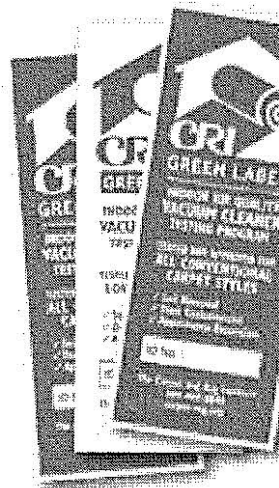
Certifying Better Vacuums to Clean Your Carpet — and Protect Indoor Quality (IAQ)

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

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

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

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



» Searchable List of Green Label Approved Vacuum

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

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

http://www.carpet-rug.org/drill_down_2.cfm?page=8&sub=9

Custodial Services – General Specifications

Exhibit C

Custodial Services – General Specifications

DAS - Vendor Problem Alert Form



State of Connecticut
Department of Administrative Services

ABOUT DAS FAQs PRESS ROOM SITE MAP

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

DAS SEARCH

Advanced Search

Enter search term

DAS CONTENT

- >> [ePROCUREMENT](#)
- >> [BUSINESS](#)
- >> [FLEET SERVICES](#)
- >> [JOBS](#)
- >> [HUMAN RESOURCES](#)
- >> [RESOURCE DIRECTORY](#)

DAS FEEDBACK

>> [FEEDBACK COMMENTS](#)

DAS CONTACT US

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

Procurement
 (860) 713-5095

Exams/Jobs
 (860) 713-5205

Auctions
 (860) 571-7445

FAX US

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

>> AGENCY VENDOR ALERT

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

VENDOR INFORMATION

VENDOR NAME

VENDOR MAILING ADDRESS

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

VENDOR FEIN

KNOWN CONTRACT AWARDS

AGENCY INFORMATION

AGENCY NAME

CONTACT NAME

http://www.das.state.ct.us/Purchase/vendor_problem_form.asp

Custodial Services – General Specifications

DAS - Vendor Problem Alert Form



State of Connecticut
Department of Administrative Services

[ABOUT DAS](#) [FAQS](#) [PRESS ROOM](#) [SITE MAP](#)

[Quick Links: » GOVERNMENT » BUSINESSES » PUBLIC](#)

DAS SEARCH

Advanced Search

Enter search term

DAS CONTENT

[» ePROCUREMENT](#)

[» BUSINESS](#)

[» FLEET SERVICES](#)

[» JOBS](#)

[» HUMAN RESOURCES](#)

[» RESOURCE DIRECTORY](#)

DAS FEEDBACK

[» FEEDBACK COMMENTS](#)

DAS CONTACT US

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

Procurement
(860) 713-5095

Exams/Jobs
(860) 713-5205

Auctions
(860) 571-7445

FAX US

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

» AGENCY VENDOR ALERT

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

VENDOR INFORMATION

VENDOR NAME

VENDOR MAILING ADDRESS

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

VENDOR FEIN

KNOWN CONTRACT AWARDS

AGENCY INFORMATION

AGENCY NAME

CONTACT NAME

http://www.das.state.ct.us/Purchase/vendor_problem_form.asp

Custodial Services – General Specifications

DAS - Vendor Performance Form



State of Connecticut
Department of Administrative Services

ABOUT DAS FAQs PRESS ROOM SITE MAP

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

DAS SEARCH

Advanced Search

Enter search term

DAS CONTENT

- >> [ePROCUREMENT](#)
- >> [BUSINESS](#)
- >> [FLEET SERVICES](#)
- >> [JOBS](#)
- >> [HUMAN RESOURCES](#)
- >> [RESOURCE DIRECTORY](#)

DAS FEEDBACK

>> [FEEDBACK COMMENTS](#)

DAS CONTACT US

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

Procurement
(860) 713-5095

Exams/Jobs
(860) 713-5205

Auctions
(860) 571-7445

FAX US

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

>> VENDOR PERFORMANCE REPORT

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

Items in RED must have information provided.

Contract Award Number

Purchase Order/ Requisition Number

ACTION REQUESTED For Information Only
 Immediate Action Requested

VENDOR NAME

VENDOR MAILING ADDRESS

City State

AGENCY NAME

AGENCY ADDRESS

http://www.das.state.ct.us/Purchase/vendor_performance_report.htm

Custodial Services – General Specifications

DAS - Vendor Performance Form

Driving Directions

City	State
	Connecticut

AGENCY REPORT
PREPARED BY

E-MAIL ADDRESS*

Verify E-MAIL

Enter your email address again for verification.

PHONE* () () ()

FAX () ()

NATURE OF
REPORT

Check all that apply & explain below.

QUALITY ISSUES

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

DELIVERY ISSUES

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

http://www.das.state.ct.us/Purchase/vendor_performance_report.htm

Custodial Services – General Specifications

DAS - Vendor Performance Form

SERVICE/MISCELLANEOUS ISSUES



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

Explanation Explain Issue and any Action already taken.

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

Procurement Personnel will contact you for any additional information. All information will be forwarded to you via e-mail.

Submit The Form

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

http://www.das.state.ct.us/Purchase/vendor_performance_report.htm

Custodial Services – General Specifications

Exhibit D

Custodial Services – General Specifications

Custodial Service Cleanliness Evaluation

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

- ❖ Trash receptacles empty and cleaned? _____
- ❖ Workstation (desk) dusted? _____
- ❖ Shelves cleaned and dusted? _____
- ❖ File cabinets dusted? _____
- ❖ Carpet vacuumed? _____
- ❖ Stains removed? _____
- ❖ Floor has luster? _____
- ❖ Floor cleaned? _____
- ❖ Restrooms cleaned and stocked? _____
- ❖ Baseboards cleaned? _____
- ❖ Windows cleaned? _____
- ❖ Ledges cleaned and dusted? _____

❖ **Comments:** _____

INVITATION FOR BIDS
SP-11 Rev. 3/06
(Prev. Rev. 12/05)

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

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



NOTICE TO VENDORS: Logon to
<http://www.das.state.ct.us/busopp.asp>
select the **Bidder Notification System &**
complete the form to automatically receive a synopsis
of new Bids & RFP's **via e-mail.**
Addresses for undeliverable e-mails will be deleted.

www.das.state.ct.us/busopp.asp

DAS CT State Web Site

ann.simeone@ct.gov

Contract Specialist E-mail Address

(860) 622-2921

Fax Number

Invitation for Bids

SPECIFICATIONS & BID DOCUMENTS ATTACHED

Bid Number: **06PSX0166** Bid Opening Date & Time: **8 June 2006 at 2:00 PM Eastern Time**

Bid Description: **Custodial and Related Services for the Dept. of Transportation's Maritime Operations Office at the New London State Pier**

Special Instructions: **Bidders/Proposers are advised that this bid/request for bid has been set-aside for participation by only those Small Business Enterprise (SBE) and Minority Business Enterprises (MBE) certified as such by the State of Connecticut's Department of Administrative Services/Business CONNECTIONS – Set-Aside Program, pursuant to Connecticut General Statute 4a-60g.**

MANDATORY PRE-BID MEETING and SITE INSPECTION on 24 May 2006 at 9:45 am Eastern Time

NOTE: Late Arrivals (15 minutes or more) will not be given credit for attendance nor allowed to participate in the bid process.

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

Pre-Bid Meeting Location: Administration Building
New London State Pier
State Pier Road
New London, CT

This contract replaces the following contract award(s) in part or in total: **01PSX0215**

SEALED BID NO.: 06PSX0166

NOT TO BE OPENED UNTIL: 8 June 2006
2:00 PM

Return Bid To:

|||||
PROCUREMENT SERVICES
DEPARTMENT OF ADMINISTRATIVE SERVICES
STATE OF CONNECTICUT
165 CAPITOL AVE 5th FLOOR SOUTH
PO BOX 150414
HARTFORD CT 06115-0414

NOTE: Always use mailing label at left on all packages when returning the ORIGINAL & ONE COPY of your bid response.

Bids must be time & date stamped by DAS Procurement & cannot be accepted after specified Bid Opening Time.

Allow sufficient time if mailing your bid.

Hand-delivered bids must be brought to:
DAS Customer Service, Room 110,
165 Capitol Avenue, Hartford, CT

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

STATE OF CONNECTICUT

BIDDER'S CHECKLIST

Bid Number:

06PSX0166

READ CAREFULLY

IT IS SUGGESTED THAT YOU REVIEW AND CHECK OFF EACH ACTION AS YOU COMPLETE IT.

- ___ 1. The **Bid Proposal** (SP-26) **must be signed** by a duly authorized representative of the company. *Unsigned bids automatically rejected.*
- ___ 2. The **Proposal Schedule** (SP-16) **must be included** with your bid and contain the following:
- ___ a. VENDORS NAME **MUST BE** IN THE UPPER RIGHT CORNER OF ALL PROPOSAL SCHEDULE PAGES.
- ___ b. The bid prices you have offered have been reviewed and verified.
- ___ c. The price extensions and totals have been checked. (In case of discrepancy between unit prices and total prices, the unit price will govern the bid evaluation).
- ___ d. Any errors, alterations, corrections or erasures to unit prices, total prices, etc. **must be initialed** by the person who signs the bid proposal or his designee. Such changes made and not initialed mean automatic rejection of bid.
- ___ e. The **payment terms are Net 45 Days** (You may offer cash discounts for prompt payment). Net Terms for periods less than 45 days (Ex. Net 30) may result in bid rejection. *Exception:* State of CT Small Business Set-Aside bids payment terms shall be in accordance with CGS 4a-60j.
- ___ f. The **delivery information** block has been completed. Be specific: In most cases, "as ordered" or "as required" is not complete information.
- ___ 3. **All Affidavits** must be signed, notarized, and returned with bid. Failure to do so may result in bid rejection.
- ___ 4. Any technical or descriptive literature, drawing or bid samples that are required have been included with the bid.
- ___ 5. If required the amount of **bid surety** has been checked and the surety has been included.
- ___ 6. Form DAS-45 or SP-34 (as applicable) must be completed entirely regardless of the number of employees, even if the company is family owned and/or operated and must be submitted with each bid or bid may be rejected.
- ___ 7. Any addenda (SP-18) to the bid have been signed and included.
- ___ 8. **MAKE SURE TO INCLUDE THE ORIGINAL PROPOSAL SCHEDULE PAGES (SP-16) ALONG WITH ONE COPY** (unless more copies are requested within the bid specifications).
- ___ 9. The bid number on the pre-addressed mailing label or on your hand marked return envelope exactly matches the bid number inside the envelope.
- ___ 10. The pre-addressed mailing label has been used on your bid envelope *or* the bid envelope has been:
- ___ a. marked with the **Bid Number** and **Bid Opening Date &**
- ___ b. addressed to:
- State of Connecticut
Department of Administrative Services
Procurement Services
165 Capitol Avenue, 5th floor
PO Box 150414
Hartford, CT 06115-0414
- ___ 11. The bid is mailed or hand-delivered in-time to be received and date stamped by DAS Procurement no later than the designated opening date and time. **Late bids are not accepted under any circumstances.** Please allow enough time if mailing in your bid. Hand-delivered bids must be delivered to the DAS Customer Service Desk, Room 110, 165 Capitol Ave, Hartford, CT.
- ___ 12. **Do not return** pages that you are not quoting on. **THIS FORM IS NOT TO BE RETURNED WITH YOUR BID.**

STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT SERVICES
165 Capitol Avenue, 5th Floor South
PO BOX 150414
HARTFORD, CT 06115-0414

BID NO. 06PSX0166

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

Read & Complete
Carefully

BID NO: 06PSX0166	BID DUE DATE: 8 June 2006	BID DUE TIME: 2:00 PM Eastern Time	BID SURETY: \$0.00	DATE ISSUED: 16 May 2006
-----------------------------	-------------------------------------	--	------------------------------	------------------------------------

DESCRIPTION:

Custodial and Related Services for the Department of Transportation's (DOT) Maritime Operations Office at the New London State Pier

FOR: Department of Transportation 2800 Berlin Turnpike Newington, CT 06111	TERM OF CONTRACT / DELIVERY DATE REQ'D: July 1, 2006 - June 30, 2009 (The State reserves the option to extend up to 3 years)
See Mandatory Pre-Bid Information on Invitation for Bids (form SP-11)	Agency Requisition Number(s): 00025702

INVITATION FOR BIDS: Pursuant to the provisions of Section 4a-57 of the General Statutes of Connecticut as amended, sealed proposals will be received by Procurement Services for the State of Connecticut, at the address above for furnishing the commodities and/or services herein listed to state agencies.

NOTE: Bidder means Individual/Sole Proprietor, Partnership or Corporation name.

IMPORTANT: ALL pages of this form, Sections 1 through 4 must be completed, signed and returned by the bidder as part of the bid package. Failure to submit all pages of this form constitutes grounds for rejection of your bid.

Section 1 of 4 - **BIDDER INFORMATION**

COMPLETE BIDDER LEGAL BUSINESS NAME		Taxpayer ID # (TIN): <input type="checkbox"/> SSN <input type="checkbox"/> FEIN	
WRITE/TYPE SSN/FEIN NUMBER ABOVE			
BUSINESS NAME, TRADE NAME, DOING BUSINESS AS (IF DIFFERENT FROM ABOVE)			
BUSINESS ENTITY: <input type="checkbox"/> CORPORATION <input type="checkbox"/> LLC CORPORATION <input type="checkbox"/> LLC PARTNERSHIP <input type="checkbox"/> LLC SINGLE MEMBER ENTITY <input type="checkbox"/> NON-PROFIT <input type="checkbox"/> PARTNERSHIP <input type="checkbox"/> INDIVIDUAL/SOLE PROPRIETORSHIP			
NOTE: IF INDIVIDUAL/SOLE PROPRIETOR, INDIVIDUAL'S NAME (AS OWNER) MUST APPEAR IN THE LEGAL BUSINESS NAME BLOCK ABOVE.			
BUSINESS TYPE: A. SALE OF COMMODITIES B. MEDICAL SERVICES C. ATTORNEY FEES D. RENTAL OF PROPERTY (REAL ESTATE & EQUIPMENT)			
E. OTHER (DESCRIBE IN DETAIL)			
UNDER THIS TIN, WHAT IS THE PRIMARY TYPE OF BUSINESS YOU PROVIDE TO THE STATE? (ENTER LETTER FROM ABOVE)			
UNDER THIS TIN, WHAT OTHER TYPES OF BUSINESS MIGHT YOU PROVIDE TO THE STATE? (ENTER LETTER FROM ABOVE)			
NOTE: IF YOUR BUSINESS IS A PARTNERSHIP, YOU MUST ATTACH THE NAMES AND TITLES OF ALL PARTNERS TO YOUR BID SUBMISSION.			
NOTE: IF YOUR BUSINESS IS A CORPORATION, IN WHICH STATE ARE YOU INCORPORATED?			
WRITTEN SIGNATURE OF PERSON AUTHORIZED TO SIGN BIDS ON BEHALF OF THE ABOVE NAMED BIDDER			DATE EXECUTED
← SIGN HERE			
TYPE OR PRINT NAME OF AUTHORIZED PERSON		TITLE OF AUTHORIZED PERSON	
IS YOUR BUSINESS CURRENTLY A DAS CERTIFIED SMALL BUSINESS ENTERPRISE? <input type="checkbox"/> YES (ATTACH COPY OF CERTIFICATE) <input type="checkbox"/> NO			
IF YOU ARE A STATE EMPLOYEE, INDICATE YOUR POSITION, AGENCY & AGENCY ADDRESS.			

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


STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT SERVICES
165 Capitol Avenue, 5th Floor South
PO BOX 150414
HARTFORD, CT 06115-0414

BID NO.
06PSX0166

Read & Complete
Carefully

Section 1 of 4 - **BIDDER INFORMATION (CONTINUED)**

BIDDER ADDRESS	STREET	CITY	STATE	ZIP CODE
Add Additional Business Address & Contact information on back of this form.				
BIDDER E-MAIL ADDRESS			BIDDER WEB SITE	
REMITTANCE INFORMATION: INDICATE BELOW THE REMITTANCE ADDRESS OF YOUR BUSINESS. <input type="checkbox"/> SAME AS BIDDER ADDRESS ABOVE.				
REMIT ADDRESS	STREET	CITY	STATE	ZIP CODE

CONTACT INFORMATION: NAME (TYPE OR PRINT)		
1ST BUSINESS PHONE:	Ext. #	HOME PHONE:
2ND BUSINESS PHONE:	Ext. #	1 ST PAGER:
CELLULAR:		2 ND PAGER:
1 ST FAX NUMBER:		TOLL FREE PHONE:
2 ND FAX NUMBER:		TELEX:
WRITTEN SIGNATURE OF PERSON AUTHORIZED TO SIGN BIDS ON BEHALF OF THE ABOVE NAMED BIDDER		DATE EXECUTED
 SIGN HERE		
TYPE OR PRINT NAME OF AUTHORIZED PERSON		TITLE OF AUTHORIZED PERSON
IS YOUR BUSINESS CURRENTLY A DAS CERTIFIED SMALL BUSINESS ENTERPRISE? <input type="checkbox"/> YES (ATTACH CERTIFICATE COPY TO BID) <input type="checkbox"/> NO		
IF YOU ARE A STATE EMPLOYEE, INDICATE YOUR POSITION, AGENCY & AGENCY ADDRESS.		

FOR PURCHASE ORDER DISTRIBUTION: 1) CHECK ONLY ONE BOX BELOW 2) INPUT E-MAIL ADDRESS OR FAX # (IF CHECKED)			
<input type="checkbox"/> E-MAIL	<input type="checkbox"/> FAX	<input type="checkbox"/> USPS MAIL	<input type="checkbox"/> EDI
If EDI was selected, give us a person to contact in your company to set up EDI:			
NAME:			
E-MAIL ADDRESS:			
TELEPHONE NUMBER:			
FOR REQUEST FOR QUOTATION (RFQ) DISTRIBUTION: 1) CHECK ONLY ONE BOX BELOW 2) INPUT E-MAIL ADDRESS OR FAX # (IF CHECKED)			
<input type="checkbox"/> E-MAIL	<input type="checkbox"/> FAX	<input type="checkbox"/> USPS MAIL	

ADD FURTHER BUSINESS ADDRESS, E-MAIL & CONTACT INFORMATION BELOW IF REQUIRED

STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES
PROCUREMENT SERVICES
165 Capitol Avenue, 5th Floor South
PO BOX 150414
HARTFORD, CT 06115-0414
Page 3 of 3

BID NO.
06PSX0166

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

Read & Complete
Carefully

Section 2 of 4 – **IMPORTANT INFORMATION FOR BIDDERS**

AFFIRMATION OF BIDDER: The abovesigned bidder affirms and declares:

1. That this proposal is executed and signed by said bidder with full knowledge and acceptance of the provisions of Form SP-19 of current issue and in effect on the date of bid issue. Form SP-19, entitled Standard Bid and Contract Terms and Conditions are made a part of the contract.
2. That this proposal is executed and signed by said bidder with full knowledge and acceptance of the provisions of all Special Bid Terms and Conditions attached hereto.
3. That should any part of this proposal be accepted in writing by Procurement Manager within thirty (30) calendar days from the date of bid opening unless an earlier date for acceptance is specified by bidder in proposal schedule, said bidder will furnish and deliver the commodities and/or services for which this proposal is made, in the quantities and at the prices bid, and in compliance with the provisions of the STANDARD BID AND CONTRACT TERMS AND CONDITIONS, COMMODITY SPECIFICATION, PROPOSAL SCHEDULE AND SPECIAL BID AND CONTRACT TERMS AND CONDITIONS. Should award of any part of this proposal be delayed beyond the period of thirty (30) days or an earlier date specified by bidder in proposal schedule, such award shall be conditioned upon bidder's acceptance.
4. Acceptance of the conditions set forth herein, agreement in strict accordance therewith, and will furnish and deliver the commodities and/or services to the state agency or agencies named in the PROPOSAL SCHEDULE at the prices bid therein.
5. **Should Procurement Services determine that bidder has not completed Section 3 - Bidder Debarment and/or Suspension included as part of this document, then such determination may be just cause for disqualification from the evaluation of this bid.**

Section 3 of 4 - **BIDDER DEBARMENT AND/OR SUSPENSION**

The abovesigned bidder further affirms and declares that neither the bidder and/or any company official nor any subcontractor to the bidder and/or any company official has received any notices of debarment and/or suspension from contracting with the State of Connecticut or the Federal Government.

YES NO

The abovesigned bidder further affirms and declares that neither the bidder and/or any company official nor any subcontractor to the bidder and/or any company official has received any notices of debarment and/or suspension from contracting with other states within the United States.

YES NO

If the abovesigned bidder and/or any company official or any subcontractor to the bidder and/or any company official *has* received notices of debarment and/or suspension from contracting with the State of Connecticut, other states within the United States or Federal Government, said notices must be attached to this document when submitting this proposal.

Number of notices attached _____

Section 4 of 4 – **OTHER NOTICES**

Notice regarding Package Handling at 165 Capitol Avenue

As part of new security processes, all mail, packages and parcels, **including bids**, delivered to the State Office Building at 165 Capitol Avenue will be opened and examined by trained mail handling staff. Bids will then be resealed, forwarded to Procurement Services, and opened as scheduled. This procedure also applies to hand- carried packages.

Bidders, note that additional time will be required to carry out these procedures. Allow extra time for processing of mail or personally delivered bids to Procurement Services. Remember, Bids cannot be accepted after Bid Opening Time specified on the bid.

NOTE: ALWAYS USE MAILING LABEL INCLUDED WITH EACH BID ON ALL PACKAGES WHEN RETURNING THE ORIGINAL & ONE COPY OF YOUR BID RESPONSE.

SIGNATURE OF AUTHORIZED PERSON IN SECTION 1 CONSTITUTES AGREEMENT WITH ALL PROCEDURES INDICATED ABOVE.

STANDARD BID
TERMS AND CONDITIONS
SP-19 Rev. 02/06
(Prev. Rev. 12/05)
Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

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

BID NO.: 06PSX0166

Standard Bid and Contract Terms and Conditions - Page 1 of 4

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

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

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

Submission of Bids

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

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

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

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

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

Guaranty or Surety

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

Samples

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

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

Award

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

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

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

Contract

17. Section 51 of Public Act No. 05-287 (the "Act") requires that this solicitation include a notice of the consulting affidavit requirements described in the Act. Accordingly, pursuant to the Act, vendors are notified as follows:
(a) No state agency shall execute a contract for the purchase of goods or services, which contract has a total value to the state

STANDARD BID
TERMS AND CONDITIONS
SP-19 Rev. 02/06
(Prev. Rev. 12/05)
Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

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

BID NO.: 06PSX0166

Standard Bid and Contract Terms and Conditions - Page 2 of 4

of fifty thousand dollars or more in any calendar or fiscal year, unless the state agency obtains the written affidavit described in subsection (b) of this section.

(b) (1) The chief official of the vendor awarded a contract described in subsection (a) of this section or the individual awarded such contract who is authorized to execute such contract, shall attest in an affidavit as to whether any consulting agreement has been entered into in connection with such contract. Such affidavit shall be required if any duties of the consultant included communications concerning business of such state agency, whether or not direct contact with a state agency, state or public official or state employee was expected or made. "Consulting agreement" means any written or oral agreement to retain the services, for a fee, of a consultant for the purposes of (A) providing counsel to a contractor, vendor, consultant or other entity seeking to conduct, or conducting, business with the State, (B) contacting, whether in writing or orally, any executive, judicial, or administrative office of the state, including any department, institution, bureau, board, commission, authority, official or employee for the purpose of solicitation, dispute resolution, introduction or requests for information or (C) any other similar activity related to such contract. "Consulting agreement" does not include any agreements entered into with a consultant who is registered under the provisions of Chapter 10 of the Connecticut General Statutes concerning the State's Codes of Ethics, as of the date such affidavit is submitted. (2) Such affidavit shall be sworn as true to the best knowledge and belief of the person signing the certification on the affidavit and shall be subject to the penalties of false statement. (3) Such affidavit shall include the name of the consultant, the consultant's firm, the basic terms of the consulting agreement, a brief description of the services provided, and an indication as to whether the consultant is a former state employee or public official. If the consultant is a former state employee or public official, such affidavit shall indicate his or her former agency and the date such employment terminated. (4) Such affidavit shall be amended whenever the vendor awarded the contract enters into any new consulting agreement during the term of the contract.

(c) If a vendor refuses to submit the affidavit required under subsection (b) of this section, then the state agency shall not award the Contract to such vendor and shall award the contract to the next highest ranked vendor or the next lowest responsible qualified bidder or seek new bids or proposals.

18. Pursuant to the requirements of Section 37(c) of Public Act No. 05-287, the summary of State ethics laws developed by the State Ethics Commission pursuant to section 1-81b of the Connecticut General Statutes is incorporated by reference into and made a part of this Agreement as if the summary had been fully set forth in this Agreement.

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

20. The Contractor shall not assign or otherwise dispose of their contract or their right, title or interest, or their power to execute such contract to any other person, firm or corporation without the prior written consent of Procurement Services.

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

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

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

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

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

Delivery

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

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

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

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

STANDARD BID
TERMS AND CONDITIONS
SP-19 Rev. 02/06
(Prev. Rev. 12/05)
Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

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

BID NO.:
06PSX0166

Standard Bid and Contract Terms and Conditions - Page 3 of 4

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

Tangible Personal Property

31. For the entire term of the Agreement and any and all of its extensions, the Contractor, on its own behalf and on behalf of all of its Affiliates, shall comply fully with the provisions of Conn. Gen. Stat. §12-411b, including, but not limited to, the following:

(a) The Contractor and its Affiliates shall collect and remit to the State of Connecticut, Department of Revenue Services, on behalf of its customers any Connecticut use tax due under the provisions of Chapter 219 of the Connecticut General Statutes for items of tangible personal property sold by the Contractor or by any of its Affiliates in the same manner as if the Contractor and such Affiliates were engaged in the business of selling tangible personal property for use in Connecticut and had sufficient nexus under the provisions of Chapter 219 to be required to collect Connecticut use tax;

(b) A customer's payment of a use tax to the Contractor or its Affiliates relieves the customer of liability for the use tax;

(c) The Contractor and its Affiliates shall remit all use taxes they collect from customers no later than the last day of the month of the calendar quarter that follows the effective date of this Agreement or the last day of the tax collection period during which the tax was collected, whichever is later. Notwithstanding the previous sentence, if the Agreement provides for an earlier date, then that earlier date shall control;

(d) The Contractor and its Affiliates are not liable for use tax billed by them but not paid to them by a customer; and

(e) If the Contractor or its Affiliates fail to remit use taxes collected on behalf of their customers by the date required above, then they shall be subject to the interest and penalties provided for persons required to collect sales tax under Chapter 219 of the Connecticut General Statutes.

For purposes of this section of the Agreement, the word "Affiliate" means any person, as defined in Conn. Gen. Stat. §12-1, that controls, is controlled by, or is under common control with another person. A person controls another person if the person owns, directly or indirectly, more than ten per cent of the voting securities of the other person. The word "voting security" means a security that confers upon the holder the right to vote for the election of members of the board of directors or similar governing body of the business, or that is convertible into, or entitles the holder to receive, upon its exercise, a security that confers such a right to vote. "Voting security" includes a general partnership interest.

32. The Contractor represents and warrants that each of its Affiliates has vested in the Contractor plenary authority to so bind the Affiliates in any agreement with the State of Connecticut. The Contractor on its own behalf and on behalf of its Affiliates shall also provide, no later than 30 days after receiving a request by the State's contracting authority, such information as the State may require to ensure, in the State's sole determination, compliance with the provisions of Chapter 219 of the Connecticut General Statutes, including, but not limited to, §12-411b.

Saving Clause

33. The Contractor shall not be liable for losses or delays in the fulfillment of the terms of the contract due to wars, acts of public enemies, strikes, fires, floods, acts of God or any other acts not within the control of or reasonably prevented by the Contractor. The Contractor will give written notice of the cause and probable duration of any such delay.

Advertising

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

Rights

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

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

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

Executive Orders

38. This Agreement is subject to the provisions of Executive Order No. 7B of Governor M. Jodi Rell, promulgated November 16, 2005, concerning contracting reforms, Executive Order No. Three of Governor Thomas J. Meskill, promulgated June 16, 1971, concerning labor employment practices, Executive Order No. Seventeen of Governor Thomas J. Meskill, promulgated February 15, 1973, concerning the listing of employment openings and Executive Order No. Sixteen of Governor John G. Rowland promulgated August 4, 1999, concerning violence in the workplace, all of which are incorporated into and are made a part of this agreement as if they had been fully set forth in it. For complete text of said documents, please go to: [http://www.das.state.ct.us/Purchase/Info/Executive_Orders%203-16-17-7B Complete Text.pdf](http://www.das.state.ct.us/Purchase/Info/Executive_Orders%203-16-17-7B%20Complete_Text.pdf)

Records, Files, and Information

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

STANDARD BID
TERMS AND CONDITIONS
SP-19 Rev. 02/06
(Prev. Rev. 12/05)
Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

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

BID NO.: 06PSX0166

Standard Bid and Contract Terms and Conditions - Page 4 of 4

brought to the Freedom of Information Commission in accordance with the provisions of sections 1-205 and 1-206 of the Connecticut General Statutes.

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

Health Insurance Portability and Accountability Act (HIPAA)

41. Under the Health Insurance Portability and Accountability Act (HIPAA) of 1996, Bidders are expected to adhere to the same standards as the state agency/covered entity as to Protected Health Information (PHI), to maintain compliance with Title 45 CFR Part 164.504, Uses and Disclosures: Organizational Requirements, Bidder Contracts. Protected Health Information (PHI) includes information related to claims, health services, federal and state tax information, financials, criminal/court related information and other personally identifiable records. Bidder agrees that it shall be prohibited from using or disclosing the PHI provided or made available by the state agency/covered entity or viewed while on the premises for any purpose other than as expressly permitted or required by this Contract. These uses and disclosures must be within the scope of the Bidder's services provided to the state agency/covered entity. Bidders shall establish and maintain reasonable safeguards to prevent any use or disclosure of the PHI, other than as specified in this Contract or required by law. Bidder agrees that anytime

PHI is provided or made available to any subcontractors or agents, Bidder must enter into a subcontract, which contains the same terms, conditions and restrictions on the use and disclosure of PHI as contained in this Contract. Bidder agrees to make available and provide a right of access to PHI by the individual for whom the information was created and disclosed. Bidder agrees to make information available as required to provide an accounting of disclosures. Bidder agrees to make its internal practices, books, and records relating to the use or disclosure of PHI received from, or created or received by Bidder on behalf of the state agency/covered entity, available to the Secretary of Health and Human Services (HHS) for purposes of determining compliance with the HHS Privacy Regulations. At termination of this Contract, Bidder agrees to return or destroy all PHI received from, or created by the state agency/covered entity. If not feasible, extend the protections of this agreement to the PHI and limit further uses and disclosures. Bidder will have procedures in place for mitigating any harmful effects from the use or disclosure of PHI in a manner contrary to this Contract or the HHS Privacy Regulations. Bidder must develop and implement a system of sanctions for any employee, subcontractor or agent who violates this Contract or the HHS Privacy Regulations. The PHI shall be and remain the resources of the state agency/covered entity. Bidder agrees that it acquires no title or rights to the information, including any de-identified information, as a result of this Contract. Bidder agrees that the state agency/covered entity has the right to immediately terminate this Contract if the state agency/covered entity determines that Bidder has violated a material term of this HIPAA Compliance Agreement above.

STATE OF CONNECTICUT

COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES (CHRO)

WORKPLACE ANALYSIS AFFIRMATIVE ACTION REPORT

EMPLOYMENT INFORMATION FORM

Bid Number: 06PSX0166

Company Name Street Address City State	Contact Person	Phone Number	Date
---	----------------	--------------	------

Report all permanent full-time or part-time employees, including apprentice and on-the-job trainees. Enter the number on all lines and in all columns.

JOB CATEGORY	A OVERALL TOTALS (Sum of all columns, A-F Male & Female)	B WHITE (NOT OF HISPANIC ORIGIN)		C BLACK (NOT OF HISPANIC ORIGIN)		D HISPANIC		E ASIAN / PACIFIC ISLANDER		F AMERICAN INDIAN OR ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Officials/Managers											
Professionals											
Technicians											
Sales Workers											
Office/Clerical											
Craft Workers (Skilled)											
Operatives(Semi-skilled)											
Laborers (Unskilled)											
Service Workers											
TOTALS ABOVE											

Do you use minority businesses as subcontractors or suppliers? <input type="checkbox"/> Yes <input type="checkbox"/> No	Explain:
If CT based, do you post all employment openings with the State of Connecticut Employment Service? <input type="checkbox"/> Yes <input type="checkbox"/> No	Explain:
Do you use an Affirmative Action Plan? <input type="checkbox"/> Yes <input type="checkbox"/> No	Explain:

Describe your recruitment, hiring, training and promotion anti-discrimination practices.

STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT SERVICES

165 Capitol Avenue, 5th Floor South

PO Box 150414

HARTFORD, CT 06115-0414

BID NO.:

06PSX0166

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

Vendor Authorization Guidelines- Page 1 of 2

All contracts must include appropriate vendor documentation that does the following three things:

- A. Authorizes the vendor to enter into contracts,
- B. Authorizes a particular officer to execute contracts on behalf of the vendor and
- C. Evidences that the officer signing in fact holds his/her office.

CORPORATIONS - Appropriate vendor documentation usually involves a certificate from the Secretary or other appropriate officer setting forth a copy of a board resolution. Sometimes this is not possible, in which case the vendor should observe the following:

- 1) In lieu of the secretary's certificate, the vendors must submit:
 - a) a current certified copy of the applicable section of the corporation's bylaws which authorizes the execution of contracts by the signing person and
 - b) a current certification that the officer signing the assignment agreement in fact holds that office.
- 2) In lieu of the certified resolution or bylaws, the vendor must include a certified copy of the corporate minutes of their respective boards of directors, which must specifically authorize the person signing the assignment agreement to execute it.

NOTE: If the bylaws or resolutions cannot be found, a formal legal opinion must be obtained attesting to:

- a. the authority of the company and
- b. the officer's ability to bind the company

to enter into a contract.

LIMITED LIABILITY CORPORATIONS (LLC'S) – LLC's that do not have boards of directors, must submit the following:

- 1) a document indicating unanimous consent from all members or managers or
- 2) a certified copy of all of those relevant portions of their management agreement or operations agreement that identify which members or managers have the authority to bind the LLC in contracts. The certification must also show that the signing party is in fact a manager/member or that a manager/member has duly (in accordance with the management agreement or operations agreement) delegated signatory authority to the signing person.

If the company can't find the management agreement or operations agreement, a formal legal opinion must be obtained attesting to:

- a. the authority of the company and
- b. the signing party's ability to bind the company

to enter into a contract.

STATE OF CONNECTICUT

DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT SERVICES

165 Capitol Avenue, 5th Floor South

PO Box 150414

HARTFORD, CT 06115-0414

BID NO.:

06PSX0166

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

Vendor Authorization Guidelines- Page 2 of 2

PARTNERSHIPS – Partnerships, like LLC’s, do not have boards of directors. Generally, any general partner can bind the partnership. However, it is prudent to make every effort to obtain a partnership authorization that includes some evidence of a partner's authority to bind the partnership. This can include partnership resolutions that read very much like a corporation’s resolutions or a copy of the partnership agreement (or all relevant sections) that address the authority of partners to bind the partnership, again taking into account any limitations, or a consent from the appropriate partners. The partnership agreement governs in the same way as the LLC’s management or operations agreement.

SOLE PROPRIETORS - Sole Proprietors do not need to submit any documentation with regards to vendor authorization or certification. Sole Proprietors must submit a letter on company letterhead stating:

- 1) that the company holds Sole Proprietor status,
- 2) the name(s) of those authorized to execute contracts on behalf of the company and
- 3) the signature of Sole Proprietor.

NOTE: You may review and/or download the Vendor Authorization Guidelines and Samples from the DAS/Procurement website www.das.state.ct.us/busopp.asp. Scroll down until you see the heading “**Vendor**” on the far right side of the screen. Then click on “**Vendor Authorization Guidelines and Samples**”.

STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
Policies and Guidelines
Page 1 of 4

BID or PROPOSAL NO.
06PSX0166

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

This form is **MANDATORY** and must be completed, signed, and returned before the Contractor's bid can be considered by the State. **NO STATE AGENCY SHALL ACCEPT A BID FOR A LARGE STATE CONSTRUCTION OR PROCUREMENT CONTRACT WITHOUT SUCH AFFIRMATION.**

**ACKNOWLEDGMENT OF RECEIPT OF SUMMARY OF STATE ETHICS
LAWS**
(Bid or Proposal)

INSTRUCTION: Contractor must sign the acknowledgment below, and return this form to the awarding State agency.

The undersigned duly authorized representative of the bidding Contractor acknowledges (1) receipt of the summary of State ethics laws (2) that key employees of such Contractor have read and understand the summary and (3) that Contractor agrees to comply with the provisions of State ethics laws.

Signature

Print Name

Title

Date

On behalf of:

Contractor Name

Street Address

City State Zip

Federal Employee Identification Number
(FEIN/SSN)

This form is **MANDATORY** and must be completed, signed, and returned to the awarding State agency pursuant to Section 37 of Public Act. No. 05-287

STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
Policies and Guidelines
Page 2 of 4

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

Plain Language Summary of State Ethics Laws for Current and Potential State Contractors

Note: The following is a summary of the major ethics laws and related provisions applicable to current and potential state contractors. For more detailed information or to discuss any questions you may have, contact the Office of State Ethics at (860) 566-4472.

RESTRICTIONS ON THE BENEFITS YOU MAY GIVE TO STATE PERSONNEL

GIFTS: In general, no one doing business with or seeking business from a state or quasi-public agency may give a gift to an official or employee of that agency. Connecticut's gift ban is strict, but has some exceptions. For example, under the Ethics Code, you may give: (1) food and drink up to \$50 per person per year, if the person paying, or his or her representative, is in attendance; and (2) tangible gifts up to \$10 per item up to \$50 per person per year. Also exempt are certain items such as informational materials, or plaques costing less than \$100. For a complete list of the Code's gift exceptions, consult Conn. Gen. Stat. § 1-79(e) or contact the Office of State Ethics.

IMPORTANT RECENT CHANGE IN LAW: As of July 1, 2004, gifts for "major life events," including a wedding or the birth of a child, which were previously exempt from the gift ban, are now subject to the strict gift limits outlined above if the gifts are provided by any individual or entity doing business with or seeking business from the state.

NOTE: State agencies may have stricter gift rules than the provisions of the Ethics Code (for example, an agency policy may ban all food and drink). Be sure to obtain a copy of the agency's ethics policy before you provide any benefit to an agency official/employee.

NECESSARY EXPENSES: Under the Ethics Code, you may not pay a fee or an honorarium to a state official or employee for making a speech or appearing at your organization's event. You may, however, under limited circumstances, pay the "necessary expenses" of such a state servant. These expenses are limited to: necessary travel, lodging for the nights before, or and after the speech, meals and conference fees. There may be reporting requirements attached to the giving and taking of necessary expenses, so contact the Office of State Ethics if you need more information. **NOTE:** Before providing necessary expenses, check with the state agency's ethics officer to determine if the agency allows such payments.

GIFTS TO THE STATE: The Ethics Code allows limited "gifts to the state" which facilitate state action or functions (for example, donating a piece of equipment to the agency).

NOTE: Recent legislation was passed that may impact gifts to the state. Please contact the Office of State Ethics before giving a gift to the state to determine if such donations are acceptable.

RULES ON HIRING STATE PERSONNEL

Before you hire a current or **former** state employee, you should be aware of certain provisions of the Ethics Code. First, if you are considering hiring a current state employee, especially from a state agency with which you do business or by which you are regulated, you should know the following:

A current state employee must not accept outside employment that impairs his independence of judgment regarding his state duties, or that encourages him to disclose confidential information learned in his state

STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT

BID or PROPOSAL NO.
06PSX0166

Ann Simeone
Contract Specialist

Policies and Guidelines
Page 3 of 4

(860) 713-5051
Telephone Number

job. Also, a current state employee may not use his or her state position for financial gain, however inadvertent that use may be. Therefore, for example, a current state employee who exercises any contractual, supervisory or regulatory authority over you or your business may not be able to work for you.

Second, if you are considering hiring a **former** state employee, you should be aware of the Ethics Code's post-state employment, or revolving door, laws:

If you hire or otherwise engage the services of a former state official or employee, he or she may not represent you before his or her former agency for one year after leaving state service.

NOTE: The former State Ethics Commission established a limited exception to this provision which allows the former employee to return to his or her former agency within the one year period for the sole purpose of providing technical expertise (for example, to help implement a previously awarded contract). This is a fact-specific exception that applies in very limited circumstances: therefore, you should contact the Office of State Ethics for further assistance if you think this exception applies to you.

If a state official or employee was substantially involved in, or supervised, the negotiation or award of a contract valued at \$50,000 or more, and the contract was signed within his or her last year of state service, and you or your business was one of the parties to the contract, then you and/or your business are prohibited from hiring him or her for one year after he or she leaves state employment.

A former state official or employee can **never** represent anyone other than the state regarding a particular matter in which he or she was personally and substantially involved while in state service and in which the state has a substantial interest.

Third, there are approximately 75 state officials or employees who may not negotiate for, seek or accept employment with any business subject to regulation by their agency, and may not accept employment with such a business for one year after leaving state service. Under that section of the law, it is also illegal for a business in the industry to employ such an individual.

CONFLICT OF INTEREST RULES THAT APPLY TO YOU AS A STATE CONTRACTOR

Under Conn. Gen. Stat. §1-86e of the Ethics Code, no state contractor, including a consultant or other independent contractor, can use the authority provided under the contract, or confidential information acquired in the performance of the contract, to obtain financial gain for himself, his employee, or a member of his immediate family. Also, a state contractor cannot accept another state contract that would impair his independence of judgment in the performance of the first contract. Finally, a state contractor cannot accept anything of value based on an understanding that his actions on behalf of the state would be influenced.

It is important to call the Office of State Ethics at (860) 566-4472 to discuss the application of this law, or any of the other ethics laws, to your specific situation.

OTHER ETHICS PROVISIONS THAT MAY APPLY TO YOU

Contractors seeking large state contracts are required to execute affidavits regarding gifts and/or campaign contributions made to certain state employees or public officials in the two-year period prior to the submission of a bid or proposal. You need to check the web sites of both the Department of Administrative Services, www.das.state.ct.us, and the Office of Policy and Management, www.opm.state.ct.us, for copies of these affidavits and for other updated information regarding state contractors. Also, because the particular

STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
Policies and Guidelines
Page 4 of 4

BID or PROPOSAL NO.
06PSX0166

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

agency with which you wish to contract may have specific rules that you must follow, you need to check with that agency as well.

If you or your business provides "investment services" as defined in the Code of Ethics, and you make a political contribution in connection with the Office of the Treasurer, you may be prohibited from contracting with that office. See Conn. Gen. Stat. § 1-84(n).

Finally, if you or your business spends or receives \$2,000 or more in a calendar year for activities that constitute lobbying under the Ethics Code, whether to affect legislation or the actions of an administrative state agency, then you and/or your business may have to register as a lobbyist with the Office of State Ethics, and more ethics rules will apply to you. Contact the Office of State Ethics, or review the lobbyist registration information at www.ct.gov/ethics.

Recent legislation (Public Act 05-287) prohibits anyone who is a party (or who is seeking to become a party) to a state construction, procurement, or consultant services contract over \$500,000 from:

- (1) Soliciting information from a public official or state employee that is not available to other bidders for that contract, with the intent to obtain a competitive advantage over other bidders;
- (2) intentionally or recklessly charging a state agency for work not performed or goods or services not provided, or falsifying invoices or bills; or
- (3) intentionally violating or trying to circumvent the state competitive bidding and ethics laws.

Recent legislation (Public Act 05-287) also requires any prospective state contractor to affirm in writing that he or she has been provided with a summary of the state's ethics laws and that his key employees have read and understood the summary and agree to comply with the applicable provisions of the ethics law.

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
Policies and Guidelines
Page 1 of 1

BID or PROPOSAL NO.
06PSX0166

Gift Affidavit
(Bid or Proposal)

Gift affidavit to accompany bids or proposals for state procurements with a value of \$50,000 or more in a calendar or fiscal year and licensing arrangements with a cost to the State greater than \$500,000 in a calendar or fiscal year, pursuant Conn. Gen. Stat. §§ 4-250 and 251, and Governor M. Jodi Rell's Executive Order No. 7B, para. 10.

I, _____, _____, _____,
Type/Print Name Title Name of Firm or Corporation
hereby swear that during the two-year period preceding the submission of this bid or proposal that neither myself nor any principals or key personnel of the submitting firm or corporation who participated directly, extensively and substantially in the preparation of this bid or proposal nor any agent of the above gave a gift, as defined in Conn. Gen. Stat. § 1-79(e), including a life event gift as defined in Conn. Gen. Stat. § 1-79(e)(12), to (1) any public official or state employee of the state agency or quasi-public agency soliciting the bids or proposals who participated directly, extensively, and substantially in the preparation of the bid solicitation or preparation of request for proposal or (2) to any public official or state employee who has supervisory or appointing authority over the state agency or quasi-public agency soliciting the bid or proposal, except the gifts listed below:

<u>Name of Benefactor</u>	<u>Name of recipient</u>	<u>Gift Description</u>	<u>Value</u>	<u>Date of Gift</u>
---------------------------	--------------------------	-------------------------	--------------	---------------------

Further, neither I nor any principals or key personnel of the submitting firm or corporation who participated directly, extensively and substantially in the preparation of this bid or proposal know of any action to circumvent this gift affidavit.

Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

Signature Date

Sworn and subscribed before me on this _____ day of _____, 200__

Commissioner of the Superior Court
Notary Public

STATE OF CONNECTICUT
OFFICE OF POLICY AND MANAGEMENT
Policies and Guidelines
Page 1 of 1

BID or PROPOSAL NO.
06PSX0166

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

Campaign Contribution Affidavit
(Bid or Proposal)

Campaign contribution affidavit to accompany bids or proposals for Large State Contracts (having a total cost to the State of more than \$500,000), pursuant to Governor M. Jodi Rell's Executive Order No. 1, para 8. and Conn. Gen. Stat. § 4-250

I, _____,
Type/Print Name Title Name of Firm or Corporation
hereby swear that during the two-year period preceding the submission of this bid or proposal, neither I nor any principals or key personnel of the submitting firm or corporation who participated directly, extensively and substantially in the preparation of this bid or proposal nor any agent of the above gave a contribution to a candidate for statewide public office or the General Assembly, as defined in Conn. Gen. Stat. §9-333b, except as listed below:

Contributor Recipient Amount/Value Date of Contribution Contribution Description

Sworn as true to the best of my knowledge and belief, subject to the penalties of false statement.

Signature Date

Sworn and subscribed before me on this _____ day of _____, 200__

Commissioner of the Superior Court
Notary Public

STATE OF CONNECTICUT

Certificate of Compliance with Connecticut General Statute Section 31 - 57b

Bid Number:
06PSX0166

I hereby certify that all of the statements herein contained below have been examined by me, and to the best of my knowledge and belief are true and correct.

The _____ **HAS / HAS NOT**
Company Name (Cross out Non-applicable)

been cited for three (3) or more willful or serious or serious violations of any Occupational Safety and Health Act (OSHA) or of any standard, order or regulation promulgated pursuant to such act, during the three year period preceding the bid, provided such violations were cited in accordance with the provisions of any State Occupational Safety and Health Act of 1970, and not abated within the time fixed by the citation and such citation has not been set aside following appeal to the appropriate agency of court having jurisdiction or **HAS / HAS NOT** (Cross out Non-applicable) received one or more criminal convictions related to the injury or death of any employee in the three-year period preceding the bid.

The list of violations (if applicable) is attached.

(Name of Firm, Organization or Corporation)

Signed:

Written Signature:

Name Typed: (Corporation Seal)

Title:

(Title of Above Person, typed)

Dated:

State of _____)

County of _____) **ss:** *A.D., 20* _____)

Sworn to and personally appeared before me for the above, _____,
(Name of Firm, Organization, Corporation)

Signer and Sealer of the foregoing instrument of and acknowledged the same to be the free act and deed of

_____, and his/her free act and deed as
(Name of Person appearing in front of Notary or Clerk)

_____.
(Title of Person appearing in front of Notary or Clerk)

My Commission Expires:

(Notary Public) (Seal)

STATE OF CONNECTICUT

BIDDER'S STATEMENT OF QUALIFICATIONS

Bid Number:
06PSX0166

Page 1 of 2

THIS FORM WILL BE USED IN ASSESSING A BIDDER'S QUALIFICATIONS AND TO DETERMINE IF THE BID SUBMITTED IS FROM A RESPONSIBLE BIDDER. STATE LAW DESIGNATES THAT CONTRACTS BE AWARDED TO THE LOWEST RESPONSIBLE QUALIFIED BIDDER. FACTORS SUCH AS PAST PERFORMANCE, INTEGRITY OF THE BIDDER, CONFORMITY TO THE SPECIFICATIONS, ETC. WILL BE USED IN EVALUATING BIDS. ATTACH ADDITIONAL SHEETS IF NECESSARY

COMPANY NAME: _____
&
ADDRESS: _____

NUMBER OF YEARS COMPANY HAS BEEN ENGAGED IN BUSINESS UNDER THIS NAME: _____ YEARS

LIST ANY CONTRACT AWARDS TO YOUR COMPANY BY THE STATE OF CONNECTICUT WITHIN THE LAST THREE (3) YEARS, **THAT YOU ACTUALLY PERFORMED SERVICE AGAINST.** INDICATE WHICH STATE AGENCY, AND PROVIDE CONTRACT NAME AND NUMBER, AND THE NAME AND TELEPHONE NUMBER OF THE PURCHASING AGENT ADMINISTERING THE CONTRACT.

<u>CONTRACT No.</u>	<u>CONTRACT NAME</u>	<u>STATE AGENCY</u>	<u>PURCHASING AGENT</u>	<u>TEL. No.</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

LIST ANY CONTRACT AWARDS TO YOUR COMPANY BY THE STATE OF CONNECTICUT WITHIN THE LAST THREE (3) YEARS. INDICATE WHICH STATE AGENCY, AND PROVIDE CONTRACT NAME AND NUMBER, AND THE NAME AND TELEPHONE NUMBER OF THE PURCHASING AGENT ADMINISTERING THE CONTRACT.

<u>CONTRACT No.</u>	<u>CONTRACT NAME</u>	<u>STATE AGENCY</u>	<u>PURCHASING AGENT</u>	<u>TEL. No.</u>
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

LIST OTHER NAMES YOUR COMPANY GOES BY: _____

LIST PREVIOUS COMPANY NAME (S) _____

LIST AT LEAST THREE COMPLETED PROJECTS SIMILAR IN NATURE TO THIS **INVITATION FOR BIDS** WHICH DEMONSTRATES YOUR COMPANY'S ABILITY TO PERFORM THE REQUIRED SERVICES.

<u>Company Name and Address</u>	<u>Telephone No.:</u>	<u>Dollar Value:</u>
1. _____	_____	_____
_____	_____	_____
2. _____	_____	_____
_____	_____	_____
3. _____	_____	_____
_____	_____	_____

STATE OF CONNECTICUT

BIDDER'S STATEMENT OF QUALIFICATIONS

Bid Number:
06PSX0166

Page 2 of 2

COMPANY NAME: _____

SIZE OF COMPANY OR CORPORATION: NUMBER OF EMPLOYEES: FULL TIME _____ PART TIME _____

COMPANY VALUE: EQUIPMENT ASSETS _____ TOTAL ASSETS _____

IS YOUR COMPANY REGISTERED WITH THE OFFICE OF THE CONNECTICUT SECRETARY OF STATE? YES NO

REGISTRATION DATE, IF AVAILABLE: _____

IF REQUESTED, WOULD YOUR COMPANY PROVIDE A "GOOD STANDING" CERTIFICATE ISSUED BY THE CONNECTICUT SECRETARY OF STATE'S OFFICE? YES NO

LIST OF EQUIPMENT TO BE USED FOR THIS SERVICE (INCLUDE MODEL, YEAR & MANUFACTURER):

<u>MODEL</u>	<u>YEAR</u>	<u>MANUFACTURER</u>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

(Attach additional sheets if necessary)

LIST ANY RELEVANT CERTIFICATIONS, LICENSES, REGISTRATIONS, ETC. WHICH QUALIFY YOUR COMPANY TO MEET THE REQUIREMENTS OF THIS BID.

(Attach additional sheets if necessary)

LIST ANY CRIMINAL CONVICTIONS AGAINST YOUR COMPANY AND ANY OF YOUR COMPANY'S OFFICERS, PRINCIPAL SHAREHOLDERS, DIRECTORS, PARTNERS, LLC MEMBERS AND LLC MANAGERS.

(Attach additional sheets if necessary)

LIST ANY ADMINISTRATIVE ACTIONS EITHER PENDING REVIEW BY THE STATE OR DETERMINATIONS THAT THE STATE HAS MADE REGARDING YOUR COMPANY OR ANY OF YOUR COMPANY'S OFFICERS, PRINCIPAL SHAREHOLDERS, DIRECTORS, PARTNERS, LLC MEMBERS OR LLC MANAGERS. THIS WOULD INCLUDE COURT JUDGEMENTS, ACTIONS, SUITS, CLAIMS, DEMANDS, INVESTIGATIONS AND LEGAL, ADMINISTRATIVE OR ARBITRATION PROCEEDINGS PENDING IN ANY FORUM. INCLUDE A LISTING OF OSHA VIOLATIONS AND ANY ACTIONS OR ORDERS PENDING OR RESOLVED WITH ANY STATE AGENCY SUCH AS THE DEPARTMENT OF CONSUMER PROTECTION, THE DEPARTMENT OF ENVIRONMENTAL PROTECTION, ETC. DETAIL THIS INFORMATION ON A SEPARATE SHEET OF PAPER. SUCH INFORMATION SHOULD BE FOR THE LAST THREE (3) YEARS.

(Attach additional sheets if necessary)

I HEREBY CERTIFY UNDER PENALTY OF FALSE STATEMENT THAT ALL THE INFORMATION SUPPLIED IS COMPLETE AND TRUE.

SIGNATURE

DATE

TITLE

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

DESCRIPTION

These specifications are for a full service three (3) year janitorial contract for the Administration Building at the New London State Pier located on State Pier Road in New London. Excluded is the area occupied or controlled by LOGISTEC, consisting of the entire first floor except the boiler room. The stairs going to the second floor, the first floor vestibule, and the first floor main entrance, however; are included.

CONTRACT PERIOD: This contract period will be for three (3) years, commencing **July 1, 2006 through June 30, 2009.**

EXTENSION CLAUSE:

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

MANDATORY SITE INSPECTION

This meeting is intended as a **mandatory site inspection**, review of bid requirements and answer any questions that interested bidders may have about this bid. Bidders who are interested in responding to this bid **must attend** the mandatory meeting at the specified date/location listed below:

Date: Wednesday, May 24, 2006

**At: Maritime Administration Building
Second Floor Conference Room
New London State Pier
State Pier Road
New London, CT**

Time: 9:45 a.m. Eastern Time

Late arrivals will not be permitted. Late arrivals are defined as 15 minutes or more past the time stated above. Late arrivals will not be given credit for attendance nor allowed to participate in the bid process. A sign in sheet will be provided. Vendors will not be admitted to state buildings without a valid photo ID. Bidders must take into account parking lot congestion and the time that is required to obtain a visitor's badge to ensure they are at the **designated meeting room** no later than 10:00 a.m.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

Contact: Barbara Bergeron (860) 594-2306 may be contacted for directions ONLY. **All questions regarding this bid will be reviewed at the mandatory site visit and any additional questions via Bid Addendum.**

QUESTIONS

Questions for the purpose of clarifying this bid after the mandatory site inspection must be submitted in writing and received by the State of Connecticut DAS/Procurement Services, **no later than 2:00 p.m. on Tuesday, May 30, 2006.** Questions received after the date and time specified will not be answered. Questions must be delivered, faxed or e-mailed to: Department of Administrative Services, Procurement Services, Attn: Ann Simeone, Bid 06PSX0166, 165 Capitol Avenue, 5th Floor South, Hartford, CT 06106. Fax number (860) 622-2921. E-mail: ann.simeone@ct.gov

Answers to all questions will be provided in the form of an addendum and will be available on the DAS/Procurement Services website www.das.ct.gov **no later than Friday, June 2, 2006.** Bidders must download a copy of the addendum from the website and return a signed copy with your bid submission.

BID PRICES

Bid prices submitted shall be as listed on the proposal schedule (SP-16) enclosed. Prices submitted shall be firm for the entire contract period. **No increases shall be allowed (exception: see standard wage rate language under Specifics).**

BID DUE DATE AND SUBMISSION OF PROPOSALS

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

Bids may be mailed or hand delivered to the address listed below and must arrive **by 2:00 p.m. EST on Thursday, June 8, 2006.** Bids received after that time, due to whatever reason, will not be accepted. Bidders are encouraged to attend the public opening of this bid (photo ID required to enter building). If a bidder is unable to attend the bid opening and wishes to have the results of the bid, bidders may schedule an appointment to review the bid documents. Due to the numerous bids issued, bid results cannot be read over the telephone.

Mailing Address:

Bid# 06PSX0166
State of Connecticut
Department of Administrative Services/Procurement Services
Attn: Ann Simeone
165 Capitol Avenue, 5th Floor South

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

Hartford, CT 06106

Hand Delivered Address:

Bid# 06PSX0166

State of Connecticut

Department of Administrative Services/Procurement Services

Attn: DAS Customer Service Rep

165 Capitol Avenue, Room 110

Hartford, CT 06106

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

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

Environmentally preferable attributes include:

Fuel efficient;

Energy efficient;

Made of recycled content;

Made of post-consumer content;

Made of biodegradable materials;

Remanufactured and rebuilt;

Recyclable; and/or

Less- or non-toxic.

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

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

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

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

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

Environmentally Preferable Proposal Submittal Encouraged:

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

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

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

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

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

Environmentally Preferable Product Catalog Labeling and Reporting Requirements :

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

CONTRACTOR must supply DAS with information on purchases of environmentally preferable products and services made by state agencies and

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

political subdivisions. CONTRACTOR agrees to work with DAS to establish an agreeable format for the tracking of environmentally preferable purchases.

AWARD

The State reserves the right to award this Contract to the lowest responsible, responsive, qualified bidder in a manner deemed to be in the best interest of the State.

The contractor's signature on the SP-26, Bid Proposal is the contractor's agreement to all the terms and conditions listed in the bid proposal. If your company is selected as the awarded contractor, the signature on the SP-26 constitutes as the agreement between your company and the State. Once the contract is awarded, the state will be issuing a contract award that constitutes as the state's signed agreement to this contract. Once the contract has been awarded, the agency will issue its purchase order to the contractor. The contractor shall not perform services without receiving a purchase order. Questions regarding the purchase order should be directed to the ordering agency.

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

Instructions on locating the contract award on the DAS website:

Scroll down to the heading **CONTRACTS**

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

Click on "By Contract Number"

Click in the empty box to the right and type in the contract award number 06PSX0166 and click "Go".

Click on the "Contract Number"

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

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

ANNUAL GIFT AFFIDAVIT:

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

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

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

CHANGE OF ADDRESS/UPDATES:

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

CONTRACT INVOICING:

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

Department of Transportation
PO Box 317546
2800 Berlin Turnpike
Newington, CT 06131-7546
Attn: Accounts Payable

INSURANCE:

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

Commercial General Liability

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

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

Automobile Liability

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

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

Workers Compensation and Employers' Liability

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

Umbrella Liability

In the event the contractor secures excess/umbrella liability insurance to meet the minimum requirements specified as items B, C, and E the State of Connecticut must be named as Additional Insured.

In addition, the Contractor agrees to furnish to the State a "Certificate of Insurance, CON-32A", in conjunction with Items B, C, D, and E above, fully executed by an insurance company or companies satisfactory to the State, for the insurance policy or policies herein above, which policy or policies shall be in accordance with the terms of said Certificate of Insurance. For the Workers' Compensation Insurance and, if applicable, the U. S. Longshoremens and Harbor Workers' Compensation Act coverage, the policy number (s) and term of the policy (ies) shall be indicated on the CON-32A. Each insurance policy shall state that the insurance company agrees to investigate and defend the insured against all claims for damages, even if groundless.

Updates on the insurance coverage are the responsibility of the contractors. Insurance requirements will be **strictly enforced**.

Minimum Scope of Insurance

All Liability insurance policies shall be written on an "occurrence" basis only. All insurance coverage is to be placed with insurers authorized to do business in the State of Connecticut and must be placed with an insurer that has an A.M. Best's Rating of no less and A-, VII. All certificates of insurance shall be filed with the Department of Administrative Services on the standard Accord Certificate of Insurance form showing the specified insurance and limits. The State of Connecticut shall be named as an Additional Insured for liability coverage required under this agreement. The Contractor's insurer shall have no right of recovery of subrogation against the State and the Contractor's insurance shall be primary coverage. The Certificate Holder Box shall read: **State of CT., DAS/Procurement Services, 165 Capitol Ave., Hartford, CT 06106 and DOT/Maritime Administration Building, New London State Pier attn: April Holt, DOT, 2800 Berlin Turnpike, Newington, CT .**

SECURITY:

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

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

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

- No guns, knives or other dangerous weapons are allowed on state property.
- No dangerous drugs or other prohibited substances, including alcohol, are allowed on state property.
- No unauthorized personnel, including children, shall be allowed on state property.
- All keys to the building will be furnished by the state to the contractor. All keys remain the property of the state and shall not be duplicated by the contractor or his employees. All keys shall be returned to the agency upon request. A charge will be assessed for any keys not returned. Contractor will assume cost of re-keying buildings if keys are lost or stolen by him or his employees.
- The use of state telephones is strictly prohibited with the exception of the following: contractor's telephone check in/out payroll system whereby the disclosed telephone number is a local call; and in the event of an emergency, contractor's employee will report such use.

DISPUTES:

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

PERFORMANCE MONITORING (PLEASE READ CAREFULLY)

Throughout the term of this agreement the Agent and the Department of Administrative Services will monitor the performance of the contractor in the following manner:

A DAS-Procurement contract specialist will investigate all formal complaints regarding contractual breaches or poor performance issues for the purpose of validating such complaints. After the first *validated* report of poor performance or noncompliance, the contractor will be given a reasonable opportunity to cure the performance and compliance issues.

A second *validated* report of poor performance or noncompliance may result in a conference involving the contract vendor, the contracting state agency and DAS Procurement. The contractor will then be given a second opportunity to cure

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

poor performance and compliance issues. **The vendor will reimburse the State of Connecticut where additional costs are incurred from having to restore an area that has deteriorated due to that vendor's neglect or incompetence.**

A THIRD *VALIDATED* POOR PERFORMANCE OR NONCOMPLIANCE COMPLAINT WILL RESULT IN IMMEDIATE TERMINATION OF THE CONTRACT. The Department of Administrative Services will employ another Contractor to fulfill the requirements of the contract. The terminated contractor shall be liable to the State of Connecticut for all additional costs incurred as a result of the termination pursuant to Section 22 of the Standard Contract Terms & Conditions.

Instructions to the agency on where to find the Vendor Performance Report:

Go to the DAS/Procurement Services website –

www.das.state.ct.us/busopp.asp

Scroll down to "Customer Feedback"

Click "Vendor Performance"

Complete the form. Please make sure to click the appropriate box for Action Requested.

When completed, submit the form.

In the event that the contract award has been terminated, the awarded contractor will complete all work currently underway, and the agency will make payments for all services received and completed.

DAMAGE TO STATE AND/OR PERSONAL PROPERTY:

The Contractor shall be responsible for the repair or replacement costs of any damage to the State and/or personal property caused by the use, misuse, or negligence of the Contractor or his employees.

The Contractor is responsible for reporting damage to State property within 72 hours of occurrence. The damage must be reported in writing to the agency's designee.

ASSESSMENT OF DAMAGES:

In the event that the CONTRACTOR provides unsatisfactory services, which has to be remedied by the use of State forces or by the use of other contractors; the State will assess CONTRACTOR the full amount expended to correct the deficiencies.

In the event the CONTRACTOR and/or its contractors' performance and/or equipment is not in proper working condition, causing delays in the performance of services rendered, the State reserves the right to negotiate and assess damages. The negotiation of damages will be discussed by all parties. Final

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

determination will be made by DAS Procurement Services (reference Standard Terms & Conditions #22).

SBE/MBE CERTIFIED CONTRACTORS

Bidders/Proposers are advised that this bid/request for bid has been set-aside for participation by **only** those Small Business Enterprise (SBE) and Minority Business Enterprises (MBE) certified as such by the State of Connecticut's Department of Administrative Services/Business CONNEctions - Set-Aside Program, pursuant to Connecticut General Statute 4a-60g.

Bidders/Proposers are requested to provide a copy of their company's current certification certificate with their bid.

For information about the Set-Aside Program please write or call:

The Department of Administrative Services
Business CONNEctions/Set-Aside Unit
165 Capitol Ave. Room
Hartford, Connecticut 06106
(860) 713-5228

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

DOT AGENCY SPECIFICS

PLEASE NOTE: These Agency specific specifications supersede any conflicting provisions in the document made a part of this specification entitled Custodial Services – General Specifications. The intent is to have the most intensive specification language apply except if a Department of Transportation paragraph specifically states that it replaces language in the Department of Administrative Services document “Custodial Services – General Specifications”.

INTRODUCTION: These specifications are for a full service three (3) year janitorial contract for the **Maritime Administration Building at the New London State Pier located on State Pier Road in New London**. Excluded is the area occupied or controlled by LOGISTEC, consisting of the entire first floor except the boiler room. The stairs going to the second floor, the first floor vestibule, and the first floor main entrance, however; are included.

AGENCY CONTACT: The agency contact/designee is Mr. Alan Stevens who can be contacted at (860) 443-3856, between the hours of 8:00 a.m. and 4:00 p.m. He will be the on site representative of the State regarding the day-to-day contract administration.

CONTRACTOR QUALIFICATIONS: The contractor shall have performed continuing daily janitorial services for a building of at least 10,000 square feet, including exterior window cleaning for buildings of two (2) stories, for at least three (3) years prior to entering into this contract and must submit documentation with the bid showing the facility and contact person.

NON-CONTRACT AREAS: The following areas are not included in the contract and will be cleaned by others: The first floor occupied or controlled by LOGISTEC. The first floor bathrooms are also excluded. The only areas included on the first floor are the boiler room, along with the entrance doors, the vestibule, and the stairway to the second floor.

STAFFING: Staffing for the service is to be determined by the contractor. In addition, staffing specifics shall be listed on the Proposal Schedule (SP-16).

STANDARD WAGE RATES: Connecticut General Statute 31-57f mandates the payment of standard wage rates for any contract of this type unless the contract does not exceed \$49,999.00 per annum. Therefore, if the yearly price is higher than \$49,999.00, this contract will be subject to CGS31-57f. If this contract, by virtue of the yearly price is not subject to CGS31-57f, then the pricing will be firm for the contract term. If the contract is subject to CGS31-57f, then the following applies concerning wage increase:

The only price adjustment allowable in this contract will be for the adjustment of wages paid pursuant to the requirement in CGS31-57f that employers adjust the

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

wages paid to employees during the life of the contract to meet the standard wage rate. www.ctdol.state.ct.us/

METHODOLOGY FOR DETERMINING AWARD:

This cost will be awarded to the lowest qualified responsible bidder based on the monthly price as established on the proposal page, which includes the cost of performing all daily, weekly, monthly, and yearly tasks divided by twelve.

KEYING AND ACCESS CARDS: No keys nor access cards issued by the State shall be duplicated by the contractor. The contractor shall maintain and have available on site at all times for inspection by the State, a key log of all keys and entry cards issued. The contractor shall maintain control over key issuance and collection so that none will be removed or taken from the said building except by managerial or supervisory employees designated by the contractor to the State. All keys and entry cards are to be returned to the State at the expiration of the contract. A Twenty-five Dollar (\$25.00) charge will be levied against the contractor for each broken key and lost or mutilated entry card. Two (2) entry cards will be supplied to the contractor. Additional cards are Twenty Dollars (\$20.00) each. Also review keying specifications listed under Security heading.

Any fines or reimbursements that are imposed upon the contractor shall be paid by the contractors' issuance of a check payable to Treasurer, State of Connecticut.

SECURITY POLICY AND PROCEDURES: The Department has in effect a Security Policy that this contractor must adhere to. The contractor is responsible for being familiar with the policy and informing his employees of all security procedures, which must be strictly adhered to by all employees.

There may be certain internal doors protected by card readers. These doors are **NOT** to be left open during nightly cleaning and should only be open while the cleaner is physically in the office.

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

In the event that the contractor or his employee(s) have not properly armed or secured the facility, and State representatives are required to respond to the facility after notification from the security service, or if the contractor or his representative fails to arm the building, or if there is an alarm and the State chooses not to respond, the contractor will be assessed a One Hundred Fifty Dollar (\$150.00) charge per occurrence.

The contractor must also provide a telephone number for emergencies and must respond within one (1) hour.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

EMPLOYEES/WORK – STATE JURISDICTION: All contractor’s work to be performed and employees on the premises shall be subject to the jurisdiction of the State’s representative. It is further agreed that the contractor will hire only employees with good character and technical knowledge of their duties to properly conduct such services.

The contractor must supply personnel trained in the performance of tasks required by this contract and familiarize all employees with the requirements unique in working in and around a transportation facility, including DOT Security Regulations.

The contractor shall be responsible for the proper personal conduct of all his personnel while on the premises. Criminal background checks as described in the General Specifications are **NOT** required in this contract, however, the contractor agrees to remove any employee from this project whose conduct the State feels is detrimental to its best interest, the best interest of the general public, or the tenants. Thefts, threats, violence or verifiable sexual harassment claims may be grounds for immediate staff expulsion. Pending a DAS and DOT investigation will determine the outcome and whether that staff member(s) may return to that site.

INSPECTION: Once per month, as scheduled by the State, the State’s designated representative and contractor’s representative will meet to inspect work under this contract. 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 within one (1) day after the meeting. Failure of the contractor’s representative to attend the inspection or provide a written report shall be considered a validated report of poor performance and/or noncompliance. Three (3) validated reports of poor performance and/or non-compliance will result in immediate termination of the contract (see “Performance Monitoring” section).

ADDITIONAL WORK: There may be additional tasks required that were not specified or anticipated. The contractor shall, for those tasks, submit a written proposal, utilizing his bid hourly rate and calculated square footage charges. The State shall review these additional charges, if in accordance with previously bid rates, and shall request that DAS, Procurement Services, incorporate them into the contract through an appropriate supplement.

ALARM ACCESS CODES: The contractor will be assigned an access code to the building. He shall maintain and make available to the State a log of who is issued the code. Only employees assigned to supervise the cleaning of the building will be authorized the access code by the contractor.

GENERAL WORK ASSIGNMENTS:

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

SERVICE REQUIRED: Service is required two (2) nights per week, Wednesday and Friday, excluding State holidays - if a holiday falls on a Wednesday or Friday, work is to be done the next business day. The hours of building access to perform work shall be from 4:30 p.m. to 10:00 p.m. All work shall be performed during these hours unless written authorization is obtained from the State.

LEAD CLEANERS: One (1) required to be present while all work is performed. Lead cleaner must have badge permanently identifying him or her as the lead cleaner. The Department of Transportation will allow the lead cleaner to have a full job assignment.

The lead cleaner shall be responsible for the day-to-day performance of the cleaning contract and will have overall responsibility for the work to be performed under this contract. The lead cleaner is to have a copy of the contract with him/her while on duty. It is the responsibility of the lead cleaner to instruct and advise all staff of the requirements contained in this contract and be responsible for the supervision, training, routine scheduling, and inspection of the cleaning work. Lead cleaners shall be **working** cleaners with daily custodial assignments to include all aspects of the work detailed in this contract, including rest room cleaning, floor polishing, vacuuming, etc. The lead cleaner will make sufficient daily routine inspections to ensure that the work is performed as required by this contract. The results of such inspections are to be issued to the State in writing.

STATE EQUIPMENT: The contractor or its employees shall not use State any equipment such as computers, fax machines, or any other electronic equipment.

FURNISH SUPPLIES, EQUIPMENT, AND MATERIALS: The contractor's obligation is to provide all consumable supplies for dispensers currently installed plus up to five percent more towel dispensers, or a minimum of four at no additional cost.

EQUIPMENT: The contractor shall provide compatible equipment, material, and methods in compliance with manufacturer's specifications and recommendations for the products used and the materials and finishes that are to be cleaned. All OSHA Fall-Protection Requirements are the responsibility of the contractor and must be complied with. The contractor shall submit a copy of his Fall Protection Plan to DAS and DOT.

All equipment must be current manufacture and in good operating condition (UL approved) and physical appearance. All equipment is subject to State approval. If the contractor's equipment that is deemed inoperable, it will be considered a validated report of poor performance and/or non compliance (see "Performance Monitoring" section). All equipment must be compatible with the flooring material and surfaces. All wheels shall be of a type that will not mar or damage flooring.

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

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- A. A minimum of two (2) Turbo-style dryer fans with minimum ½ h.p. rating to provide drying.
- B. Portable hot water extraction unit with wand capable of providing 200 cfm airflow. Unit must be able to operate environmentally safe in an indoor environment, be able to deliver cleaning solution, and provide vacuum under standard line power.
- C. Pre-spray dispensing devices.

NOTE: All machines should be equipped with a minimum of fifty (50) feet of electrical cord of adequate size to permit machine operation over a large area. In addition, propane buffers are not allowed.

Equipment or tools to be used on this contract must be provided in the quantities needed with the minimum quantity as one and shall meet the requirements of the work and produce a satisfactory quality of work. The State may order the removal and require replacement of any unsatisfactory equipment. Required equipment, tools, and supplies left on-site include:

- 1. Plastic or stainless steel mopping pails with a wringer
- 2. Short-handle duster with removable head and treated dusting cloth
- 3. Putty scraper
- 4. Small scrub brush
- 5. Small plastic funnel
- 6. Eight (8) ounce plastic measuring cup
- 7. Supply of clean cloths (low lint)
- 8. Plastic spray bottle with glass cleaner
- 9. Gallon of detergent concentrate with jug pump
- 10. Gallon cleaner, disinfectant-concentrate, with jug pump
- 11. Plastic spray bottle with cleaner disinfectant solution
- 12. Plastic spray bottle with clear water
- 13. Lotion-type cleanser
- 14. Metal polish
- 15. Furniture Polish
- 16. Blind dusters and brushes
- 17. Metal can for ashtray disposal
- 18. Dust pan and counter broom
- 19. Wet mop, if non-carpeted floors are in the assigned area
- 20. Dust mop, if non-carpeted floors are in the assigned area
- 21. Vacuums as specified
- 22. Carpet cleaning kit
- 23. Stripping and buffing machines (as required)
- 24. Extractors as specified – not required to be kept on site

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

25. Stepladders

MATERIALS:

- A. The contractor will furnish all consumables and supplies and insert various products in the appropriate dispensers. Repair and any needed replacement of broken dispensers is the contractor's responsibility.
- B. Any materials not specifically identified in this contract are subject to the approval of the State.
- C. The contractor shall furnish and install all necessary liquid hand soap as required for all dispensers. Any repairs, replacement, or unclogging of the dispensers is the contractor's responsibility. Replacements must be with approved equal materials. All sinks that do not have a dispenser must have one installed by the cleaning contractor.
- D. The contractor shall use only materials that are labeled and identifiable by brand name. No materials, treatment, or procedure shall be used on any floor or stairway that will cause or contribute to the floor or stairway surface being slippery or unsafe to walk upon in all kinds of weather under normal use.
- E. The contractor is responsible to provide and maintain a number of walk-off mats as described in these specifications.
- F. Material Safety Data Sheets must be supplied and kept current for all supplies and items brought into the facility. The contractor must keep a set and forward a set to the Department of Transportation contact person

SUPPLY DISTRIBUTION: Supplies such as toilet tissue, liners, etc., must be installed in dispensers to ensure an adequate supply for the next day. If the contractor fails to comply with these or similar requirements, the State will promptly notify the contractor to correct the problem(s). Failure by the contractor to comply shall be considered a validated report of poor performance and/or noncompliance (see "Performance Monitoring" section).

COMPLIANCE WITH ENVIRONMENTAL REGULATIONS: The contractor shall be fully responsible for compliance with all environmental regulations and policies. This includes ensuring that the sinks and drains in the building connected to the sewer system are the only acceptable place to dispose of any water, cleaning chemicals, or other products that were used in building cleaning. Under no circumstances should anything be dumped outside on the ground or in catch basins.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

TRASH AND RECYCLABLE MATERIAL COLLECTION: Trash, recyclable collection, breakdown of boxes and removal by the contractor to the various on site dumpsters is included in the services to be provided.

TASK SPECIFICATIONS: The following Task Descriptions are the minimum standards for execution of the tasks. The frequency of the task is listed on the Maintenance Task Schedule provided at the end of this division. More Detailed Task Descriptions are also included for certain, more involved materials and procedures. Please be aware that these descriptions supersede those in the section entitled Custodial Services – General Specifications. Please note that when a task is called out for daily performance and the contract is not a five day a week contract, then task execution is only required on the scheduled days.

- A. **Maintain floors using hard surface floor care specifications.** Please refer to hard surface floor care specifications for details of the requirements.
- B. **Clean rugs and carpets.** Remove all gum and foreign matter and spot clean daily. Please refer to carpet specifications for details. Maintain all carpets using procedures as shown in these specifications for carpet maintenance.
- C. **Empty and Clean Trash Receptacles:** The Contractor shall empty all trash receptacles. Liners shall be replaced daily. All trash must be bagged before it is placed in the dumpster. The interiors and exteriors of trash receptacles will be free of trash, liquid, gum, grease, and other foreign substances. Those trash receptacles, which are found to contain liquids or other substances, which could cause odors, shall be washed out and dried before new liners are installed. The Contractor shall place the removed trash into the dumpster/container located in the appropriate location. No trash should be placed on the ground or on top of the trash container. Breakdown all cardboard boxes and place in proper area.

Paper recycling containers: Empty on a daily basis the intermediate white and/or mixed paper recycling containers into the appropriate collection dumpsters.
- D. **Clean Cigarette Receptacles:** Contractor shall empty, clean and refill sand (where applicable) cigarette receptacles and police/sweep area to remove all butts.
- E. **Dust furniture.** Wipe all furniture clean nightly with a treated duster or cloth, including but not restricted to desk(s), table(s), bookcase(s), file cabinet(s), shelf(ves), counter(s), and telephone(s).
- F. **Dust interior surfaces.** Dust all building surfaces such as rails, ledges, windowsills, partitions, blinds, vents, baseboards, etc. Wash clean where necessary.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- G. **Clean Walls and Partitions:** Wipe all walls, partitions, and doors with a cloth and clean water. Clean and polish with suitable material, all bright work, water fountains, etc. Vacuum cloth covered partitions. This also includes elevator interiors.
- H. **Wash Walls and Partitions:** Clean with suitable cleaner and/or detergent all walls, partitions.
- I. **Glass doors – interior and exterior.** All glass on all doors, including office and corridor sidelights and vestibules to be washed clean, including interior and exterior surfaces. All drippings to be wiped clean and dry. Private offices should be checked daily and fingerprints removed with full washing of glass monthly.
- J. **Dust light fixtures.** All light fixtures to be dusted with a suitably treated cloth or duster. Also, open, clean, and remove dead bugs and wipe clean lens with cloth.
- K. **Clean Microwaves & Refrigerators:** The Contractor shall thoroughly clean the exterior surfaces of microwaves and refrigerators using an approved cleaner with a clean cloth to remove all dust, dirt, grease, fingerprints, stains, streaks and food particles.
- L. **Clean elevator tracks:** Each elevator to be stopped, all tracks vacuumed, and all dirt or foreign objects removed (**EXCEPTION – this facility does not have an elevator**).
- M. **Spot clean:** Perform the standard cleaning functions not specifically listed but necessary to maintain a satisfactory level of cleanliness, to perform standard cleaning functions more often than listed frequency due to weather conditions, etc. Spot cleaning to include, but not restricted to, wiping soil or finger marks from all surfaces, especially around light switches, doors, door closers and door jambs, water fountains, counters, window ledges, thresholds, floor hinges and walls.
- N. **Clean rest rooms**
1. Remove waste paper and refuse, place plastic liners in receptacles. Empty sanitary receptacles and replace waxed bags. The contractor is responsible at his expense to properly dispose of this material.
 2. Wash and disinfect both sides of toilet seats.
 3. Wash all mirrors.
 4. Wash and disinfect all basins, bowls, and urinals.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

5. Wash, clean, remove markings, and disinfect and polish all bright work, including flushometers, piping, toilet seat hinges, partitions, showers, and trash containers.
 6. Wash, clean, remove markings, and disinfect all walls and partitions.
 7. Sweep and wash all flooring with suitable disinfecting detergent.
 8. Fill toilet tissue, hand towels, and soap dispensers.
NOTE: All dispensers throughout the building including break areas.
 9. Pour water/disinfectant solution into all floor drains.
 10. Machine scrub all ceramic tiles floors during July, October, January, and May.
 11. Refill dispensers; stock all sanitary product machines with product. All machines must vend for 25 cents. All repairs, supplies, product purchase money collections or shortages are the vendor's responsibility.
 12. On a nightly basis, report to the State's representative any equipment that is not working properly, including any leaks noticed, toilets or sinks that are clogged, and any problems with fixtures in bathrooms.
 13. Empty sanitary receptacles and replace with wax bags. The contractor is responsible at his expense to properly dispose of this material.
- O. **Clean all lounge furniture:** To wash clean with a suitable cleaner all furniture, chairs, tables, and receptacles.
- P. **Metal Surfaces:** All metal surfaces around doors, windows, elevator entrances, and all kick plates to be thoroughly cleaned and polished. This is to include handles, sills, frames, hinges, thresholds, pillars, doors, water fountains, elevator interior and exteriors, etc. Polish all bright work and metal.
- Q. **Sweep daily:** All outside walk areas and entranceways within twenty (20) feet of any door. Roll up doors excluded.
- R. **Walk-Off Mats:** Vacuum all entrance areas and walk-off mats. Roll up mats and shake out daily, clean under mats. Mats are to be replaced every two (2) weeks.
- S. **Concrete Flooring:** Weekly, sweep. Care shall be taken to avoid silting any drain systems. All other concrete floors and stairwell areas will be dust mopped and wet mopped daily.
- T. **Desk Mats:** Mop with all-purpose cleaner.
- U. **Exterior Windows:** Remove and clean screens and replace. Wash exterior and interior of all outsidewindows. Windows must be washed with a squeegee using scaffolding or ladders as necessary. Telescopic pole washing is **not** allowed. All OSHA Fall-Protection Requirements must be followed. All screens to be removed and replaced by contractor. Cleaning of windows is to be done during the month of May.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- V. **Clean Ceiling Vents and Diffusers:** Remove vent, dust, then wash with a suitable cleaner to remove all dirt and soot. Dry vent and replace. Vacuum the ceiling tiles within two (2) feet of all vents.

- W. **Light Bulb Replacement:** Every Wednesday, the contractor shall replace all bulbs that are out.

- X. **Clean and Wash Light Fixtures and Lenses:** During the month of September, using suitable machinery and equipment, ultrasonically clean all light fixtures and wipe all bulbs and interior parts of fixture. At the State's option, re-install new light tubes provided by the State, or damp wipe old tubes and re-install.

- Y. **Chair Cleaning:** During the month of June, the following is to be scheduled. Chairs are to be presprayed then hot water extracted. The rest of the chair should be cleaned and wiped off. This task is to be done on Friday nights. All chairs are to be put back at the proper location.

- Z. **Light Bulbs:** On Wednesday nights, replace all burnt out bulbs inside the building. Report all lights still not working after bulb replacement and advise when bulb inventory is low. Lens and light covers found missing or broken will be treated as being broken by the contractor and must be replaced by the contractor at his expense. If a Department of Transportation electrician responds to a report by the contractor for a fixture not working and the bulb is found to be the cause of the problem, the contractor will be billed for this service.

FREQUENCY OF CLEANING DUTIES REQUIRED: The following maintenance task schedule lists the frequency for performing the specific duties required for the various types of materials, occupancies, and areas in the various buildings.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

**MAINTENANCE TASK SCHEDULE
PREPARED FOR
DEPARTMENT OF TRANSPORTATION
STATE PIER OFFICE BUILDING, STATE PIER ROAD, NEW LONDON**

Wednesday & Friday Tasks: (A, B, C, D, E, I, K, M, N, O, P, Q, R)

Weekly Tasks: (F, G, J, S, W, Z)

Monthly Tasks: (V)

Bi-Monthly Tasks: (T)

Yearly Tasks: (U done during the month of May, plus yearly portion of B done during June, plus yearly portion of A done during May; X during September; Y during June)

**DEPARTMENT OF TRANSPORTATION
WALK-OFF FLOOR MAT SPECIFICATIONS
CHANGED EVERY TWO (2) WEEKS**

All walk-off mats must be supplied, removed, shampooed, and replaced with clean dry mats in good conditions at all locations listed below. The State has the right to change the color, quantity, size, or make additions or deletions upon request. The State also has the right to require the replacements of worn mats. Lost mats are the responsibility of the contractor.

Listed below are the mat locations as well as the quantities, color, and mat sizes required. The mats must be furnished every two (2) weeks.

Note: Mats to be supplied and placed by the Contractor.

Note: All mats are to be dark blue.

- ◆ Upper Level Entrance: One (1) mat (3' X 10')

- ◆ Lower Level Entrance: One (1) mat (3' X 5')

All mats must be supplied and put into proper place by the contractor or, at his option, a service company arranged by the contractor and paid by the contractor. The State

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

reserves the right to add an additional fifty (50%) percent quantity of mats because of weather conditions.

DEPARTMENT OF TRANSPORTATION
HARD SURFACE FLOOR CARE SPECIFICATIONS
RESILIENT TILE FLOOR CARE SPECIFICATIONS

This program is based on the existing Pioneer/Eclipse System that has been very successful since 1987. Any manufacturers system will be considered, however; full literature must be provided with the Bid explaining the system. The documentation needs to show how all the floor products work together as a system. The names and address of two (2) similar-sized buildings using this alternate system must be submitted with bid. They will be visited and assessed to determine if results are acceptable.

Some flooring and other building components at this facility may contain asbestos. Burnishing of tile is allowed but the tile must never be allowed to become unfinished or have all finish removed without an immediate recoating. It is required that the contractor have an employee that has had current asbestos awareness training on site at all times. Both DAS and DOT require copy of the certification prior to commencement of contract. Certifications must be renewed yearly and submitted to DOT.

WEDNESDAY MAINTENANCE

1. **SWEEP:** Sweep floor. Clean all loose dirt, dust, and debris. Remove mats.
2. **MOP:** Dust entire floor using an untreated dust mop. Remove all gum and stickers.
3. **CLEAN:** Using a clean mop, damp mop entire floor with Eclipse Neutral Cleaner. Rinse mop and change mop water when dirty.

FRIDAY MAINTENANCE

1. **SWEEP:** Sweep floor. Clean all loose dirt, dust, and debris. Remove mats.
2. **MOP:** Dust entire floor using an untreated dust mop. Remove all gum and stickers.
3. **CLEAN:** Using a clean mop, damp mop entire floor with Eclipse Rebound Cleaner. Rinse mop and change water when dirty.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

4. **BUFF:** Dry buff floor with high-speed burnisher and Pioneer Blue Blend pad. Replace mats.
5. **SWEEP:** Sweep floor to remove dust from burnisher.

BI-MONTHLY MAINTENANCE (EVERY OTHER MONTH)

1. **SWEEP:** Sweep floor. Clean all loose dirt, dust, and debris. Remove mats. Dust entire floor with untreated dust mop. Remove all gum and stickers. Remove objects not permanently affixed to the floor.
2. **SCRUB:** Using conventional floor machine, mop entire floor with Eclipse Neutral cleaner – 4 oz. per gallon of cold water. Mounting a gray Superscrub pad, scrub entire floor at low speed.
3. **RINSE:** Using a clean mop and bucket, wet mop entire floor with clear, cold water. Rinse mop and change water frequently. If necessary, repeat above, rinse steps to ensure totally clean floor. **CAUTION: DO NOT RINSE FLOORS WITH DIRTY MOPS OR WATER.**
4. **BURNISH:** Burnish entire floor to identify areas of wear.
5. **RE-COAT AREAS OF WEAR AS IDENTIFIED ABOVE:** Using a clean rayon mop and bucket, apply up to three (3) thin, even coats of Equinox Floor Finish in the following manner: First, saturate mop head with Equinox and wring out; Second, outline section of floor to be re-coated, staying at least two (2”) inches from all edges or counters; Third, fill in outlined area; and Last, allow at least 30 minutes to dry between each coat.
6. **BUFF:** After floor has thoroughly dried (allow 30 to 60 minutes after last coat), dry buff entire floor with high-speed burnisher and Pioneer Blue Blend pad. Replace mats and equipment.

ONCE PER YEAR MAINTENANCE

1. **SWEEP:** Remove all obstructions not permanently affixed to the floor. Remove all gum and stickers. Using an untreated dust mop, thoroughly dust and sweep entire floor.
2. **STRIP:** Mop floor with liberal solution of one (1) gallon of Formula X to each six (6) gallons of cold water. Adjust this ratio depending on the amount of finish buildup. Allow solution to soak for ten minutes. On edges use “doodle bug”

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

style edge scrubber with black strip pad. Scrub floor with floor machine using black strip pads. Remove all splatter caused by stripping.

3. **RINSE:** Mop up dirty water left by scrubbing with one (1) ounce of Eclipse Neutral Cleaner per gallon of cold water. Mop thoroughly under shelves and in corners. Change water frequently. If necessary, repeat rinsing steps to ensure floor is totally clean. **NEVER APPLY FINISH OVER DIRTY FLOOR.**
4. **RE-COAT:** Using a clean mop and bucket, apply two (2) coats of Prime Star and allow to dry thoroughly between coats. Apply three (3) coats of Equinox Floor Finish as follows: First, wring out mop-head that has been saturated in Equinox; Second, outline section of floor to be re-coated staying at least two (2") inches from the edges and counters; Third, mop **FIRST COAT** in outlined area and allow to dry; Fourth, apply **SECOND COAT** thinly in the above manner and allow to dry; Fifth, apply a final, very thin **THIRD COAT** over the entire floor and up to edges and allow to dry.
5. **BUFF:** After Equinox Floor Finish is thoroughly dry, dry buff entire floor with Pioneer Blue Blend pad and high-speed buffer. This generates the heat necessary to create a hard, deep shine.

NOTE: Within one (1) month of the contract start date, it is the contractor's responsibility to contact the factory representative of whatever floor system is being used and arrange a minimum three (3) hour training session at the facility for the contractor's personnel. Any costs associated with this training are the contractor's responsibility. The State must be notified of the date and time of this training session in order to verify its successful completion. This training must be repeated at the midpoint of the contract.

DEPARTMENT OF TRANSPORTATION
CARPET CLEANING AND MAINTENANCE SPECIFICATIONS

1. **METHODS OF CLEANING:** All carpeting will be cleaned by integrating the below four (4) methods. They are as follows:
 - A. Vacuuming at prescribed intervals as defined by the State.
 - B. Pile lifting at prescribed intervals as defined by the State.
 - C. Portable hot water extraction unit with wand capable of providing 200 cfm airflow.
 - D. Spot extraction of stains at no charge to the State.
2. **EQUIPMENT:**

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- A. Extractor as specified.
- B. Heavy-duty commercial upright vacuum with beater brush features (not exceeding 18”) and dual vacuum motors able to accommodate disposal bags.
- C. Hysurf or equivalent vacuum bags required.
- D. Pile lifter units to provide all pile lifting.
- E. Turbo-style dryer fans with minimum ½ h.p. rating to provide drying.
- F. Pre-Spray dispensing device (in-line operational from Hot Water Extraction Unit).

3. **FREQUENCY OF CLEANING:**

A. Vacuuming

Full area vacuum Wednesday and Friday using four-direction motion. Spot clean as required.

B. Pile Lifting-Bi-Monthly

To be performed bi-monthly.

C. Hot Water Extraction (pile lifting must be done prior to hot water extraction). The entire building will be cleaned yearly by this method. Stains will be cleaned as they occur using this method.

All operations below: Pile lifting and pre-spray prior to extractions. **Do not add detergents to the extractor water.**

Water extraction is the required and most effective method to deep clean carpets. When used as part of a preventative maintenance program, extraction will be done on the carpet before it is visibly dirty. The following basic steps are to be followed:

- 1) Pile lift and vacuum the carpet.
- 2) Spot clean as required.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

- 3) Apply a pre-spray to high traffic and heavily soiled areas to be extracted. Agitate with a grooming brush. The pre-spray can have a stand time of up to 15 minutes. Do not let the pre-spray dry.
- 4) Use clean water in the extractor. Chemicals to improve rinsing are approved.

DO NOT ADD DETERGENTS TO THE EXTRACTOR WATER!

- 5) Extract. Heavily soiled areas may require more than one (1) extraction pass. The carpet is clean when the extract water is clear.
- 6) “Dry-Vac” the area using extractor suction only (no spray). This procedure will remove additional water and accelerate drying.
- 7) Allow the carpet to dry completely prior to use. Portable blowers are required.
- 8) Chair mats are not to be placed until floor is dry.

4. **SPOTTING:**

- A. Spotting procedures will be performed on a daily basis to the entire facility. Every effort should be made by the contractor to remove a spot as soon as possible following its occurrence.
- B. Spotting should be integrated with the scheduled cleaning method.
- C. Copy areas should be checked and attended to daily for spotting of toner and related soiling.
- D. Vending areas should be checked daily to ensure the expedient removal of any food spillage. Carpet in these areas should be pre-sprayed with an enzyme-based cleaner when hot water extraction is performed.

5. **EQUIPMENT STORAGE:**

The State will provide an area on the premises for the storage of equipment and cleaning products related to this contract. Cleaning chemicals will be required to be stored by the contractor in accordance with all State and local fire marshal codes and requirements. The contractor must assume all responsibility for loss, theft, or damage to equipment.

CUSTODIAL AND RELATED SERVICES
06PSX0166
SPECIFICATIONS
07/01/06-06/30/09

6. **CHEMICALS, SPOTTERS, AND CLEANING AGENTS:**

A complete list of all chemicals used to perform the above services shall be presented to the State and carpet manufacturer in order to obtain their written approval prior to the performance of these specifications.

7. **MOVING OF FURNITURE AND EQUIPMENT:**

The contractor is solely responsible for moving and replacing all equipment and material. The entire carpet area is to be cleaned on a yearly basis. The contractor shall not replace chair mats until the carpet is completely dry. This may take several days to fully dry.

**CUSTODIAL SERVICES – GENERAL SPECIFICATIONS
DOT – OLD LYME
06PSX0166**

Description of Services

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

Work and Workmanship

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

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

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

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

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

Damage to State Property

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

Consumable Materials and Supplies

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

Custodial Services – General Specifications

to, wax, floor stripper, roll paper towels, germicidal cleaner, furniture cleaner and polish, carpet shampoo, etc. should meet EPP guidelines.

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

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

Cleaning Equipment

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

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

Use of State Property

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

OSHA Guideline Compliance

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

- MSDS must be updated annually and submitted to the State's designee. Any and all cleaning product changes and their MSDS must be submitted to the State's designee for approval **prior** to utilization.

- MSDS information must be in compliance with OSHA Regulation 1910.1200 paragraph g.

- Contractor shall comply with OSHA Regulation 1919.1200 paragraph f, concerning the labeling of all chemical containers.

- Contractor shall use caution signs as required by OSHA Regulation 1910.144 and 1910.145.

- Contractor shall comply with OSHA Standard 29CFR1910.1039 Blood Borne Pathogens as it pertains to the training, safety and equipment needed for all employees who are engaged in custodial service.

Custodial Services – General Specifications

- Contractor shall provide proof of compliance with OSHA Regulation 1920.1200
- Hazard Communication to the State's designee within ten (10) business after contract award.
- Failure of the Contractor to comply with all applicable laws and regulations shall permit the State to terminate this contract without liability.

Labeling of Chemicals and Supplies

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

Schedules and Days of Operation

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

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

Contractor Employees - Supervisors

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

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

Contractor Employees

All facilities shall be fully staffed commencing with day one (1) of this contract. All personnel shall

Custodial Services – General Specifications

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

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

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

If Contractor uses an employee who is not on the "list", the State's designee may order that person(s) off the property and deduct the cost of a full working shift of associated labor from the monthly invoice. Repeated use of employees who are not on the list may be sufficient grounds for termination of the contract.

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

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

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

Tasks

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

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

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

Custodial Services – General Specifications

designee shall be immediately notified of any unsafe condition.

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

Resilient Tile and Concrete/Hard Surface – Daily tasks begin by sweeping floor with a treated dust mop to remove all dirt, dust, trash particles and other debris. Contractor shall utilize a synthetic mildly abrasive pad (or equivalent) to remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substances. A putty scraper with a metal blade of 1.5 to 2 inches may be used to remove gum like substances. Contractor shall then wet mop the floor. When wet mopping, the Contractor shall ensure that the floors, walls, baseboards, corners, thresholds and adjacent surfaces are free of dirt, dust, marks, scars streaks, spills, stains, gum, tar and other foreign substances, including those resulting from the splashing of the cleaning solution. The Contractor shall ensure that all cleaning solutions have been mixed according to the manufacturer's directions and are appropriate for the floor surface. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors.

Wood/Wood Parquet Floors - Daily tasks begin by removing any and all spills, standing water, or moisture by using a wet/dry vacuum or dry mop. The Contractor shall then sweep the floor utilizing a properly treated dust mop to remove dirt, dust trash, particles and other debris, ensuring that no oily film exists after completion. During the cleaning operation Contractor will inspect the flooring to ensure that there are no loose or raised areas. If such areas are found the Contractor shall immediately notify the State's designee. Contractor shall remove all scuff marks, scars, streaks, spills, stains, gum, tar and other foreign substances using an approved solution using an approved fine pad and soft cloth; extensive areas can be addressed by using an approved fine pad and a high speed floor machine. The Contractor shall take the necessary precautions including the display of "wet floor" signs, to ensure that facility users are advised of wet or slippery floors. Upon completion of the cleaning operation, the Contractor shall ensure that no area is more slippery than another and conversely that no area has more drag than another.

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

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

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

Custodial Services – General Specifications

Strip and Wax Floors: - Resilient Tile and Concrete/Hard Surface – Contractor shall strip and wax floor with an approved floor wax. The entire room or corridor shall be completed in one (1) operation, and shall be completed with the manufacturer’s recommendation. The Contractor shall take the necessary precautions including the display of “wet floor” signs, to ensure that facility users are advised of wet or slippery floors.

Strip and Wax Floors: - Wood/Wood Parquet - Contractor shall strip and wax floor with an approved floor wax. The entire room or corridor shall be completed in one (1) operation, and shall be completed with the manufacturer’s recommendation. The contractor shall screen/scrub floor until the entire floor area is uniformly dull, ensuring that the screen or floor pad is not so abrasive that it is removing more than the existing floor finish. The entire area shall be vacuumed to remove finish dust. A clean untreated dust mop or tack cloths shall be used to remove any remaining dust. After the entire area is uniformly dull and clean, Contractor shall use a lamb’s wool applicator to apply two (2) coats of an approved water base finish, allowing for sufficient drying time between coats. Contractor will take the necessary precautions to secure the area to allow for sufficient drying and curing time.

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

Clean Carpets By Extraction Method: - Contractor shall thoroughly clean carpet (i.e. carpeted area) using the water extraction method. Contractor shall begin the cleaning operation by removing all movable furnishings from the carpeted areas, placing the furnishings in an appropriate temporary location. All paper, gum, rubber bands staples, paper clips and other debris shall be removed from the carpeted area. The contractor shall then use a carpet vacuum to remove all surface soil and embedded grit. All spots and stains shall be treated with an approved spot cleaning solution and a soft bristle brush. Spot cleaning should continue until as much of the spot or stain as possible has been removed. Water extraction equipment shall be operated over the entire carpeted area. All instructions provided by the manufacturer of the water extraction equipment shall be followed. After allowing sufficient drying time, the Contractor shall vacuum the carpeted area following a pattern, which will give the carpet pile a uniform appearance. The contractor shall conclude the operation by replacing furnishings in their original locations.

Clean Walls, Wall Cabinets & Partitions: - The Contractor shall spot clean walls, including light switches, wall cabinets, and partitions to remove dirt, cob webs, mold, graffiti, grease, marks, stains, smears, mold and other foreign substances. The Contractor shall ensure that the walls, wall cabinets, and partitions are uniformly clean, and that there are no smudge spots on the wall overlaps, and that water/cleaning fluids are not spilled on the floor or adjacent areas.

Clean Glass Doors and Door Frames: - The Contractor shall spot clean doors, including door glass

Custodial Services – General Specifications

and handles and door frames to remove all dirt, cob webs, mold, graffiti, grease, marks, stains, smears, mold and other foreign substances. The Contractor shall ensure that water/cleaning fluids are not spilled on the floor or adjacent areas.

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

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

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

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

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

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

Empty and Clean Trash Receptacles: - The Contractor shall empty all trash receptacles. Liners shall be replaced daily. All trash must be bagged before it is placed in the dumpster. The interiors and exteriors of trash receptacles will be free of trash, liquids, gum, grease, and other foreign substances. Those trash receptacles, which are found to contain liquids or other substances, which could cause odors, shall be washed out and dried before new liners are installed. The Contractor shall place the removed trash into the dumpster/container located in the appropriate location. No trash should be placed on the ground or on top of the trash container.

Custodial Services – General Specifications

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

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

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

Clean Drinking Fountains: - The Contractor shall use an approved germicidal disinfectant, applied from a spray bottle, a clean sponge, small brush or mildly abrasive pad to remove all hard water deposits, obvious soil, streaks, smudges and foreign substances from the drinking fountain and entire fixture/cabinet.

Clean Restrooms:

Sinks, Toilets, Urinals, Exposed Plumbing – Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, toilet bowl mop, clean cloth and cleanser to completely clean and disinfect all exposed surfaces of sinks, toilets, urinals and exposed plumbing. The cleaning shall include the drying and polishing of all exposed hardware. The interior of the toilets, toilet seats and urinals shall be scoured using a bowl mop. After the interior has been scoured, the fixture shall be flushed and the water level followed down with a circular motion of the bowl mop to remove stains and chemical rings. After cleaning the fixtures shall present a clean, bright, shiny appearance. Fixtures shall be free of all visible soil, scales, blood, feces, rust stains, scum, streaks, oily smudges, mineral deposits, and other foreign substances. All metal hardware such as flush valves, faucet valves and faucets shall be wiped dry and be free of streaks, spots, stains, etc. Toilet seats will be maintained in a safe condition. Inoperable or broken fixtures shall be immediately reported to the State's designee.

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

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

Custodial Services – General Specifications

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

Empty and Clean Trash Receptacles – The Contractor shall empty all trash receptacles. Liners shall be replaced daily. The interiors and exteriors of trash receptacles

Clean Showers - Contractor shall use a germicidal detergent, a clean sponge, abrasive pad, clean cloth and cleanser to completely clean and disinfect all exposed surfaces and exposed plumbing. The cleaning shall include the drying and polishing of all exposed hardware. After cleaning the fixtures shall present a clean, bright, shiny appearance. Fixtures shall be free of all visible soil, scales, blood, feces, rust stains, scum, streaks, oily smudges, mineral deposits, and other foreign substances. All metal hardware such as faucets shall be wiped dry and be free of streaks, spots, stains, etc. Showerheads will be operational and mildew free. Inoperable or broken fixtures shall be immediately reported to the State's designee.

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

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

Fill and Clean Paper Dispensers: - The Contractor shall refill all paper towel, toilet tissue, sanitary napkin and other paper dispensers to the proper fill level. The contractor shall also wipe clean the dispensers and adjacent surfaces with a germicidal detergent to remove all soil, marks, smudges, smears and other foreign substances. The Contractor shall report inoperative dispensers to the State's designee.

Fill and Clean Soap Dispensers: - The Contractor shall refill all soap dispensers to their proper fill level, in accordance with the manufacturer's instructions. The Contractor shall also wipe clean the dispensers and adjacent surfaces and floors, removing any spills created during the refilling process

Custodial Services – General Specifications

or usage process. The Contractor shall check all dispensers for proper operation and shall report inoperative dispensers to the State's designee.

Restroom Floors – Periodic: - Strip and Seal - The Contractor shall strip and seal floors, with an approved sealer. No wax shall be applied. The floor shall be free of dirt, dust mold, streaks, marks, stains, cleaning solution residue, watermarks, cleaning equipment marks, splashing, dissolved/finished particles and other foreign substances. Walls, baseboards, and other surfaces shall be clean and free of watermarks, cleaning equipment marks and splashing. The Contractor shall ensure that baseboards, tile, fixtures and other equipment is not damaged, disfigured or impaired. The Contractor shall take the necessary precautions, including the display of “wet floor” signs to ensure that facility users are advised of wet/slippery floors.

•

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

Clean Exterior – Remove Litter: - The Contractor shall collect and remove all litter and debris around the entryway(s). Litter/debris shall be placed into the appropriate exterior dumpster. No trash/litter/debris shall be left on the ground surrounding or on top of the container. The container shall be closed/locked at all times.

Clean Exterior – Sweep Entryways, Walkways and Stairs: - The Contractor shall sweep the entryways, walkways and stairs to remove all dirt, debris and litter. The Contractor shall ensure that sweeping operations do not pose a hazard to users of the facility.

Clean Exterior – Handrails: - The Contractor shall spot clean handrails, using a clean sponge or clean cloth and an approved cleaning solution to remove all dust dirt, cob webs, grease, oily film, fingerprints, stains, soils and other foreign substances.

Clean Exterior – Trash Receptacles: - The Contractor shall empty all exterior trash receptacles and replace liners. The interiors and exteriors of trash receptacles shall be free of trash, liquids, gum, grease and other foreign substances. Those trash receptacles, which are found to contain liquids or other substances, which could be the cause of odors, shall be washed out and dried before new liners are installed. The Contractor shall place the trash into the exterior dumpster/container located in the exterior trash enclosure. No trash will be left on the ground surrounding or on top of the container.

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

Custodial/Janitorial Closets: - Contractor shall maintain custodial/janitorial closets in a clean and orderly manner. Closets shall be locked/secured at all times.

Clean Cigarette Receptacles: - Contractor shall empty, clean and refill sand (where applicable) cigarette receptacles and police/sweep area to remove all butts.

Custodial Services – General Specifications

Emergency Custodial Services: - Emergency services may include but are not limited to cleaning spills, leaks, sicknesses, animal wastes, breakages, etc. In the event that the emergency event is of such magnitude that the regularly scheduled tasks cannot be accomplished, the State's designee must be informed.

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

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

Tennant satisfaction shall be deemed acceptable in the absence of documentation to the contrary. Documentation will be in the form of the DAS Customer Feedback process. DAS Customer Feedback documents for reporting non-conformances are located on the DAS web site (www.das.ct.us ; e-procurement; customer feedback; agency vendor alert (exhibit C) or vendor performance; (exhibit C).

Inspection by the State's designee will occur on a periodic schedule determined by the State's designee but not less than once per three (3) month period. The State's designee should prepare and file a DAS "Vendor Performance Report" at least semi-annually to document the Contractor's performance. Customer Surveys will be distributed by the Contractor's Supervisor (Crew Leader) at the rate of one (1) per shift. Completed surveys shall be returned to the State's Designee for review/evaluation/action/retention (Exhibit D).

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

PERFORMANCE MONITORING (PLEASE READ CAREFULLY) **(Exhibit C)**

Throughout the term of this agreement the Agent and the Department of Administrative Services will monitor the performance of the contractor in the following manner:

A DAS-Procurement inspector or contract specialist will investigate all formal complaints regarding contractual breaches or poor performance issues for the purpose of validating such complaints. After the first validated report of poor performance or noncompliance, the contractor will be given a reasonable opportunity to cure the performance and compliance issues.

A second validated report of poor performance or noncompliance may result in a conference involving the contract vendor, the contracting state agency and DAS Procurement. The contractor will then be given a second opportunity to cure poor performance and compliance issues. The vendor will

Custodial Services – General Specifications

reimburse the State of Connecticut where additional costs are incurred from having to restore an area that has deteriorated due to that vendor's neglect or incompetence.

A THIRD VALIDATED POOR PERFORMANCE OR NONCOMPLIANCE COMPLAINT WILL RESULT IN IMMEDIATE TERMINATION OF THE CONTRACT. The Department of Administrative Services will employ another Contractor to fulfill the requirements of the contract. The terminated contractor shall be liable to the State of Connecticut for all additional costs incurred as a result of the termination pursuant to Section 22 of the Standard Contract Terms & Conditions.

Custodial Services – General Specifications

Exhibit A

APPA CUSTODIAL SERVICE LEVELS

Level 1 - Orderly Spotlessness

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

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

Level 2 - Ordinary Tidiness

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

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

Level 3 - Casual Inattention

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

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

Level 4 - Moderate Dinginess

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

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

Custodial Services – General Specifications

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

Level 5 - Unkempt Neglect

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

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

Custodial Services – General Specifications

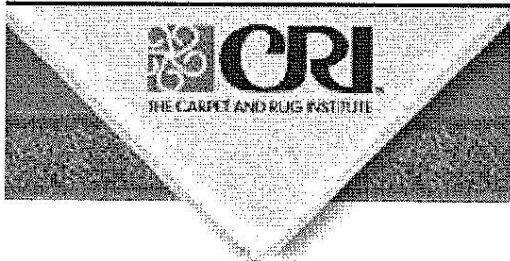
Exhibit B

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

Custodial Services – General Specifications

CRI - The Carpet and Rug Institute

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



SEARCH BY Google™ enter keyword(s) here

Consumer Resources Professional Resources Initiatives and Affiliations

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

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

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

News Room

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



Selecting the Right Carpets and Rugs
 Key considerations in deciding which kind of carpet is best for you

Spot Solver
 Straight-forward suggestions for spills, smears and stains.

Care and Cleaning
 From basic vacuuming to selecting a carpet cleaning professional to suggested cleaning methods



Green Label Approved Vacuum Cleaners
 Look for the CRI indoor air quality label on approved machine packaging and merchandising displays

Factors that Affect Indoor Air Quality (IAQ)
 Carpet has been found to act

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

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



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



Industry Statistics
 A closer look at style, pricing and shipping trends

Industry Standards for Installation
Standard For Installation



Seal of Approval Program for Carpet Cleaning Products
 This program is designed to recognize superior carpet cleaning products for the consumer and the cleaning professional



Indoor Air Quality Testing Programs for New Carpet, Floor Covering Adhesives, and Carpet Cushion
 These "Green Label" programs recognize manufacturers whose products improve indoor air quality



<http://www.carpet-rug.com/>

Custodial Services – General Specifications

Carpet & Rug Institute - Green Label Vacuums: Cleaner Carpet, Cleaner Air - Certifying Better Vacuums to

SELECTING CARPET AND RUGS

CARE AND CLEANING

INSTALLATION

SEAL OF APPROVAL

INDOOR AIR QUALITY

NEWS ROOM

TECHNICAL INFORMATION

CARPET INDUSTRY FACTS

CRI AND ITS MEMBER COMPANIES

RESEARCH



Green Label Vacuums: Cleaner Carpet, Cleaner Air

Printer Friendly Format

Carpet-Rug.org
 World Wide Web

enter keyword

powered by Google™

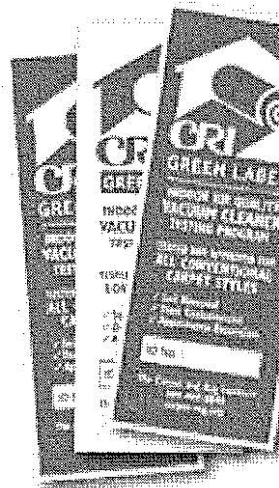
Certifying Better Vacuums to Clean Your Carpet — and Protect Indoor Quality (IAQ)

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

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

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

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



» Searchable List of Green Label Approved Vacuum Cleaners

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

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

http://www.carpet-rug.org/drill_down_2.cfm?page=8&sub=9

Custodial Services – General Specifications

Exhibit C

Custodial Services – General Specifications

DAS - Vendor Problem Alert Form



State of Connecticut
Department of Administrative Services

[ABOUT DAS](#) [FAQS](#) [PRESS ROOM](#) [SITE MAP](#)

Quick Links: [GOVERNMENT](#) [BUSINESSES](#) [PUBLIC](#)

DAS SEARCH

Advanced Search

Enter search term

DAS CONTENT

- [» ePROCUREMENT](#)
- [» BUSINESS](#)
- [» FLEET SERVICES](#)
- [» JOBS](#)
- [» HUMAN RESOURCES](#)
- [» RESOURCE DIRECTORY](#)

DAS FEEDBACK

[» FEEDBACK COMMENTS](#)

DAS CONTACT US

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

Procurement
(860) 713-5095

Exams/Jobs
(860) 713-5205

Auctions
(860) 571-7445

FAX US

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

» AGENCY VENDOR ALERT

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

VENDOR INFORMATION

VENDOR NAME

VENDOR MAILING ADDRESS

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

VENDOR FEIN

KNOWN CONTRACT AWARDS

AGENCY INFORMATION

AGENCY NAME

CONTACT NAME

http://www.das.state.ct.us/Purchase/vendor_problem_form.asp

Custodial Services – General Specifications

DAS - Vendor Problem Alert Form



State of Connecticut
Department of Administrative Services

[ABOUT DAS](#) [FAQS](#) [PRESS ROOM](#) [SITE MAP](#)

[Quick Links: » GOVERNMENT » BUSINESSES » PUBLIC](#)

DAS SEARCH

Advanced Search

Enter search term

DAS CONTENT

[» ePROCUREMENT](#)

[» BUSINESS](#)

[» FLEET SERVICES](#)

[» JOBS](#)

[» HUMAN RESOURCES](#)

[» RESOURCE DIRECTORY](#)

DAS FEEDBACK

[» FEEDBACK COMMENTS](#)

DAS CONTACT US

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

Procurement
(860) 713-5095

Exams/Jobs
(860) 713-5205

Auctions
(860) 571-7445

FAX US

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

» AGENCY VENDOR ALERT

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

VENDOR INFORMATION

VENDOR NAME

VENDOR MAILING ADDRESS

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

VENDOR FEIN

KNOWN CONTRACT AWARDS

AGENCY INFORMATION

AGENCY NAME

CONTACT NAME

http://www.das.state.ct.us/Purchase/vendor_problem_form.asp

Custodial Services – General Specifications

DAS - Vendor Performance Form



State of Connecticut
Department of Administrative Services

ABOUT DAS FAQs PRESS ROOM SITE MAP

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

DAS SEARCH

Advanced Search

Enter search term

DAS CONTENT

- >> [ePROCUREMENT](#)
- >> [BUSINESS](#)
- >> [FLEET SERVICES](#)
- >> [JOBS](#)
- >> [HUMAN RESOURCES](#)
- >> [RESOURCE DIRECTORY](#)

DAS FEEDBACK

>> [FEEDBACK COMMENTS](#)

DAS CONTACT US

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

Procurement
(860) 713-5095

Exams/Jobs
(860) 713-5205

Auctions
(860) 571-7445

FAX US

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

>> VENDOR PERFORMANCE REPORT

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

Items in RED must have information provided.

Contract Award Number

Purchase Order/ Requisition Number

ACTION REQUESTED For Information Only
 Immediate Action Requested

VENDOR NAME

VENDOR MAILING ADDRESS

City State

AGENCY NAME

AGENCY ADDRESS

http://www.das.state.ct.us/Purchase/vendor_performance_report.htm

Custodial Services – General Specifications

DAS - Vendor Performance Form

Driving Directions

City	State
	Connecticut

AGENCY REPORT
PREPARED BY

E-MAIL ADDRESS*

Verify E-MAIL

Enter your email address again for verification.

PHONE* () () ()

FAX () ()

NATURE OF
REPORT

Check all that apply & explain below.

QUALITY ISSUES

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

DELIVERY ISSUES

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

http://www.das.state.ct.us/Purchase/vendor_performance_report.htm

Custodial Services – General Specifications

DAS - Vendor Performance Form

SERVICE/MISCELLANEOUS ISSUES



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

Explanation Explain Issue and any Action already taken.

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

Procurement Personnel will contact you for any additional information. All correspondence will be forwarded to you via e-mail.

Submit The Form

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

http://www.das.state.ct.us/Purchase/vendor_performance_report.htm

Custodial Services – General Specifications

Exhibit D

Custodial Services – General Specifications

Custodial Service Cleanliness Evaluation

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

- ❖ Trash receptacles empty and cleaned? _____
- ❖ Workstation (desk) dusted? _____
- ❖ Shelves cleaned and dusted? _____
- ❖ File cabinets dusted? _____
- ❖ Carpet vacuumed? _____
- ❖ Stains removed? _____
- ❖ Floor has luster? _____
- ❖ Floor cleaned? _____
- ❖ Restrooms cleaned and stocked? _____
- ❖ Baseboards cleaned? _____
- ❖ Windows cleaned? _____
- ❖ Ledges cleaned and dusted? _____

❖ **Comments:** _____

STATE OF CONNECTICUT

PROCUREMENT SERVICES

BID NO
06PSX0166

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

PROPOSAL SCHEDULE for Bid 06PSX0166 <u>IMPORTANT!</u> <u>RETURN ORIGINAL AND ONE COPY</u>	DELIVERY:
	TERMS: CASH DISCOUNT: <div style="text-align: right;">%</div> Days
Payment terms are net 30 days . Any deviation may result in bid rejection. Bid prices shall include all transportation charges FOB state agency.	BIDDER NAME:
Page 1 OF 2	SSN OR FEIN #:

ITEM #	DESCRIPTION OF COMMODITY AND/OR SERVICES	TOTAL PRICE
	DOT CUSTODIAL & RELATED SERVICES NEW LONDON STATE PIER 7/1/06 – 6/30/09	
1.	Wednesday & Friday Tasks: (A, B, C, D, E, I, K, M, N, O, P, Q, R) Weekly Tasks: (F, G, J, S, W, Z) Monthly Tasks: (V) Bi-Monthly Tasks: (T) Yearly Tasks: (U done during the month of May, plus yearly portion of B done during September, plus yearly portion of A done during August; X during September; Y during June) The monthly price will be the total yearly cost of performing all daily, weekly, monthly, and yearly tasks divided by 12.	\$ _____ Per Month Note: Same amount is paid each month.
	<hr/> List employee titles and wages here: Number of each staff (with title) here: Hours needed to complete services (with title) here:	

STATE OF CONNECTICUT PROCUREMENT SERVICES

BID NO
06PSX0166

Ann Simeone
Contract Specialist

(860) 713-5051
Telephone Number

PROPOSAL SCHEDULE for Bid 06PSX0166 <u>IMPORTANT!</u> <u>RETURN ORIGINAL AND ONE COPY</u>	DELIVERY:	
	TERMS:	CASH DISCOUNT: % Days
Payment terms are net 30 days . Any deviation may result in bid rejection. Bid prices shall include all transportation charges FOB state agency. Page 2 OF 2	BIDDER NAME:	
	SSN OR FEIN #:	

ITEM #	DESCRIPTION OF COMMODITY AND/OR SERVICES	TOTAL PRICE
	CONTACT PERSON FOR THIS BID: Name: _____ Address: _____ _____ Telephone Number: (____) _____ Facsimile Number: (____) _____ Federal Employers Identification Number: _____	