

“PROPOSAL DATED CHANGED TO 12/21/09”

PROPOSAL FOR CUSTODIAL/JANITORIAL SCHEDULE

ADVERTISED	11/6/2009
SITE CONFERENCE	11/18/2009
PROPOSAL'S DUE	12/21/2009 (revised 12/3/09)

NORWALK COMMUNITY COLLEGE
Proposal CJ-1011-12.04.09
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NOTICE INVITING PROPOSAL

Pursuant to Public Act 91-256 notice is hereby given that the Norwalk Community College will accept bids for the following items and specification on file and which may be obtained in the Purchasing Office, 188 Richards Avenue, Norwalk, CT 06854-16455:

CUSTODIAL/JANITORIAL SERVICES PROPOSAL CJ-1011-12.04.09

Bids shall be sealed with the proposal number clearly marked on the outside of package. No faxing allowed. **Proposals will be received up to 10:30 a.m. on Monday, December 21, 2009 (revised 12/3/09)** at the College Purchasing/Accounts Payable Office, East Campus, Room 101, then opened and read in public at 10:40 a.m. in the Pepsico Theatre, East Campus. All proposals shall be valid for a period of sixty (60) days after the opening.

A Mandatory Pre-Proposal Conference will be held on Wednesday, November 18, 2009 at 10:30 a.m. in room E212, 188 Richards Avenue, Norwalk, CT.

NCC is an affirmative action/equal opportunity institution. All bidders must comply with State non-discrimination and affirmative action contract requirements Pursuant to Section 4a-60; copies are available in the College Purchasing Office and on the State of Connecticut website www.cga.ct.gov/2005/pub/chap058.htm#sec4a-60.htm

For proposal documents contact Gwendolyn Brown at (203) 857-7145 or visit the State of Connecticut website http://www.das.state.ct.us/Purchase/Portal/Portal_Home.asp

**NOTICE OF MANDATORY PRE-PROPOSAL
JOB WALK
CUSTODIAL/JANITORIAL SERVICES
Proposal CJ-1011-12.04-09**

Gentlemen:

Norwalk Community College is scheduling a mandatory pre-proposal conference and job walk to answer any questions and explain details regarding the specifications and scope of work to be performed. This pre-proposal job walk will give bidding contractors the opportunity to investigate and fully acquaint themselves with the conditions relating to the job so that they may fully understand the facilities, difficulties and restrictions attending the execution of the work.

Place: Norwalk Community College
188 Richards Avenue
Norwalk, CT 06854-1655

Date: Wednesday, November 18, 2009

Time: 10:30 a.m.

Room: E212

Should any questions arise prior to or after the above time, please contact Gwendolyn Brown, at 203-857-7145 or Carrie McGee Yurof 203-857-7040.

NORWALK COMMUNITY COLLEGE
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FOR
CUSTODIAL/JANITORIAL SERVICES
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CONDITIONS AND SPECIFICATIONS
FOR
CUSTODIAL/JANITORIAL CONTRACT

I. GENERAL CONDITIONS

1. Scope of Contract

Norwalk Community College, hereinafter referred to as NCC, is requesting qualified, professionally janitorial/custodial companies to provide cleaning services to maintain the College premises that serve a population of 6,500 in a clean, neat, hygienic, and sanitary condition. Contractor shall provide and furnish all labor, materials, tools equipment, utility and transportation services required by the conditions and specifications to perform the contract in a professional manner.

Services rendered shall include but not limited to cleaning, deodorizing, disinfecting, disposal, dusting, furnishing supplies, maintaining, mopping, shampooing, spot-cleaning, vacuuming, washing, waxing, wiping, general labor, recycling and other such services required as customary.

2. Bid Security

Each proposal shall be accompanied by a certified check or cashiers check payable to the Norwalk Community College, or satisfactory bid bond in favor of NCC issued by a responsible surety company licensed to do business in the State of Connecticut, in an amount of five (5%) of the estimated yearly contract. Checks of unsuccessful bidders will be returned as soon as practical after award of contract.

3. Pre-proposal Conference

A mandatory pre-proposal conference and site walk through will be held to review specification and afford bidders the opportunity to investigate and fully acquaint themselves with the conditions and restrictions relating to the work to be performed.

4. Location of Services

These specifications are intended to cover services at the facilities at 181 and 188 Richards Avenue. Description and layout of the facilities are available upon request.

5. Duration an Effective Date

The contract period for services shall be for 30 months commencing January 1, 2010 and ending June 30, 2012. The contract may, by mutual agreement, be renewed and extended for additional (12) months for (1) renewal period(s) consistent with the terms and conditions of the original contract.

6. Evidence of Responsibility

Each proposal bid shall be accompanied by evidence showing the bidder's financial resources, his experience and organization available for performance of the contract. The evidence of responsibility shall also include a list of, a minimum of, three (3) similar size and nature contracts of current or past performance including name of company, address, contact person and general description of the contract. Failure to submit such evidence may be the basis of rejection of proposal.

7. Invoices and Payments

The contractor shall render invoices in duplicate, in a form acceptable to the College, on a monthly basis, to Anthony (Tony) Centopanti Building Director. Payment for services rendered shall be made within a reasonable and customary period after the performance of services and receipt of invoice. State of Connecticut payment terms are NET 45 days. Invoices shall be accompanied by certified payroll documents.

8. Permits/Licenses and Contractor Obligations

The contractor shall perform all obligations and discharge all liabilities imposed upon employers under tax, labor, wage-hour, apprenticeship, sickness, disability, unemployment compensation and insurance, old age benefits, social security and any and all such federal, state, county and local laws and regulations that shall impinge upon the contract.

9. Hold Harmless Clause

Contractors shall hold harmless and indemnify NCC from and against, any and all costs, claims, damage, liability and expense, including attorney fees, incurred by NCC on account of any damage to property or injury, including death or persons including any damage or injury property or persons of any employee for Contractor or of NCC or any damages and expenses, lawsuit, claim, demand or administrative proceeding brought against by any person or entity, including the United States Government, or any agency or political subdivision thereof for false arrest, false imprisonment, illegal search or seizure, malicious prosecution, libel, slander, assault, battery, negligence, or any type of offense arising out of the contractor or any of its employees, agents or servants in connection with performance of the work hereunder within or outside the scope of said work.

10. Insurance

The contractor shall take out and maintain during the life of this Contract such insurance as shall protect him, the College and the State of Connecticut and hold harmless and indemnify the College, State of Connecticut, its officers, employees and agents from every claim or demand made and every liability, loss, damage or expense, of any nature whatsoever. Such insurance shall be in the amounts as specified for all liability for injury to person, death or property damage resulting from or in any way related to the performance of the work under this Contract.

- a. Public Liability and Property Damage Insurance – The contractor shall maintain public liability as respects bodily injuries or death in the sum of \$500,000 and

property damage legal liability insurance in the amount of \$100,000 and shall furnish a certificate thereof containing an indemnification and save harmless clause covering the State of Connecticut in said amounts.

- b. Fidelity Bond – The contractor shall also obtain a Fidelity bond - \$50,000 coverage to protect the College against financial loss resulting from grounds not being properly maintained.
- c. Compensation Insurance – The contractor shall procure and shall maintain during the life of this contract Workmen’s Compensation and Occupational Disease Insurance for all his employees to be engaged in work on the project under this contract with statutory limits as provided by the State of Connecticut.
- d. Automobile Insurance – The contractor must maintain Comprehensive Automobile Bodily Injury Liability and Automobile Property Damage Liability Insurance as required by law.
- e. Certificate of Insurance – Certificates evidencing insurance coverage required of the contractor must be filed with the Business Office before any work is commenced under this contract. All policies must contain a clause stating that the policy will not be cancelled without ten (10) days prior written notice having first been sent the contractor and he in turn must notify NCC.

11. Safety

It shall be the responsibility of the contractor to as certain rules and regulations pertaining to safe conduct and safety of premises while in the course of performing the Contract. Judgment must be exercised in complying with the terms of the Contract and care shall be taken at all times to insure the safety of all concerned utilizing properly trained staff and equipment.

12. Damages

Any damage to property caused by the contractor during the execution of this Contract will be required or replaced to original condition. The College reserves the right to withhold payment until remedied or deduct the cost of repair or replacement from payment.

13. Contractor Not an Officer, Employee, or Agent

While engaged in carrying out and complying with the terms and conditions of the Contract, the contractor is an independent contractor and not an officer, employee, or agent of NCC.

14. Assignment

Contractor may not assign this Contract or any part thereof without prior written consent of NCC. Contractors may not subcontract any part of this contract.

15. Union Requirements

Pursuant to Connecticut General Statutes § 4a-82(p) and § 31-57 g(b)(1), the College and the selected Contractor shall be required to give advanced notice to Local 32BJ Service Employees International Union (SEIU) of its termination of the contract with current Custodial Services Vendor. The contact information including name, telephone number and address of the awarded Custodial contractor will be provided to the Local 32BJ Service Employees International Union (SEIU) as required by Connecticut General Statute § 31-57 (g) (b) (1). Lastly, the awarded contractor will be required to retain the current employees of the current custodial vendor per Connecticut General Statute § 31-57g (b)(4) for a period of 90 days post contract execution.

16. Examination of Site and Contract Documents

Bidders are required to attend the mandatory site inspection and pre-bid meeting to have satisfied himself as to the condition and the requirements of the location and agency. The time and date specified on the proposal schedule page is to be considered the mandatory site inspection and pre-bid meeting date. Only Contractor's attending the mandatory site inspection and pre-bid meeting will be considered for award. All Contractors, whether previously awarded this contract **MUST ATTEND** the site inspection/pre-bid meeting.

The College will have a sign in sheet the day of the site inspection and pre-bid meeting with walk through. Please be sure that you have placed your company's name on this sheet. Bidders will also be asked to sign out after the walk through completion.

17. Payments Withheld

In the event contractor's services are deemed to be in default of conditions and specification set forth, the College at its discretion may withhold payment for services not rendered and deduct such charges from any payment due contractor.

18. College's Right To Terminate Contract

If the contractor refuses or fails to prosecute the work or any separable part thereof with such diligence as will insure its completion within the time specified, or if he should persistently or repeatedly refuse or should fail to supply sufficient properly skilled workman or proper materials to complete the work in accordance with the conditions and specifications, then the College may, at its discretion, without prejudice to any other right or remedy, serve written notice upon him and his surety if any, of its intention to terminate the contract. Such notice shall contain the reasons for intentions to terminate and unless within ten calendar days after services of said notice such correction thereof made, this contract shall upon the expiration of said ten days, cease and terminate. In such cases, contractor shall not be entitled to receive any further payment until work is completed.

NCC shall concurrently serve written notice thereof upon surety, and surety shall have the right to take over and perform the contract. If contractor, or surety, fails to satisfy the demands of NCC, NCC may take over the work and prosecute same to completion by contract or by any other method it may deem advisable at the expense of the contractor and he or his surety shall be liable to NCC for any cost or damage occasioned by NCC.

18. Performance Bond

Contractor shall furnish a Performance Bond issued by a surety licensed to do business in the State of Connecticut in the amount of twenty five (25) percent of estimated yearly contract for the faithful performance of the terms, covenants and conditions of the contract. The premium of all bonds shall be paid by the Contractor. Such bonds shall be tendered prior to the commencement of any work done to the College Business Office.

19. Evaluation and award of Bid

The College reserves the right to accept or reject any or all bids, to waive any irregularities or information in any bid or in the bidding process, to accept or reject any items or combination of items. Notwithstanding any other provision of any of the contract documents, the College specifically reserves the right to award, in its absolute discretion, thus insuring that the best interest of the student body will be serviced.

Award will be made based on the following criteria:

- Cost
- Contractor's Experience
- References
- Environmentally responsible cleaning program

20. Changes in Services

The College reserves the right to increase, types of services, or decrease services based upon identified requirements or budgetary considerations. Any increases or decreases shall be in accordance with original bid conditions, specifications and pricing.

GENERAL
CUSTODIAL/JANITORIAL SERVICES

SPECIFICATIONS OF CONTRACT

Contractor shall be responsible for supplying Custodial/Janitorial Services and all equipment and personnel necessary to provide contracted services.

1. HOURS OF OPERATION:

Work performed in these specifications shall be performed nightly Monday through Friday between the hours of 6:00 pm to 2:00 am and Saturday 8:00 am to 3:00 pm and daily work performed Monday thru Saturday (on call) between the hours of 8:00 am to 6:00pm. Norwalk Community College reserves the right to change operational hours as needed, and will give contractor sufficient advance notice of any changes. Hours will be adjusted if the college operational hours are adjusted.

2. PERSONNEL:

Contractors shall furnish full-time and part-time employees, fully trained, properly instructed, competent personnel in the minimum numbers as specified below and in accordance with services required. Staffing must be acceptable to the College. Contractor shall conduct a thorough background investigation of all Custodial personnel proposed for work at the College and submit to the College Administration for each custodian assigned or considered for assignment. The background checks shall include work history along with a State Police check of criminal record. Proof must be provided to the college of pre-employment drug testing and check of the National and State Sex Offenders database.

The College reserves the right to interview, select, approve or reject custodial personnel working on the premises. If a custodian is unacceptable to the College for reasons of conduct, performance of duties, failure to comply with its policies, procedures, rules or regulations, or other reasonable cause, the Contractor shall immediately relieve the custodian from assignment at the College.

A. Cleaning site manager

One cleaning site manager is required shall oversee overall site cleaning operations including staff management, facilities set ups, and cleanliness of all areas of the college. The site manager shall provide daily reports to the College's Director of Buildings and Grounds. The site manager or the evening supervisor shall be the first point of contact for cleaning contractor staff issues.

B. Staffing - Nightly

1. One (1) English speaking working Supervisor overseeing both the East and West Campus with minimum of two (2) years experience as a shift supervisor acting in a supervisory capacity to insure supervision of workforce an to guarantee that work is performed nightly in accordance

with the specifications of the contract. The Supervisor must be on site for the full shift to supervise staff and be the first point of contact for any contractor staff issues.

2. Cleaning hours:

Nightly cleaning to be provided Monday through Friday 6:00 pm to 2:00 am.

The College reserves the right to adjust the operational hours as need may arise. All personnel are to sign in no sooner than 15 minutes prior to the shift start time and sign out at the end of each shift at the East Campus Security Desk. After hours crew will be escorted by Security on rounds. Trash and personal belongings will be checked. Once in the building, workers must stay in the building and not return to cars in the parking lot.

C. Staffing – Days

1. Account Managers who shall visit the site once (1) a week to inspect the operations and review the performance with College Representative. Manger shall be available for emergencies on a twenty-four (24) hour notice to address problems that arise.

2. Porter/Matron

Two (2) Matrons and one (1) porter, eight (8) hours, Monday thru Friday, 8:00 am to 4:00 pm, w/half hour lunch.

3. One outside person for grounds 7:00 am to 3:30 pm, w/half hour lunch

D. Building/Ground Workers – Periodic

The College periodically requires general labor services of an unskilled, non-technical nature. These services are designed to assist/complement the College staff in peak workload periods on an intermittent basis.

Services requested will be required within a forty-eight (48) hour notice and be a minimum of four (4) hours each request if not an extension of Custodial/Janitorial shift. General labor services shall be quoted separately and invoiced separately. Certified payrolls must accompany invoices.

C. Qualification of staff

All personnel employed by contractor shall be full-time and part-time employees, supplied with photo identification to be worn at all times. Personnel shall be attired in company-identified uniform.

D. Compliance

All personnel are to sign in no sooner than 15 minutes prior to the shift start time and sing out at the end of each shift at the East Campus Security Desk. After hours crew will be escorted by Security on rounds. Trash and personal belongings will be checked. Once in the building, workers must stay in the building and not return to cars in the parking lot. Norwalk Community College may audit weekly sign in and out sheets plus payroll time cards and payroll check stubs for compliance of all Terms and Conditions of minimum pay rate requirements.

3. PROTECTION OF WORK AND PROPERTY:

The contractor, during the performance of the Contract, shall exercise due caution and proper care and protection for all College and/ or personal property, equipment, facilities, and supplies. The Contractor shall be responsible for all damages to College and/ or personal property caused by use, misuse, or negligence of the Contractor's employees or agents and shall be responsible for the repair or replacement of any damaged property.

The Contractor shall report, in writing, within seventy-two (72) hours of the occurrence of damaged to College property. Failure to report the damage within the specified time may be cause for termination of the contract.

4. STANDARD OF CLEANLINESS:

The contractor shall at all times maintain the facilities in a clean, neat, hygienic, orderly and sanitary condition. If circumstances, caused by the College, prevent the Contractor from fulfilling their obligation, the Contractor shall submit in writing, to the College, the nature, extent and proposed remedy to the Building Director for Consideration.

5. MATERIAL AND SUPPLIES:

A. The Contractor shall furnish the following supplies in sufficient quantities and quality to insure uninterrupted service and to provide for a clean and sanitary environment:

- Detergents/ Disinfectants
- Cleaning chemicals and solutions used on floors, walls, furniture, restrooms, fixtures, glass, tile, brick, slate, concrete, and other building surface
- Disinfectants, germicides, and fungicides
- Deodorize
- Rags, cloths, sponges, brushes, pails, spray bottle, scrapers, steel wool, plastic disposal bags
- Scouring powders and compounds
- Paper products used in the cleaning process
- Other such tools and supplies as customarily required
- Sanitary Napkins/Tampons
- Trash liners
- Bathroom hand soap

In accordance with Connecticut P.A. 07-100, cleaning products (except for disinfectants or any other anti-microbial product regulated by the federal Insecticide, Fungicide and Rodenticide Act, 7 USC 136 et. seq.) used shall be [Green Seal](http://www.ecologo.org/en/greenproducts/) and/or <http://www.ecologo.org/en/greenproducts/> certified, utilized in accordance with the manufacturer's stated directions and be subject to review and approval of the College's designated representative.

No supplies shall be used that are designated harmful to persons, the facility or the environment. The contractor shall provide with his/her bid a list 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 and verification that the paper supply meets the minimum recycled content requirement and the cleaning supply "green seal" and/or "Ecologo" certification.

The College will make available to the Contractor at no expense to the Contractor for use and dispensing:

- Toilet seat covers
- Toilet tissue
- Paper towel
- White board erasers and cleaning solution
- Hand sanitizer

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.

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 [CRI Green Label approved vacuum cleaners](#) for suggested units. The Contractor shall list all equipment used in performing this work. The listing shall include the manufacturer, model/make and amount of equipment available for this work.

B. The following inventory of materials has been established, as the required inventory assuring uninterrupted service. Contractors will be required to furnish and maintain the inventory without additional cost to the College.

Chemical and materials– Minimum Inventory

Clear trash liners

Hospital grade disinfectant (rated for HIV) to be used on all bathroom floors, walls, and fixtures

Glass cleaner
All surface cleaner for spotting desks and walls
Neutral pH floor cleaner with deodorizer
Medium mop heads Supply of treated dust mops
Supply of clean rags or disposable wipes
3M foam scrub or comparable
Yellow muslin cloths
Carpet spotter
Carpet spotter (solvent)
Host/Carpet Mate or comparable
Gum remover
Carpet “rotary/bonnet” shampoo
Carpet “extraction” cleaner
Carpet “traffic lane pre-spray”
Carpet browning treatment
Graffiti remover

All other chemicals in sufficient quantities to perform all contracted tasks.

C. A Material Safety Data Sheet (MSDS) Book of all chemicals used by the Contractors is to be maintained and updated on the premises and appropriately posted.

D. All bids must be accompanied with product literature and MSDS sheets for the detergents disinfectants, slate and tile finishes, wall washing solutions, liquid and powder cleaners, restrooms fixture cleaner products in order to be considered a responsive bid.

6. MINIMUM SPECIFICATIONS FOR MATERIALS

A. Wall Washing Products

Products used for wall washing-in the washing of wall, no abrasive or highly alkaline cleaners shall be used. Only non-abrasive Non-butyl low pH synthetic detergents shall be used such cleaning.

B. Detergents/Disinfectants

Use only E.P.A. registered hospital grade detergent/disinfectant effective as a disinfectant, fungicide, virucide, and mildewcidal.

C. Slate and Resilient Tile Floor Finishes, Sealers an Stripper

- Stripper: Non-ammoniated, with high powder amines and alkalinity, specifically for high speed floors
- Sealer: Acrylic for stone and resilient floors
- Finish: Must have a minimum of 16% solids maximum of 25% solids, and have a co-efficient of friction to exceed the standard set forth by the CSMA and ASTM methods of testing. All finishes to be specifically formulated for a high speed floor care program
- Restore and Spray Buff: Must be specifically formulated for use with the high-speed floor finish use.

- The Contractor shall ensure that no area is more slippery than another and conversely that no area has more drag than another.
- 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.

D. Liquid Cleaners

Liquid cleaners shall have a maximum pH of 10 and be of such nature so as not to bluish or destroy the shine or floor finish when diluted and will not leave a haze or film residue on any surface when dry.

E. Powdered Cleaners

Shall be limited to areas as approved by the college and not be used on non-vitreous surfaces.

F. Restroom Fixture Cleaners

Cleaning of chromium and nickel-plated fixtures in restroom – no cleaner shall be used that incorporates abrasives, oil, wax ingredients. Fixtures shall be cleaned only with hospital grade, acid free restroom cleaner that is a disinfectant, deodorant, mildew tat, and virucide.

G. Carpet Spotting and Cleaning Materials

Carpet cleaning chemicals used routine, interim and restorative maintenance as well as special needs must be an approved chemical by the carpet mill manufacturer and by the College prior to use.

7. EQUIPMENT:

Contractor shall furnish and maintain all necessary cleaning equipment and shall be the sole responsibility of the Contractor. Equipment furnished by the Contractor shall be in sufficient quantities to insure proper coverage:

Bidders shall provide an equipment list with quantities and equipment specifications. All equipment, tools, and implements furnished by the Contractor and maintained on the premises shall be clearly marked with a distinguishing label identifying the equipment belongs to the Contractor. All equipment shall be maintained in alike new condition at all times. On a monthly basis Contractor and College will jointly verify equipment on campus.

8. COMMUNICATION SYSTEM

Contractor shall furnish at their own cost a communication system for communication between contractors personnel for efficiency and safety.

- Communication shall consist of:
Four(4): Five (5) watt UHF/FM walkie talkies consistent with the college standard radio communication system.

9. CONTRACTOR STORAGE AREA

The College will make available to the Contractor a storage arena for the purpose of storing supplies and equipment for the performance of the contract.

10. SERVICES DEFINED

A. Empty Waste Paper Containers and handle all recycling containers

Empty all waste paper baskets, cans, and containers and deposit in designated dumpsters or recycling paper containers. Keep waste paper baskets clean and sanitary by use of liners. Remove any boxes or materials left in hallways identified to be disposed. Empty recycle containers and place recycled materials in designated recycle bin at loading dock. Empty recycle containers and place recycled materials in designated recycle bin at loading dock.

B. Vacuum Carpets

Completely vacuum all area of exposed carpet within a room or corridor, using an approved type vacuum. Clean spots as needed, remove gum.

C. Clean Glass

Use an approved glass cleaner and dry towel. Remove fingerprints and smears from entrance and exit doors, wall partitions and classroom doors.

D. Dust Furniture

Use clean rag treated with an approved material. Wipe off all surfaces of hard-finished furniture. Office desk to be cleared by owner.

E. Damp Mop floor

Use a clean strain mop and an approved solution for specific floor type. Damp mop all exposed areas of floor surface. Wring out mop so that it does not drip where damp mop is called for. Use "wet floor" signs as needed.

F. Restroom Fixtures

Plumbing fixtures include mirrors, commodes, washbasins, urinals, shower stalls, and their exposed piping and valves. Using an approved solution, clean all surfaces and wipe all chrome and mirrors.

G. Buff Floor

1. **Vinyl resilient Title:** Use the spray buff or high-speed burnishes method with an approved floor material.
2. **Slate:** damp mop with a mild detergent solution, allow drying and spraying buff or high-speed burnish using an approved material.

H. Dust Mop

Use a treated dust mop; remove all surface dust and dirt. Use only an approved mop treatment.

I. Spot Clean Floor, Walls, or Furniture

1. **Floors**

Carpet-clean up spilled materials and spot clean carpet in an approved manner.

2. **Furniture**

Fabric Covered Furniture- prior to cleaning use test area to determine safe treatment of fabric.

3. **Walls**

- a. Painted walls-spot clean walls and doors with clean rag and approved solution.
- b. Stained doors-prior to cleaning any stained door or other wood trim, get specific instructions on the type of cleaning solution that is to be used.
- c. Metal partitions-use an approved sanitizing solution with a clean rag and wipe dry.
- d. Wall paper/covering-spot-clean with approved solution and clean with dry rag.

J. Mop Floor

NOTE: Do not splash walls or leave streaks on cove base.

1. Ceramic Tile

Use a clean mop with an approved detergent hospital grade disinfectant. Do not apply any type floor sealer or other floor finish material.

2. Resilient Tile

- a. Vinyl-use a clean mop with an approved detergent.
- b. Slate-use a clean mop with approved detergent. Mop should be dry enough not to drip.
- c. Rubber Stair Treads-use clean mop with approved detergent.

K. Desk Tops Hard Finish Furniture and Chairs

Clean with an approved cleaner – wax with clean cloth. Remove graffiti, spills, and fingerprints from classroom desks, chairs, and walls. Leave all classrooms in a neat and orderly manner.

L. Window Washing – Interior and Exterior

Use a sponge strip washer or window brush and squeegee with an approved solution. Sponge or brush all window surfaces, squeegee dry. Use rag to pick up all water drips. Leave all surfaces dry.

M. Venetian Blinds and Shades

Use only a soft bristle brush to dust each side or dust with mild cleaning solution.

N. Wood Base

Use mild detergent and clean rag.

O. Shampoo Carpets

Use material and equipment recommended by carpet manufacturer and as approved.

1. Furnish waterproof material placed under legs or pedestals of furniture, set on damp carpet. Remove after carpet has dried.

2. Move all furniture except file cabinets and desk for shampooing of carpets.
3. After shampooing carpets, wipe all wall or furniture surfaces that have been spotted.

P. White Boards

Follow manufacturer's directions for cleaning all white boards. Information and cleaning solution supplied by the College. Clean all trays and entire boards as directed.

Q. Stairways

Sweep or vacuum, damp mop to clean and spotless appearance.

R. Restroom

Wash and sanitize sinks, drinking fountains, floors, walls, urinals, water closets, lavatories, seats, benches, and dispensers using hospital grade disinfectant. Refill all dispensers. Cleaning products and supplies for the restrooms shall be stored separately from general cleaning materials and shall only be used for restroom cleaning.

11. CLEANING REQUIREMENTS

A. Daily/Nightly – Monday night through Friday night

1. Classrooms

- a. clean all white boards and trays thoroughly with approved solution supplied by the College.
- b. Empty all waste receptacles and replace with liners, leave in clean and sanitary condition. Recycle all items in a designated recycle bin.
- c. Wipe all phone receivers
- d. Remove all pencil/ink marks on teacher's and student desk.
- e. Completely vacuum all carpeted areas two (2) times per week. Clean spots as required in the Common Areas nightly.
- f. Spot clean walls, doors, and door glass.
- g. Straighten chairs and tables per instructions.
- h. Close and lock all windows and doors.
- i. Turn off all lights.

2. Offices, Library, Conference Rooms, Faculty Offices, Student Activities area, Theater and The Forum

- a. Completely vacuum all carpeted are two (2) times per week. Clean spots as required in the Common Areas nightly. Remove any gum.
- b. Empty all wastebaskets, replace liners as needed. Damp wipe wastebaskets with detergent/disinfectant as needed. Recycle all items in a designated recycle bin.
- c. Wipe all phone receivers
- d. Remove smudges and finger marks on doors, light switches and walls
- e. Dust mop vinyl floors with treated mop, damp mop as required to maintain a clean appearance.

- f. Spot clean glass partitions, doors and windows.
- g. Close and lock all doors.
- h. Turn off all light.
- i. Straight areas per instructions.

3. Restrooms/Lavatories

- a. All water used for cleaning or mopping must have a minimum of two (2) ounces of hospital grade disinfectant.
- b. Scrub entire toilet and urinal with brush and bowel cleaner.
- c. Wash and sanitize all sinks, counters, and fixtures.
- d. Wash all toilet seats with disinfectant solution, let sit for ten (10) minutes, wipe dry, and leave in upright position.
- e. Clean all mirrors.
- f. Refill all toilet tissue, hand towels, hand soap dispensers.
- g. Empty all wastebaskets and receptacles. Sanitary napkins receptacles to be checked and washed and bags replaced in receptacles.
- h. Remove finger marks and writing on doors, light switches, all partition and walls.
- i. Disinfect all splashes on partitions.
- j. Keep all slop sinks clean all supplies neatly stacked.
- k. Replace deodorant blocks as required

4. Corridors/Circulation Areas/Stairways/Elevators

- a. Completely vacuum all carpet areas two (2) times per week. Clean spots as required in the Common Areas nightly. Remove any gum.
- b. Sweep slate and damp mop as needed.
- c. Dust mop vinyl floors and rubber stair treads damp mopping to a clean and spotless condition.
- d. Empty all wastebaskets, replace liners as needed. Damp wipe wastebaskets with detergent/disinfectant as needed. Recycle all items in a designated recycle bin.
- e. Wipe all phone receivers
- f. Wash and wipe dry all handrails.
- g. Clean, sanitize and polish drinking fountains.
- h. Clean all lounge tables and chairs of debris, trash, leave in orderly arrangement.
- i. Spot clean all glass doors interior and exterior.
- j. Clean entire elevator(s), wipe with water based stainless steel cleaner.

B. Saturday

- a. Lavatories-same as daily cleaning.
- b. Corridors, Circulation Areas, Stairways-same as daily cleaning.

C. Weekly

- a. Dusting-dust all offices/classrooms/circulations areas/ to include desk, chairs, file cabinets, bookshelves, display cabinets, fire extinguishers, top of bulletin boards, and all reachable windowsills, ledges, and railing. Office desk to be cleared by owner.

- b. Slate-high speed burnish or refinish as required to maintain a wet look appearance.
- c. Glass-wash all interior and exterior lobby glass and door glass.
- d. Stairways-thoroughly mop and clean to spotless appearance.
- e. Elevators-tracks on all floors to be thoroughly vacuumed and damp wiped.

D. Monthly

- a. Carpet-bonnet buff or dry clean open corridor area carpet.
- b. Vinyl Tile-high speed burnish or refinish classrooms and labs as required to maintain a clean and wet look appearance.
- c. Restrooms-clean and sanitize all walls, partitions, counter, and surfaces except ceiling.
- d. Wood Surfaces-clean and wax.
- e. Glass-wash all office partition.

E. Modified School Schedule

The following cleaning is to be accomplished during the non-peak periods of holiday and summer sessions and at such times as mutually agreed upon.

- a. Tile Floors-Twice yearly strip, seal and refinish all tile/slate floors using a high speed formulated floor finish as needed. Scrub and wax tile floors where needed to maintain the acceptable high gloss (wet look) appearance required.
- b. Desk/Chairs/Walls-damp wipe all desks and chairs to clean disinfect and remove any graffiti.
- c. Once yearly all carpeting to be rotary shampooed and water extracted. The Common Areas to be shampooed three times per year.
- d. Doors-wash doors, knobs, door pulls, push plates and kick plates.
- e. Other-any mutually agreed upon items that require attention.

12. WORK SCHEDULE

Contractor shall develop and maintain work schedule to perform services addressing one wing at a time and similarly one area on each floor at a time to insure thorough cleaning. Areas lights shall turn on and utilize light only in the area of immediate work and upon completion of area worked secure all doors, windows and cabinets and lock as appropriate. A schedule of work shall be submitted to the Building Director for approval. Contractor shall maintain records documenting placement of staff in areas assigned on each campus.

13. ONE TIME NEW EMPLOYEE ORIENTATION

Contractor shall schedule all new employees for a two hour college orientation regarding College policies and procedures prior to the start of their first work day at the College. The cost of the employee time to attend the orientation to be paid for by the Contractor.

14. WASTE DISPOSAL/RECYCLING

All waste, liquid solutions and debris shall be disposed of in a safe manner, in proper areas furnished by the College. Liquid waste shall be disposed of in sinks, basins or drainage areas designed for such purpose. Each day bottles and cans must be picked up at the East Campus Snack Bar and West Campus Café, put in proper container properly marked and placed outside. At night they are to be picked-up, bagged, and set aside for morning disposal. Paper must also be recycled in each building and put in the containers out side marked for paper.

15. INSPECTION AND AUDITING

Contractor shall assign and maintain on premises a qualified supervisor to perform inspection services of work force to guarantee compliance with the terms and conditions and specifications of the Contract. The College, at its discretion, will perform routine audit on performance of contract accompanied by Contractor or his representative. Any discrepancies, omissions or unacceptable performance shall be rectified in accordance with the terms and conditions of the Contract. Any deductions for work not performed shall be in accordance with the terms of this Contract and assessed on an hourly basis.

16. PREVAILING WAGE RATES

In accordance with CT Public Act 99-142, all bidders must compensate hourly, non-supervisory employees not less than the standard rate as determined by the Labor Commissioner equivalent to the minimum hourly wages as set forth in the Federal Register of Wage Determinations; plus a thirty percent surcharge to cover cost of any health; welfare and retirement plans; or if no such plan exists, and amount equal to thirty percent paid directly to the employees. Bidders must adhere to prevailing wage requirements set for the State of Connecticut.

17. INVOICING

Invoices shall, at a minimum, include the Contractor name, the Purchase Order Number, the Contractor's Federal Employer Identification Number, the billing period, and an itemization of expenses invoiced. **A copy of the certified payroll for the billing period must be submitted with the invoice.** The State of Connecticut does not pay taxes, therefore Contractor invoices should not reflect the inclusion of any taxes on services or work performed under this contract.

18. OCCUPANCY

Norwalk Community College reserves the right to occupy or allow use of any building, room or office as required. The College will attempt to notify Contractor sufficiently in advance of occupancy so Contract can make necessary arrangement.

19. SECURITY

The Contractor is responsible for monitoring his employees in the security requirements of the College and he is responsible for enforcing the security rules as they apply to his employees. In addition to any other security rules and regulations, the contractor shall inform his employees of the following:

- a. No guns, knives or other dangerous weapons are allowed on College property.
- b. No drugs, or other prohibited substances including alcohol, are allowed on College property.
- c. No smoking

20. CHANGE OF ADDRESS

In the event that the awarded contractor moves or updates phone numbers, it is the responsibility of the contractor to advise NCC of such changes in writing. The College will not be held responsible for payments or purchase orders, which are delayed due to additional routing, caused by the lack of notification on the contractor's part. Change of address or telephone updates must be forwarded to: Norwalk Community College attn: Accounts Payable, 188 Richards Avenue, Norwalk, CT 06854-1655.

20. BID OPENING

Bidders are encouraged to attend the public opening of this bid, on the date and time specified in the bid documents. If a bidder is unable to attend the bid opening and wishes to have results of the bid, bidders may schedule an appointment to review the bid documents. Due to the numerous bids issued, buyers are unable to read results over the telephone.

21. BID PREPARATION TIP

1. Bidders must include the cover sheet (Bid form) STATEMENT OF BIDDER'S QUALIFICATIONS and BID BOND. These forms are to be signed in INK. Bids received which do not include these forms will be considered. NON-RESPONSIVE, and will not be awarded.
2. Bids received after the time and date specified as the Bid Opening Date, will not be considered.
3. Bids must be prepared in INK or TYPEWRITTEN, bids submitted in pencil will be rejected.
4. CHANGES OR CORRECTIONS (cross outs or changes made with white-out) made to your bid, MUST BE INITIALED. CHANGES OR CORRECTIONS WHICH ARE NOT INITIALED WILL BE DISQUALIFIED.

NORWALK COMMUNITY COLLEGE
BID FORM
CUSTODIAL SERVICES

Bidder Name: _____

Bidder Address: _____

Bidder Contact information: _____

Daily Cleaning cost:

Day cleaning price per hour \$ _____

Grounds staff price per hour \$ _____

Night cleaning price per hour \$ _____

General labor services per hour \$ _____

Monthly Cost for daily cleaning service \$ _____

Annual Cost for daily cleaning services \$ _____

Listing of Employees by title and number:

Check list of required documents:

Materials and supplies listing _____

Equipment listing _____

Bid Bond _____

Bidder's Qualification _____

STATEMENT OF BIDDER'S QUALIFICATIONS (page 1 of 2)

This form will be used in assessing Bidder's Qualifications and will be used to determine if 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.

BIDDER'S 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 SERVICES AGAINST.** Indicate which State Agency, and provide contract Name and Number, and the name and telephone number of the purchasing agent administering the contract.

Contract No.	Contract Name	State Agency	Purch. Agent	Telephone
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

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.

Contract No.	Contract Name	State Agency	Purch. Agent	Telephone
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

List other names your company goes by: _____

List previous company name(s): _____

List four completed projects similar in nature to this INVITATION TO BID which demonstrates your company's ability to perform the required services.

	Company Name and Address	Telephone No.	Dollar Value
1.	_____	_____	_____
	_____	_____	_____
2.	_____	_____	_____
	_____	_____	_____
3.	_____	_____	_____
	_____	_____	_____

STATEMENT OF BIDDER'S QUALIFICATIONS (page 2 of 2)

COMPANY NAME: _____

General Information about the Company

Size of Company or Corporation:

Number of Employees: Full Time _____ Part Time _____
Total Asset Value _____
Equipment Asset Value _____

OWNER/OPERATOR _____ PARTNERSHIP _____ CORPORATION _____ MINORITY _____

Is your company registered with the Office of the Connecticut Secretary of the 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 and Manufacturer):

MODEL	YEAR	MANUFACTURER
_____	_____	_____
_____	_____	_____
_____	_____	_____

(Please attach an additional sheet(s) if necessary)

Please list any relevant certifications, licenses, registrations, etc., which qualify your company to meet the requirements of this bid.

(Please attach an additional sheet(s) if necessary)

Please list any administrative actions either pending review by the State, or determinations that the State has made regarding your company or corporation. This should include court judgments, and pending suits by a State or Federal Court. Include in your statement a listing of O.S.H.A. violations, and actions or orders ending or resolved with any State Agency such as The Department of Consumer Protection, The Department of Environmental Protection, etc. Please detail this information on a separate sheet of paper. Such information should be for the last three (3) years.

I HERBY CERTIFY THAT ALL THE INFORMATION SUPPLIED IS COMPLETE AND TRUE.

Print Name and Signature Title Date

BID BOND

KNOWN ALL MEN BY THESE PRESENTS, that we _____
as Principal, and _____
as Surety, are held and firmly bound unto the Norwalk Community College, hereinafter called the College,
in the penal sum of _____ PERCENT(_____%) OF THE TOTAL AMOUNT OF THE BID of the
Principal submitted to the said College for the work described below for the payment of which sum in
lawful money of the United States, well and truly to be made, we bind ourselves, our heirs, executors,
administrators, successors and assigns, jointly and severally, firmly by these presents.

THE CONDITON OF THIS OBLIGATON IS SUCH that whereas the Principal has submitted the
accompanying bid dated _____ 20 _____, for _____

NOW THEREFORE, IF THE Principal shall not withdraw said bid within the period specified therein after
the opening of the same, or if no period be specified, within sixty (60) days after said opening; and if the
specified, within five (5) days after the prescribed forms are presented to him for signature, enter into a
written contract with the College, in accordance with the bid as accepted and give bond with good and
sufficient surety or sureties; as may be required, for the faithful performance and proper fulfillment of such
contract and for the payment for labor and materials used for the performance of the contract, or in the
event of the withdrawal of said bid within the period specified or the failure to enter into such contract and
give such bonds within the time specified, if the Principal shall pay the College the difference between the
amount specified in said bid and the amount for which the College may procure the required work and/ or
supplies, if the latter amount be in the excess of the former, together with all costs incurred by the College
in again calling for bids, then the above obligation shall be void and of no effect, otherwise to remain in full
force and virtue.

Surety, for value received, hereby stipulates and agrees that no change, extension of time, alteration or
addition to the terms of the contract on the call for bids, or to the work to be performed thereunder, or the
specifications accompany the same, shall in any way affect its obligation under this bond, and it does
hereby waive notice of any such change, extension of time, alteration or addition to the terms of said
contract or the call for bids, or to the work, or to the specifications.

In the event suit is brought upon this bond by the College and judgment is recovered, the Surety shall pay
all costs incurred by the College in such suit, including a reasonable attorney's fee to be fixed by the court.

IN WITNESS WHEREOF the above-bound parties have executed this instrument under their several seals
this _____ day of _____, 20_____, the name and corporate seal of
each corporate party being hereto affixed and these presents duly signed by its undersigned representative,
pursuant to authority of its governing body.

(Corporate Seal)

Principal
By _____
Title _____

(Corporate Seal)

Surety
By _____
Title _____

(Attach Attorney-in-Fact Certificate)

PERFORMANCE BOND

KNOW ALL MEN BY THESE PRESENTS: That WHEREAS, the NORWALK COMMUNITY COLLEGE by resolution passed _____, 20_____, has awarded to _____, hereinafter designated to as the "Principal," a contract for the work described as follow:

WHEREAS, said Principal is required under the terms of said contract t furnish a bond for the faithful performance of said contract,

NOW THEREFORE, we, the Principal and _____ as Surety, are held and firmly bound unto the NORWALK COMMUNITY COLLEGE, hereinafter called the COLLEGE, in the penal sum of _____ Dollars (\$_____), lawful money of the United States of America, for the payment of which sum will and truly to be made, we bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

THE CONDITION OF THIS OBLIGATION IS SUCH that is the above-bounded Principal, his or heirs, executors, administrators, successors or assigns, shall in all thing stand to and abide by and well and truly keep and perform, the covenants, conditions and agreements in the said contract and any alteration thereof made as therein provided, on his or their part, to be kept and performed at the times and in the manner therein specified, and in all respects according to their true intent and meaning, and shall indemnify and save harmless the College, its officers and agents, as therein stipulated, then this obligation shall become null and void, otherwise, it shall be and remain in full force and virtue.

And the said Surety, for value received, hereby stipulated and agrees that no change, extension of time, alteration or addition to the terms of the contract or the work t be performed thereunder, or the specifications accompanying the same, shall in any way affect its obligation on this bond, and it does hereby waive notice of any such change, extension of time, alteration or addition to the terms of the contract, or to the work, or to the specifications.

In the event suit is brought upon this bound by the College and judgment is recovered, the Surety shall pay all costs incurred by the College in such suit, including a reasonable attorney's fee to be fixed by the court.

IN WITNESS WHEREOF, this instrument has been duly executed by the Principal and Surety above-named, on the _____ day of _____, 20_____.

Principal

By _____

Surety

By _____
Attorney-in-Fact

**COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
CONTRACT COMPLIANCE REGULATIONS
NOTIFICATION TO BIDDERS**

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.” “Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.” “Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . .” An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

This form is **MANDATORY** and must be completed, signed, and returned with the vendor’s bid.

ACKNOWLEDGMENT OF CONTRACT COMPLIANCE NOTIFICATION TO BIDDERS

INSTRUCTION: Bidder must sign acknowledgment below, and return this form to the awarding agency with the bid proposal.

The undersigned duly authorized representative of the bidding vendor acknowledges receiving and reading a copy of the **NOTIFICATION TO BIDDERS**. *(Please print name under signature line.)*

Signature

Title

Date

On behalf of:

Vendor Name

Street Address

City

State

Zip

Federal Employee Identification Number
(FEIN/SSN)

This form is **MANDATORY** and must be completed, signed, and returned with the vendor's bid

INSTRUCTIONS AND OTHER INFORMATION

The following BIDDER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidders good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

1) Definition of Small Contractor

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding ten million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

2) Description of Job Categories (as used in Part IV Bidder Employment Information)

MANAGEMENT: Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.

BUSINESS AND FINANCIAL OPERATIONS: These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.

COMPUTER SPECIALISTS: Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists.

ARCHITECTURE AND ENGINEERING: Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.

OFFICE AND ADMINISTRATIVE SUPPORT: All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, payroll clerks, bill and account collectors, customer service representatives, files clerks, dispatchers, shipping clerks, secretaries and administrative assistants, computer operators, mail clerks, and stock clerks.

BUILDING AND GROUNDS CLEANING AND MAINTENANCE: This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.

CONSTRUCTION AND EXTRACTION: This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category.

INSTALLATION, MAINTENANCE AND REPAIR: Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.

MATERIAL MOVING WORKERS: The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.

3) Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information)

White (not of Hispanic Origin)- All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.

Black(not of Hispanic Origin)- All persons having origins in any of the Black racial groups of Africa.

Hispanic- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

Asian or Pacific Islander- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.

American Indian or Alaskan Native- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.

JOB CATEGORY	OVERALL TOTALS	WHITE (not of Hispanic origin)		BLACK (not of Hispanic origin)		HISPANIC		ASIAN or PACIFIC ISLANDER		AMERICAN INDIAN or ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	male	female
Management											
Business & Financial Ops											
Computer Specialists											
Architecture/Engineering											
Office & Admin Support											
Bldg/ Grounds Cleaning/Maintenance											
Construction & Extraction											
Installation , Maintenance & Repair											
Material Moving Workers											
TOTALS ABOVE											
Total One Year Ago											
FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

PART V - Bidder Hiring and Recruitment Practices

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)				2. Check (X) any of the below listed requirements that you use as a hiring qualification (X)		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination	
SOURCE	YES	NO	% of applicants provided by source				
State Employment Service					Work Experience		
Private Employment Agencies					Ability to Speak or Write English		
Schools and Colleges					Written Tests		
Newspaper Advertisement					High School Diploma		
Walk Ins					College Degree		
Present Employees					Union Membership		
Labor Organizations					Personal Recommendation		
Minority/Community Organizations					Height or Weight		
Others (please identify)					Car Ownership		
					Arrest Record		
					Wage Garnishments		

Certification (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this BIDDER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief, and are made in good faith. I understand that if I knowingly make any misstatements of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

(Signature)	(Title)	(Date Signed)	(Telephone)
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**Custodial Bid Questions
Norwalk Community College
Bid #CJ-1011-12.04.09**

Is this project currently outsourced, if so to whom?

Sharmrock Corp.

What is the value of the current contract and when is the contract going to expire?

Contract expiration 1/31/2010 (revised 12/3/09)

On page 19, Letter L it refers to window washing interior and exterior. Can you please specify if that includes all exterior windows on each building or does that just apply to entrance, lobby glass as stated on page 22 letter C.

Entrance way windows only. Not all exterior windows. If exterior window cleaning needed it would be done as a special job/quote.

On page 13 Section C Staffing Days it refers to the porter, matrons and grounds staffing for M-F. But on page 12 under #1 Hours of Operation it refers to Saturday staffing as well. Can you define exactly what the needs are for Saturday staffing? Also, it is assumed no cleaning is required on Sundays?

**Saturday cleaning in common areas only. College open Saturday 8am to 5pm.
No cleaning on Sundays. College closed Sundays unless a special event occurs.**

On page 25 the Bid Form you require a listing of employees and a number. Can you better define exactly what you are looking for?

Are you looking for staffing breakdown in reference to supervisors, general cleaners, floor technicians etc?

Staffing lists required on CHRO form. We would like to see the recommended staffing levels on the quote sheet with types of workers included. Prevailing wage rates apply. Check state DOL for information.

Building square footage

300,000 square feet

Number of Bathroom stalls on the campus

There are 65 toilets on campus and 35 urinals on campus

Scheduled times for child care operations and cleaning of operations?

Childcare facilities operate on the normal college schedule. They are cleaned nightly. The day matron does perform one extra cleaning during the day generally after snack time.

Need to Clarify that the outside person is part of the cleaning proposal. Today it is an add on to the contract, future needs to be part of contract.

The outside person should be figured into the contract with all other personnel.

Are the current employees exempt from the background check requirements in the RFP.?

We would like to certify all employees of the new vendor at the beginning of the new contract period including current personnel.

There are no definitive hours for the cleaning site manager. What are the requirements for this individual?

Account Manager - should visit site one day per week

Working Manager - should work 40 hours per week, currently 7AM-3:30PM

Working Supervisor - should work 40 hours per week, currently works 6PM-2AM

What is the current cost of the existing contract?

Norwalk Community College pays its current vendor \$70,567 per month for custodial services billed.

What are current employees making?

All employees are paid at the prevailing wage rates. Attached are links to the CT DOL web site which details the prevailing wage rates by job class.

<http://www.ctdol.state.ct.us/wgwkstnd/prevailing-rates/service/2009/Service3-081309.pdf>

NORWALK COMMUNITY COLLEGE HAS FILED FOR RATES WITH THE CT DEPARTMENT OF LABOR. THEY WILL BE ISSUING PREVAILING WAGE RATES FOR THE CONTRACT THAT WILL BE ISSUED TO BIDDERS. CURRENT EMPLOYEES ARE MAKING THE PREVAILING WAGE RATE AS OF 8/13/09.

DUE TO THE RATE FILING WITH THE DEPARTMENT OF LABOR, THE BID OPENING WILL BE MOVED TO MONDAY, DECEMBER 21, 2009 AT 10:30a.m. IN THE PEPSICO THEATRE, EAST CAMPUS, 188 RICHARDS AVENUE, NORWALK.

MOST LIKELY THE NEW CONTRACT WILL NOT BEGIN UNTIL 2/1/2010 INSTEAD OF 1/1/2010.