SERVICE AGREEMENT

THIS AGREEMENT, made this, August 19, 2014 ("Agreement") by and between (hereinafter referred to as Norwalk Public Schools "Owner") whose address is c/o 125 East Avenue, Norwalk Connecticut 06852, hereafter referred to as "Agent"), Melillo Maintenance and United Services of America, Affineco LLC Companies, whose address is 855 Main Street Bridgeport Connecticut 06604 (hereinafter referred to as "Contractor")

WITNESSETH:

WHEREAS, Owner wishes to hire Contractor to provide and Contractor wishes to provide certain services as described herein for the property known as Columbus Magnet Elementary School and Jefferson Science Magnet Elementary School (hereinafter collectively referred to as the "Property"), and

NOW THEREFORE, the parties' named above agree to the terms, conditions, and language included in this agreement and any exhibits attached and intend to be legally bound by the following:

1. Term.
Subject to Section 19, this Agreement shall be for a term of 3 Years (hereinafter referred to as the "Term") commencing on August 25, 2014 (hereinafter referred to as "Commencement Date") and continuing until August 24, 2017 (hereinafter referred to as "Termination Date"). This contract may be terminated pursuant to Section 19 included herein.

2. Scope of Service.
This contract along with exhibits A and B, and the Contractor's proposal constitute the entire agreement. In the event of a conflict between this contract, the proposal and the RFP document the offer of precedence will be the contract, including all appendices, then the contractor's proposal. Contractor agrees to perform those services and/or supply those goods and materials described on the attached Request for Proposal, dated June 27, 2014, hereinafter referred to as Exhibit A. Contractor further agrees that all Work shall be completed in a good and workmanlike manner and if any goods or materials are supplied as part of the Work, such goods and materials shall be in good condition and repair, if applicable, new and unused and shall be suitable for the purposes intended.

3. Schedule of Service.
Contractor shall perform the Work according to the schedule set forth in Exhibit A.

4. Personnel and Contractor Employees.

a) Contractor shall provide adequate personnel to cause the completion of all Work in accordance with the Schedule. All such personnel shall be employees, subcontractors or independent contractors of the Contractor and not employees, subcontractors or independent contractors of Owner (hereinafter referred collectively to as "Personnel" and individually as a "Contractor Employee").

b) All Personnel shall be trained and supervised by Contractor as specified by Owner in accordance with accepted industry practices, shall have all required licenses and shall conform to the reasonable rules and regulations of Owner established from time to time by Owner for the conduct of Personnel performing any of the Work. Contractor shall provide at all times competent, adequate, and knowledgeable supervision of all Work performed at the property and all Personnel performing such Work shall be competent, adequate and knowledgeable. Neither Contractor nor any Personnel shall interfere with the operations of Owner on or with respect to the Property in the performance of its Work.

c) Both parties acknowledge and agree that Owner does not have the right to terminate or otherwise discipline any of Contractors personnel. Contractor acknowledges and agrees that in the event that Owner believes that Personnel of Contractor are (i) acting in a manner that might cause danger to life or property; or (ii) are otherwise engaged in conduct that may be unlawful or inconsistent with the character and nature of the Property; or (iii) that interferes with or disrupts Owners operation of the Property; or that (iv) causes inconvenience to the tenants or Occupants that Owner shall have the right upon notice to the Contractor, to require that said Personnel of Contractor not be permitted to enter upon the property in connection with the performance of the Work.

d) Contractor acknowledges that it is the policy of Owner, and Contractor agrees, to the extent required by applicable Federal, State and local laws, rules and regulations, not to discriminate against any employee (or applicant for employment) with respect to wages, hours of work, or other terms and conditions of employment because of race, color, religion, sex, age, handicap or national origin.

e) Contractor shall verify that any Contractor Employee who has access to the Property in the performance of the Work does not have any record of Federal and State criminal convictions, listed sexual offender, or the US Terrorist Watch list. No Contractor Employee that has any such record shall be admitted to the Property to perform any of the Work. Owner reserves the right to independently verify the background of any such parties and to require Contractor to replace any such personnel or Contractor Employee that does not meet the standards set forth herein. The Owner expressly requires that it receives evidence of and provides approval for all records checked prior to any Contractor's employees entering the premises.

f) Contractor shall not, and Contractor shall require that all Contractors Personnel shall not, disclose any information regarding the operation of the Property, the Owner's operations therein, the operations of any occupant of the Property or the operations of Owner in general to which Contractor or such Personnel have access through performance of the Work hereunder, and which a reasonable person would consider to be confidential or proprietary, to any third parties or use such information for any purposes other than the performance of Work hereunder, except to the extent that Contractor or such Personnel reasonably believes that it is required to do so according to applicable law.

5. Equipment and Material.

a) Owner shall provide all hand tools, specialty tools, and equipment (hereinafter called the "Tools") for performance of the Work.

b) All of the Work shall be performed in a safe, professional and competent manner and in accordance with all applicable Federal, State and local laws, codes, regulations and ordinances including but not limited to the Fair Labor Standards Act, the Federal Occupational Safety and Health Act, and any and all Environmental Laws (as defined below). All work shall meet or exceed local industry standards and practices.

c) Contractor shall obtain and shall maintain, at its sole cost and expense, at all times during the Term, all licenses, permits, and other authorizations from governmental authorities or boards, necessary or reasonably required by owner to enable it to perform the Work.

d) Contractor will diligently safeguard the health and well being of all persons on or about the Property, including without limitation all licensees, tenants, guests and invitees of Owner in the performance of the Work. Contractor will promptly remove and/or properly store all materials and/or equipment and Tools used or expended in the performance of the Work that will be performed at any particular time. During performance of the Work, Contractor shall take all necessary steps to secure the equipment, materials, and Tools used in connection with the Work to prevent interference with respect to access to and use of the Property or the creation of any dangerous conditions for any other persons using the Property.

6. Compensation.

The compensation for the Work (hereinafter referred to as the "Compensation") shall be calculated and paid according to the schedule set forth on the attached Exhibit B.

7. DEDUCTION FOR UNCORRECTED WORK. Should there be any work performed by the Contractor that does not completely satisfy the standards set forth in the Specifications as judged solely by the DIRECTOR OF FACILITIES or his/her designee, a monetary reduction to the next monthly payment will be made subject to the following conditions:

a. The Owner or his/her designee will notify the Contractor by phone and follow-up with a notice sent by e-mail of the defect in the work with specific reference to the Article in the Specifications not complied with, and the school area(s) involved.

b. If, within 48 hours of the above phone call all defects in the work are not remedied to the full satisfaction of the Owner or his/her designee, there will be a deduction of 10% of the rate one worker for the daily period.

8. Insurance and Fidelity Bonds.

a) Owner may, upon written notice thereof, require contractor, at its sole cost and expense, to provide and maintain during the Term, a fidelity or surety bond in the amount of $1,000,000 on forms and with bonding companies acceptable to Owner, under which the bonding company agrees to reimburse Owner for any loss, damage or expense which either of such parties may suffer or sustain due to the fraud, dishonesty, forgery, theft, larceny, embezzlement, wrongful conversion or abstraction, misapplication, misappropriation or any other dishonest or criminal act or omission of Contractor or Contractor's employees or agents. Contractor shall submit such bond to Owner for approval (if such a bond is required hereunder) prior to the commencement of any Work hereunder.

b) Contractor and all Personnel who or which are subcontractors or independent contractors of the Contractor shall, until completion of the Work, procure and maintain at its or their expense, the following insurance coverages with a company or companies acceptable to Owner that are authorized to do business in the jurisdiction in which the Property is located in the following minimum amounts:

Worker's Compensation

Statutory benefits and limits which shall fully comply with all State and Federal requirements applying to this insurance; which shall include Broad Form all states and voluntary compensation endorsements.

Employer's Liability

Limits of not less than $1,000,000 per accident, $1,000,000 per disease and $1,000,000 policy limit on disease.

Comprehensive General Liability

Including personal injury, owner's and contractor's protective liability, explosion, collapse and underground damage liability endorsement (commonly called X, C and U hazard), products, completed operations, blanket contractual and broad form property damage coverage, providing primary (and not contributing) coverage, and containing cross-liability and severability of interest clauses.

Limits of Liability

Bodily Injury	$5,000,000 each occurrence
	$5,000,000 in the aggregate
Property Damage	$5,000,000 each occurrence
	$5,000,000 in the aggregate

Comprehensive Automobile Liability

Including coverage for hired and non-owned automobiles; providing primary (and not contributing) coverage, and containing cross-liability and severability of interest clauses.

Bodily Injury	$1,000,000 each occurrence
	$1,000,000 in the aggregate
Property Damage	$1,000,000 each occurrence
	$1,000,000 in the aggregate

c) Contractors performing construction work, must also provide "all risk" builders risk property insurance for the full replacement cost of the Work on a completed value basis, naming Owner as a loss payee, as its interest may appear, providing primary (and not contributing) coverage, and including a waiver of all rights of subrogation against Owner.

d) All of the above insurance policies must be placed with insurance companies reasonably acceptable to Owner.

e) Contractor shall furnish to Owner, before commencing any Work, and annually if applicable, one or more certificates of insurance indicating (i) the types and amounts of insurance required under this Agreement, (ii) the insurance company or companies carrying said coverages, (iii) the effective and expiration dates of the policies, (iv) the Owner, any managing agent of Owner and their respective corporate affiliates, are named as additional insureds, (v) that 60 days advance written notice will be given to Owner of any material change in or any cancellation of a policy.

9. Indemnity.

Contractor shall defend, indemnify and hold Owner, and its directors, officers, employees, agents, contractors, invitees, concessionaries and licensees (collectively "Owner's Agents") harmless from and against any and all liability, loss, claims, demands, damages, or expenses, including attorneys' fees, whether for personal injury, theft, property damage or otherwise (collectively "Claims") arising from Contractor's or Contractor's directors, officers, employees, agents, contractors, invitees, concessionaires and licensees (collectively "Contractor's Agents") performance or non-performance of the Work or from any breach or default in the performance of any obligation on Contractor's or Contractor's Agents part to be performed hereunder (including, without limitation, Sections 12(a) and (b) below) (12 or to the extent caused by the negligence or willful misconduct

of Contractor or Contractor's Agents. The liability of the Contractor under the foregoing indemnity shall extend to and include any testing, response and remediation costs incurred by Owner or any managing agent of Owner in connection with a release, discharge or generation of Hazardous Materials (as defined below) in, within or in the vicinity, in compliance with any Environmental Laws (as defined below). If any claim, action or proceeding is brought against Owner by reason of any Claims, Contractor upon written demand from Owner shall defend the same at Contractor's sole cost and expense by counsel reasonably satisfactory to Owner.

10. Hazardous Materials.
Contractor shall identify to Owner, in advance of delivery of, any Hazardous Materials incorporated in or associated with the Work provided hereunder and shall, in any event, use and dispose of all such hazardous materials utilized, transported, generated or released in connection with the Work, in accordance with all Environmental Laws and any other applicable laws, rules and regulations. Prior to, and in connection with the delivery of any Hazardous Materials to the Property, the Contractor shall complete and deliver to Owner, in accordance with applicable laws, rules and regulations, a material safety data sheet (MSDS) with respect to such Hazardous Materials. "Hazardous Materials" shall mean any substance which is controlled, regulated or prohibited under any Environmental Law. "Environmental Law(s)" shall mean any local, State and Federal Law relating to the environment and environmental conditions.

11. Property of the Contractor.
All property of any kind, owned, hired or supplied by the Contractor to any Personnel, not intended to be incorporated into or made part of the Work shall be maintained whether off-site or on-site, at the sole risk of Contractor or the Personnel responsible therefore and no such party shall have the right to look to, or hold Owner or any managing agent of Owner responsible in any manner, for the safekeeping thereof.

12. Independent Contractor.
a) Contractor shall for all purposes hereunder be an independent contractor of the Owner and not an agent or employee of either the Owner or any managing agent of Owner and nothing herein shall be construed as creating any other relationship between parties hereto including, but not limited to, a partnership, an agency relationship, or a joint venture. Neither Contractor nor Contractor's Personnel shall be deemed for any purpose to be employees or agents of Owner or any managing agent of Owner.

b) No Contractor Employee shall be entitled as a result of this Agreement to any of the benefits under any employee benefit plan Owner or managing agent of Owner presently has in effect or may put into effect in the future. Contractor or its Personnel, as the case may be, shall be solely responsible for the payment of any salaries, wages, benefits and other compensation or payments due to any person or entity in connection with the Work (other than the payment of the Compensation in accordance with the other terms hereof), withholding or payment of all applicable Federal, State and local personal income taxes, social security taxes, and other payroll taxes with respect to the employees of Contractor or its Personnel, as the case may be, as well as any taxes or contributions imposed by applicable State unemployment or worker's compensation act(s). Contractor and its Personnel respectively have the sole authority and responsibility to hire, fire, and otherwise control their respective employees.

13. Publicity.
Contractor shall not identify, either expressly or by implication, Owner, any managing agent of owner or any of their respective corporate affiliates or use any of their trademarks, trade names, service marks, other proprietary marks, or the Work performed hereunder in any advertising, press releases, publicity matters or other promotional materials without the prior written consent of Owner and/or any managing agent of Owner.

14. Identification Credentials.
Owner, at its sole discretion, may require Contractor and any Personnel to exhibit identification credentials to gain access to the Property. Contractor shall cause all of such parties to return all identification credentials to Owner upon the sooner of (i) the termination of such party or its employer with respect to the Work or (ii) the termination of the Term.

15. Notices.
a.) All notices required or permitted hereunder shall be in writing and shall be delivered personally, by recognized overnight courier service or by certified mail, return receipt requested to the addresses set forth above.

c) Either party may notify the other of a change of address for the purpose of this Section or Section 15. This change of address shall be effective on the 10th day after the Effective Date (as defined below) of such notice.

d) As used herein, the term "Effective Date" shall mean and refer, in the case of personal delivery, the date that a notice is actually delivered to the address set forth herein, in the case of overnight courier service, one (1) business day after the notice is deposited with such service for the delivery on such following business day and in the case of certified mail, the first date of attempted delivery, refusal or rejection.

16. Assignment.

a) This Agreement, any portion of the Work or any moneys due hereunder shall not be assignable by Contractor without Owner's prior written consent which may be withheld in Owners sole discretion.

b) (i) Without Contractor's prior consent, but upon not less than 30-days prior written notice to Contractor (specifying in such notice the name and address of the prospective transferee), Owner may also assign this Agreement to the transferee of Owner's interest in the property, in which case Contractor shall enter into an agreement with such transferee upon the same terms and conditions set forth herein. If the Closing Date (as hereinafter defined) does not coincide with the billing period established between the parties, then the Contractor shall prorate any charges for such month for services and personnel provided for that pro-rated portion of the month.

c) (ii) In the event of any such assignment of this Agreement, Owner shall be automatically freed and relieved of all liability with respect to the performance of any covenants or obligations under this agreement which may accrue from and after the effective date of such termination, transfer or assignment.

17. Lien Claims.

a) Contractor shall not create or permit to remain against the Property any lien, encumbrance or other like charge, either by action or inaction of Contractor or any of Contractors Personnel.

b) Contractor shall sign, execute and deliver, or cause to be signed, executed and delivered, such partial and final lien waivers with respect to the Work as Owner shall from time to time require.

c) Contractor shall, at its own expense, within ten (10) days of written notice from Owner, cause any liens or other encumbrances placed against the Property or any interest, arising out of the Work, to be removed of record or otherwise bonded off.

18. Inspection.

Contractor acknowledges that Contractor has inspected the Property and is not aware of any conditions which could adversely affect its ability to perform the Work in accordance with the terms hereof and accepts the Property in its present condition.

19. Default.

In the event that the Contractor fails to perform any of its obligations hereunder and such failure continues for ten (10) days after the Effective Date of a written notice from the Owner describing such failure, then, in addition to any other rights that the Owner may have hereunder to terminate this Agreement, Owner shall have the right to pursue any remedies available at law or in equity against the Contractor for such failure.

20. Termination of Agreement.

a. This Agreement may be terminated upon 30-days' written notice from Owner to the Contractor at any time without any cause whatsoever, including, without limitation, Owner's transfer of its ownership interest in the Property.

b. In addition, Owner may terminate this Agreement, effective immediately upon giving written notice to Contractor that the (i) Contractor failed to timely and/or fully perform the Work (as defined herein) for any reason, including, but not limited to labor disputes; (ii) the Property suffered damage as a result of fire or other casualty; (iii) Contractor's employees or their allies picketed the Property resulting in disruption in the operation of said Property or inconvenience to the tenants or occupants thereof; (iv) Contractor is in default of this Agreement beyond any applicable notice and cure provisions; or (v) Owner will transfer its interest in the Property. Upon termination of the Agreement and subject to subsection 20(i) herein below, neither party shall have any obligation to the other beyond the effective date of the termination.

c. If the termination of this Agreement is in connection with the Owner's transfer of an interest in the Property, then provided that Owner has given Contractor at least 5-days' prior written notice of such termination, Owner may specify that the

effective date of termination shall not be a specified date, but shall be the date of the closing of such transfer of Owner's interest (the "Closing Date"), subject to Owner's obligation to promptly notify Contractor of such closing when the same occurs.

21. Miscellaneous.

a. Transition Plans:

Adding new sites to the contract. Upon approval by the Superintendent of Schools (or his/her designee) will advise the contractor 30 days in advance of any additional sites to be added to the contract. The Contractor will provide pricing and personnel in line with the requirements of this agreement. Final costs to be negotiated and agreed upon by both the Owner and the Contractor. Additional Sites and pricing to be attached as an addendum to this agreement.

b. Site Turnover:

Thirty days prior to the end of the contractor, the Director of Facilities (or appointed designee) will inspect all sites with the Contractor to ensure sites are turned over at the end of the contract period in a condition that conforms to the contract specifications. If a new Contractor is to be used, the new contractor will be part of the inspection process. Any deficiencies at termination of the contract (as established by Norwalk Public Schools) will be adjusted by the director of Facilities, with any deduction made on the final invoice. No deduction will be made if the sites are in good condition, or if the Contractor corrects any deficiencies prior to the end of the final month of the contract.

22.

a. This Agreement shall be construed and interpreted under the laws of the State of Connecticut and venue shall lie in Fairfield County. The titles of sections and subsections herein have been inserted as a matter of convenience of reference only and shall not control or affect the meaning or construction of any of the terms or provisions herein. All references herein to the singular shall include the plural, and vice versa.

b. Except as otherwise expressly provided herein, all rights, powers, and privileges conferred hereunder upon the parties hereto shall be cumulative and in addition to those other rights, powers, and remedies hereunder and those available at law or in equity. All such rights, powers, and remedies may be exercised separately or at once, and no exercise of any right, power, or remedy shall be construed to be an election of remedies or shall preclude the future exercise of any or all other rights, power, and remedies granted hereunder or available at law or in equity, except as expressly provided herein.

c. Neither the failure of either party to exercise any power given such party hereunder nor to insist upon strict compliance by the other party with its obligations hereunder, nor any custom or practice of the parties at variance with the terms hereof shall constitute a waiver of either party's right to demand exact compliance with the terms hereof.

d. This Agreement (including the RFP and the proposal) contains the entire agreement of the parties hereto with respect to the Property and with respect to the Work, and representations, inducements, promises, or agreements, oral or otherwise, between the parties not embodied herein or incorporated herein or incorporated herein by reference shall not be of any force or effect. The parties acknowledge that all prior agreements, representations and negotiations concerning the subject matter of this Agreement, or collateral thereto, are deemed superseded by the execution of this Agreement to the extent they are not incorporated herein and that this agreement shall be deemed to be integrated.

e. Subject to the other terms hereof, this Agreement shall be binding upon and shall inure to the benefit of the parties hereto and their respective personal representatives, successors and assigns.

f. No amendment to this Agreement shall be binding on any of the parties hereto unless such amendment is in writing and is executed by the party against whom enforcement of such amendment is sought.

g. Time is of the essence of this Agreement.

h. This Agreement may be executed in several counterparts, each of which shall be deemed an original, and all such counterparts together shall constitute one and the same instrument.

i. The potions of this agreement which have a bearing of liability beyond this agreement shall survive the termination of the Term.

j. No parties other than Owner and Contractor shall be entitled to rely on any party's performance hereunder or to enforce the terms and provisions hereof.

k. If either party brings suit against the other to recover any sums due under this Agreement, or for any breach of any provision of this Agreement, or for any other relief hereunder, then all costs and expenses of the same, including reasonable attorney's fees and costs, incurred by the prevailing party therein shall be paid by the other party.

l. Owner and Contractor each hereby waive their respective rights to trial by jury of any cause of action, claim, counterclaim or cross-complaint in any action, proceeding and/or hearing brought by either Owner against Contractor, or Contractor against Owner, as to any matter whatsoever arising out of or in any way connected with this Agreement, the relationship of Contractor and Owner, Contractor's use or occupancy of the Project, any claim of injury or damage, or the enforcement of any remedy under any law, statue, or regulation, emergency or otherwise, now or hereafter in effect. Notwithstanding the foregoing, Owner and Contractor agree that this waiver shall not be effective where the legal effect of such waiver would be to invalidate in whole or in part, or to limit or impair any rights, remedies or coverage afforded thereunder.

m. The Exhibits attached to this Agreement are incorporated herein. In the event of any inconsistency between such Exhibits and this Agreement, this Agreement shall control.

23. Personal Security Check.

The Owner requires prior to any placement of a contractor within or on its property, a police verification including but not limited to local and federal fingerprinting, background checks which include but are not limited to social security trace, employment verification, national wants and warrants, and sex offenders background checks on each contractor's employee working on school property as to the absence of any record reflecting moral, felony, drug, or other types of arrest that would be detrimental to the school and its population. Evidence of such check shall be delivered to Owner.

Date: _____

IN WITNESS WHEREOF, Owner and Contractor have executed this Agreement under seal as of the day and year first above written.

Owner: Norwalk Public Schools	CONTRACTOR: AFFINECO LLC
By: _____ Name: Richard Rue Title: CFO	By: _____ Name: ARAMIS R. CORBAL Title: CHIEF OPERATING OFFICER Address: 855 MAIN ST 9TH FLOOR BRIDGEPORT, CT. 06604
Witness: Rita Galbo Name: RITA GALBO	Witness: _____ Name: Stephany Florian.

Norwalk Public Schools

Custodial Services Agreement

Appendix B

Bid Response Sheet

	Square feet (Total)	Summer Cleaning	Regular School Year, Holidays and Vacations	Total for 2014 - 2015	Average Hourly Rate	Overtime Rate
Columbus Magnate Elementary Scool	48,900	$ 18,481.54	$ 103,631.89	$ 122,113.43	$ 13.43	$ 30.33
Jefferson Elementary School	53,350	$ 18,481.54	$ 102,051.45	$ 120,532.99	$ 13.43	$ 30.33
	Square feet (Total)			Total for 2015 - 2016	Average Hourly Rate	
Columbus Magnate Elementary School	48,900	$ 24,169.48	$ 127,416.40	$ 151,585.88	$ 14.07	$ 31.77
Jefferson Elementary School	53,350	$ 24,169.48	$ 125,774.28	$ 149,943.76	$ 14.07	$ 31.77
	Square feet (Total)			Total for 2016 - 2017	Average Hourly Rate	
Columbus Magnate Elementary School	48,900	$ 25,619.79	$ 138,145.89	$ 163,765.68	$ 14.16	$ 32.06
Jefferson Elementary School	53,350	$ 25,619.79	$ 136,452.56	$ 162,072.35	$ 14.16	$ 32.06
				Columbus	Jefferson	
Please Quote Separately Washing Exterior Windows both sides once in Summer.				$ 3,500.00	$ 3,800.00	

All prices included here do not include sales taxes.

Revised 10-3-14

Bid Notes and Disclosures:
Pricing does not include applicable sales tax.

Our pricing is based upon us establishing a site rider with local 32BJ SEIU. We are confident with the City of Norwalk's support that we can establish for part-time workers a wage rate of $1.00/per hour below scale for Year 1, and $0.50/per hour below scale for Year 2, pricing for Year 3 will be at scale. We also anticipate starting Full Time union benefits one year following contract start date and Part Time benefits two years following contract start date.

An 8 hour day porter has been assigned to each school in this pricing. The currant union contract expires December 31, 2015. An estimated increase of 8% has been included in this contract to

Cover increases in a new union agreement. If, in fact the agreed upon union contract is different (higher or lower), United will need to
renegotiate prices after the December 31, 2015 date.

The 2014-2015 pricing tab is for summer cleaning after school is out in June of 2015. The 2013-2014 Summer cleaning will be completed by others before the August 15, 2014 start date of this contract. If additional work is required to bring the school up to a level required by NPS that work will be billed in addition to the prices quoted.

In the event Melillo Maintenance Inc, an AffinEco LLC Company requires additional equipment to replace current equipment or increase productivity this purchase will be passed on to Norwalk Public Schools. . All equipment repairs will be the responsibility of Norwalk Public Schools. All purchases and/or repairs of equipment must be approved prior to purchase or repair by the Director of Facilities and Maintenance for Norwalk Public Schools

In the event of any significant changes in statutory tax laws, regulations, or requirements whether of Federal, State or Municipal jurisdiction, which significantly impact pricing, Any adjustments to this agreement must be agreed upon by both the contractor and the owner, and established with an addendum to the contract.

Exhibit A

Custodial Services

Norwalk Public Schools

REQUEST FOR PROPOSAL

6/27/14

Proposal Response Date: July 24, 2014

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Custodial Services for Norwalk Public Schools - Two Facilities

OVERVIEW

SCHOOL BACKGROUND

Norwalk Public School System is the 6th largest school district in the state of Connecticut with more than 11,000 students in 19 schools (27.7 square miles). There are 12 elementary schools, four middle schools, two high schools, and one alternative high school. Norwalk Public School administrative offices are located at: 125 East Avenue, Norwalk, CT 06852.

We are seeking a relationship with a supplier who will provide a best-in-class cleaning program for (currently) two of our schools; Jefferson Elementary and Columbus Magnate Elementary School (one building at each location). The buildings are operational twelve hours per day, five days per week. Frequency and duties required are listed on the following pages.

DURATION

The anticipated contract start date is August 15, 2014 with options to renew (at the discretion of Norwalk Public Schools) annually, in one-year increments for next three years. This option would be upon written agreement of NORWALK PUBLIC SCHOOLS and the Contractor.

PRIMARY CONTACT

All questions regarding this Request for Proposal shall be submitted via e-mail to:

Karen Bartron
Norwalk Public Schools
125 East Avenue
Norwalk, CT 06852.
bartronk@norwalkps.org

CONTRACTOR'S OBLIGATION

By submitting a proposal, the Contractor will be presumed to be thoroughly familiar with the Request for Proposal, Specifications, other documents, including all Addenda and to have inspected the sites so as to be fully informed of NORWALK PUBLIC SCHOOLS's operational activities as they pertain to performance of this contract.

The failure or omission of any Contractor to examine any form, instrument, or document shall in no way relieve the Contractor from any obligation with respect to its proposal.

PRE-BID CONFERENCE AND SITE TOUR

All Contractors must attend the Pre-Bid Conference. Failure to attend will disqualify your proposal. The purpose of this conference is to answer questions pertaining to the RFP and conduct a site tour.

Date: July 16, 2014
Location:

Columbus Magnate School (See George Gianitti)
46 Concord Street
Norwalk, CT 06854

Confirmation: Please confirm your attendance via e-mail below:

Please refrain from contacting NORWALK PUBLIC SCHOOLS before the pre-bid conference. You are encouraged, to formulate a list of questions and e-mail them to Karen Bartron: bartronk@norwalkps.org by the close of business on July 14, 2014.

KEY EVENT TIMELINE

Event	Date
Pre-bid confirmation to attend site tour (on July 16th)	7/8/14
Submit pre-bid conference questions	7/14/14
Pre-bid site tour 11:00, Columbus Magnate School then: Jefferson Elementary 46 Concord Street Norwalk, CT 75 Van Buren Avenue, Norwalk CT	7/16/14
Proposals due	7/24/14
Notify Contractors	7/29/14
Contract start date (approx.)	8/15/14

I. REQUEST FOR PROPOSAL (RFP)

PROPOSAL FORMAT

For evaluation and comparison purposes, it is requested that all proposers submit responses in the general format and sequential order of this request for proposal. It is recommended that each section be addressed in depth in the order as it is found in this request for proposal. Bid response sheets must be used in response to this request for proposal.

NON-BINDING

This is a Request for Proposal (RFP) and is not to be construed as an offer to enter into a contract.

PROPOSAL EXPENSES

All expenses incurred in the proposal process, pre-bid conference and, any subsequent on-site presentation is part of the Contractor's sales process. NORWALK PUBLIC SCHOOLS shall not incur or be responsible for any expenses incurred by Contractors or others as a result of the proposal process. All expenses will be the Contractor's sole responsibility.

ADDENDA AND INTERPRETATION

No oral interpretation of the Request for Proposal, Contract Conditions, Specifications, or other Documents will be given to any Contractor. All interpretations will be in the form of written Addenda.

Should a Contractor find discrepancies, omissions, or items requiring clarification the Contractor shall immediately request an interpretation. Requests for interpretation must be sent via e-mail by the close of business on July 14, 2014 to:

Karen Bartron
NORWALK PUBLIC SCHOOLS
125 East Avenue
Norwalk, CT 06852.
bartronk@norwalkps.org

Only written addenda provided by NORWALK PUBLIC SCHOOLS will be binding. Contractors are warned that no other source is authorized to give information to interrupt the Request for Proposal.

The failure of the Contractor to receive an Addendum shall not relieve the Contractor from any obligation under its proposal. In the event that a Contractor fails to acknowledge receipt of an Addendum in the space provided on the Addendum, its proposal will nevertheless be construed as though the Addendum had been received.

TIME, DATE AND MANNER OF PROPOSAL SUBMISSION

Time and Date: July 24, 2014, 4:00p.m.. Late proposals will not be considered.

Manner: All proposal documents must be either hand delivered or express mailed in a sealed, opaque envelope. *Facsimiles and e-mail are not acceptable and will be considered non-responsive.*

Submit three copies of your proposal to:
Karen Bartron
NORWALK PUBLIC SCHOOLS
125 East Avenue
Norwalk, CT 06852.
bartronk@norwalkps.org

On-Site Presentation
NORWALK PUBLIC SCHOOLS may require Contractors to provide an on-site presentation after the proposal due date. The on-site presentation will take place in Norwalk, Connecticut at Norwalk Public Schools direction. The Contractor will be given 48 hours' notice of request for presentation and an agenda of items to be discussed.

MODIFICATION OF PROPOSAL

No proposal may be withdrawn for a period of sixty days after the time and date set for submission of proposals. A proposal may be withdrawn before the proposal time and submission date indicated above.

AWARD OF CONTRACT

CONTRACTOR QUALIFICATIONS
The Contractor must demonstrate, to NORWALK PUBLIC SCHOOLS's satisfaction that the Contractor has:

- Adequate financial resources to meet its obligations
- The ability to maintain such resources for the term of the contract.
- Ability to provide consistency in placement (and retention) of qualified personnel.
- The technical and managerial experience to perform the services as demonstrated by successful performance at facilities of similar size and type.
- Certification to the ISSA's Cleaning Industry Management Standard (CIMS) is used to determine which contractors are deemed responsible and have demonstrated compliance to an independent assessor. Specifically, all firms doing business with NORWALK PUBLIC SCHOOLS Corporation shall hold a current Cleaning Industry Management Standard Green Building certification (CIMS-GB) or shall obtain Cleaning Industry Management Standard certification with 90 days of the contact's start date.

SELECTION

All proposals will be evaluated by NORWALK PUBLIC SCHOOLS. Selection of a successful Contractor will be at the sole discretion of NORWALK PUBLIC SCHOOLS. NORWALK PUBLIC SCHOOLS reserves the right to waive any informalities or irregularities of proposals, in total or in part, that, in the District's opinion is in the best interests of the District, and reserves the right to reject any proposal for any reason. NORWALK PUBLIC SCHOOLS's philosophy in awarding such agreements and contracts includes but is not limited to the following factors:

- Cost and cost savings references
- Quality and technical capability
- Organization support and experience
- Length of service of staff (and turnover rates for staff.)
- Sufficiency of the proposer to perform required services
- Completeness of information provided in response to this RFP
- Other various business issues

QUALIFICATION OF CONTRACTORS

The work and services described in the proposal documents include the performance of activities directly affecting the safety and well-being of the students and staff of the Norwalk Public Schools and the public in general. For this reason, consistency in the staff is an important factor in day-today operations. The District may make any investigation necessary to determine the ability of the Contractor to fulfill the Contract. The Contractor shall furnish any additional information that the District shall request in order to make a determination of a contract award.

ALTERNATIVE PROPOSALS

NORWALK PUBLIC SCHOOLS reserves the right to negotiate with Contractors, to solicit new proposals, and/or to seek other alternatives.

II. TECHNICAL REQUIREMENTS

CONTRACTOR'S REPRESENTATIVE

NORWALK PUBLIC SCHOOLS requires the Contractor to offer a single Working Supervisor for the NORWALK PUBLIC SCHOOLS Corporate Account. The Working Supervisor will be the focal point of all proposal activity for service requirements as they arise. **The Working Supervisor must have authority and be able to make decisions and commitments for the Contractor at these sites.**

FACILITY MANAGER COMMUNICATIONS

The Contractor's Working Supervisor will be the key contact for communication between the NORWALK PUBLIC SCHOOLS Director of Facilities and Maintenance. The contractor is requested to describe in detail how it will facilitate this relationship. The contractor is asked to include scheduled meetings with NORWALK PUBLIC SCHOOLS Director of Facilities and Maintenance, continuous feedback and improvement initiatives etc.

Contractor's Staff

Contractors are responsible for compensation of all employees. The Contractors shall comply with Title VI of the Civil Rights Act of 1964. The contractor must state that it is an equal opportunity employer and does not discriminate on the basis of race, color, creed, gender, physical or mental disability, or any other classification protected by state and federal anti-discrimination statutes.

Contractors are asked to supply a resume' of the Working Manager, or, if not yet hired, a job description of this position including actual or required experience. Contractors are asked to include a location for the Working Manager. The Contractor is asked to describe the amount and type of communication the Working Manager is anticipated to supply.

Prior to beginning duties in Norwalk, the names of all prospective vendor employees must be submitted to Norwalk Public Schools for approval. Please note that this request for proposal is based on a service contract. Employees of the Contractor are not employees of Norwalk Public Schools. Contractor's employees must be fingerprinted by Norwalk Police Department and pass a criminal records check prior to hire. The Contractor must submit evidence of pre-employment drug testing and added information concerning employee wages, support and/or benefit programs. Each employee must be of reputable character and morals as determined by the Norwalk Public Schools. Any/all substitutes must conform to all requirements.

Should a situation arise where NORWALK PUBLIC SCHOOLS is dissatisfied with a Working Supervisor or staff member supplied by the Contractor, Norwalk Public Schools has the absolute right to require of the contractor that the contractor's employee be replaced.--immediately, if, in the opinion of Norwalk Public Schools, the situation requires.

Training:

Each contractor must provide an overview of the company's training programs, including:

- Number of hours and type of training to be provided for employees on an annual basis.
- Time and attendance methods, systems and controls utilized by Contractor.

- Retention and turnover rates (of contractor's current staff) for staff technicians, supervisors and site managers.
- Incentives utilized to attract and retain quality staff (I.e. salary, benefits, bonus, etc.)
- Recruitment program. What methods would the contractor use to recruit service personnel.
- How are employees chosen? Describe selection criteria and the process by which candidates are chosen. What methods and level of training does each employee receive?
- Contractor is asked to supply a chart with average length of tenure for each (current) employee.

SUPERVISORY STAFF

The Contractor is requested to provide calculations determining the number of staff technicians per supervisor or site manager. Also provide number of staff technicians and supervisors or site managers per square foot.

Provide a detailed structure or organizational chart of positions and responsibilities for Working Manager, regional managers, supervisors and staff technicians.

IDENTIFICATION OF CONTRACTOR EMPLOYEES

NORWALK PUBLIC SCHOOLS requires that all Contractor's staff and supervisors wear picture identification badges and appropriate uniforms or clothing with Contractors name or logo.

CLEANING SUPPLIES AND EQUIPMENT

NORWALK PUBLIC SCHOOLS will provide Contractor with all uniforms, cleaning supplies, tools and equipment required to accomplish the cleaning services specified. If NPS requests contractor to provide any material or equipment required for the cleaning or project required, contactor will provide documentation and actual use costs. NPS will reimburse in the next months' payment.

SERVICE LOG

Contractor will keep a log of cleaning services performed per site. This includes descriptions of services provided as well as hours to complete. Contractor staff will sign in when on NPS property and will provide NPS with a detailed report of contractor hours weekly at each location. Misrepresentation of hours or number of workers at any NPS location may result in termination of this agreement at the sole discretion of NPS. Cleaning standards should be between 1-2 according to APPA levels. (see Appendix A).

EQUIPMENT AND UTILITIES FOR ACCOMPLISHING THE SERVICES

NPS shall provide all equipment and supplies required to accomplish the tasks of cleaning the facilities. The cost of equipment maintenance, repair and upkeep shall be the responsibility of and at the cost of NPS. Any miss use or miss appropriation of product will be billed back to the contractor. Any miss use or willful act that results in the damage or lack of proper daily maintenance of cleaning equipment or tools used in cleaning the Norwalk Public Schools will be billed back to the contractor. Miss use or damaging of Norwalk Public Schools property can and will result in the termination of this agreement at Norwalk Public Schools sole discretion.

NORWALK PUBLIC SCHOOLS shall provide the water, electricity and sewer utilities required for Contractor to accomplish the services.

SERVICE HOURS

In addition to listing regular hours, the Contractor will provide costs and availability of emergency service. Emergency Service must be available 24 hours per day and seven days per week including weekends and holidays.

SPECIAL PROJECTS AND EVENTS

From time to time NORWALK PUBLIC SCHOOLS may require additional services and hours above the base scope of work at a specific site. This may include cleanup of special events, emergencies, etc. Describe in detail how Contractor handles such increases in requirements with current or additional staff. The contractor is required to identify any additional costs which may be associated with additional or emergency hours. (I.e. Hourly rate, per square foot charge.)

TRANSITION PLANS:

Adding new sites to the contract: Describe how Contractor transitions in implementing services for those sites. Include standard and guaranteed lead time required to transition a new site to up and running from point of NORWALK PUBLIC SCHOOLS establishment of specific scope of work. PROVIDE A START-UP PLAN LEADING UP TO THE CONTACT'S START DATE, THE FIRST WEEK AND, THE FIRST MONTH.

Site Turnover:

Thirty days prior to the end of the contractor, Contract Administrator will inspect all sites with the Contractor to ensure sites are turned over at the end of the contract period in a condition that conforms to the contract specifications. If a new Contractor is to be used, the new contractor will be part of the inspection process. Any deficiencies at termination of the contract (as established by Norwalk Public Schools) will be adjusted by the Contract Administrator, with any deduction made on the final invoice. No deduction will be made if the sites are in good condition, or if the Contractor corrects any deficiencies prior to the end of the final month of the contract.

INSURANCE REQUIREMENTS

NORWALK PUBLIC SCHOOLS requires installation network to furnish Certificates of Insurance (COI) prior to each installation. The minimum insurance requirements per project are:

Worker's Compensation and Employer's Liability = Statutory

Comprehensive, Commercial General Liability on an "occurrence" basis naming NORWALK PUBLIC SCHOOLS as "additional insured" = $1,000,000

Comprehensive Automobile Liability for all owned, non-owned and hired vehicles utilized = $1,000,000 per accident.

Bodily Injury Liability = $1,000,000 per accident

Property Damage Liability = $1,000,000 per accident-

MANAGEMENT STRUCTURE

Provide a description of your company's organizational structure. Include an organization chart depicting the reporting structure for this location. Please list working supervisor as primary contact for this contract.

Scale of Operation

The contractor is asked to provide information on the size of its organization including numbers of employees currently in Connecticut and nationally.

Please describe similar locations and/or other schools/districts your company has serviced.

Collective Bargaining

Describe your firm's experience with labor unions. List all union affiliations. How does your company compensate (hourly with benefits?) Please state whether employees are union or non-union. (Note: Use of union or non-union employees is not a determining factor in selecting a contractor.

Pandemic Planning

Describe your organization's plans to respond to and handle a pandemic.

Green Cleaning/Sustainable Cleaning Practices

Does your company have an environmental policy? If so, describe your approach.

Safety and Environmental Policy

Describe your company's safety and environmental policies. Indicate your interstate EMRs for the last three rating periods. If you do not have an interstate rating, obtain your intrastate EMRs. You may be required to substantiate the rates.

Quality Plan

Describe your company's quality plan for this site.

How does your company's philosophy differ from the competition?

Other Significant Information

Provide any other information that you would like us to know about your company or your management.

Please note that all items in this portion of the RFP must be governed by standards set forth by the Cleaning Industry Management Standards (CIMS). CIMS Certification will be considered as an asset in qualifying proposals. (See Appendix C attached.)

III. Pricing and Rate Inclusions

Please use the attached work sheets to submit your pricing.

All pricing and rates provided in the responses to this request for proposal must be inclusive of all costs associated with the services. These costs include but are not limited to permits, union requirements, any and all labor required for daily cleaning, periodic cleaning and for project accomplishment. Norwalk Public Schools will provide uniforms, all supplies, equipment, tools and any material required by contractor to perform the cleaning and support functions outlined in the RFP.

All pricing and rates must also be inclusive of compliance with all applicable laws, statutes, ordinances, codes, rules and regulations of any federal, state, local and other public authorities including but not limited to all federal Occupational Safety and Health Act regulations, Americans With Disabilities Act requirements, fire ratings and material and environmental code requirements.

Contractor is responsible for labor and any/all other costs related supplying services. Billing should be listed as labor only-- If there is any billing for anything other than labor associated with the cleaning of Norwalk Public School buildings it must be pre-approved by NPS or it will not be paid.

Payment Terms

Contractor must state discounted terms if available. If the Contractor offers any type of discount it cannot require payment in less than 20 days. (NPS preferred terms are 60 days.)

IV. Scope of Work

Sanitation Standards – To ensure a healthy and safe school facility environment. All cleaning procedures must adhere to the highest standards as it relates to the health and well-being of all building occupants. (reference appendix B, attached).

Environmentally Safe – cleaning chemical applications – In accordance with Public Act No. 09-81 all cleaning products, floor strippers, and floor finishes must be Green Sealed certified excluding sanitizer, disinfectants and mildew states. An EPA registration number must be provided for all sanitizer/disinfectant/mildew states and these products should be as environmentally friendly as possible. All products for all applications must be provided (listed and indexed) for review by the District Supervisor of cleaning services before they are applied in the schools.

Cleaning Schedules – A cleaning schedule must be provided for daily cleaning operations including holiday, February, spring and summer breaks. Cleaning schedules shall accommodate and not interfere with the school classes, activities, community events, etc. A daily cleaning schedule illustrating detailed rotation cleaning of sections of the school facility must also be provided. School break cleaning schedules must be provided two weeks prior to the break period.

School construction projects – Cleaning schedules shall accommodate and not interfere with construction projects – District Supervisor will inform the cleaning contractor of any construction projects and schedules. Cleaning contractor will clean areas impacted by small renovation projects. Large construction projects which require heavy duty cleaning shall be provided by the construction company (construction company may outsource to Norwalk Public Schools cleaning company at the discretion of the Director of Facilities and Maintenance.

Cleaning complaints – If cleaning procedures do not meet Norwalk Public Schools cleaning standards, there will be a deduction form the monthly invoice at the discretion of the Director of Facilities and Maintenance. A complaint/back form charge will be sent to the cleaning contractor with the pertinent information.

Resilient flooring restoration procedures – Follow attached floor care cleaning schedules. Note: Classrooms, offices, etc. – maintain a minimum of 6 coats of floor finish containing 20-25% solids when dry. Corridors, entrances, etc. – maintain a minimum of 6 coats of floor finish containing 20-25% solids when dry. Floor finish must be ultra-high speed burnishable.

Summer break (school reopening cleaning) – Following the completion of the summer break detailed cleaning – one week prior to school reopening, all areas must be cleaned and made presentable for opening day.

Holiday break cleaning – Refer to the cleaning schedule for specific cleaning tasks. (This time should also be used for any ongoing cleaning issues which need attention.)

Health concerns – The cleaning contractor shall work with the Director of Facilities and maintenance when health concerns result from sanitation issues. Attending meetings, developing a plan of action and documentation may be necessary.

Cleaning Charts – (frequency)

Site Specific Scope of Work for the NORWALK PUBLIC SCHOOLS Sites

An actual detailed description of service required is located in Appendix A.

FREQUENCY CHART

Service Days per Week	Service days per year
Five Day per week Service	181
Three day per week service	120
Once per week service	40
Once every two weeks service	20
Once per month service	12
Once per quarter service	4
Twice per year service	2
Once per year service	1

Offices/Lobby/Conference Rooms

		School Year	Holiday & Spring Break	Winter Break	Summer
1. Empty all trash containers and reline, place refuse in container supplied by NORWALK PUBLIC SCHOOLS,	181	X	X	X	X
2. Collect recyclable items and place in containers supplied by NORWALK PUBLIC SCHOOLS,	181	X	X	X	X
3. Spot clean glass entrance doors	181	X	X	X	X
4. Dust mop hard floor surfaces in offices and common areas	181	X	X	X	X

		School Year	Holiday & Spring Break	Winter Break	Summer
5. Sanitize and disinfect water fountains	181	X	X	X	X
6. Spot clean vertical surfaces to hand height	40	X			
7. Detail Vacuum all carpeted areas	40	X			
8. Spot clean partition and interior door glass	40	X			
9. Dust all horizontal surfaces to hand height to include ledges, cabinets, and available desk area	40	X			
10. Burnish vinyl tile flooring in common areas, lobby and offices	40	X	X	X	X
11. Detail clean entrance glass	12	X	X	X	X
12. Spot clean carpeted areas	12	X	X	X	X
13. Dry shampoo all carpeted areas	2		X	X	
14. Vacuum wipe ceiling diffusers	2		X		X
15. Machine scrub and refinish vinyl tile flooring	4	X	X		X
16. Shampoo and Extract carpeted flooring	1				X
17. Strip and refinish vinyl tile flooring	1				X

Restrooms

		School Year	Holiday & Spring Break	Winter Break	Summer
1. Sanitize and disinfect all fixtures; sinks, toilets, urinals	181	X	X	X	X
2. · Empty trash and reline containers, Refill all dispensers	181	X	X	X	X

		School Year	Holiday & Sp. Break	Winter Break	Summer
3. Dust mop/damp mop floors with germicidal disinfectant	181	X	X	X	X
4. Spot clean mirrors	181	X	X	X	X
5. Spot wash partitions, door, and walls. Dust horizontal surfaces	181	X	X	X	X
6. Machine scrub floors	4	X	X	X	X

Cafetoriums

		School Year	Holiday & Sp. Break	Winter Break	Summer
1. Empty trash and recyclables and reline	181	X	X	X	X
2. Dust mop/damp mop hard floor surfaces	181	X	X	X	X
3. Vacuum all carpeted areas	181	X	X	X	X
4. Damp wipe counters, tables, chairs, vending machines, walls	181	X	X	X	X
5. Damp wipe and disinfect kitchenette counter, microwave oven, cabinets, and cupboards	181	X	X	X	X
6. Detail clean glass and mirrors	40	X	X	X	X
7. Wash/wipe trash containers	40	X	X	X	X
8. Damp wipe horizontal surfaces, walls, and doors	40	X	X	X	X
9. Burnish resilient tile flooring	40	X	X	X	X
10. Machine scrub and refinish vinyl tile flooring	4	X	X	X	
11. Strip and refinish vinyl tile flooring	1				X

2. Service Delivery: This section describes the processes necessary to effectively produce and deliver services. These customer-related processes include purchasing, staffing, and handling unexpected events. Cleaning organizations must define and describe their unique business processes. Elements to be addressed include:

2.1. Service Delivery Plan

2.1.1. Workloading: There shall be an industry-accepted methodology for determining the number of labor hours needed to accomplish work requirements as specified in the scope of work or performance outcomes.

2.1.2. Bidding/Costing Process: There should be a system for estimating job costs that considers the following factors: costing of labor, materials, overhead, profit (if applicable), taxes, insurance, and miscellaneous costs.

2.1.3. Budgeting: Cost controls should exist and be used to ensure that work is completed within workloading, budgeting, and costing parameters.

2.1.3.1. The organization should have reporting systems, which provide accurate budgetary support for all aspects of the operation.

2.1.3.2. Management should be alerted when costs are not within acceptable parameters.

2.1.3.3. The organization should have a plan of action to make any necessary budgetary corrections.

2.1.3.4. Staffing Plan: Staffing levels shall be based on workloading and one or more of the following:

2.1.3.4.1. Budgeting

2.1.3.4.2. Costing data

2.1.3.4.3. Customer requests

2.1.3.4.4. Industry benchmarks

2.1.4. Work Plan: Individual cleaning assignments should be set forth in written work plans.

2.1.5. Work Instructions: Standardized task procedures should be used across the organization and such task procedures should be documented.

2.1.6. Contingency Planning: The organization should have:

2.1.6.1. Contingency plan(s) to manage staffing shortages and service interruptions.

2.1.6.2. A process to obtain customer input and feedback when contingency plans are used.

2.1.7. Special Requests: The organization shall have a plan to handle customer special requests.

2.1.8. Emergency Response: The organization shall have a plan to respond to emergency service needs.

2.1.9. Disaster Planning: The organization should have a plan to prepare for and deal with natural or man-made disasters.

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2.1.10. Invoicing/Charge-back Procedures: Invoicing/Charge-back procedures shall be documented.

2.2. Purchasing Procedures

2.2.1. Product/Equipment Performance Evaluation: Supply and equipment performance evaluations shall be incorporated into the procurement process.

2.2.2. Standardization: The organization should use similar equipment and supplies in similar facility types.

2.2.3. Inventory Control: Inventory management and supply control systems should be in place, in use, and appropriate for the organization.

2.2.4. Equipment Maintenance & Repair: The maintenance and repair of equipment should occur as the result of a planned process.

2.2.5. Contractor Management: To the extent that the organization employs contractors and/or subcontractors:

2.2.5.1. Their selection and management shall be set forth in a written plan.

2.2.5.2. There shall be evidence that the plan is implemented.

2.2.5.3. The plan shall require that subcontractors produce proof of insurance.

2.2.6. Financial Controls: The organization should have appropriate financial controls over the procurement process including:

2.2.6.1. Supply and equipment requisition

2.2.6.2. Approved vendor list

2.2.6.3. Order placement

2.2.6.4. Receiving inventory

2.2.6.5. Accounts payable

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3. Human Resources: In this section, the organization demonstrates that it efficiently and effectively manages "human capital" in a way that enhances organizational performance.

3.1. Human Resource Policy: There shall be a written human resource policy.

3.2. Hiring Practices

3.2.1. Recruitment: There should be a written plan for recruiting employees and a means of monitoring the plan's effectiveness.

3.2.2. Selection: There shall be a written procedure for selecting qualified employees.

3.2.3. Retention: There should be a program in place to encourage and to measure employee retention.

3.3. Site-Specific Orientation

3.3.1. Each employee shall participate in a site-specific orientation program.

3.3.2. There should be written documentation that an orientation program occurred.

3.4. Executive Development: There should be an executive development program or a continuing executive education program.

3.5. Management Training

3.5.1. Technical: There should be a written curriculum for technical training of management and documentation that personnel have been trained.

3.5.2. Leadership: There should be a written curriculum for leadership training of management and documentation that personnel have been trained.

3.6. Cleaning Personnel Training

3.6.1. Technical: There shall be a written curriculum for technical training of cleaning personnel and documentation that personnel have been trained.

3.6.2. Customer Service Training: There should be a written curriculum for customer service training of cleaning personnel and documentation that personnel have been trained.

3.6.3. Personal Development: There should be a written training curriculum for non-technical skills of cleaning personnel and documentation that personnel have been trained.

3.7. Training Format and Language: All management and cleaning personnel training shall be offered in a format and/or language that is easily understood by the trainee.

3.8. Security: The organization should have a written curriculum for training all personnel in security of the site owner's and customer's property.

3.9. Timekeeping/Payroll: The organization shall have a documented timekeeping and payroll system.

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4. Health, Safety and, Environmental Stewardship: Quality cleaning and maintenance services are safe, healthy, and sustainable. They also positively impact the built environment. This section addresses the processes, systems, and documentation as they relate to the organization's commitment to those objectives.

4.1. Regulatory Compliance

4.1.1. Employers shall comply with all pertinent provisions of the federal OSHA Hazard Communication Standard[1] and all comparable state requirements. Provisions that must be complied with include, but are not limited to, the following:

4.1.1.1. Employers shall develop, implement, and maintain a written hazard communication program.

4.1.1.2. Material Safety Data Sheets (MSDS) shall be readily available for all hazardous chemical products. Each MSDS shall match the current formulation of the corresponding chemical product.[2]

4.1.1.3. There shall be a Chemical Inventory that contains an accurate and complete list of all chemicals on site.[3]

4.1.1.4. Employees who handle chemicals shall be trained on the use and hazards of those chemicals.[4]

4.1.1.5. All chemical containers shall be labeled as required.[5]

4.1.1.6. Chemicals shall be used in a safe and proper manner and in accordance with the manufacturer's instructions.

4.1.2. Chemicals should be stored according to their classification and the organization shall have a plan for spill containment and disposal/ recycling consistent with the following:

4.1.2.1. Corrosives, flammables, and combustibles should be stored according to applicable OSHA, EPA and NFPA standards.

4.1.2.2. There shall be a spill containment plan and documented employee training.

4.1.2.3. There shall be a waste disposal and recycling plan and documented employee training.

4.1.3. There shall be documentation that describes the organization's selection and use of Personal Protective Equipment (PPE). The employer shall comply with all applicable OSHA and state requirements for PPE.[6]

4.1.4. If cleaning personnel are required to clean blood or other potentially infectious material spills, the organization shall comply with the OSHA Bloodborne Pathogen Standard[7] or applicable state requirements. Provisions that must be complied with include, but are not limited to, the following:

[1] 29 CFR 1910.1200
[2] 29 CFR 1910.1200 (g)(1) and (g)(8)
[3] 29 CFR 1910.1200 (e)(1)(i)
[4] 29 CFR 1910.1200 (h)(1)
[5] 29 CFR 1910.1200 (f)(1)(i)
[6] 29 CFR 1910 Subpart I
[7] 29 CFR 1910.1030

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4.1.4.1. The organization shall have a written Exposure Control Plan that is reviewed and updated annually[8].

4.1.4.2. Employees shall be trained annually on the hazards of cleaning blood and/or other potentially infectious material, and proper use of PPE.[9]

4.1.4.3. A written procedure for cleaning blood spills shall be implemented.[10]

4.1.4.4. Employees shall be offered the Hepatitis B vaccine.[11]

4.1.4.5. Employees shall be trained on handling found sharps.[12]

4.1.5. A qualified person shall inspect the workplace as often as necessary to identify defective equipment or unsafe working conditions.

4.1.6. Employers shall comply with all other applicable OSHA and/or state employee safety and health regulations.

4.2. Organization Policy/Environmental Management System

4.2.1. The organization shall have an environmental policy.

4.2.1.1. There should be a written statement of the organization's commitment to environmental ethics.

4.2.1.2. The policy should be appropriate to the nature, scale and environmental impact of the organization's services.

4.2.1.3. The policy should have a commitment to continual improvement.

4.2.1.4. The policy should have a commitment to pollution prevention.

4.2.1.5. The environmental objectives and goals as stated in the policy should be reviewed at least once every twenty-four months.

4.2.1.6. The policy shall be implemented and maintained.

4.2.1.7. The policy should be communicated to all employees.

4.2.1.8. The policy may be available to the public.

4.2.2. Capability to Meet Customer Environmental and Safety Requirements

4.2.2.1. The customer may define its environmental and safety expectations for the site.

4.2.2.2. At outsourced sites, the contractor shall have a written plan for how they will comply with customer requirements.

4.2.3. Workplace Safety and Health Program

4.2.3.1. The organization shall have a workplace safety and health policy.

4.2.3.2. Management and employees shall receive documented training in safe work practices.

4.2.3.3. Management and employees shall be trained in how to investigate and report near-miss accidents and incidents.

[8] 29 CFR 1030(c)(1)
[9] 29 CFR 1910.1030(g)(2)
[10] 29 CFR 1910.1030(d)(4)
[11] 29 CFR 1910.1030(f)(2)
[12] 29 CFR 1910.1030 (d)(2)(vii) and (viii)

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4.2.3.4. Management shall review the program at least once every twenty-four months.

4.2.3.5. There should be a written program that tracks all workplace injuries and illnesses and demonstrates what actions have been implemented to minimize a recurrence of the injuries.

5. Management Commitment: This section allows an organization to demonstrate that it has instituted appropriate management systems to meet customer needs and expectations, even in times of organizational change. It includes a demonstration of:

5.1. Mission, Vision, Values: The organization shall document at least one of the following:

5.1.1. A written vision for its future.

5.1.2. A clearly written mission statement.

5.2. Planning: The organization should have plans to address two of the following three areas:

5.2.1. Strategic Plan: There may be a strategic plan that is used as a guide to meet future goals.

5.2.2. Business Continuity Plan/Succession Planning: There may be a plan for the continuation of daily business if a change in management occurs.

5.2.3. Training Plan: The organization may have a detailed training plan that covers all aspects of an operation to ensure that all policies and procedures are understood and adhered to.

5.3. Responsibility and Authority

5.3.1. Organizational Chart: There shall be a clearly defined organizational chart that is accurate, up-to-date, and easy to follow.

5.3.2. Job Descriptions: There should be accurate and up-to-date job descriptions for every position within the organization.

5.4. Communication Plan

5.4.1. The organization shall have clear procedures for effective communication among all levels of the organization.

5.4.2. The organization shall have procedures for communication and feedback to customers.

5.5. Risk Management

5.5.1. The organization shall affirm that it is in compliance with all applicable local, state, provincial, and federal safety laws and regulations.

5.5.2. The organization shall produce proof of appropriate insurance.

5.5.3. The organization shall produce proof of proper licensing.

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6. Green Buildings and Service: This section lists the Cleaning Industry Management Standard's Green Building (CIMS-GB) requirements. It sets forth a specific framework to ensure that the organization uses environmentally preferable cleaning practices *in addition to* the management best practices identified in the five core sections of the Standard.

   In order to obtain certification to CIMS-GB, an organization must meet the requirements of this section as well as those in sections one through five of the Standard.

   6.1. Green Cleaning Policy

   6.1.1. The organization shall have a green cleaning policy that is distinct and separate from the Environmental Policy required in Section 4.2 (Organization Policy/Environmental Management System) and that sets forth standard operating procedures addressing how green cleaning practices will be utilized, managed, and evaluated.

   6.1.2. The organization shall indicate the specific buildings, group of buildings, or contracted facilities to which the green cleaning policy applies.

   6.1.3. The organization shall incorporate the measurement tools, feedback cycle, and continuous improvement plan requirements set forth in Sections 1.2.d through 1.2.f. to evaluate the effectiveness of green cleaning technologies, procedures, and processes.

   6.2. Green/High-Performance Cleaning Program

   6.2.1. Staffing: Determination of staffing levels shall be compliant with Section 2.1.a (Workloading) and 2.1.d (Staffing Plan).

   6.2.2. Training

   6.2.2.1. Supervisor Training: The organization shall comply with the training requirements set forth in Section 3.5 (Management Training).

   6.2.2.2. Worker Training: The organization shall comply with the training requirements set forth in Section 3.6 (Cleaning Personnel Training).

   6.2.2.3. Safety Training: The organization shall comply with the safety training requirements of Section 4.1 (Regulatory Compliance), including the requirement to provide employees with training on the use and hazards of chemical products.

   6.2.2.4. Green Cleaning Training: There shall be a written curriculum for green cleaning training of cleaning personnel and documentation that personnel have been trained.

   6.2.3. Chemical Handling, Storage and Disposal: The organization shall meet the chemical handling, storage and disposal requirements set forth in Sections 4.1.a & 4.1.b

   6.2.4. Floor Care Log: The organization shall have a written floor maintenance plan for the buildings listed in Section 6.1.2 that tracks:

   6.2.4.1. The number of coats of floor finish applied as base and top coats

   6.2.4.2. Scheduled maintenance and restoration procedures and dates

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6.2.5. Carpet Care Log: The organization shall have a written carpet care plan for the buildings listed in Section 6.1.2 that includes scheduled maintenance and restoration procedures and dates.

6.2.6. Hand Hygiene: The organization shall develop and adopt strategies for promoting and improving hand hygiene.

6.3. Custodial Effectiveness Assessment (Quality System)

6.3.1. The organization shall evaluate the effectiveness of its green/high performance cleaning program by meeting the requirements set forth in Section 1 (Quality System).

6.4. Purchase of Cleaning Products and Materials

The requirements of this section apply only to products that are purchased by the organization for use in buildings listed in Section 6.1.2.

6.4.1. Dilution Control: The organization shall use chemical concentrates with appropriate dilution control systems to minimize chemical use to the maximum extent possible.

6.4.2. Cleaning Tools: The organization shall use environmentally preferable cleaning materials whenever practical. This includes the use of microfiber tools and wipes and other available materials proven to be environmentally preferable and recognized as such.

6.4.3. Chemical Products

6.4.3.1. Cleaning Products: Products in this group include:

- General-purpose, bathroom, glass, and carpet cleaners used for industrial and institutional purposes
- Cleaning and degreasing compounds
- Hard surface cleaners
- Carpet and upholstery care products

6.4.3.1.1. Criteria: A specified percentage of products in this group shall:

- Be certified by Green Seal or Environmental Choice, or
- Be recognized by the U.S. Environmental Protection Agency's Design for the Environment Program (DfE), or
- Meet the requirements of the Alternate Qualification provision set forth in Section 6.4.6.

6.4.3.2. Disinfectants, metal polish, floor finish, strippers, and other products not included in Section 6.4.3.1. Products in this group include

- Disinfectants
- Digestion additives for cleaning and odor control
- Drain or grease trap additives
- Odor control additives
- Hard floor care

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6.4.3.2.1. Criteria: A specified percentage of products in this group shall:

- Be certified by Green Seal or Environmental Choice, or
- Be recognized by the U.S. Environmental Protection Agency's Design for the Environment Program (DfE), or
- Comply with the California Code of Regulations maximum allowable VOC content for the specific product category, or
- Meet the requirements of the Alternative Qualification provision set forth in Section 6.4.6.

6.4.3.3. Requirement: A minimum of sixty (60) percent, by purchase cost and calculated per building, of the chemical products specified in Section 6.4.3 that are provided by the organization and used in buildings to which this section applies (listed in Section 6.1.2) shall meet one of the applicable compliance criteria.

6.4.4. Disposable janitorial paper products and trash bags: This provision only applies to those purchases that are in the control of the organization. Products in this group include:

- Paper towels and napkins
- Facial tissue
- Toilet tissue
- Hand towels
- Kitchen towels
- Plastic trash bags

6.4.4.1. Criteria: A specified percentage of products in this group shall:

- Be certified by Green Seal or Environmental Choice, or
- Meet the requirements of the Alternative Qualification provision set forth in Section 6.4.6., or
- Comply with the U.S. Environmental Protection Agency's Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners, or
- Be derived from rapidly renewable resources or made from tree-free fibers.

6.4.4.2. Requirement: A minimum of fifty (50) percent, by purchase cost and calculated per building, of the products specified in Section 6.4.4 that are provided by the organization and used in buildings to which this section applies (listed in Section 6.1.2.) shall meet the above criteria (6.4.4.1).

6.4.5. Hand soaps: This provision only applies to those purchases that are in the control of the organization. Products in this group include:

- Industrial and institutional hand cleaners

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- Hand cleaners and hand soaps

6.4.5.1. Criteria: A specified percentage of products in this group shall:

- Be free of antimicrobial agents (except as a preservative and unless required by health codes and other regulations), or
- Be certified by Green Seal or Environmental Choice, or
- Be recognized by the U.S. Environmental Protection Agency's Design for the Environment Program (DfE), or
- Meet the requirements of the Alternative Qualification provision set forth in Section 6.4.6.

6.4.5.2. Requirement: A minimum of sixty (60) percent, by purchase cost and calculated per building, of the products specified in Section 6.4.5 that are provided by the organization and used in buildings to which this section applies (listed in Section 6.1.2) shall meet the above criteria (6.4.5.1).

6.4.6. Alternative Qualification: A product shall be deemed in compliance with the criteria of Section 6.4.5, 6.4.4, or 6.4.5 if there is independent documentation verifying that the product meets the applicable certification/ recognition criteria referenced in the section. The required verification shall be provided by one or more independent, third-party laboratories.

6.5. Cleaning Equipment

6.5.1. Requirement: The organization shall purchase and use in buildings to which this section applies (listed in Section 6.1.2), a specified percentage of cleaning equipment which meets applicable environmental preferability criteria. The percentage shall be calculated per building and shall be either:

6.5.1.1. A minimum of sixty (60) percent, by either purchase cost or number of units, or

6.5.1.2. A minimum of thirty (30) percent, by either purchase cost or number of units, in which case the organization shall also have a purchasing policy specifying that new cleaning equipment must meet the applicable criteria.

6.5.2. Cleaning Equipment Environmental Preferability Criteria

6.5.2.1. Vacuum cleaners shall be:

6.5.2.1.1. Certified by the Carpet and Rug Institute's (CRI'S) Green Label Vacuum Cleaner program, and

6.5.2.1.2. Operate with a sound level of 70dBA or less.

6.5.2.2. Carpet extraction equipment shall be certified by the Carpet and Rug Institute's (CRI's) Seal of Approval Testing Program for deep cleaning extractors.

6.5.2.3. High-speed powered floor maintenance equipment (including electric and battery-powered floor buffers and burnishers) shall be:

6.5.2.3.1. Equipped with vacuums, guards and/or other devices for capturing fine particulates, and

6.5.2.3.2. Operate with a sound level of 70dBA or less.

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6.5.2.4. Propane-powered floor equipment shall:

6.5.2.4.1. Operate with a sound level of 90dBA or less, and

6.5.2.4.2. Have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the standards for the specific engine size as set forth by the U.S. Environmental Protection Agency (EPA) or the California Air Resources Board (CARB).

6.5.2.5. Automated scrubbing machines shall:

6.5.2.5.1. Be equipped with variable-speed feed pumps and on-board chemical metering, or

6.5.2.5.2. Be equipped with variable-speed feed pumps and use dilution control systems for refilling, or

6.5.2.5.3. Use only water and no added chemical cleaning products.

6.5.2.5.4. Battery-powered equipment shall be equipped with environmentally preferable sealed batteries such as Lithium-Ion, absorbed glass mat or gel cell batteries.

6.5.3. All cleaning equipment shall be:

6.5.3.1. Designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.

6.5.4. Equipment Inventory List: The organization shall maintain a list of all powered equipment that, at a minimum, includes:

6.5.4.1. Identification of each type of equipment by make and model

6.5.4.2. Number of pieces in use

6.5.4.3. Date of purchase

6.5.4.4. Purchase cost

6.5.4.5. Applicability of relevant sustainability criteria (Section 6.5.2)

6.5.5. Equipment Maintenance Log/ Plan: Maintenance of equipment shall occur as part of a planned process as required in Section 2.2.d (Equipment Maintenance & Repair).

6.6. Indoor Chemical and Pollutant Source Control

6.6.1. To the extent the organization provides entryway matting systems at a building listed in Section 6.1.2, the entryway matting systems (except of emergency exits) shall be:

6.6.1.1. Ten (10) feet long in the primary direction of travel where space allows, and

6.6.1.2. The organization shall have an appropriate cleaning, maintenance and replacement plan for matting systems in place.

6.7. Integrated Pest Management (IPM)

This section only applies to the extent that the organization delivers integrated pest management services and only with respect to those buildings listed in Section 6.1.2 at which those services are provided. If the organization does not provide integrated pest management services, this section is not applicable.

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6.7.1. The organization shall have an integrated pest management plan that addresses the management of pest populations inside the building. Such plan shall include:

6.7.1.1. Integrated methods, inspections, pest monitoring, and evaluation of the need for pest control.

6.7.1.2. Specification of the circumstances under which an emergency application of pesticides can be conducted.

6.7.2. The organization shall develop and implement a communication strategy that provides universal notification to building occupants of pesticide application.

6.7.3. The organization shall maintain a pesticide application log that indicates the type, quantity, and circumstance of any pesticides applied within a building.

6.7.4. The organization shall establish recordkeeping procedures for pest monitoring locations and actions taken to prevent or mitigate infestations.

6.8. Building Exterior and Hardscape Management Plan

The section only applies to the extent that the organization is the primary provider of building exterior services and only with respect to those buildings listed in Section 6.1.2 at which building exterior services are provided. If the organization does not provide building exterior services, this section is not applicable.

6.8.1. The organization shall develop and implement an environmentally preferable, low-impact building exterior and hardscape management plan that helps preserve surrounding ecological integrity.

6.8.2. To the extent that the organization delivers the following services, the plan shall address:

6.8.2.1. Maintenance equipment

6.8.2.2. Snow and ice removal

6.8.2.3. Cleaning of building exterior

6.8.2.4. Paints and sealants used on building exterior

6.8.2.5. Cleaning of sidewalks, pavement, and other hardscape

6.9. Solid Waste Management (Recycling)

The organization shall have a waste reduction and recycling plan consistent with Section 4.1.b (Waste Disposal and Recycling Plan). Such plan may include waste stream audit procedures and a commitment to the diversion of waste through an active waste reduction and recycling program. This section only applies to the extent that the organization manages the waste stream.

6.10. Resource Conservation

The organization may have a written plan that addresses its efforts to conserve resources including cleaning materials, water, energy, and transportation used during the cleaning process.

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Bid Response Sheet

Send To: Karen Bartron
Purchasing Agent
Norwalk Public Schools
125 East Avenue
Norwalk, CT 06852

Date:_____

Company:_____
Address_____
_____

Prepared By_____

	square feet (total)	summer Cleaning	Regular School year, Holidays and Vacations	Total for 2014-2015	Average hourly rate
Columbus Magnate Elementary School					
Jefferson Elementary School					
	square feet (total)	summer Cleaning	Regular School year, Holidays and Vacations	Total for 2015-2016	Average hourly rate
Columbus Magnate Elementary School					
Jefferson Elementary School					
	square feet (total)	summer Cleaning	Regular School year, Holidays and Vacations	Total for 2016-2017	Average hourly rate
Columbus Magnate Elementary School					
Jefferson Elementary School					
Please Quote Separately Washing Exterior Windows both sides once in Summer				Columbus	Jefferson

NORWALK PUBLIC SCHOOLS CUSTODIAL RFP

The undersigned, as a company proposing on the above indicated project, declares that the only persons or parties interested in this proposal as principals or in the contract proposed to be taken are named herein; that this proposal is fair in all respects and made without collusion or fraud; that the proposer has carefully examined the location of the proposed work, the Specifications including the Request for Proposal and all addenda thereto, prepared by the Owner; and proposed and agrees if these terms and conditions are accepted that the undersigned will contract, to provide all necessary and proper personnel to do all the work and furnish all labor and material necessary or proper to carry out the contract in the completion of the work for the following lump sum pricing.

The undersigned further agrees, if awarded the contract on this proposal, to commence work at the time stated in the notice to proceed, unless otherwise permitted or directed by the Owner and further agrees to complete the work of this contract as specified.

This form must be signed by an officer authorized to represent and commit the organization to all terms and conditions contained in the proposal. The authorized person signing below further certifies that this bid has been prepared without collusion with any other bidder, the Norwalk Public Schools, or any employee of the Norwalk Public Schools.

Name of Company _____

Address _____

_____

Phone #: _____ Fax #: _____ Email: _____

Federal I.D. #: _____

Authorized Signature: _____ Date: _____

Phone #: _____ Fax #: _____ Email: _____

Federal I.D. #: _____

Authorized Signature: _____ Date: _____

Printed Name: _____ Title: _____

REFERENCES:

1. FIRM NAME:_____
   ADDRESS:_____

   CITY, STATE, ZIP CODE:_____

   TELEPHONE:_____

   RESPONSIBLE COMPANY AGENT:

   NAME:_____

   TYPE OF OPERATION (Bank, School, Industrial, etc.)_____

   TOTAL SQUARE FEET:_____

   _____

2. FIRM NAME:_____
   ADDRESS:_____

   CITY, STATE, ZIP CODE:_____

   TELEPHONE:_____

   RESPONSIBLE COMPANY AGENT:

   NAME:_____

   TOTAL SQUARE FEET:_____

   TYPE OF OPERATION (Bank, School, Industrial, etc.)

   _____

3. FIRM NAME:_____
   ADDRESS:_____

   CITY, STATE, ZIP CODE:_____

   TELEPHONE:_____

   RESPONSIBLE COMPANY AGENT:

   NAME:_____

   TOTAL SQUARE FEET:_____TYPE OF OPERATION (Bank, School, Industrial, etc.)_____

_____

IV. APPENDICES

APPENDIX A

Cleaning Schedule

CLEANING SCHEDULE FOR NORWALK PUBLIC SCHOOLS

Duties and frequencies

School Facilities - All areas

Daily: Trash removal –paper, plastic, hand cleaner supplies, etc.

Empty all waste receptacles and remove waste to the exterior dumpster units provided by Norwalk Public Schools. Install trash liners for all waste receptacles and change liners as often as needed or as directed by NPS personnel. Remove all recyclable materials, including cardboard and place in proper receptacles.

I. **Areas to Clean:**

Classrooms, portable classrooms tutorial room, media centers, playrooms, offices library, conference rooms, lounges, health offices, cafetoriums. Daily (181 days), weekly (40 weeks).
Reference charts.

Daily

1. Dust and spot clean, desk tops, counter tops, window sills and ledges, file cabinet tops, desk lamps, radiator tops, shelves, chalk and marker trays, etc.
2. Clean all sinks, faucets and water fountains.
3. Spot clean interior glass both sides.
4. Spot clean walls.
5. Hard surface floors – wash/spot clean as necessary
6. HEPA vacuum all floor surfaces
7. Spot clean carpets, including gum removal.
8. Empty waste baskets and pencil sharpeners.

Weekly

1. HEPA vacuum and clean all corners and edges.
2. Wash all hard surface floors.
3. Pile lift carpets (high traffic areas only)
4. Vacuum fabric furniture.

Monthly

Clean supply and return grill vents.

Quarterly

1. Strip and apply 4 coats of floor finish to all VCT and Terazzo floors.

2. Shampoo carpets

Holiday and Spring Break

1. Carpeting:
   a. Holiday – Clean all carpet areas by encapsulation method or equal. Pile lift carpets and remove all spots and gum.
   b. Spring break – steam extraction
2. Wash all interior glass, both sides.
3. Wash all desks and furniture
4. Clean supply and return grill vents.

February Break

1. Clean and sanitize all lavatories.
2. Address any cleaning issues which need attention.

Summer Breaks – Detail Cleaning:

1. Clean all light fixtures, lamps and light shades
2. Clean all window blinds and shades
3. Wash all walls.
4. Clean high ledges such as doors, shelves, clocks, blackboards, maps, etc.
5. Clean all window sills, ledges, counter tops, book shelves, chalk and marker trays, file cabinets, furniture and supply and return grill vents.
6. Clean student desks, teacher desks and office chairs.
7. Scour all sinks and chrome.
8. Clean all radiator covers.
9. Strip all hard surface floors, remove total finish and build up including baseboards. Apply minimum of one coat of sealer, if necessary, and six coats of floor finish (minimum),
10. Clean all carpet areas by encapsulation method or equal. Pile lift carpet. Remove all spots including gum.

II. **Areas to Clean: Common Areas**

Corridors, lobbies, stairways, entrances, exits and foyers.

Daily

1. HEPA vacuum thoroughly all floor surfaces, including carpeting.
2. Wash spot clean hard surface floors as necessary
3. Remove gum and spot clean the carpets.
4. Spot clean walls, doors, interior glasses, ledges.
5. Clean all entrance and exit door glasses. Remove finger prints.
6. Clean and sanitize drinking fountains.
7. Carpeted entrances and entrance mats must be HEPA vacuumed and spot cleaned, hard surface floors must be HEPA vacuumed and washed as necessary.
8. Auto scrub and burnish tiled corridors (maintain a minimum of six coats of floor finish.

Weekly:

1. HEPA vacuum and clean all corners and edges.
2. Pile lift carpet areas (high traffic)
3. Wash and recoat with floor finish all hard floor surface areas as necessary.

Monthly: Clean supply and return grill vents.

Quarterly:

1. Strip and supply 4 coats of floor finish to all VCT and terrazzo floors.
2. Shampoo carpets.

Holiday and Spring Break

1. Carpeting:
   c. Holiday – Clean all carpet areas by encapsulation method or equal. Pile lift carpets and remove all spots and gum.
   d. Spring break – steam extraction
2. Wash all interior glass, both sides.
3. Wash all desks and furniture
4. Clean supply and return grill vents.

February Break

1. Clean and sanitize all lavatories.
2. Clean all main entrance areas and corridors.
3. Scrub and wash and apply four coats of floor finish to all tiled areas.

4. Clean all carpet areas by encapsulation method or equal. Pile lift carpets and remove all spots and gum.

1. Address any cleaning issues which need attention.

Summer Breaks – Detail Cleaning:

1. Clean all light fixtures, lamps and light shades
2. Clean all walls.
3. Clean all window sills, ledges, radiator covers and supply and return grill vents.
4. Strip all hard surfaces floors, including baseboards. Remove total finish and buildup. Clean all corners and edges. Apply minimum one coat of sealer if necessary and three coats of floor finish (minimum – six coats – burnished areas).
5. HEPA vacuum with pile lifter all carpeted areas including corners and edges. Clean all carpet areas by encapsulation method or equal. Pile lift carpets and remove all spots and gum.
6. Clean all doors.
7. Clean both sides of all interior and exterior glass removing all types of soil, including tape and paint.

GENERAL NOTES:

Norwalk Public Schools reserves the right to modify work schedules to coincide with school breaks, some of which include (but are not limited to): winter break, spring break and summer break.

NPS reserves the right to instruct custodial staff to provide regular set-ups and take down of furniture. In areas which include (but are not limited to) cafetorium's libraries, media centers, and outdoor activities.

Contractors must provide hourly cost for custodians in the event overtime is requested for special events or additional work beyond normal working hours.

Staffing for special events or after hours activities must be covered by the same approved staff that are already familiar with each school.

Persons covering for staffing outages including (but not limited to) vacation, sick, injuries, etc. must be by approved staff who meet the same qualifications as regular employees and must be already familiar with the school. The school principal will provide some direction to the staff regarding daily concerns; however, The NPS facilities department is responsible for providing direction to all custodial personnel. Additionally, the Director of Facilities and Maintenance must approve any changes to job descriptions. Please note that all questions concerning procedures, equipment, and/or responsibilities must be directed to the Director of Facilities and Maintenance.

APPENDIX B

APPA LEVELS OF CLEANING

Under the Association of Physical Plant Administrators (APPA) there are five levels of cleaning. Please reference below for standards for each level. Norwalk Public Schools expect/anticipate that our levels of cleanliness range between 1-2 per the description below.

Levels of Cleaning

Custodial Staffing Guidelines for Educational Facilities, 1992
APPA, the Association of Higher Education Facilities Officers

Level 1 – Orderly

This level establishes cleaning at the highest level. It was Spotlessness 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

- This level is the base upon which this study is established. Tidiness 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

This level reflects the first budget cut, or some other staffing- related Inattention 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 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

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

- Floors are swept clean, but are dull. Colors are dingy and there is an obvious buildup of dust, dirt and/or floor finish in corners and along walls. Molding is dull and contains streaks and splashes.
- All vertical and horizontal surfaces have conspicuous dust, dirt, smudges, fingerprints and marks that will be difficult to remove.
- Less than 5 percent 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 emit odors.

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 percent 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 emit odors.

Introduction

Managing a successful cleaning organization, be it a building service contractor or an in-house custodial/cleaning department, requires hard work, dedication and, perhaps most importantly, a thorough understanding of the customer's service requirements. It is necessary, therefore, to manage an organization in a manner that is predicated on ensuring quality, efficiency and overall customer satisfaction.

The Cleaning Industry Management Standard is designed to assist cleaning organizations in setting up a management system that allows an organization to meet those goals. In essence, the Standard should be thought of as a management framework that can be used to develop customer-centered, quality organizations.

Further, the optional Green Building component provides organizations an opportunity to implement a standardized framework for the delivery of environmentally preferable cleaning services. The criteria specified in Section 6 is closely tailored to meet the specific green cleaning requirements in the LEED for Existing Buildings: Operations and Maintenance (LEED-EBOM) Green Building Rating System, and compliance helps an organization demonstrate their ability to assist customers achieve LEED points, while greening their overall operations.

Quality and Customer Satisfaction

Compliance with the Standard is dependent on a dedication to quality and meeting customer requirements, and is based on universally accepted management principles that are the hallmarks of successful organizations. Further, compliance with the Standard is undeniably achievable by all cleaning organizations, regardless of size and sophistication. In fact, the Standard elements were developed through a true consensus-based process to ensure that it is applicable to cleaning organizations of all sizes and levels of service and those representing all segments of the cleaning industry.

One of the most important features of the Standard is that it is non-prescriptive and is based on management principles that have proven to be primary characteristics of quality, customer-centered cleaning organizations. The Standard, therefore, does not require, recommend or otherwise endorse any particular process or product; it allows individual organizations flexibility in choosing the most effective ways in which to meet their management requirements.

The Standard's management and Green Building provisions have been intentionally designed to be as simple and straightforward as possible and, as mentioned above, applicable to all cleaning organizations from the largest national building service contractors to the smallest in-house custodial/ cleaning departments. Ultimately, it is designed to assist cleaning organizations in developing customer-centered, quality organizations and to guide organizations in managing their businesses in the most efficient and cost-effective manner possible.

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Other Definitions:

appropriate: fitting for a particular condition, application, business, occasion, or situation.

cleaning: locating, identifying, containing, removing, and properly disposing of undesirable substances from surfaces or materials.

cleaning personnel: *employees* who deliver *cleaning* services. They may often be referred to as janitors, custodians, cleaners, production staff, or housekeepers.

customer: the person(s) or group that is the direct beneficiary of the cleaning services being rendered. As used within the Standard, customer refers to the individual or entity that contracts to have a service provided and/or to the receipt of services provided by an in-house operation.

due diligence: proper care, attention or persistence in doing a thing; such a measure of prudence, activity, or assiduity, as is properly to be expected from, and ordinarily exercised by, a reasonable person under the particular facts and circumstances.

element: an individual part of the standard. Each *section* of the standard is comprised of numerous elements.

employees: individuals who are hired to perform a job in exchange for compensation.

environmentally preferable: Executive Order 13423 defines environmentally preferable as "products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose".

green cleaning: the use of cleaning products and practices that have lower environmental impacts than conventional products and practices.

industry-accepted: a methodology or technique that is commonly used by members of the trade.

management: individuals who make decisions about how the *organization* is operated.

materially interested parties: an individual or entity substantially and directly affected by the services provided.

non-technical training: customer service, interpersonal skills, management, supervision, communication, and other non-cleaning task related training.

organization: a group of people that provide cleaning services. It includes in-house cleaning organizations, not-for-profit companies, and for profit cleaning businesses such as building service contractors.

potentially infectious material: includes the following human body fluids: blood, semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pericardial fluid, peritoneal fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.

quality plan: a document that explains how the organization will achieve its quality objectives.

rapidly renewable resources: agricultural products that take ten years of less to grow or raise and can be harvested in a sustainable fashion.

reasonable: in accordance with sound thinking, within the bounds of common sense: prudent. It applies to that which is *appropriate* for a particular situation.

section: one of the five major subdivisions of the standard. Each section is comprised of numerous individual *elements*.

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suitable: *appropriate* to a purpose, use or situation.

standard of care: practices that are common to reasonably prudent members of the trade who are recognized in the industry as qualified and competent.

technical training: cleaning task and skill training.

1. Quality System: This section describes quality system requirements. It sets forth a general framework to ensure effective operations and continual improvement. Elements include:

1.1. Definition of Cleaning Service Requirements

1.1.1. There shall be a site-specific scope of work or performance outcome describing cleaning service requirements.

1.1.2. Changes to the service requirements shall be documented.

1.1.3. Cleaning service requirements should be consistent with the organization's stated mission and values.

1.2. Quality Plan

1.2.1. The organization shall have a written Quality Plan. The Plan is a written process for determining whether cleaning service requirements are met and for identifying improvement opportunities. It commits the organization to attaining the level of service as defined by the customer and the organization in the scope of work or performance outcomes.

1.2.2. The organization should communicate the plan to materially interested parties.

1.2.2.1. Each customer may receive a copy of the plan.

1.2.2.2. Each person in the organization may receive a copy of the plan.

1.2.2.3. The plan may define roles and responsibilities of operational personnel.

1.2.2.4. Each person in the organization should receive documented training related to the plan.

1.2.3. Service quality measurement/metrics

1.2.3.1. The organization shall measure and document its performance against the scope of work and performance outcome requirements.

1.2.3.2. The measurements should be taken at a frequency appropriate for scope of work and performance outcome requirements.

1.2.3.3. The factors being measured should be reasonable and suitable for scope of work and performance outcome requirements.

1.2.3.4. The organization shall use one or more of the following measurement tools:

1.2.3.4.1. Surveys

- Customers completing the surveys should submit them directly to appropriate representatives of the organization, rather than to the on-site supervisory personnel.
- Surveys should be reviewed with appropriate customer representatives.

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1.2.3.4.2. Inspections

- Operational inspections by cleaning personnel should be performed as service is delivered.
- Site supervision should conduct site inspections.
- Management should conduct unannounced site inspections.
- Customers may participate in management-level inspections.

1.2.3.4.3. Complaints

- The organization should maintain a record of complaints.
- The organization should keep the source of complaints as confidential as possible.
- The organization should document what procedures have been implemented in response to a complaint to minimize the possibility of a reoccurrence.

1.2.3.4.4. Customer Evaluations

- Customers may perform self-evaluations of the site.
- Organizations may provide customers a checklist or form to guide self-evaluation.

1.2.3.5. Feedback Cycle

1.2.3.5.1. The organization shall respond to both positive and negative customer feedback and inspection results and shall fully investigate complaints.

1.2.3.5.2. Organization management should meet with the designated customer representative to review survey and inspections results and to discuss complaints.

1.2.3.5.3. When corrective action has been taken, the organization should inform the customer representative and request feedback.

1.2.3.6. Evaluation of Progress and Continuous Improvement Plan

1.2.3.6.1. Appropriate levels of management should follow a documented process in reviewing performance results.

1.2.3.6.2. There should be a written corrective action plan that is consistent with the organization's policies and procedures.

1.2.3.6.3. There should be a written plan that describes how the organization will measure, report, and implement performance improvement.

1.2.3.6.4. Each customer representative may receive a copy of the plan.

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