

# Request for Proposal Janitorial Services for Government Center & Police Headquarters Stamford, CT



January 6, 2022



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January 6, 2022

Erik J. Larson  
Purchasing Agent  
Stamford Government Center  
888 Washington Blvd  
Stamford, CT 06901

**RE: Janitorial Services for Government Center and Police Headquarters**

Dear Erik,

Thank you for your interest in AffinEco LLC dba United Services of America. We are pleased to submit the enclosed proposal to continue to provide custodial services for you.

**AffinEco is a total facilities service contractor. We are an industry-leading provider with a proven 53-year record of outstanding service. We currently serve more than 700 accounts across CT, MA, NJ, NY and RI and have 2,000 employees.** We are able to provide you with a complete array of cleaning and maintenance solutions. What's more, we take the time to understand your facility's specific needs and requirements, and work to meet them. Based on your RFP/our recent conversation, our priorities for your facility include:

- **Quality Care:** We conduct routine building inspections that are both electronically and manually documented, plus we track this data. We openly share our documentation and analysis, enabling you to not only review the data captured in real time, but to follow our corrective actions and see our service trends. Additionally, our quarterly review process ensures our constant alignment with your needs and our success meeting them.
- **Management Response:** We know our industry is a 24/7 business, and our references cite timely response and resolution as one of our strengths. We also know communication is key. When an issue arises, first, we acknowledge it, so you know you've been heard. Then, we tell you how we will address the matter. Lastly, we close the loop by making sure you are satisfied with the result. In addition, we recognize that spoken, face-to-face communication is critical on a regular basis.

It's important to note, while we are capable of handling any of the cleaning and maintenance challenges common to facilities like yours, we continually develop new procedures to solve them. Our operations teams use a fully integrated, Web-enabled communications system, which gives you a clear picture of how our teams are performing and the status of your building. Here are a few examples of other key strengths that set us apart from the competition:

- **Cutting-Edge Technology:** We regularly seek and adopt new technologies that help us streamline operations and pass on the savings on to you. These tools increase precision and efficiency while reducing paperwork; enable impeccable real-time response to your issues; automate such processes as inspections and reporting; and ensure that the quality of service we deliver to you remains at an optimal level at all times.
- **Sustainability Expertise:** We began instituting Green Cleaning practices more than a decade ago, and AffinEco was the first provider in the region to become Green Building certified by ISSA. Our Green Cleaning initiatives provide tremendous value to your buildings, to the health of its occupants and to the environment.

As you know, we have been providing these services to you for the past 2.5 years. We are proud of our services delivery and appreciative of the client/vendor relationship we have developed. We found a more efficient way to deliver periodic cleaning services, by sharing resources between the SGC & PDHQ, keeping appearance at an acceptable level, and saving the city money at the same time. Since our contract start, we have consistently held Quarterly Partnering Reviews, scoring in the top percentile each time. Additionally, there are bi-weekly alignment meetings at various levels (our staff and yours) to make sure we stay on track at all times.

We invite you to review the enclosed proposal, which includes more detailed information about our approaches to account management, communications, sustainability, performance assurances, safety and more. We have also included an alternate pricing option reducing cost, please see pricing section/notes for more detail. Thank you again for your interest in our services. If you have any questions, or I can be of further assistance in any way, please don't hesitate to contact me. We very much appreciate your consideration!

Sincerely,

*Paul Senecal*

Paul Senecal, Managing Partner

# Company Profile

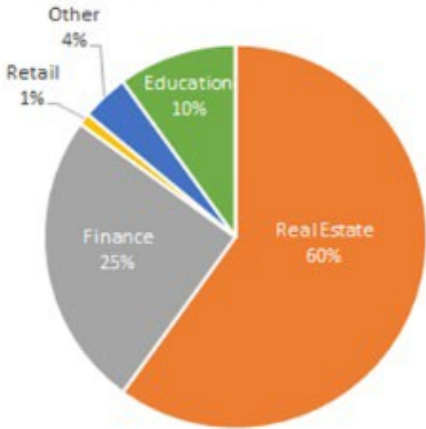
## Company History

Your satisfaction is our priority. That is why we at United Services of America, an AffinEco Company, continually integrate new technologies and practices to meet your challenges, while making sure our teams are more productive and our processes more streamlined. We are always reviewing our management solutions to increase productivity and customer satisfaction, reduce waste, and give you the competitive advantage. This approach is rooted in our humble beginnings and has remained a constant throughout our 53-year history.

Much has changed in the industry over the past half-century, but our dedication to providing the ultimate customer service experience has not. Our customers are our partners and we dedicate ourselves to providing the most efficient, reliable and cost-effective services.

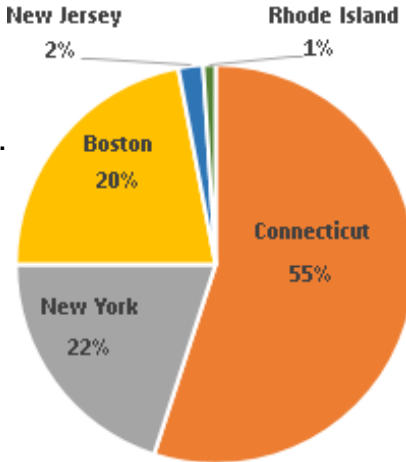
Today, AffinEco, LLC is well established as a highly reputable, super-regional building services provider in the northeastern U.S. with offices and customers in Connecticut, Massachusetts, New Jersey, New York and Rhode Island, we have a foothold that strengthens our brand and elevates our service capabilities. We continue to raise standards for the industry through our unique commitment to quality, proactive management and customized operating plans.

Major Markets Served



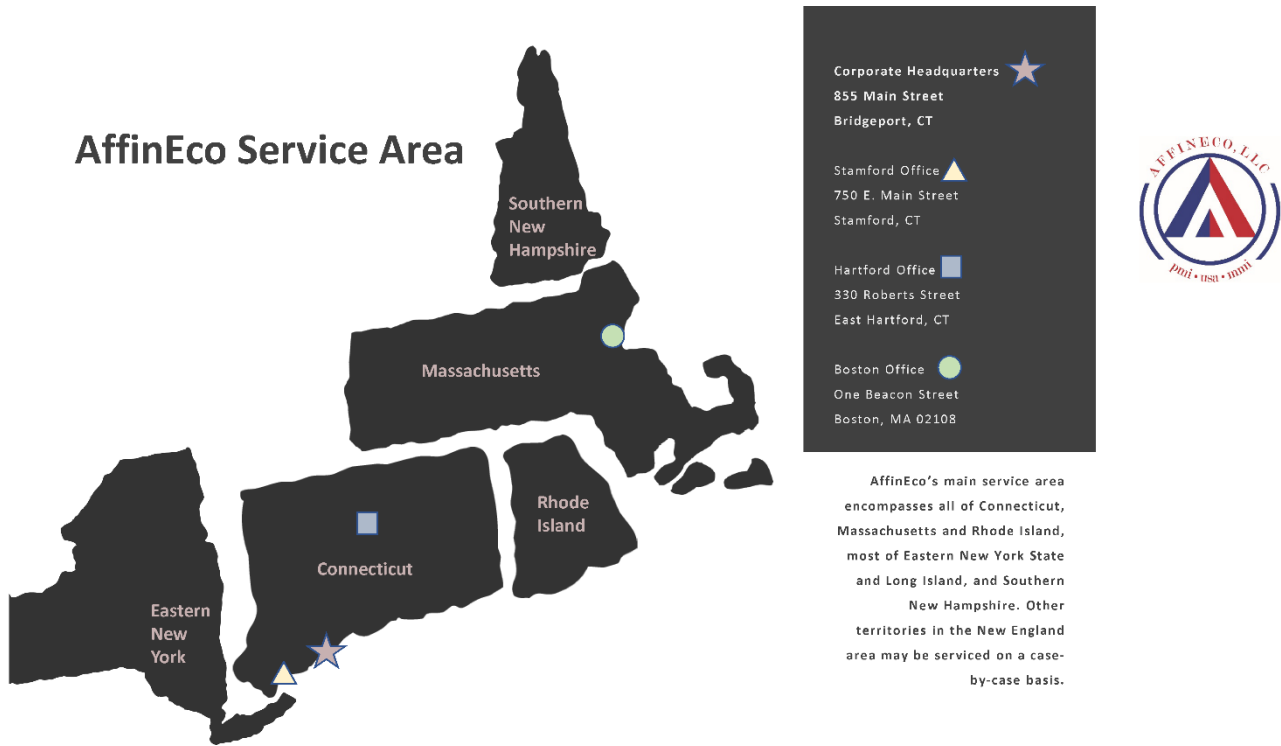
- 2012: AffinEco is the first in the region to be certified to the ISSA Cleaning Industry Management Standard (CIMS) and CIMS-Green Building (CIMS-GB). The CIMS certification independently verifies our adherence to rigorous standards that reduce your costs and boost our efficiency. The CIMS-GB certification independently validates our commitment to green and sustainable services and enables us to help you achieve points for LEED.
- 2015: USA expands service into Rhode Island under the management of its Boston office.
- 2017: AffinEco’s 2,000 employees are proud to provide customer-focused service for more than 600 accounts comprising 55 million square feet and generating \$55 million in annual revenue.

% of Territories Services



## Service Area

AffinEco, LLC d/b/a United Services of America provides services to clients in Connecticut, Massachusetts, New York, Rhode Island and Southern New Hampshire. We do not provide services outside of our territory so we can focus all our efforts on our core base of New England clients.



## Managing Partners



### **Paul Senecal, CBSE**

Paul has over 40 years' experience in facilities operations and management. He oversees a workforce of over 2,000 employees in multiple states. He has designed and implemented many successful service programs. His ability to communicate clearly with both clients and employees translates into high customer satisfaction. Paul's commitment to his clients sets him apart.



### **Michael Diamond, CBSE**

Michael provides AffinEco with a wealth of resources and a proven history of success. Premier Maintenance and Premier Windows service the commercial market with a team of over 1,000 employees. This foundation provides for a rapid response and full-service support.

## Executive Staff



### **Aramis Cordal, CBSE Chief Operations Officer**

Aramis has over 30 years' experience in the industry. He oversees more than 1,900 employees. He graduated from the Uruguayan Navy School and has a master's degree in Mathematics, Physics and Astronomy.



### **Gabor Elcsics, CBSE Chief Financial Officer**

Gabor has over 20 years' experience in accounting. He has been with AffinEco since 2007. He oversees all the financial aspects of the company. He is a graduate of Iona College, earning a BS in Property and Construction Management.

## Blue Team

### **Jorge Jimenez, CBSE Vice President/General Manager**

Jorge has over 35 years in the industry. He provides service to buildings in Fairfield and Westchester counties. He is a graduate of the University of Atlántico, Colombia and earned a BS in Business.

### **Carlos Nique, Assistant Vice President**

Carlos has over 20 years' experience in the industry providing building services in the tri-state area. He currently oversees accounts in the Westchester, NY and Fairfield, CT counties.

### **Romeo Dominguez, Director of Operations**

Romeo has over 18 years' experience in the industry. He oversees buildings in the Connecticut and New York areas. He studied at Mexico City DF.

## Red Team

### **Jorge Jimenez, CBSE Vice President/General Manager**

Jorge has over 35 years in the industry. He provides service to buildings in Fairfield and Westchester counties. He is a graduate of the University of Atlántico, Colombia and earned a BS in Business.

### **Samuel Rodriguez, Assistant Vice President**

Sam has over 10 years' experience in the industry. He provides service to buildings in both New York and Connecticut.

### **Eddie Lema, Director of Operations**

Eddie has over 35 years' experience in the industry. He oversees the operations and customer satisfaction for several buildings.

### **Carlos Pena, Director of Operations**

Carlos has over 25 years' experience in the industry. He assisted in the implementation of CIMS and Synchronized Cleaning. He earned a BS in Business.

## References

### **Albert B Ashforth, Inc**

3001 Stamford Square, 2777 & 707 Summer Street  
Stamford, CT  
David Marks  
VP of Mgmt. & Property Manager  
(203) 965-0070  
[marksdp@ashforth.com](mailto:marksdp@ashforth.com)

### **CBRE**

750 Washington Blvd  
Stamford, CT 06901  
Lisa Iannelli-Winkler  
Senior Real Estate Manager  
(845) 549-3727  
[lisa.iannelli-wrinkler@cbre.com](mailto:lisa.iannelli-wrinkler@cbre.com)

### **One Stamford Realty, LP**

201 Tresser Blvd.  
Stamford, CT  
Robert Piacenza  
Associate Director  
(203) 609-1041  
[Robert.Piacenza@onestamfordrealty.com](mailto:Robert.Piacenza@onestamfordrealty.com)

### **Stamford Public Schools**

Stamford Government Center  
888 Washington Blvd  
Stamford, CT  
Cindy Grafstein, SAMG  
(475) 333-8912  
[cgrafstein@stamfordct.gov](mailto:cgrafstein@stamfordct.gov)



## Fee Form RFP

**5.0 FEE PROPOSAL FORM: Company Name:** Affineco LLC dba United Services of America – page 1

Bidder shall submit separate prices for each facility. Award of contract may be made in total to one bidder. The City reserves the right to award this Bid in total to one or more vendors, as determined by the Purchasing Agent, to be in the best interest of the City of Stamford.

	Government Center					Police Headquarters				
	Cost 1st Year	Cost 2nd Year	Cost 3rd Year	Cost 4th Year	Cost 5th Year	Cost 1st Year	Cost 2nd Year	Cost 3rd Year	Cost 4th Year	Cost 5th Year
Working Supervisor (Day) Police Headquarters only (\$)						\$66,301.08	\$69,070.87	\$69,623.40	\$69,771.66	\$69,919.93
Cleaners (Day) Police Headquarters only (\$)						\$87,255.81	\$91,299.66	\$92,090.23	\$92,296.89	\$92,503.55
# of Cleaners (Day) to be provided Police Headquarters						3	3	3	3	3
Porter/Matron (Day) to be provided Government Center (\$)	\$204,052.78	\$210,840.60	\$212,530.87	\$212,986.00	\$215,571.97					
# of Porters/Matrons (Day) to be provided Government Center	3	3	3	3	3					
Working Supervisor (Night) Government Center and Police Headquarters (\$)	\$25,770.67	\$26,668.07	\$27,035.14	\$27,153.78	\$27,358.39	\$27,777.52	\$29,936.54	\$30,315.19	\$30,442.37	\$30,661.71
Cleaners (Night) Government Center and Police Headquarters (\$)	\$282,880.49	\$293,017.03	\$296,963.81	\$298,201.79	\$300,336.81	\$105,428.23	\$114,463.54	\$115,986.15	\$116,458.91	\$117,257.85
# of Cleaners (Night) to be provided at each location	12	12	12	12	12	5	5	5	5	5
Fee for Supplies (refer to Cleaning Supplies & Equipment Section)	\$52,281.63	\$52,281.63	\$52,281.63	\$52,281.63	\$52,281.63	\$29,411.40	\$29,411.40	\$29,411.40	\$29,411.40	\$29,411.40
<b>Grand Total before Alternates (Fixed Annual Rate)</b>	<b>\$564,985.57</b>	<b>\$582,807.34</b>	<b>\$588,811.45</b>	<b>\$590,623.20</b>	<b>\$595,548.80</b>	<b>\$316,174.04</b>	<b>\$334,182.00</b>	<b>\$337,426.37</b>	<b>\$338,381.23</b>	<b>\$339,754.44</b>
<b>Alternate 1</b> – Exterior window washing	\$6,480.00	\$6,674.40	\$6,874.63	\$7,080.87	\$7,293.30	\$4,560.00	\$4,696.80	\$4,837.70	\$4,982.84	\$5,132.32
<b>Alternate 2</b> – Power sweep, scrub garage; stripe spaces	\$9,060.00	\$9,331.80	\$9,611.75	\$9,900.11	\$10,197.11	\$9,273.60	\$9,551.81	\$9,838.36	\$10,133.51	\$10,437.52
<b>Grand Total with Alternates</b>	<b>\$580,525.57</b>	<b>\$598,813.54</b>	<b>\$605,297.83</b>	<b>\$607,604.18</b>	<b>\$613,039.20</b>	<b>\$330,007.64</b>	<b>\$348,430.61</b>	<b>\$352,102.43</b>	<b>\$353,497.58</b>	<b>\$355,324.28</b>
Janitorial – call-back/extra duty (\$ per hour) with no-minimum	\$48.06	\$49.74	\$51.48	\$53.28	\$55.14	\$48.06	\$49.74	\$51.48	\$53.28	\$55.14



## Fee Form Alternative

5.0 FEE PROPOSAL FORM: Company Name: Affineco LLC dba United Services of America – page 1

Bidder shall submit separate prices for each facility. Award of contract may be made in total to one bidder. The City reserves the right to award this Bid in total to one or more vendors, as determined by the Purchasing Agent, to be in the best interest of the City of Stamford.

	Government Center					Police Headquarters				
	Cost 1st Year	Cost 2nd Year	Cost 3rd Year	Cost 4th Year	Cost 5th Year	Cost 1st Year	Cost 2nd Year	Cost 3rd Year	Cost 4th Year	Cost 5th Year
Working Supervisor (Day) Police Headquarters only (\$)						\$66,301.08	\$69,070.87	\$69,623.40	\$69,771.66	\$69,919.93
Cleaners (Day) Police Headquarters only (\$)						\$87,255.81	\$91,299.66	\$92,090.23	\$92,296.89	\$92,503.55
# of Cleaners (Day) to be provided Police Headquarters						3	3	3	3	3
Porter/Matron (Day) to be provided Government Center (\$)	\$204,052.78	\$210,840.60	\$212,530.87	\$212,986.00	\$215,571.97					
# of Porters/Matrons (Day) to be provided Government Center	3	3	3	3	3					
Working Supervisor (Night) Government Center and Police Headquarters (\$)	\$25,770.67	\$26,668.07	\$27,035.14	\$27,153.78	\$27,358.39	\$27,777.52	\$29,936.54	\$30,315.19	\$30,442.37	\$30,661.71
Cleaners (Night) Government Center and Police Headquarters (\$)	\$282,880.49	\$293,017.03	\$296,963.81	\$298,201.79	\$300,336.81	\$97,840.52	\$106,551.65	\$107,986.84	\$108,437.01	\$109,213.38
# of Cleaners (Night) to be provided at each location	12	12	12	12	12	5	5	5	5	5
Fee for Supplies (refer to Cleaning Supplies & Equipment Section)	\$52,281.63	\$52,281.63	\$52,281.63	\$52,281.63	\$52,281.63	\$29,411.40	\$29,411.40	\$29,411.40	\$29,411.40	\$29,411.40
<b>Grand Total before Alternates (Fixed Annual Rate)</b>	<b>\$564,985.57</b>	<b>\$582,807.34</b>	<b>\$588,811.45</b>	<b>\$590,623.20</b>	<b>\$595,548.80</b>	<b>\$308,586.33</b>	<b>\$326,270.12</b>	<b>\$329,427.05</b>	<b>\$330,359.34</b>	<b>\$331,709.97</b>
<b>Alternate 1</b> – Exterior window washing	\$6,480.00	\$6,674.40	\$6,874.63	\$7,080.87	\$7,293.30	\$4,560.00	\$4,696.80	\$4,837.70	\$4,982.84	\$5,132.32
<b>Alternate 2</b> – Power sweep, scrub garage; stripe spaces	\$7,860.00	\$8,095.80	\$8,338.67	\$8,588.83	\$8,846.50	\$7,234.32	\$7,451.35	\$7,674.89	\$7,905.14	\$8,142.29
<b>Grand Total with Alternates</b>	<b>\$579,325.57</b>	<b>\$597,577.54</b>	<b>\$604,024.75</b>	<b>\$606,292.90</b>	<b>\$611,688.59</b>	<b>\$320,380.65</b>	<b>\$338,418.27</b>	<b>\$341,939.65</b>	<b>\$343,247.31</b>	<b>\$344,984.58</b>
Janitorial – call-back/extra duty (\$ per hour) with no-minimum	\$48.06	\$49.74	\$51.48	\$53.28	\$55.14	\$48.06	\$49.74	\$51.48	\$53.28	\$55.14

**5.0 FEE PROPOSAL FORM – page 2**

Company Name: Affineco, LLC d/b/a United Services of America

Address: 855 Main Street, Suite 900

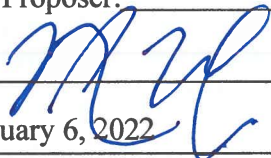
Bridgeport, CT 06604

DUNS #: 079807768

Telephone: 203-912-9229

Email: paul@us-a.com

Authorized Proposer: Paul Senecal, Managing Partner

Signature: 

Date: January 6, 2022

Contact Person: Paul Senecal

Title: Managing Partner

Email: paul@us-a.com com 3

Note: The undersigned acknowledges that he/she has read and understands the general conditions, specifications, and sample agreement for this RFP and will unconditionally accept same.

  
Signature

January 6, 2022  
Date

City of Stamford  
 Government Center: 888 Washington Blvd, Stamford CT  
 and  
 Police Department: 725 Bedford St., Stamford CT

**Submitted by United Services of America, Inc., an AffinEco LLC Co.**

Pricing Notes/Assumptions

- Our pricing is based on getting paid for the current month by the end of that month.
- The staffing details for Year 1 are as follow: Shift time to be agreed upon by Affineco and the City.

Government Center Staffing

<b>Employees</b>	<b># of Staff</b>	<b>Shift</b>	<b>Hours per Day</b>	<b>Loaded Pay Rate Yr1</b>
<b>Day Lead</b>	1	7:00am-3:30pm	8	\$33.57
<b>Matron</b>	1	8:00am-4:30pm	8	\$32.28
<b>Porter</b>	1	8:30am-5:00pm	8	\$31.30
<b>Night Supervisor (Non-Union)</b>	1	6:00pm-10:00pm	4	\$24.54
<b>Night Cleaners</b>	10	6:00pm-10:00pm	4	\$24.49
<b>Project Cleaner</b>	1	6:00pm-10:00pm	4	\$24.49

Police Department Staffing

<b>Employees</b>	<b># of Staff</b>	<b>Shift</b>	<b>Hours per Day</b>	<b>Loaded Pay Rate Yr1</b>
<b>Day Lead</b>	1	7:00am-3:30pm	8	\$32.18
<b>Porter (Sat &amp; Sun)</b>	1	8:00am-4:30pm	8	\$24.95
<b>Matron</b>	1	8:00am-4:30pm	8	\$30.90
<b>Night Supervisor (Non-Union)</b>	1	6:00pm-10:00pm	4	\$26.97
<b>Night Cleaners</b>	3	6:00pm-10:00pm	4	\$23.75
<b>Project Cleaner</b>	1	6:00pm-10:00pm	4	\$23.75

- Police Department - Alternate Option: We have removed the 240 hours per year of project time and reduced our cost accordingly because we are currently sharing the periodic person from the Government Center with Police Headquarters

- Police Department: We have supplied one 6 hours per day porter at an overtime rate to cover Saturday and Sunday. Due the background and IA checks, which limit our ability to bring people into the site. This will allow the lead porter to cover the weekend.
- Police Department: We have not included the \$50 per employee IA check fee because we have never been charged by them. We do not want to include fees we were never charged for. We have included our background check service fee.
- Consumable Supplies: Government Center - We have allocated \$2,721 per month in consumable cost with a quarterly true-up. Any additional cost will be passed thru to the client.
- Holiday Coverage: We have included holiday coverage for the Government Center's 911 call center and the Police Headquarters.
- Consumable Supplies: Police Department – We have allocated \$1,188 per month in consumable cost with a quarterly true-up. Any additional cost will be passed thru to the client.
- We have a 4-hour call in minimum. This allows us to pay our employees enough to come in to work and complies with our union contract.
- Garage Maintenance for Government Center and Police Headquarters: The alternate option includes blowing and pressure washing the garage (all levels) including ramp down to ground level instead of using a ride on auto scrubber as required in the RFP.
- Regarding RFP and Alternate Option – the City reserves the right to elect these alternates at any time, at the fee proposed, during the term of the agreement; however, USA recognizes that this agreement does not grant USA the exclusive right to perform the work for the City and that the City may enter into similar agreements with other Contractors for the same work at the City's sole discretion.
- If a Hydraulic lift is required, United Services of America would have to rent one and the cost will be passed thru to the client. The City of Stamford indicated it would make alternate arrangements if required.
- Government Center and Police Department: Both sites are union. Our proposal reflects that.
- AffinEco LLC dba United Services of America will abide by all union holidays. Any difference in client holidays will be billed as an extra at the Overtime rate.
- The Local 32BJ cleaning contract expires on December 31, 2023. Therefore, effective January 1, 2024 thru the end of the term, we have kept our pricing flat for wages and union benefits with the exception of certain in-house insurance and payroll tax increases. In this way, we can adjust only for increases attributed to union wage and benefits based upon the new ratified union contract.
- Should there arise a material change in density such as the need for an increased number of Contractor's Employees, or a material change in the use of Client's space such as from office to medical, or the City requests an increase in the number of staffs provided, the parties shall confer regarding the appropriate change in contract price and conditions. Any changes shall be reduced to writing and signed by both Client and Contractor. The cost of such approved changes or modifications shall be estimated and agreed upon between Client and Contractor in writing. Any new costs of approved changes or modifications shall be retroactive to the time such

changes in density or use of space were initiated, only if additional staffing was provided to accommodate such change.

- Our pricing is predicated on the client paying by ACH or electronic payment within terms.
- In the event of any significant changes in statutory tax laws, regulations, or requirements (including, but not limited to the Affordable Care Act and minimum wage), whether of Federal, State or Municipal jurisdiction, which significantly impact pricing, we reserve the right to pass thru these adjustments.
- Payment terms shall be net 30 days. City of Stamford agrees to pay a finance charge of 1-1/2% per month at an annual rate of 18% on all delinquent invoices as well as expenses, attorney fees and court costs which AffinEco LLC dba United Services of America may incur by reason of default by City of Stamford.

**Byrd Anti-Lobbying Amendment, 31 U.S.C. § 1352 (as amended)**

**APPENDIX A, 44 C.F.R. PART 18 – CERTIFICATION REGARDING LOBBYING**

**Certification for Contracts, Grants, Loans, and Cooperative Agreements**

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

The Contractor, Affineco, LLC d/b/a United Services of America, certifies or affirms the truthfulness and accuracy of each statement of its certification and disclosure, if any. In addition, the Contractor understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.



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Signature of Contractor's Authorized Official

Paul Senecal - Managing Partner

---

Name and Title of Contractor's Authorized Official

January 6, 2022

---

Date

CERTIFICATE OF CORPORATE RESOLUTION  
RFQ/RFP

I, Tasha Mascioli, SECRETARY OF Paul Senecal, Affineco, LLC d/b/a United Services of America

A CORPORATION EXISTING UNDER THE LAWS OF THE STATE OF Connecticut, DO  
HEREBY CERTIFY THAT THE FOLLOWING IS A TRUE COPY OF CERTAIN RESOLUTIONS  
ADOPTED BY THE BOARD OF DIRECTORS OF SAID COMPANY, AT A MEETING  
THEREOF DULY CALLED AND HELD ON THE 6th DAY OF January, 20 22.

“RESOLVED, THAT THE Managing Partner

OF THE CORPORATION BE AND IS HEREBY AUTHORIZED TO SIGN

A CONTRACT WITH THE CITY OF STAMFORD, CONNECTICUT FOR

Affineco, LLC d/b/a United Services of America, RFP/RFQ No. 851”.

I, FURTHER CERTIFY THAT, Paul Senecal IS THE DULY  
ELECTED Managing Partner OF Affineco, LLC d/b/a United Services of America

AND THE FOREGOING RESOLUTION HAS NOT BEEN MODIFIED OR REPEALED AND IS  
IN FULL FORCE AND EFFECT.

IN WITNESS WHEREOF, I HAVE, HEREUNTO, SUBSCRIBED BY NAME AND AFFIXED

THE SEAL OF SAID CORPORATION THE 6th DAY OF January, 20 22.

  
SECRETARY



**CERTIFICATION AS TO CONTRACT SIGNATORY**  
*For Limited Liability Companies (LLCs)*  
**(Effective 9/1/2011)**

I, Paul Senecal a Managing Partner of Affineco, LLC d/b/a United Services of America,  
(name of member or manager) (Member or Manager) (name of LLC)

LLC, a limited liability company organized and existing under the laws of the State of Connecticut (hereinafter the "Company"), hereby certify that:

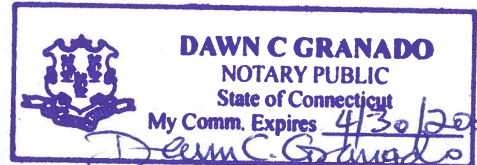
1. that Affineco, LLC d/b/a United Services of America is run by Paul Senecal & Michael Diamond  
(name of LLC) (Members or Managers)
2. that Paul Senecal is a Managing Partner of Affineco, LLC d/b/a United Services of America  
(name of contact signatory) (Member/Manager) (name of LLC)

and

3. that as such Paul Senecal is not prohibited from or  
(name of Member/Manager who is contract signatory)  
limited by the articles of organization from binding the LLC.

IN WITNESS HEREOF, the undersigned has affixed his/her signature this 6<sup>th</sup> day of

JANUARY, 2022.



(LLC Seal)  
(Circle this L.S. if there is no seal)

*Maxwell*  
Secretary (name of Secretary)

Paul Senecal (Affineco, LLC d/b/a United Services of America)

*Paul Senecal*

**City of Stamford**  
**State of Connecticut Contractor Verification (in accordance with Public Act 16-67)**

**Compliance Affidavit**

I, the undersigned, personally and on behalf of Affineco, LLC d/b/a United Services of America, having  
(Contractor)

been duly sworn, affirm and say that I have read, understand and am in compliance with Public Act 16-67 Concerning the Disclosure of Certain Education Personnel Records, Criminal Penalties for Threatening in Educational Settings and the Exclusion of a Minor's Name from Summary Process Complaints, and that neither I nor said Contractor, to the best of my knowledge, is in possession of any information indicating a finding of abuse or neglect or sexual misconduct, or otherwise have knowledge of such a condition(s) for any employees working on the project identified in RFQ/RFP or Bid S- 851. Further, if I or said Contractor  
(RFQ/RFP or Bid Number)

become aware of any information indicating such a finding, or otherwise gain knowledge of such a condition, I and/or said Contractor will immediately forward such information to the City of Stamford.

Contractor Name: Affineco, LLC d/b/a United Services of America

Street Address: 855 Main Street, Suite 900

City, State, Zip: Bridgeport, CT 06604

Title of person completing this form: Managing Partner

Signature: 

Printed Name: Paul Senecal

Date: January 6, 2022

**ACKNOWLEDGMENT**

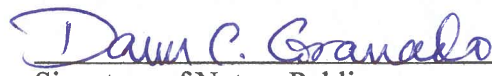
STATE OF Connecticut

COUNTY OF Fairfield

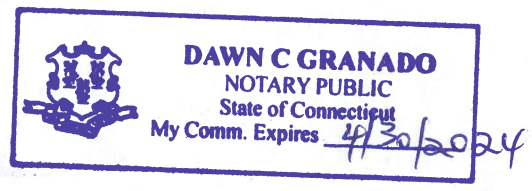
ss. BRIDGEPORT

Date: January 6, 2022

Personally appeared Paul Senecal, as Managing Partner of the above named Contractor, and attested that the foregoing statements are true and accurate to the best of his/her knowledge and belief on behalf of himself and said Contractor.

  
Signature of Notary Public

My Commission Expires: 4/30/2024



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

(Revised 09/3/15)

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

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

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

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

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INSTRUCTIONS AND OTHER INFORMATION

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

1) **Definition of Small Contractor**

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

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

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

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

**MARKETING AND SALES:** Occupations related to the act or process of buying and selling products and/or services such as sales engineer, retail sales workers and sales representatives including wholesale.

**LEGAL OCCUPATIONS:** In-House Counsel who is charged with providing legal advice and services in regards to legal issues that may arise during the course of standard business practices. This category also includes assistive legal occupations such as paralegals, legal assistants.

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

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

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

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

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

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

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

**PRODUCTION WORKERS:** The job titles included in this category are chemical production machine setters, operators and tenders; crushing/grinding workers; cutting workers; inspectors, testers sorters, samplers, weighers; precious stone/metal workers; painting workers; cementing/gluing machine operators and tenders; etchers/engravers; molders, shapers and casters except for metal and plastic; and production workers.



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

<p><b>White (not of Hispanic Origin)</b>-All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.</p> <p><b>Black (not of Hispanic Origin)</b>-All persons having origins in any of the Black racial groups of Africa.</p> <p><b>Hispanic</b>- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.</p>	<p><b>Asian or Pacific Islander</b>- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.</p> <p><b>American Indian or Alaskan Native</b>- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

**BIDDER CONTRACT COMPLIANCE MONITORING REPORT**

**PART 1 – Bidder Information**

<p><b>Company Name:</b> Affineco, LLC d/b/a United Services of America  <b>Street Address:</b> 855 Main Street, Suite 900  <b>City &amp; State:</b> Bridgeport, CT 06604  <b>Chief Executive:</b> Paul Senecal &amp; Michael Diamond</p>	<p><b>Bidder Federal Employer</b>  <b>Identification Number:</b> 46-0621867                  Or  <b>Social Security Number:</b></p>
<p><b>Major Business Activity:</b>                  (brief description)                      Janitorial, Cleaning and Building Services</p>	<p><b>Bidder Identification</b>                  (response optional/definitions on page 1)</p> <p>-Bidder is a small contractor? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>-Bidder is a minority business enterprise? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>(If yes, check ownership category)</p> <p>Black <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/></p> <p>American Indian/Alaskan Native <input type="checkbox"/> Iberian Peninsula <input type="checkbox"/></p> <p>Individual(s) with a Physical Disability <input type="checkbox"/> Female <input type="checkbox"/></p> <p>-Bidder is certified as above by State of CT? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p><b>Bidder Parent Company:</b>                  (If any)</p>	
<p><b>Other Locations in CT:</b>                  (If any)</p>	

**PART II - Bidder Nondiscrimination Policies and Procedures**

<p>1. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 &amp; 4a-60a Conn. Gen. Stat.?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>8. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>3. Do you notify all recruitment sources in writing of your company's Affirmative Action/Equal Employment Opportunity employment policy? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>9. Does your company have a mandatory retirement age for all employees?                  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>
<p>5. Do you notify the Ct. State Employment Service of all employment openings with your company?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor?                  Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/></p>
<p>6. Does your company have a collective bargaining agreement with workers?                  Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>6b. Have you notified each union in writing of your commitments under the nondiscrimination requirements of contracts with the state of CT?                  Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>12. Does your company have a written affirmative action Plan?                  Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>                  If no, please explain.</p> <p>13. Is there a person in your company who is responsible for equal employment opportunity? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>                  If yes, give name and phone number:                  Wendy Smart (203-713-1350)</p>

1. Will the work of this contract include subcontractors or suppliers? Yes  No

1a. If yes, please list all subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise. (defined on page 1 / use additional sheet if necessary)

Only for Snow Removal

1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above? Yes  No

**PART IV - Bidder Employment Information**

Date: 01/06/2022

JOB CATEGORY *	OVERALL TOTALS	WHITE (not of Hispanic origin)		BLACK (not of Hispanic origin)		HISPANIC		ASIAN or PACIFIC ISLANDER		AMERICAN INDIAN or ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Management	25	2	1	2		18		1	1		
Business & Financial Ops	3	2				1					
Marketing & Sales	2	1	1								
Legal Occupations											
Computer Specialists											
Architecture/Engineering											
Office & Admin Support	17		5		1	1	8		2		
Bldg/ Grounds Cleaning/Maintenance	1648	97	75	125	95	705	510	22	19		
Construction & Extraction											
Installation, Maintenance & Repair											
Material Moving Workers											
Production Occupations											
<b>TOTALS ABOVE</b>	<b>1695</b>	<b>102</b>	<b>82</b>	<b>127</b>	<b>96</b>	<b>725</b>	<b>518</b>	<b>23</b>	<b>22</b>		
Total One Year Ago	1572	110	99	150	156	555	433	26	43		
<b>FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)</b>											
Apprentices											
Trainees											

\*NOTE: JOB CATEGORIES CAN BE CHANGED OR ADDED TO (EX. SALES CAN BE ADDED OR REPLACE A CATEGORY NOT USED IN YOUR COMPANY)

**PART V - Bidder Hiring and Recruitment Practices**

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

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

(Signature) 	(Title) Managing Partner	(Date Signed) 1/6/2022	(Telephone) 203-912-9229
------------------------------------------------------------------------------------------------	-----------------------------	---------------------------	-----------------------------



**Contractor's Statement**

Pursuant to Section 103.1 of the Stamford Code of Ordinances, I hereby provide the following:

If a joint venture, trustee, partnership, limited liability company or partnership, the names and addresses of all joint ventures, beneficiaries, partners or members:

Paul Senecal - 1 Broad Street, Unit 22A, Stamford, CT 06901

Michael Diamond - 67 Howard Street, Fairfield, CT 06824

If a corporation, the names and addresses of all officers, and the names and addresses of all parties owning over 10% of its common stock or over 10% of its preferred stocks. If any of said stockholders is a holding corporation, the names and addresses of all persons owning a beneficial interest in over 10% if the common or preferred stock of said holding company.

N/A

The names and positions of all persons listed hereinabove who are elected or appointed officers or employees of the City of Stamford.

N/A

Name of Bidder/Proposer: Paul Senecal

Signature of Bidder/Proposer: 

Title: Managing Partner

Company Name: Affineco, LLC d/b/a United Services of America

Address: 855 Main Street, Suite 900, Bridgeport, CT 06604

Indicate if company submitting this proposal is:  MBE  WBE  DBE

Non-Collusion Affidavit

The undersigned, having been duly sworn, affirms and says that to the best of his/her knowledge and belief:

1. The prices in this Proposal have been arrived at independently without collusion, consultation, communication, or agreement with any other Proposer or with any competitor for the purpose of restricting competition.
2. Unless otherwise required by law, the prices, which have been quoted in this Proposal, have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening, directly or indirectly, to any other Proposer or to any competitor.
3. No attempt has been made or will be made by the Proposer to induce any other person, partnership or corporation to submit or not to submit a Proposal for the purpose of restricting competition.

Name of Proposer: Affinco, LLC d/b/a United Services of America

By: 

Print Name: Paul Senecal

Title: Managing Partner

ACKNOWLEDGMENT

STATE OF Connecticut

COUNTY OF Fairfield

ss. BRIDGEPORT

Date: 01/06/2022

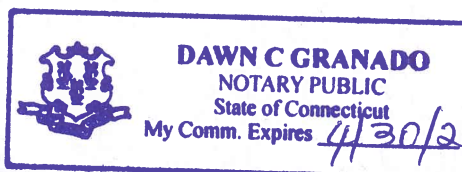
Personally appeared PAUL SENECALE, as MANAGING PARTNER of the above named firm, and attested that the foregoing statements are true and accurate to the best of his/her knowledge and belief.



Signature of Notary Public

My Commission Expires: 4/30/2024

EFFECTIVE: 2/24/09



**PROPOSER'S INFORMATION AND ACKNOWLEDGEMENT FORM**

RFP No: 851

Date: January 6, 2022

Proposer's Name: Affineco, LLC d/b/a United Services of America

Street Address: 855 Main Street, Suite 900, Bridgeport, CT 06604

City \_\_\_\_\_ State Business \_\_\_\_\_ Zip \_\_\_\_\_

Telephone: 203 - 912 - 9229

Email: paul@us-a.com

DUNS Number: 079807768 Tax Id. No.: 46-0621867

Indicate (Yes/No) if company submitting this proposal is:

\_\_\_\_\_ MBE \_\_\_\_\_ WBE \_\_\_\_\_ DBE  
(If yes, attach relevant certification)

Signature:  Date: 01/06/2022

Printed Name: Paul Senecal

Title: Managing Partner

**Addenda Acknowledgement – check and note date of addendum**

<input checked="" type="checkbox"/> Addenda No. 1	<input checked="" type="checkbox"/> Addenda No. 2
<input type="checkbox"/> Addenda No. 3	<input type="checkbox"/> Addenda No. 4
<input type="checkbox"/> Addenda No. 5	<input type="checkbox"/> Addenda No. 6
<input type="checkbox"/> Addenda No. 7	<input type="checkbox"/> Addenda No. 8
<input type="checkbox"/> Addenda No. 9	<input type="checkbox"/> Addenda No. 10
<input type="checkbox"/> Addenda No. 11	<input type="checkbox"/> Addenda No. 12

LIMITED LIABILITY COMPANY  
ARTICLES OF ORGANIZATION OF  
AFFINECO LLC

1. The name of the limited liability company is:

Affineco LLC

2. The nature of the business to be transacted or the purposes to be promoted or carried out by the limited liability company is as follows:

The purpose of the limited liability company is to engage in any lawful act or activity for which limited liability companies may be formed under the Connecticut Limited Liability Company Act.

3. The principal office address of the limited liability company is:

360 New Haven Avenue, Milford, Connecticut 06460

4. The name and address of the statutory agent for service is:

Name:	Business Address	Residence Address
Samuel M. Hurwitz	271 Whitney Avenue New Haven, Connecticut 06511	185 Linden Street New Haven, Connecticut 06511

5. Management of the limited liability company is to be vested in a manager or managers.

6. The name, title, and address of one member or manager is:

Name:	Title:	Business Address	Residence Address
Premier Maintenance, Incorporated	Manager	360 New Haven Avenue, Milford, Connecticut 06460	360 New Haven Avenue, Milford, Connecticut 06460

These Articles of Organization have been executed on this 11<sup>th</sup> day of July 2012 by the person or persons set forth below.



Samuel M. Hurwitz  
Organizer

The undersigned hereby accepts the within appointment as statutory agent for service:



Samuel M. Hurwitz

Office of the Secretary of the State of Connecticut

I, the Connecticut Secretary of the State, and keeper of the seal thereof,  
DO HEREBY CERTIFY, that articles of organization for

AFFINECO LLC

a domestic limited liability company, were filed in this office on July 12, 2012.

Articles of dissolution have not been filed, and so far as indicated by the records of this office such  
limited liability company is in existence.



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Secretary of the State

Date Issued: March 16, 2020

## **2.0 SCOPE OF WORK**

### **2.1 Conduct of Work – All Facilities**

1. All services shall be performed in a workmanlike manner in conformance with standard and acceptable cleaning industry practices.
2. Any furniture that is moved for the convenience of cleaning must be returned to its original place. Chairs, stools, wastebaskets and similar articles must not be placed on desks, file cabinets, etc.
3. If staff changes are made by the contractor, new personnel must be accompanied by experienced personnel for at least one week in order to become familiar with the building and procedures.
4. The contractor shall be responsible for all loss of or damage to City property resulting from cleaning service operations.
5. The contractor shall prohibit employees for disturbing papers on desks, opening desk drawers or cabinets, or using telephone or office equipment located in the building.
6. Only materials placed in or on a waste receptacle shall be removed from any office unless clearly marked for disposal or recycling.
7. Section 2.6 outlines the minimum frequency of services. It is understood and agreed that these services shall be performed more frequently and without additional cost, if necessary, to maintain a satisfactory level of cleanliness (for example, spot cleaning of floors during wet weather).
8. Details of requirements are listed in Section 2.6 of this request for each building. It should be noted that some buildings shall require specific special attention tasks. Specific information regarding unique requirements shall be provided at the Mandatory Pre-Proposal and Walk Through meeting.
9. There is the possibility that meetings will be in session during scheduled cleaning hours. This possibility will not preclude meeting the cleaning specifications and the schedules must be adjusted accordingly around building usage. The City has a website for meetings and times and is also posted in lobby of Government Center.
10. Each building will have a checklist that will need to be checked off every day and/or after every cleaning shift.

### **2.1 Supervision and Workmanship**

The contractor shall be responsible for providing professional property maintenance personnel and support to meet all objectives of this RFP.

The work by the contractor shall be performed in a skilled manner. Work shall be acceptable to the City of Stamford and local governmental and agency inspectors. All practices shall be in accordance with all applicable federal, governmental and state codes and regulations, including OSHA. In case of discrepancies, the City of Stamford's judgment will prevail.

## **2.2 Control and Permits**

The Janitorial Contractor shall be responsible for all work and comply with the following: The Contractor shall, in the conduct of its operation, comply with all applicable laws, orders, and regulations of any governmental and/or quasi-governmental authorities having jurisdiction in these matters.

If any governmental permit or license shall be required for the proper and lawful conduct of the Contractor's business, and if the failure to secure such license or permit would in any way affect the City and/or the Janitorial Contractor, then the contractor at the contractor's expense shall duly procure and thereafter maintain such license or permit and submit the same to the City. Any subcontractor, at subcontractor's expense, shall at all times comply with the terms and conditions of each such license or permit.

This task shall be effective for the same period of time as the contract of the Janitorial Contractor unless cancelled in accordance with the cancellation provisions as stated herein.

Any such subcontractor will, throughout the duration of this Agreement at its expense, carry Workmen's Compensation Insurance, Public Liability Insurance in the same amount as the Maintenance Contractor and employ workers in accordance with the United States Immigration laws.

Contractor agrees that all work performed by or at the direction of the Contractor hereunder shall be performed in compliance with the requirements of the Occupational Safety and Health Act of 1970 (the Act). Contractor is fully responsible for the safety and health of all persons engaged by Contractor.

## **2.3 Security at Government Center**

- The Contractor shall interface, as necessary, to support the Security Contractor.
- The Security Contractor will coordinate building security guard operations with the Janitorial Contractor.
- The Security Contractor shall inventory all properly identified and catalogued keys to the building. This task will be coordinated through the City of Stamford's Operations Foreman.
- The City of Stamford and the Operations Foreman will possess an independent set of building master keys.



## 2.4 Hazardous or Toxic Substances

The Janitorial Contractor shall abide by all SARA Title III, "Right-to-Know" regulations.

Hazardous or toxic substances, chemicals (if needed), waste oils, cleaning fluids, etc., shall be used by the Janitorial Contractor only if essential for carrying out the work to be performed hereunder and shall be properly stored and shall be used and disposed of only in accordance with local, State and Federal Government regulation.

## 2.5 Janitorial Services

Janitorial staffing will follow the industry standards quoted in Building Operator and Maintenance Association (BOMA) and Cleaning and Maintenance Institute (CMI) guidelines. Alterations to these guidelines will only be made with the final decision of the Office of Operations Facilities & Parks Maintenance Division.

The regularity of each cleaning job or activity will depend solely on need and of the areas' use. For example, some restrooms will require regular but minimum attention, while others, on the more active and heavily used floors, will require far more visits for daily janitorial services as well as constant replenishing of supplies.

Contractor shall be responsible for the scheduling of the cleaning requirements specified herein and will submit a copy of work and manpower schedules to the Building Manager on a monthly basis in addition to the nightly report. Work shall be scheduled such that it will not disrupt the functions and normal day-to-day procedures of the City facility. The City reserves the right to approve and make suggested changes to the schedule set up by the Contractor. The specific cleaning requirements specified establish the minimum cleaning requirements.

## 2.6 Janitorial Staffing Requirements – Government Center

The contractor shall indicate **in detail each staff member**, his/her **work category** or **area of responsibility** as well as a **daily and hourly work schedule** and **hourly rate**.

### DAY PORTER - SERVICES PROVIDED DURING OPERATING DAY

The contractor shall provide recommended number of porters/matrons to perform the following services between the hours of 7:30 a.m. and 4:00 p.m., Monday through Friday, excluding holidays.

1. Clean 10<sup>th</sup> floor Mayor's Suite including rest rooms.
2. Clean Senior Center on 2<sup>nd</sup> floor.
3. 8<sup>th</sup> floor Health Department Lab.
4. Clean Credit Union on the 6<sup>th</sup> floor

5. Clean 911 Area
6. Vacuum and mop, particularly during inclement weather, to keep entrance ways, hallways and stairs clean as required to maintain appearance and minimize the spread of sand & salt by foot traffic throughout the building.
7. Morning check of all floors, meeting rooms, conference rooms, cafeteria, rest rooms, and any other area that may need to be addressed, especially from nighttime activity
8. Set-ups or breakdowns per the Building Master Schedule.
9. Monitor all Rest Rooms throughout the day.
10. Monitor/dispose of all Garbage/Recycling throughout the day.
11. Garage garbage pails and pick up 3x per week.
12. Outside grounds check and pick up 2x per week.
13. Replenish all paper products in all Rest Rooms at end of the day.
14. Provide special situation cleaning services and/or service calls as directed by the Facilities Manager's designee. Service Calls consists of a very wide range of items – examples include but are not limited to:
  - Pop up meeting set ups and breakdowns
  - Furniture moves
  - Furniture Assembly
  - Cubicle Reconfigurations (Large and Small)
  - Delivery assistance
  - Emergency clean ups of all varieties
  - Assist Engineers with certain calls
  - Role in Fire Alarm/Building Evacuation Procedures

### **NIGHTLY CLEANING STAFF REQUIREMENTS**

**The contractor shall specify in its proposal the NIGHTLY on-site support staff that it deems necessary to meet the goals required in this RFP,** including one designated working supervisor with the capacity to train custodial personnel in all phases of JANITORIAL services and with the authority to represent the contractor in a decision-making capacity (subject to change)

Nightly janitorial operations will be conducted from 6:00 PM until 10:00 PM upon completion of the nightly janitorial chores. All lights shall be turned off, doors locked, and offices left in a neat

orderly condition. The City of Stamford Office of Operations reserves the right to assign additional services or redirect maintenance during either day or night shifts.

A supervisor representing the successful Contractor must visit the facility weekly and check the janitorial log. Upon each visit, the supervisor is required to sign the Custodial Contractor Daily Report. In addition, a joint inspection, coordinated with the Operations Foreman or representative, is required once per month.

All janitor closets, locker areas, and other utility areas shall be cleaned thoroughly, and janitorial equipment stored neatly in an assigned area.

The City of Stamford Operations Foreman, or Facilities & Parks Office Manager, shall be notified immediately of any irregularities. The Maintenance Contractor shall provide pay and benefits to janitorial workers in conjunction with Local 32BJ, SEIU, or equivalent wages and/or benefits through term of this contract **with no escalation in awarded contract amount.**

**2.7 GENERAL JANITORIAL SPECIFICATION FOR ALL BUILDINGS: OFFICES, CONFERENCE ROOMS, OPEN WORK AREAS AND ADJACENT AREAS, BUILDING LOBBY, ELEVATORS AND PUBLIC AREA:**

Nightly

1. Check patio on 4<sup>th</sup> Floor for debris and cleanliness. (GOVERNMENT CENTER)
2. Empty and clean all waste receptacles and replace liners where used and as required. Remove trash, including bulk items such as cartons, etc. (Items must be placed in area specified by tenant or marked "Trash". Do not remove any item not so placed or marked.) Transport and dump all waste into the compactor located in the loading dock area.
3. Sweep and Damp-mop and/or spray-off all resilient flooring, including entrance and lobby flooring. Spot clean stains as necessary.
4. Vacuum area rugs and carpeted areas, moving light furniture and office equipment other than desks and file cabinets. Spot clean as needed.
5. Dust all unobstructed surfaces, INCLUDING WINDOW SILLS.
6. Damp-wipe, clean and polish all drinking fountains and coolers, removing all stains, streaks and smudges.
7. Damp wipe with mild non-abrasive detergent and clean all doors, doorframes, light switches and partitions in common use areas.
8. Dust and clean the interior of elevator cabs.

9. Vacuum elevator corridors, lobbies, and cabs where carpeted.
10. Spot clean entry door glass, lobby glass, elevator doors and mail depository.
11. Check for burned out lights and report it to Building Manager.
12. Report all malfunctions to Building Manager's office on the day or night of discovery.

#### Weekly

1. Spot clean/wash to remove all fingerprints, smudges and marks from walls, doors, doorframes, partitions, light switches, etc., within reach.
2. Polish and clean door kick plates and thresholds.

#### Monthly

1. Wipe clean all chrome, aluminum and other bright metal work on exterior façade.
2. Wash glass display windows, building directories, entrance doors and frames and show windows, both sides.
3. Damp wipe all base moldings.
4. Thoroughly wash and clean all waste baskets, and provide plastic liners as necessary.

#### Quarterly

1. Remove all dust from all ledges, door jams, high partitions, sills, walls, grills, vents, and wall mounted objects, including those items from 80" above floor to ceiling.
2. Scrub entry floors and wax where applicable.
3. Thoroughly wipe down and buff elevator lobby walls and doors.

#### Bi-Annually

1. Dust all venetian blinds and wash interior windows two (2) times a year at direction of Building Manager.
2. Shampoo all carpets once per year at direction of Building Manager.

## **JANITORIAL SPECIFICATIONS: RESTROOM AND LAVATORIES**

### **NIGHTLY**

1. Clean and sanitize all urinals, commodes and wash basins making certain to clean under sides of rim of urinals and bowls. Add appropriate quantity of disinfectant to urinals and toilets after cleaning and do not flush.
2. Wash, with detergent-disinfectant, both sides of all toilet seats.
3. Wash with detergent-disinfectant and buff dry all chrome, stainless and brass, and exposed plumbing.
4. Damp-wipe all ledges, toilet stalls, partitions and shelves to remove streaks, stains and smudges with a proper combination lavatory, cleaner disinfectant-fungicide.
5. Clean and polish all mirrors and frames, shelves and enamel surfaces, removing all fingerprints, streaks, and smudges.
6. Damp-wipe with mild non-abrasive detergent all doors and frames, walls, light switches, and glass partitions.
7. Empty and damp wipe all waste containers using proper disinfectant, detergent and germicide combination cleaner. Upon request, provide and insert plastic liners.
8. Empty, remove and sanitize all feminine napkin disposal units.
9. Refill all hand sanitizers, soap dispensers, toilet tissue, towel and sanitary dispensers.
10. Wash lavatory floors using detergent and disinfectant-fungicide.
11. Remove waste to a centrally designated area for disposal.
12. Report to Building Manager any plumbing leaks or fixtures not working properly.

### **Weekly**

1. Wash interiors of trash containers.

### **Monthly**

1. Pour drain cleaner/disinfectant into all floor drains in accordance with manufacturer's directions.
2. Clean and/or polish all door and thresholds.

3. Thoroughly wash with detergent-disinfectant all edges, toilet stall partitions and tile baseboards.
4. Thoroughly wash walls (floor to ceiling) with proper combination cleaner, disinfectant-fungicide.
5. Dusting over 80” to remove deposits from all light fixtures (outside) ledges, moldings, walls, grills, vents, piping, etc.
6. Thoroughly scrub and refinish all resilient floors with a slip-retardant floor finish.
7. Damp wipe all door jams.
8. Damp wipe walls, partitions and shelves to remove streaks, stains and smudges with proper combination lavatory, cleaner disinfectant-fungicide.

Note: It is the intention to keep these rooms thoroughly clean and not to use a disinfectant to kill odors. Where a disinfectant is requested, contractor shall use odorless disinfectant.

### **JANITORIAL SPECIFICATIONS: STAIRWAYS**

#### Nightly

1. Remove all loose trash.
2. Check for burned out lights and report it to the Building Manager.
3. Spot clean all walls and doors.

#### Weekly

1. Sweep and damp mop all stairwell treads and landings. Wipe all handrails and balustrades.

### **JANITORIAL SPECIFICATION: GARAGE AREAS AND LOADING DOCK HALLWAY (GOVERNMENT CENTER AND POLICE GARAGE)**

#### Nightly

1. Inspect all floor areas, stairwells, outside walkways, entrance area, elevator vestibules and ramps to remove cigarette butts, litter, leaves, etc.

#### Weekly

1. Hand sweep inaccessible areas – steps, walkways and curbs.

## Quarterly

1. Damp wipe clean all reachable pipes, railings and ledges.
2. Damp wipe clean all directional signage and lighting.

## **POLICE STATION JANITORIAL REQUIREMENTS**

The successful bidder will be expected to provide the specified janitorial services on a schedule that minimizes disruptions to the Police Department activities and is approved by the Chief of Police in advance. Major cleaning tasks (floor stripping/waxing and carpeting shampooing) must be performed after regular work hours.

In addition to cleaning services outlined, the Police Station has a Community Room which will be open to the public from time to time, and be used for Police Commission meetings and press conferences. The room will have approximately 80 folding chairs that the janitorial staff will be expected to set up and remove depending on the function.

Janitorial Services in the following areas shall be provided only during the times stated and only when accompanied by officer assigned to the area:

In the following areas/rooms Janitors will need to be accompanied by an officer assigned to that area.

SPA President Office, Room #352, (7am-3pm)  
Pension Office, #253, (9am-3pm)  
CSI Evidence Room & Lab, #349 & #350, (7am - 11pm)  
Digital Forensics Diagnostic Lab, & Equipment Storage Room, #345 & #346, (7am-3pm)  
SRT entire area: #248, 249, 250, 251, 252, (when an officer is available; 7am-11pm)  
Evidence Cataloging Room, Evidence Storage Room, Secure Storage Room, & Bulk Evidence Storage Room, #137, 138, 139, 004, (7am-3pm)  
NOC Evidence & Storage rooms, #131 & #130, (8am-12am)  
NOC LT Office, #125, (7am-3 pm)  
Range Armory/Arsenal, #021, (7am-3pm)  
EOD Workshop, Evidence Storage & Storage, #002, 034, 035, (when an officer is available; 7am-11pm)

In the areas/rooms listed Janitors will have limited access during the following hours.

Adult Jail Cells (21 adult cells) (9 am – 11 am)  
Juvenile Jail Cells (6 cells) – note – cells can only be cleaned when they are unoccupied.

All other areas not stated above, offices, restrooms, kitchen spaces, locker rooms, open work areas, stairways, lobby, elevators, public areas, shall be cleaned NIGHTLY as specified in Section 2.6 above.



### **Emergency on-call service (Government Center, Old Town Hall and Police Headquarters)**

On rare occasions, there is a need for call-in janitorial service at the Government Center and Police Department. The janitorial service will respond within 2 hours after being contacted and perform the necessary clean up, including blood-borne pathogen clean up. The Government Center and Police Department **will be charged for the actual hours of clean up, using the per hour cost quoted in the bid submission.**

During emergencies, or under emergency conditions, the Contractor may be directed to perform services other than those scheduled within the building or area being serviced. The Contractor must respond immediately to all emergency service calls. Emergency work may be required after normal working hours, weekends, holidays, etc. and **will be charged for the actual hours, using the per hour cost quoted in the bid submission.**

### **CLEANING SUPPLIES AND EQUIPMENT**

The janitorial contractor shall supply all equipment, appliances, paper goods, cleaning and other supplies of every description, unless stated otherwise in this specification and **should be included in their monthly fixed price with no mark up.** The City reserves the right to review any invoices for such supplies. All such equipment will be properly maintained and kept in good working condition by the contractor. The City will provide light bulbs.

All contracted workers must be able to read and comprehend English for understanding chemical content and proper use of cleaners, solvents, strippers and other chemically based products.

### **ALTERNATE 1 – WINDOW WASHING PRICE PER BUILDING**

All exterior window washing will be completed once per year.

### **ALTERNATE 2 – GARAGE CLEANING PRICE PER BUILDING**

Power sweep and wash/scrub all the following in garage: floors, ramps, walls, and dividers on ramps.

Stripe parking spaces and resign where necessary.

**CITY OF STAMFORD**  
**INSURANCE REQUIREMENTS**  
**Janitorial Services at City of Stamford Government Center and**  
**Stamford Police Headquarters**

The Vendor will be required to submit certificates of insurance, which contain the minimum insurance coverages described below:

1. Standard workers' compensation, which complies with all Connecticut workers' compensation statutes and regulations.
2. Employer's liability insurance, which contains limits of liability of not less than \$500,000 each accident, \$500,000 disease policy limit and \$500,000 disease – each employee.
3. Commercial general liability insurance, with a minimum limit of liability of \$1,000,000 combined single limit per occurrence and \$2,000,000 in the aggregate for bodily injury and property damage. Such coverage shall include the following:
  - (a) Products liability and completed operations, which shall be maintained for a period of not less than three (3) years following completion of the services under this Agreement or termination of the Agreement, whichever is later.
  - (b) Contractual liability insurance, which insures any indemnities contained in the Agreement between the Vendor and the City of Stamford.
  - (c) Personal Injury and advertising liability.
  - (d) Broad form property damage coverage and operations liability.
  - (e) The City of Stamford and its employees, agents and officers designated as additional insureds.
  - (f) Policy shall be underwritten on an occurrence basis.
4. Commercial automobile liability insurance, which contains minimum limits of liability of \$1,000,000 per accident, and contains, at a minimum, the following coverage provisions:
  - (a) Coverage for all owned, non-owned and hired vehicles;
  - (b) The City of Stamford and its employees, agents and officers designated as additional insureds.
5. Umbrella (excess) liability insurance, which provides additional coverage above the commercial general liability, commercial automobile liability and employer's liability. The limit of liability shall not be less than \$3,000,000 per occurrence/per accident.

6. All risk property insurance, which covers the Vendor's equipment, materials and supplies used in conjunction with the services provided under this Agreement. The insurance shall provide coverage on a full replacement cost basis.
7. If any insurance is underwritten on a claims made, as opposed to an occurrence basis, the retroactive date in the policy shall be the earlier of the effective date of the Agreement between the Vendor and the City of Stamford or the date the Vendor commences its services for the City. The policy shall also contain an extended reporting date of not less than three years following termination of the Agreement between the Vendor and the City of Stamford or conclusion of the services rendered by the Vendor, whichever is later.
8. All insurance required hereunder shall contain waivers of subrogation in favor of the City of Stamford and its employees, agents and officers. The Vendor shall waive any right of claim, loss or damage against the City of Stamford and its employees, agents and officers.
9. All insurance policies required under this Agreement shall contain thirty (30) days prior written notice to the City of Stamford's Risk Manager in the event of cancellation, termination or material change to any policy terms or conditions required hereunder.
10. The insurance required hereunder shall in no way serve to limit or reduce the liability of the Vendor under this Agreement.
11. The Vendor shall provide the Risk Manager with certificates of insurance, which evidence the insurance required hereunder. The Vendor shall provide the Risk Manager with renewal certificates of insurance within 15 days prior to the expiration of the policies. Vendor's failure to review said certificates of insurance or insurance policies shall not be deemed to be a waiver of the Vendor's obligations to comply with all provisions of these insurance requirements hereunder.



# Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	<p><b>1</b> Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.</p> <p>AFFINECO, LLC d/b/a United Services of America</p> <p><b>2</b> Business name/disregarded entity name, if different from above</p> <p>AFFINECO, LLC d/b/a United Services of America</p> <p><b>3</b> Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.</p> <p><input type="checkbox"/> Individual/sole proprietor or single-member LLC    <input type="checkbox"/> C Corporation    <input type="checkbox"/> S Corporation    <input type="checkbox"/> Partnership    <input type="checkbox"/> Trust/estate</p> <p><input checked="" type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ <u>S</u></p> <p><b>Note:</b> Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is <b>not</b> disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</p> <p><input type="checkbox"/> Other (see instructions) ▶</p>	<p><b>4</b> Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):</p> <p>Exempt payee code (if any) _____</p> <p>Exemption from FATCA reporting code (if any) _____</p> <p><small>(Applies to accounts maintained outside the U.S.)</small></p>
	<p><b>5</b> Address (number, street, and apt. or suite no.) See instructions.</p> <p>855 MAIN STREET, 9TH FLR - STE 905</p> <p><b>6</b> City, state, and ZIP code</p> <p>BRIDGEPORT, CT 06604</p> <p><b>7</b> List account number(s) here (optional)</p>	<p>Requester's name and address (optional)</p>

**Part I Taxpayer Identification Number (TIN)**

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

<b>Social security number</b>									
				-			-		
<b>or</b>									
<b>Employer identification number</b>									
4	6	-	0	6	2	1	8	6	7

**Part II Certification**

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
- I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
- I am a U.S. citizen or other U.S. person (defined below); and
- The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

<b>Sign Here</b>	Signature of U.S. person ▶	Date ▶ 1/19/21
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**General Instructions**

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

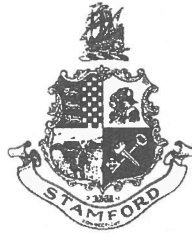
**Purpose of Form**

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*



**CITY OF STAMFORD**  
**OFFICE OF ADMINISTRATION**  
888 WASHINGTON BOULEVARD  
P.O. BOX 10152  
STAMFORD, CONNECTICUT 06904-2152

**ADDENDUM NO. 1**  
**(December 13, 2021)**  
**Request for Proposals No. 851**  
**Janitorial Services for Government Center and Police Headquarters**

Addendum No. 1 is being issued to all potential respondents to provide the items and attachments set forth herein which shall act to qualify, clarify, or otherwise modify the RFP Documents previously issued regarding the above referenced project. These items, whether of omission, addition, substitution, or clarification, shall be incorporated into the proposals submitted by all bidders, and receipt of this document and its attachments should be acknowledged in the space provided on the RESPONDENT'S INFORMATION AND ACKNOWLEDGEMENT FORM. Failure to do so may subject the Bidder to disqualification.

The items and references:

Q: Please provide us with the actual contract amount and with the incumbent's name.

*This will be the first time that the City of Stamford is going to be awarding these services as separate contracts so there is no current service agreement for just janitorial services that can be provided. The current contractor that has both Engineering and Janitorial Services is AFFINECO, LLC.*

Q: Is performance bond requested for this bid?

*No.*

Q: Please advise if the service requested with this project is part of any union agreement and if so, please clarify which union?

*Yes the current incumbent has janitorial staff that are involved with a current CBA and that union is SEIU 32BJ.*

Q: In case of a change of rates during the term of the contract will we be allowed to escalate the price, and if so what is the accepted escalation process?

*Proposers are asked to provide pricing for each year. No escalation is permitted.*

Q: Please provide the current and complete organization table for the incumbent provider to include all day porter/matron positions?

*The Government Center has 3 Full-Time (Day Lead, Porter & Matron), 1 Night Supervisor and 11 Night Cleaners*

*The Stamford Police Headquarters has 1 Day Working Supervisor, 1 Day Cleaner, 1 Night Supervisor and 4 Night Cleaners.*

- Q: Please provide a copy of the current service agreement between the City of Stamford and incumbent provider.

*This will be the first time that the City of Stamford is going to be awarding these services as separate contracts so there is no current service agreement for just janitorial services that can be provided.*

- Q: Please provide the current and previous two (2) year's budget for the contracted services within the buildings?

*This will be the first time that the City of Stamford is awarding these services as separate contracts so there is no 2 years of budget information for just janitorial services that can be provided.*

- Q: The Pre-Proposal Meeting was mandatory. Please provide copies of the multiple sign-in sheets from the November 30<sup>th</sup> meeting?

*Attached.*

- Q: Will the City of Stamford allow any modifications, revisions or edits with comment to the anticipated Contract Agreement?

*The City of Stamford will entertain any suggestions for modifications, revisions or edits to the finalized award Contract Agreement.*

- Q: Regarding Prime Contractor responsibility and the potential use of subcontracted or purchased service partners, please detail what "corporate" information is required from the subcontractor or purchased service partners? Please detail any or all the specific forms that may be required?

*Vendors submitting proposals to this RFP may not utilize the service of subcontractors without the prior written approval of the City of Stamford. If sub-contractors or partners are planned to be used, this should be clearly explained in the response. The prime contractor will be responsible for the entire contract performance whether or not a sub-contractor or partner is used to perform. All corporate information required in this RFP must be included for each proposed partner or sub-contractor. The proposal must also include copies of any agreements to be executed between the prime contractor and any partners or sub-contractors in the event of contract award. Under this RFP, the City of Stamford retains the right to approve all partners or sub-consultants.*

- Q: RFP Page 2 of 20 – Section 1.1 – The RFP timeline is quite aggressive. The timeline would suggest the incumbent would have a direct and distinct advantage in understanding and processing information while the balance of the competitive field would be guessing. Please consider the following:

- a. Given a contract start date of July 1, 2022, would the City of Stamford consider modifying proposal delivery timeline to permit an accommodating time to solution, cost, price and propose a project of this magnitude?
- b. A due date of January 7, 2022 would not be an unreasonable request.

*The City of Stamford will be changing the deadline to January 6, 2022.*

- Q: RFP Page 3 of 20 – Section 1.2 – Statewide police background checks are required. Please comment, if possible, on current LEAD times for this background checks to clear and out employees to be badged into the buildings.

*Usually within a week without any complications.*

- Q: RFP Page 5 of 20 – Section 1.3 – It is understood no escalations are permitted for the length of this contract. Does that include any option years as well?

*Correct*

- Q: RFP Page 7 of 20 – Section 2.0 through 2.7 – Does the current agreement utilize these same Scope of Work requirements and service delivery expectations?

*Yes.*

- Q: RFP Page 7 of 20 – Section 2.1 – Please provide a sample of the current daily checklist.

*This requirement will be removed from the RFP as there is not an actual daily checklist that is signed after each function, there is just a daily schedule that is adhered to as outlined in the RFP.*

- Q: RFP page 9 of 20 – Section 2.6 – Is the City of Stamford looking for the respondent to a detailed work plan to include each staff member, work category, area of responsibility as well as daily and hourly work schedules as well as hourly rate with our submittal or is this a document that can be developed during a transition when we have a greater access to the building a broader understanding of all the needs and submitted prior to the start date?

*As there are special tasks that occur on the spur of the moment especially at the Government Center, it is not necessary to have a concrete detailed work plan prior to the start date but your anticipated work plan needs to include what is outlined in the RFP.*

- Q: RFP Page 11 of 20 – Section 2.6 – The RFP confirms the presence of the SEIU and a Collective Bargaining Union Agreement (CBA) in place for the services workers in place at the buildings.

- a. Please provide the current seniority list, by position, with pay rate (for red circle employees) and senior date.

*These are employees of the existing contractor and the City of Stamford does not have access to their actual pay rate or seniority position.*

- b. Please provide any riders to the CBA that may apply to the buildings.

*The City of Stamford does not employ these employees so we do not have access to their CBA.*



- c. Please note: For question 3, 4 & 5, we have attempted the telephone contact with the Stamford and Hartford offices of SEIU 32BJ requesting all the required details. To date, our calls have gone unanswered.

Please contact 32BJ SEIU - <https://www.seiu32bj.org/32bj-seiu-contracts/>

- Q: RFP Page 16 of 20 – Section 2.7 – Its understood the contract provides all paper goods (restroom supplies/consumables and liner) under the fixed price agreement. Please provide a listing of current brands and item types used so that current levels of product quality can be maintained or improved.

*The City of Stamford does not have a specific brand that they require. The contractor just needs to make sure that the consumables are compatible with the existing dispensers. Some of the items are listed below but are not limited and can be further confirmed to a definitive list prior to final awarding:*

*Toilet Paper*

*Paper Towels*

*Trash Liners*

*Sanitary Napkins*

*Cleaning Agents*

- Q. RFP Page 16 of 20 – Section 2.7 – Conditions exist in the two (2) buildings, particularly in Police Headquarters, to introduce some innovative equipment designed to enhance productivity and greatly improve the poor quality as it exists today. Some of this equipment may include the deployment of autonomous or robotic floor maintenance equipment. Please provide commentary about the potential use of this equipment and its approval in certain applications.

*This type of floor maintenance will not be considered at this time.*

- Q. RFP Page 18 of 20 – Section 2.7 – The RFP suggests proposals will be evaluated by a selection committee comprised of qualified personnel from the City of Stamford based upon four (4) criteria.

- a. Not by name but by title, please identify the selection committee members.  
*TO BE DETERMINED.*
- b. Please identify any weighting that may be assigned to each of the four (4) criteria
  1. Pricing
  2. Experience
  3. Work Place
  4. References

*TO BE DETERMINED.*

- Q. In the bid as far as hours are we basing it on a full-time 8 hours shift employee?

*No, currently the day porters are 8 hours and the night cleaners are 4 hours. Please refer to the RFP as to the schedule that is currently in place as well as providing a suggested schedule in your proposal.*

Q. Will there be multiple shifts to either the Police Headquarters or the Government Center?  
*Yes as per the RFP there is a day shift and a night shift.*

Q. Has the RFP changed from the current contract?  
*This is the first time that the janitorial and engineering services RFP has been divided but the scope of work for each aspect is the same as the current contract for each service.*

Q. Have additional hours been added for Covid cleaning? If so, will these hours be reduced.  
*There are no Covid cleaning hours at this time.*

Q. Do you have a cost of consumables at full capacity?  
*The City of Stamford does not have the cost for the consumables as it was always included in the contractor's price.*

Q. Can we subcontract the exterior window cleaning and garage cleaning?  
*Vendors submitting proposals to this RFP may not utilize the service of subcontractors without the prior written approval of the City of Stamford. If sub-contractors or partners are planned to be used, this should be clearly explained in the response. The prime contractor will be responsible for the entire contract performance whether or not a sub-contractor or partner is used to perform. All corporate information required in this RFP must be included for each proposed partner or sub-contractor. The proposal must also include copies of any agreements to be executed between the prime contractor and any partners or sub-contractors in the event of contract award. Under this RFP, the City of Stamford retains the right to approve all partners or sub-consultants.*

Q. How often is the garage cleaned and is it price per occurrence or total price?  
*Both sites will be cleaned twice a year and priced per occurrence.*

Q. Police department requires 5 day or 7 day service? If 7 day, what services will be supplied on weekends? Will it be the same as weekday services or a reduced service?  
*Please refer to the RFP which specifically outlines all types of services and what timeframes they are to be serviced.*

Q. The current labor agreement with SEIU 32BJ expires on December 31, 2023. Pricing requirements in RFP continue until 2027 (5 year pricing). Pricing after December 31, 2023 will need to be estimated based on assumptions from previous union increases. I just wanted to clarify that aspect and confirm that you still require 5 year pricing based upon this fact and what stipulations would be made, if any regarding actual increases upon negotiation of new union contract at the end of 2023 in terms of pricing adjustments based on actual not estimated increases?

*Proposers are asked to provide pricing for each year. No escalation is permitted.*

Q. It states that we have to pay for Statewide background checks that are performed by the SPD for our employees. What is the cost per employee?

*\$50/per employee*

Q. How many showers and bathrooms are there at the Stamford Police Headquarters?

*There are 20 bathrooms, 14 showers, 8 urinals and 26 toilets*

Q. How many people are in the Stamford Police Headquarters daily?

*289*

Q. How many people are in the Government Center building daily? Is the building fully open to the public?

*The Government Center occupancy fluctuates on a daily basis as it serves the residents of the City as well as 10 floor of full-time employees.*

*The building is fully functional but enhanced security has been put in place for the public to monitor appointments and requests.*

Q. How many full-time and part-time workers are currently employed?

*Stamford Police Headquarters – 289  
Government Center – approximately 400-500*

Q. Do we also need to provide all garbage bags for both buildings?

*Yes*

Q. Do we need to provide hand sanitizers, soap for dispensers and sanitary napkins? It states we should provide all equipment, appliances, paper goods and cleaning supplies with no markup. We won't know these costs until we win the contract, but you would like for us to include it in the monthly fixed price. Can we adjust the price once we know what the actual price is?

*The City of Stamford will provide all hand sanitizer and soap for the dispensers but all other goods will be the responsibility of the contractor.*

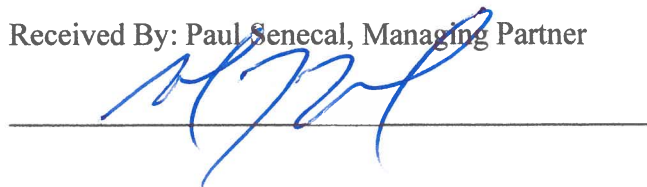
*There will be no adjustment of pricing for consumables once the award and contract is finalized.*

All other terms and conditions of **RFP No. 851** remain the same.

Erik J. Larson  
Purchasing Agent

Cc: Kevin Murray, Operations Manager Parks & Facilities  
Purchasing Department File

Received By: Paul Senecal, Managing Partner











**CITY OF STAMFORD**  
**OFFICE OF ADMINISTRATION**  
888 WASHINGTON BOULEVARD  
P.O. BOX 10152  
STAMFORD, CONNECTICUT 06904-2152

**ADDENDUM NO. 2**  
**(December 22, 2021)**  
**Request for Proposals No. 851**  
**Janitorial Services for Government Center and Police Headquarters**

Addendum No. 2 is being issued to all potential respondents to provide the items and attachments set forth herein which shall act to qualify, clarify, or otherwise modify the RFP Documents previously issued regarding the above referenced project. These items, whether of omission, addition, substitution, or clarification, shall be incorporated into the proposals submitted by all bidders, and receipt of this document and its attachments should be acknowledged in the space provided on the RESPONDENT'S INFORMATION AND ACKNOWLEDGEMENT FORM. Failure to do so may subject the Bidder to disqualification.

The items and references:

Q: What is the holiday coverage expectation/requirement for:

*Proposed staffing shall reflect reduced level of usage on weekends and holidays for both locations.*

Q. Are there any employees currently furloughed due to Covid 19 at either location?

*No*

Q. Can you provide the pre-Covid population for the Government Center?

*Approximately 400-500*

Q. Can you provide the average amount of quests for each location daily?

*Due to the types of locations these are it is extremely hard to estimate what the amount of quests that are at location daily. Such as the Government Center sees a bid increase during tax payment time.*

Q. Can you send your pricing sheets in excel format?

*No*

Q. Regarding background checks, would we need to do them ourselves or do we have to use a company that you provide?

*The Contractor shall provide annual statewide police background checks at the Proposers cost for all those employees engaged in work at any City facility. Updates to this information will be required when any violation has been made by any employee working at any City facility.*

*All personnel assigned to the Police Station shall be subject to the approval of the Chief of Police as well as background checks which are at the cost of the proposer. The contractor will make every effort to consistently assign the same personnel to the job.*

*All staff employed at the Police Station will also be subject to a Stamford Police Internal Affairs (IA) background check.*

Q. Regarding the parking lot pricing for painting of the stripes, can they be spray painted on or does it need to be applied with heated painted equipment?

*Has to be applied with heated paint equipment.*

Q. Can you provide the square footage of the parking lot and the amount of parking spaces?

*The Stamford Police Department is 86,667 square feet with 165 spots and the Government Center has 550 spots and 195,100 square feet.*

Q. Are we required to remove snow at either location?

*No snow removal is not part of this contract.*

Q. Will we receive copies of the questions and answers from all the other vendors as well?

*Everyone will receive a copy of the Addendums that are issued, which is all the questions that have been issued.*

Q. What are the City's current Covid-19 mandates as related to vaccines, masks, etc. for vendors and visitors to the facilities?

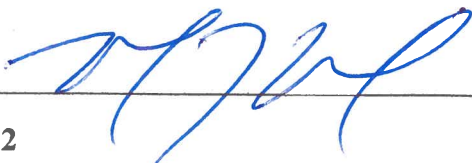
*The City has mandates in place that you are to be fully vaccinated and if not you have to submit to a weekly testing. You are also required to wear masks at all times whenever in a City building.*

All other terms and conditions of **RFP No. 852** remain the same.

Erik J. Larson  
Purchasing Agent

Cc: Kevin Murray, Operations Manager Parks & Facilities  
Purchasing Department File

Received By: Paul Senecal, Managing Partner



# COVID-19 Mitigation & Prevention

## Mitigation

The team at United Services of America uses electrostatic spraying technology to combat the spread of COVID-19 and other pathogens.

Our specially trained teams utilize this technology to reduce pathogens in every square inch of your space, harmlessly and efficiently. Using the Clorox Total 360 System, we will deliver higher efficacy to improve coverage of our disinfectant for those hard to reach corners and crevices.

This Electrostatic Sprayer enables superior coverage in all hard to reach places, including the side, underside and backside of surfaces. The disinfectant is sprayed onto surfaces providing a uniform coating.

Our trained team will spray your space, killing viruses and bacteria within minutes. The space can reopen quickly and safely. The product is safe for most surfaces, including countertops, floors, upholstery, furniture, glass and stainless steel.

We work with our clients to address specific areas of the facility to ensure the spraying process is applied properly. Spraying is only be performed in open areas of a facility. We recommend our spraying service to be performed overnight or over the weekend so areas can be well ventilated.

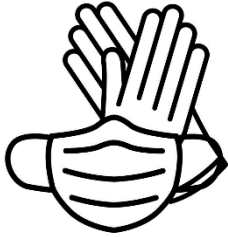
We often will combine electrostatic spraying with a high-touch manual surface cleaning, including doorknobs, armrests, desks, and kitchen appliances using chemical disinfectants such as Spartan brand that have proven effective against corona virus.

For pricing for electrostatic spraying services, please contact Nolan Macario.





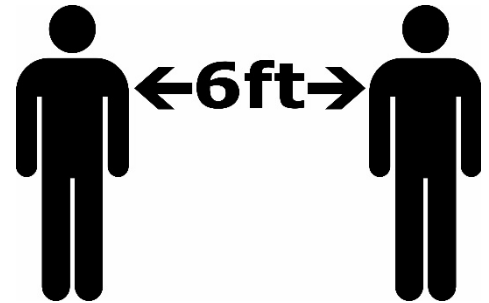
## Preventative Measures



The safety of USA's employees is a top priority. Until further notice, all USA employees will work in personal protective equipment (including gloves, mask and face shields) to minimize their risk of exposure. This also minimizes the risk of an asymptomatic USA employee passing on the virus to others in the workplace. As an added precaution, we will be assessing our employees for flu-like symptoms and will be taking the temperature of all our employees upon arrival to work each day. Any employee that has a fever of 100.4 degrees or higher will be asked to go home.

USA has also implemented the following protocols with our staff to enforce social distancing:

- Shift schedules are staggered in 15-20 increments to ensure smaller groups of employees are clocking in and out at the beginning and end of each shift. Employees are asked to maintain a 6-10-foot distance when approaching the time clock.
- Employees' break times are alternated to maintain smaller groups and better ability to continue social distancing
- If available, we ask that vacant available spaces be made available to our employees during their breaks to better maintain social distancing.
- USA employees are asked not to carpool to and from work.



# Green Cleaning Program

AffinEco green cleaning program provides tremendous value to your building, to the health of its occupants, to its sustainability and to the environment.

To demonstrate our commitment to providing you with the best in green cleaning, we pursued and—in 2012—became the first provider in the region to be Green Building-certified by the International Sanitary Supply Association (ISSA), the worldwide leading cleaning industry trade association. An additional benefit of this certification is that our green cleaning solutions can help you achieve points for LEED certification. We have continued to recertify biannually.



How our green cleaning program benefits you and your building's occupants:

- Eliminates exposure to toxic and harmful chemicals associated with such health issues as cancer, asthma and allergies
- Improves Indoor Air Quality (IAQ)
- Reduces energy and water consumption and associated costs
- Curtails dust, pollen, mold and other allergens
- Employs more effective and efficient cleaning equipment, such as backpack HEPA filtration vacuums and microfiber cloths
- Increases the use of recycled and reused materials
- Decreases the amount of trash sent to landfills
- Assists in meeting new government regulations for environmentally sound business practices and purchasing
- Meets LEED building certification prerequisites
- Minimizes environmental harm
- Supports Corporate Social Responsibility (CSR) programs and initiatives
- Boosts building sustainability

## The AffinEco Approach

Green cleaning means emphasizing the environmental sustainability of maintenance services and cleaning operations to improve overall building health (i.e. indoor air quality) and not solely evaluating building hygiene based on appearance. At USA, this means more than just replacing toxic cleaning chemicals with EPA- endorsed/industry-certified alternatives. It also involves specific processes and practices, such as:

- Identifying opportunities, means and methods for conserving energy, water and trash, including programs like our proprietary Synchronized Cleaning System (SCS) and Day Cleaning
- Ensuring safe and efficient application of green cleaning products and equipment
- Providing comprehensive green cleaning training to our staff
- Assessing the entire life cycle of products and favoring concentrated goods that are packaged in reduced, refillable or recyclable packaging
- Seeking and acquiring new equipment and technologies that support green cleaning
- Staying in touch and achieving compliance with new federal, state and local government regulations
- Heeding advice from organizations like Green Seal, US Green Building Council (USGBC) and Leadership in Energy and Environmental Design (LEED)
- Advising contractors about products that minimize volatile organic compounds and other airborne hazards (when we are involved in construction and renovation projects)

We want you to understand and feel confident in the level of experience USA has with green cleaning. Ahead of the industry curve, our companies began instituting green cleaning initiatives and practices more than a decade ago.

### **Other Sustainable Practices**

In addition to our green cleaning program, we provide other sustainability practices that support your Corporate Social Responsibility (CSR) mission and/or your pursuit of LEED points. These include:

**Energy Conservation:** Low-energy consuming vacuums and other equipment. Additionally, our Synchronized Cleaning System™ (SCS) enables us to turn off lights early to save energy along with water conservation practices. Plus, our Day Cleaning service prevents keeping the lights and heating/cooling systems on past normal hours of operation.

**Water Conservation:** Low-moisture machines, microfiber mopping systems and multi-surface cloths. The microfiber mops and cloths enable re-use. They can be laundered up to 500 times without affecting performance. They also reduce chemical and water waste by up to 30%.

**Green/Sustainable Equipment and Consumables:** Investing in green/sustainable equipment (e.g., low-decibel, low-energy consuming backpack vacuums with advanced HEPA filtration), offering a variety of green consumables (e.g., coreless toilet paper rolls) and supporting the vendors and distributors who supply those goods.

**Low-Impact Supply Chain:** Local sourcing of supplies with delivery points located near your facility, which reduces fuel consumption and carbon emissions.

**Noise Reduction:** Low decibel-generating equipment.

# Quality Control & Inspections

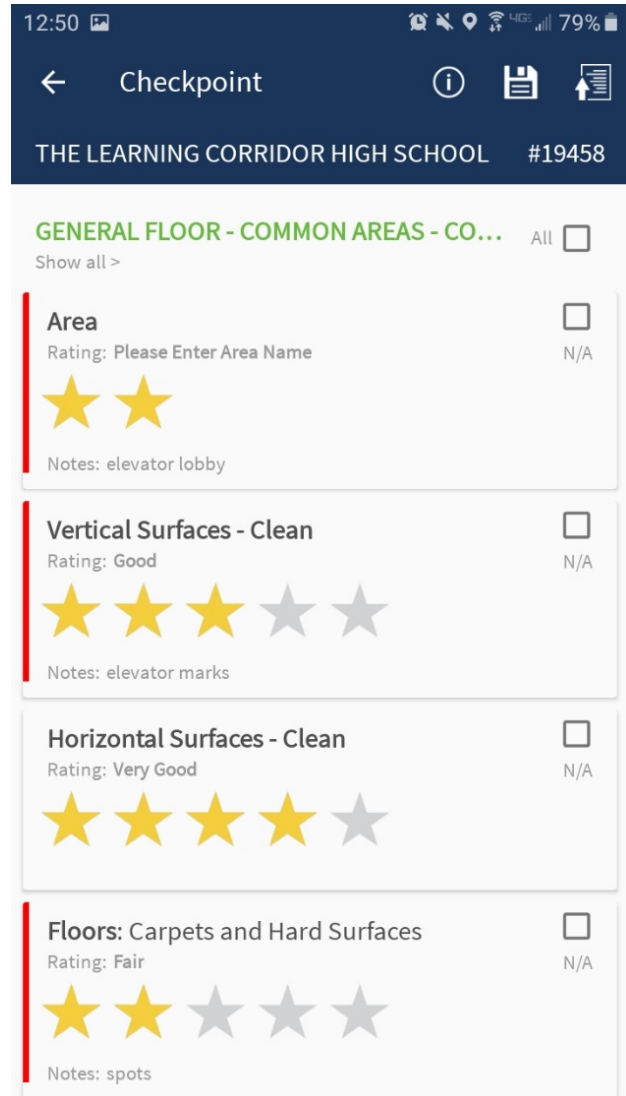
AffinEco designed its Quality Control Process to ensure clients receive consistently outstanding service. It enables us to maintain the highest level of performance possible on a consistent basis. The two main components are Inspections and Quarterly Review Meetings.

## Inspections

We incorporate inspection technology via TEAM software, a cloud-based financial, operations and workforce management system, designed specifically for building service and security contractors—to streamline procedures and controls.

Using the Quality Assurance module, we create and edit inspection templates that transform a building’s floor map into an interactive model of offices, common areas, hallways and stairwells. Once those areas are defined, we name them in a logical way and place them in “walking order”. When onsite, our staff use tablets to log into the mobile app feature of TEAM called eHub, and simply swipe to move from room to room as they proceed through a building. We delineate area-specific lists of inspection items and specify the routine and special items that need to be checked—according to the contract and any changes or work orders that arise along the way—and type in ratings and notes for each. Upon completion of an inspection, the ratings and notes are submitted into the TEAM database and a variety of reports are generated.

The Site Supervisor and Lead perform nightly inspections designed to provide an overall view of each cleaner’s performance. The supervisor evaluates such factors as cleanliness, consistency and progress/completion of any additional assigned tasks. Several times a month, the Area Manager will visit your facility to inspect and review our overall performance.



<b>Actual</b>	<b>QO</b>	<b>Possible</b>	<b>Employee:</b>
10,305	11,220	14,025	[REDACTED]
<b>Percentage:</b> 73 %	80 %	100 %	<b>Deficiencies:</b> 31
<b>Notes:</b>			<b>Result:</b> 7 % Below Target

Description	Response	Actual	QO	Details	Notes
<b>General Floor - Floor Building Customer</b>					
Building/Floor	Not Using this Area (1)	20 %	0 %		
<b>General Floor - Common Areas - Common Area 1</b>					
Area	Not Using this Area (1)	20 %	20 %		
Vertical Surfaces - Clean	Good (3)	60 %	80 %		
Horizontal Surfaces - Clean	Good (3)	60 %	80 %		
Floors	Good (3)	60 %	80 %	Carpets and Hard Surfaces	
Ceilings	Very Good (4)	80 %	80 %	Tiles, Wall, Clean or Repair/Replace	
Metal (Unpainted) Surfaces - Clean & Polish	Very Good (4)	80 %	80 %		
Fabrics - Clean - Furniture/Partitions/Walls	Very Good (4)	80 %	80 %		
Other - Janitorial	Very Good (4)	80 %	80 %		
Wall Repair & Painting	Very Good (4)	80 %	80 %		
Wood Surfaces - Repair & Refinish	Very Good (4)	80 %	80 %		
Lights And Electrical	Very Good (4)	80 %	80 %		
Other - Damaged	Very Good (4)	80 %	80 %		
<b>General Floor - Common Areas - Common Area 2</b>					
		74 %	80 %		

Clients receive monthly inspection reports documenting these visits with a summary report. The Area Manager will meet with client representatives to gather feedback.

In addition, the Director of Operations and VP/General Manager are both personally involved in the service delivery for your account. The Director of Operations performs a monthly detailed inspection of your building to further assess our effectiveness and ensure your needs are being met. He also performs unannounced inspections in order to gauge the consistency of our

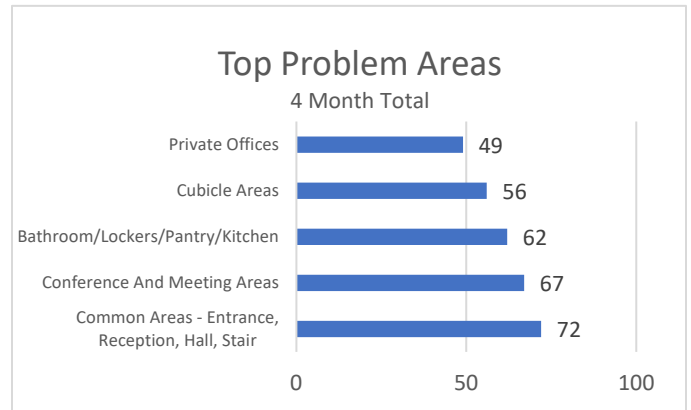
service. He meets with you regularly to solicit your opinions and feedback, spending whatever time it takes to make sure that we are doing the best job possible delivering services and that you are completely satisfied with our work.

### Quarterly Review Meetings

The second component of our Quality Control program is the quarterly review meeting where the client and USA team thoroughly examine and evaluate all aspects of the service.

A typical quarterly meeting agenda includes a combination of the following:

- Discuss, refine and prioritize client's wish list
- Confirm minutes from previous meetings and report on resulting activities
- Review inspection reports and any open job status reports
- Review the historical log of property activities
- Discuss adjustments and changes to your customized maintenance program
- Present new cleaning technologies and products
- Discuss any concerns or issues you have
- Recommend new ideas and strategies
- Make recommendations about potential issues our staff have observed
- Set goals and objectives to be completed by the next meeting
- Confirm your billing information



AffinEco has successfully implemented many of the program features described above for clients throughout the northeast.

## **Computerized Maintenance Management System (CMMS)**

In addition to our inspections and quarterly review meetings, we are accustomed to teaming with clients on their building management systems to communicate about requested work and track progress. We can easily integrate your Computerized Maintenance Management System (CMMS) into our quality control process.

When you log into your CMMS and create a work ticket, our staff can pick up that ticket and respond immediately with a plan of action. We then report our progress in your CMMS until the matter is resolved to your satisfaction and the ticket is closed.

## **Performance Metrics**

At AffinEco, we provide our clients with the highest quality cleaning and maintenance services. That means we continually look for ways to evaluate our work throughout the duration of the contract. We do this with transparency, which means we share with you our performance metrics data as agreed upon.

We approach operations from a preventive, rather than a strictly reactive, stance. As an example, when we carry out our regular inspection procedures, we look to identify issues to correct or improve at a greater frequency than any reports from clients. Our typical ratio is 5 to 1, where we find more to correct than is reported. This ensures we stay ahead of the curve, recognizing and resolving matters behind the scenes before they even come to your attention. That is part of what we believe you pay a good service to do.

We measure quality as it relates to how satisfied you are with the services being performed in your building, as well as how quickly and completely issues are dealt with. We consistently benchmark our performance to determine areas of strength or weakness. When our metrics reveal an area of weakness, we take corrective action to resolve the concern to your satisfaction, and we track our response time internally to be certain the fixes are done as soon as possible.

At every one of our client sites we compile metrics to track if there is repetition or fluctuations in issues so we can shift our staff accordingly to respond to your building's needs. The facilities we service are constantly evolving and creating new demands, our performance metrics process allows us to remain proactive in our service delivery.

Our teams can also track metrics tied to indoor air quality, floor gloss and surface germs. Gathering, analyzing and responding to these metrics helps us constantly improve our performance and your satisfaction.

As your service provider we are constantly looking for trends and data to guide our responses to your needs, as well as searching for the newest technology and equipment that afford us the most efficient and savvy approach to monitoring our work together.

# Staffing & Training Plan

## Staffing

### Selecting & Screening Employees

In order to attract the highest quality candidates for your school and turn them into employees in an efficient, well-organized way, AffinEco, LLC d/b/a United Services of America has greatly simplified and streamlined our hiring process.

We utilize a Web-based solution from Kwantek that enable the seamless online management of job postings, applications, background checks, employee onboarding and more. It eliminates paper, reduces the likelihood of bad hires, and cuts back on hours of overhead work. This means we can more effectively screen candidates to identify the cream of the crop and ensure compliance with your contract as well as internal policies—all the while saving you money.

### Job Postings & Application Process

AffinEco, LLC United Services of America creates job listings in Kwantek and, with one click, posts them on its website and on indeed.com Behind the scenes, we customize the information we require for each specific job. Candidates apply online, creating a profile that guides them through position-specific criteria, questions and requirements as well as typical application data such as contact information, background/ experience and certifications.



The process is easy, bilingual and responsive, meaning it can be done via computer, tablet or smartphone. Making the process so simple is a great advantage in terms of widening our pool of applicants. And, again with one click, candidates submit their applications. The information from the online applications auto-populates applicant profiles and a candidate management interface for us.

Through Kwantek, we select the applicants we want to interview for any given position, and the system automatically generates an email invitation to those individuals. We can also send rejection emails at the touch of a button. Once an applicant has been selected to fill a position, we send a formal offer email to that person via Kwantek.

Internally, our process varies slightly based on whether the open position is full- or part-time. For part-time positions, your Director of Operations reviews the candidate list and narrows the list to the top two or three individuals to be interviewed. Both the Director of Operations and your Site Supervisor conduct the interviews and collectively decide on one finalist to move forward through the next stages of our hiring process. For full- time positions, your Vice President/General

Manager also interviews the candidate (in addition to your Director of Operations and Site Supervisor) and all three must be in agreement about a finalist. For all positions being filled in your school, you are welcome to meet or interview finalists once their qualifications, references and other pertinent information have been verified, but prior to background checks and/or drug testing being performed.

### **Tracking, Reporting & Metrics**

A real-time analytics interface informs our managers on the progress of open positions and keeps track of where candidates are in the process. All our involved personnel are able to quickly collaborate and avoid redundancy of tasks. We can easily see a wide range of information related to any open position, including the number of applicants and the progress of required forms per applicant. We enter notes throughout the interview process, automatically share those notes with others in the company and track all that information.

### **Background Checks & Drug Testing**

If you require background checks and drug testing, we have a simple, automated way to perform them. This part of the hiring process occurs when we have narrowed the pool of applicants to those whom we want to extend an offer. If the checks come back clear, we can then simply hit a button to extend a formal offer.

Kwantek offers a robust background check system that is tied to all possible county, state and federal records. It verifies/checks social security traces, personal references, certifications, sex offender registries, citations and arrests, and motor vehicle records.

### **New Hires & Onboarding**

Another advantage of using Kwantek is the huge reduction in time spent on employee onboarding tasks.

When an applicant electronically accepts our formal offer of a position, Kwantek quickly generates forms, such as I-9s and W-4s, and electronically processes them between the new hire and us. It also immediately verifies if prospective employees are eligible to work in the US through its Department of Homeland Security certified integration with the USCIS E-Verify system.



What's more, Kwantek automatically identifies Work Opportunity Tax Credit (WOTC) hires. WOTC involves individuals who traditionally have some difficulty finding work, such as veterans, the long-term unemployed and food stamp recipients. Not only are WOTC hires good for us, they're also good for the community at large and for the economy.

Finally, all of the information, forms, etc. gathered in Kwantek for an applicant integrates with our TEAM Software to seamlessly create an employee file at the time of hire. These technological efficiencies in our hiring process contribute to our ability to offer you the most competitive pricing possible for our services.

## Training Plan

### Training Cleaning & Maintenance Staff

#### *Internal Training Program*

AffinEco, LLC d/b/a United Services of America believes it is essential to create an effective and productive work environment for our cleaning and maintenance staff. This gives them a stronger sense of responsibility for their job plus a greater sense of satisfaction when they succeed. It adds up to a higher level of service to you.

Our specialized training programs teach workers how to best perform their tasks. Since the inception of these training programs, clients are more satisfied, and more employees are staying in their jobs. This stable workforce is instrumental to our service delivery. What's more, we hold our supervisory personnel accountable for fully training, monitoring, inspecting and enforcing (through disciplinary action) all performance issues in maintaining your building.

Employee training begins in a classroom with a series of audiovisual presentations that focus on individual cleaning and maintenance tasks and their on site performance. We developed a workbook and test to accompany each presentation. The topics include:

- Basic building cleaning
- Restroom cleaning
- Ground rules for professional custodians
- Janitorial equipment maintenance
- Floor care maintenance
- OSHA compliance
- Safety procedures
- Personal protective equipment (PPE)

At the conclusion of the classroom training sessions, the employee enters the onsite orientation program. This part of our training is specific to your facility. The topics include:

- Site introduction and briefing

- Required tasks
- Specified equipment, chemicals, and consumables
- Safety and emergency procedures

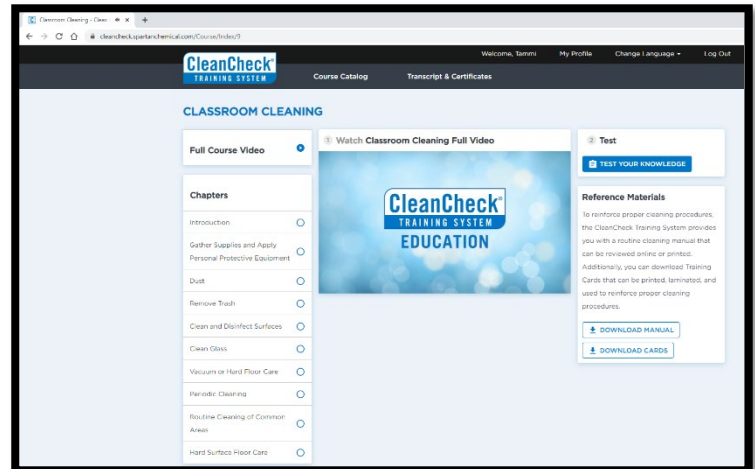
Finally, the employee is trained on his/her specific work assignments and is walked through his/her regular routine. This training is also performed onsite.

### *CleanCheck Training System*

In addition to our internally developed training program for cleaning and maintenance staff, AffinEco, LLC d/b/a United Services of America utilizes the CleanCheck Training System from Spartan Chemical, which for more than 60 years has supplied cleaning products, custodial management software, apps, and employee training programs.

CleanCheck provides training in English and in Spanish focused on best cleaning practices specific to such building areas and surfaces as restrooms, offices and carpets. There are also sections with guidance on common safety issues and types of facilities (e.g., education and healthcare). All of the information is presented in a clear format and presented step-by-step. Each training section contains:

- A video tutorial
- A training manual
- CleanCheck Cards: checklists reinforcing daily/nightly and periodic cleaning routines in these areas; can be downloaded and laminated
- A certification test to validate understanding of the presented material



By utilizing this third-party tool, we reinforce our internal training program and allow our employees to take a “refresher” at any time on a given topic, because the CleanCheck Training System is delivered via an online platform.

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### **Training Managers & Supervisors**

We recognize that one of the main reasons clients opt to contract for services from AffinEco, LLC d/b/a United Services of America is because of our management expertise and professional supervision. Our managers and supervisors are trained and re-trained throughout the duration of their employment to make sure we continuously cultivate and enhance their skills.

We offer an independent work-study program, which includes comprehensive required and optional courses through the resources of the Building Service Contractors Association International (BSCAI). Among the topics taught are:

- Introduction to the Building Service Contractors Industry
- Account Management
- Communications in Management
- Human Behavior & Motivation
- Personnel Recruitment, Selection, Policies, Discipline & Forms
- Personnel Training, Evaluation, & Professional Development
- Equal Opportunity Employment
- Awareness of Discrimination & Sexual Harassment
- What Managers & Supervisors Should Know About Unions
- Safety Programs
- Security in Building Maintenance
- Service Procedures
- Carpet Care
- Floor Care Chemicals & Resilient Floors
- Microbiology, Blood Borne Pathogens & Infectious Waste
- OSHA Compliance
- HAZMAT Procedures
- Productivity Improvement Techniques
- Customer Service Techniques
- Personal Protective Equipment

Through this and our other training methodologies, we ensure that our managers and supervisors develop detailed, up-to-the-minute knowledge and skills, all to better serve you and your facilities.

### **Monitoring & Controlling the Workforce**

Our utilization of TEAM Software—a modern, cloud-based financial, operations and workforce management system designed specifically for building service and security contractors—supports our ability to monitor and control our workforce and streamline our payroll process. It incorporates a telephone timekeeping system, which has eliminated our use of paper time sheets altogether.

Employees punch in and out by calling into the system when they arrive at and depart from job sites. At your location, we designate a phone from which employees call, and that phone number is automatically recognized by TEAM and affiliated with your site. The punch in/out information automatically populates a spreadsheet noting the exact times in increments of 15 minutes that each employee works on a daily basis.



Through eHub, your Area Manager can remotely access and review employee time sheets via smartphone, tablet or computer, and can verify or edit information as needed before submitting it for payroll. Also through eHub, our employees can access, view and print their pay stubs and W2s, further reducing paper use as well as postage or staff hours for onsite delivery of pay stubs.

# Safety & Security

## Safety

AffinEco, LLC d/b/a United Services of America knows safety is among your topmost priorities, as it is for us, so we pursue it with the same vigor that we pursue our goals for growth and profitability. Accordingly, we have a comprehensive and exacting safety program of integrated policies, procedures and practices that ensure continual attention to the welfare of both your building occupants and our employees.

Our safety programs work. With each new strategy we implement, we experience a reduction in incidents. In fact, our insurance company tells us it is unseen in our industry to have a rate of incidents per employee as low as ours. They evaluate our safety experience, commitment and performance so favorably, that they give us one of the lowest “modification rates,” or “MOD rates,” in the industry. Ours is .65, which means for every insurance dollar charged, we pay 65 cents. And that reduces our premiums, which means more savings we can pass on to you.

The key elements of our safety program include:

- Education and Training
- Motivation and Incentives
- Prevention Guidelines and Processes
- Rules and Regulations
- Committees, Monitors and Inspections
- Equipment and Protective Clothing

We want to highlight just two of these elements:

### **1. Education and Training**

We know every client has unique safety concerns. We work with you to gain a full understanding of your needs and customize safety training for employees who work in your facility in order to meet your requirements.

In addition, all USA employees receive our standard Safety Training Handbook upon hire and are expected to read and understand its contents, which range from slip and fall prevention to fluids cleanup to elevator and ladder safety. Each new employee also goes through an in-depth safety orientation and training prior to his/her start date.

Further, our supervisors and safety managers provide staff with ongoing instruction on specific safety principles and techniques. This includes on-the-job instruction and routine follow-up on such topics as:

- First Aid
- Hazardous Chemical Communications
- Emergency Evacuation
- Defensive Safe Driving
- Drug and Alcohol Abuse Recognition and Response
- Material Handling
- Fire Prevention and Protection
- Good Manufacturing Practices (GMP)

## 2. Safety Motivation and Incentives

We actively promote and maintain an interest in safety on a routine basis in various ways, such as:

- **Safety Bingo:** Every day, a safety message is delivered to each employee when he/she clocks in via our telephone timekeeping system, and each message is tied to a Safety Bingo number. The program is designed to help focus staff attention on safety issues in a way that's fun and that offers the chance to win prize money.
- **Safety Milestones:** We take the time to call attention to and celebrate achievements like incident-free periods of time, specific contributions to building occupant safety and individual acts that spotlight the benefits of safe work.

## Security

These days, more than ever, security is a chief concern for facility managers. At AffinEco, we appreciate your concern, and are highly invested in keeping your school secure and designing a plan that addresses your specific needs. We achieve this through procedures, policies and customized training that ensure our supervisors and staff operate in ways that always safeguard your premises.

In addition to training our workforce on security protocols devised specifically for your facility, we instruct them to follow strict security standards, including the following.

AffinEco employees must:

- clock in and out for every shift.
- remain in their assigned work areas.
- wear the required uniform and display their ID badges at all times.
- immediately notify supervisors of any accidents or incidents.
- lock all interior doors that have been designated to remain locked.
- alert supervisors or onsite security personnel to suspicious individuals/strangers or packages.
- turn in to supervisors any found items such as jewelry, wallets, money, smartphones and watches.
- adhere to any client-specific security rules.

Further, our staff are not allowed to:

- change the day or time of their shifts.
- admit an un authorized persons into the premises at any time.
- have alcohol, weapons or drugs onsite at any time.
- move any paper records, files, etc. from or within any client areas.
- use client/occupant telephones, computers or other office equipment.

### **Customized Security Protocols**

AffinEco serves a wide variety of clients, and we recognize that you may have more complex requirements for security and confidentiality. We are happy to work with you to develop protocols specific to your needs and train our personnel accordingly. We are accustomed to creating and implementing customized rules and procedures for existing clients with higher-level security needs and have not had any violations or incidents in 10 years of doing so.

### **Key Control**

In addition, your Site Supervisor manages our key control procedure. At the end of each shift, he or she collects all specified keys and—based on your directions—either gives them to security personnel or places them in your designated lockbox.

# Account Management

## Management Profile

As a client-focused company, AffinEco, LLC d/b/a United Services of America invests heavily in providing you with dedicated, expert account management and support. Approximately 90% of our revenue dollar is spent on site costs to perform our work. In addition, we invest in qualified management and ongoing training and incentives to keep our focus on you.

As an AffinEco, LLC d/b/a United Services of America customer, you are assigned an Account Support Team consisting of:

- Managing Partner
- Chief Operating Officer
- VP/General Manager
- Director of Account Services
- Director of Operations
- Area Manager
- Site Supervisor/Foreman

Your Site Supervisor and Area Manager will be actively involved in the daily management of your account, with the Site Supervisor handling most of your routine tasks under the supervision of Area Manager. For tasks that are not routine or, in a rare instance, are not being addressed to your satisfaction, Director of Operations and/or VP/GM will step in to provide a speedy and thorough resolution. Director of Operations and/or VP/GM will also monitor all tasks to maintain a “big picture” view of your account. If, at any time, a problem arises which is not being handled by a member of the team to your satisfaction, you are encouraged seek support from a higher-level manager or senior executive.

We take a proactive management approach, which means providing you with innovative solutions to new circumstances as they arise. We never let industry parameters interfere with our ability to address a situation. This approach also means searching for ways to improve our staff’s productivity with the goal of enhancing the quality of our services and reducing costs for you.

## Service Partnership

In order to achieve the highest level of performance, we set out to form a true partnership with you. To fulfill our side of this relationship, we must fully understand all your needs and expectations, and we feel it is our obligation to drive this process.

We do this is through pre-transition meetings with you, followed by quarterly review meetings. The initial and ongoing meetings help us serve you best by:

- Informing our design of a customized maintenance program
- Creating a “buy-in” to our programs

- Enabling a continuous review of our service delivery
- Guiding adjustments to the established maintenance program design
- Ensuring our attention to and resolution of any issues

In addition, we recommend forming a Service Excellence Committee that meets regularly (on a schedule you determine) to discuss ways to improve service in your building. This extension of our service partnership approach underscores a team atmosphere, with representatives from your staff and ours united on the committee. We have found the work of such a committee further enhances the overall impression your building makes on its occupants and visitors.

## **Customer Service**

We are available whenever you need us; AffinEco, LLC d/b/a United Services of America is a 24/7 operation. The main toll-free customer service number is (800) 972-4079. All representatives staffing that line are full-time employees of ours, and we utilize a rotating weekend schedule of knowledgeable and dedicated managers to be available for emergencies. You will also have the cell phone numbers of your Area Manager, Day Porter and Supervisor/Night Foreman should you need to contact them at any time.

We view customer service as a critical function of our business. As such, both the COO and Managing Partner get involved in solving customer service issues.

We can communicate with you by phone, email, fax or text, depending on your preferences. Each request or complaint you submit generates a work order, which is tracked by management until it is closed out with a completion action, date and time.

In addition, all members of your Account Support Team and AffinEco's management team have smartphones that are always on. A list of these individuals and their phone numbers will be provided to you, and we encourage you to call or text anytime, including after normal business hours.

The overall goal behind your Account Support Team, our mutual service partnership and our customer service is to consistently meet or exceed your needs and expectations throughout the duration of your service contract.



## Transition Plan

As AffinEco, LLC d/b/a United Services of Americas transitions into becoming your maintenance services provider, we proceed by maximizing positive changes. We do so by taking the time to learn your facility prior to starting services. We approach your transition with fresh eyes since no two accounts start up in the same way.

Our Transition Plan includes, but is not limited to:

- ✓ Operations Manager selection
- ✓ Pre-transition client interview and expectations meetings with subsequent action plans
- ✓ Impact list for immediate attention
- ✓ An implementation schedule for achieving action plans
- ✓ Design of a customized maintenance program
- ✓ Staff and supervisory assignments and schedule for transition period and beyond
- ✓ Your approval of staff and supervisor assignments
- ✓ Staff orientation and training
- ✓ Equipment and supply evaluation and ordering
- ✓ Security clearance, including keys/access cards and employee screening

Prior to the onset of our services, we establish your Account Support Team and designate a transition point person on that team to plan and coordinate our implementation strategy with you. Your team includes members of our management, administrative and technical staff (as detailed in Client/Account Management - Overview). We draft a transition plan/schedule, discuss it with you and adjust it accordingly before implementation. Your transition point person is assigned to that role for one month prior to the contracted start date and continues through the successful implementation of our services.

To ensure our thorough understanding of your initial needs and expectations, we schedule pre-transition meetings between you and your Account Support Team. Following those meetings, we recommend having your transition point person (and other assigned team members as needed) benchmark current conditions in your building and compare those with the established initial needs and expectations to solidify the transition plan and related elements of your customized maintenance program.

### *Transition Schedule*

As detailed, we establish a schedule to address and accomplish all factors leading up to full implementation of our services for you. The Transition Schedule gives you a quick-reference outline of specific tasks to be accomplished each week and indicates the individuals who will be involved with each task, counting down from four weeks out through our official start week.

### *Existing Maintenance Services Employees*

AffinEco, LLC d/b/a United Services of America will continue to offer employment to all existing maintenance services employees in good standing.

**City of Stamford #851  
Transition/Start-up Plan**

City of Stamford #851 Transition/Start-up Plan						
Task Description	Assigned To	Week 4	Week 3	Week 2	Week 1	Start Week
Initial Meeting	MP, COO, VP, OM					
Weekly Joint Startup Meeting	VP, OM, C					
Initial Needs Assessment	MP, COO, VP, OM					
Discuss Current Employees	MP, COO, VP, OM					
Transition Start Up Meeting	MP, COO, VP, OM					
Job Summary Completed	VP					
Implement Recruitment Plan	VP, OM					
Prepare Equipment/Materials PO	VP					
Arrange Communications	OM,VP					
Internal USA Startup Meeting	MP, COO, VP, OM					
Place Equipment/Material Order	VP					
Safety - PPE Walkthrough	S					
Full Access to Site	VP,OM					
Begin Recruiting Staff	OM					
Interview Prospective Staff	OM					
Prepare Periodic Schedule	VP, OM					
Arrange for Certificate of Insurance	A					
Start Hiring Process	S					
Prepare Work Assignments	OM, VP					
Point Person Night Visit	OM, SUP					
Prepare Account Manual	VP, OM, A					
Complete Hiring Process	S, OM					
Submit Periodic Schedules	VP, OM					
Full Access Night and Day	SUP					
Prepare MSDS Books	VP, OM					
Site Supervisor Starts	OM, Sup					
Deliver Equipment/Materials	OM, Sup					
Verify Equipment/Material Delivery	OM, Sup					
Perform Employee Orientation	OM, S, Sup					
Perform Employee Training	OM, S, Sup					
Equipment Tested	SUP,OM					
Keys and Codes Established	VP, OM					
Assume Full Operations	VP, OM					
Refine Work Assignments	VP, OM, Sup					
Start Periodic Work	OM, Sup					
Institute QC Program	VP, OM, Sup					
Provide Daily Status to Client	Sup					

**Legend**

C= Client	MP= Managing Partner
Sup= Supervisor	OM= Operations Manager
VP= VP & GM	S= Safety Mgr/HR
	A= Admin Team
MP= Managing Partner	COO- Chief Operating Officer

## Budget & Inventory Management

With our streamlined client budget, inventory management procedures and quality controls, AffinEco, LLC d/b/a United Services of America saves you money.

Our Operations Managers routinely receive and review automated reports on supplies and other expenses tied to your building. You can opt in to receive such reports as well.

Our TEAM Software feeds into another program, SAP's Business Intelligence, which automates a variety of paperless job management reports related to budget and supplies. For instance, one routine report shows whether the company is over or under budget at a given client site. Other reports allow for tracking supply orders, inventory and more. They enable quick and easy identification of over- or under-ordering, which helps us adjust future orders accordingly.

As one more detailed example, on a monthly basis, we generate and analyze reports that compare supply budgets versus actual usage. The results of this analysis impact future ordering and budget maintenance done by our Operations team. As needed on a quarterly basis, we reconcile usage with you, especially on consumable products like hand towels, soap and toilet paper.

## Reporting & Tracking; Emergency Response

At AffinEco, LLC d/b/a United Services of America you will always hear from us, and you are always heard.

We view communication as a vital component of our service partnership and design it to suit your requirements. You can reach us anytime day or night, and we initiate and maintain ongoing interaction via technologies that make it easy and convenient for you. We communicate with you by phone, email, fax or text—or a combination thereof—depending on your stated preferences.

AffinEco, LLC d/b/a United Services of America managers and supervisors at all levels utilize smartphones, tablets, specialized software and other means to ensure well-structured communication that lets us stay in close contact with you and with our onsite cleaners. This means we are able to respond to situations at a moment's notice and keep you apprised of conditions at your building on a real-time basis.

Additionally, to support the highest level of quality communication with you, our design features:

- Bilingual managers and supervisors
- Voicemail for all managers and administrative staff
- A nightly/weekend manager-on-call to respond to you outside of normal business hours
- Telephone timekeeping with Caller ID to ensure staff clock in and out daily

### *Reporting & Tracking*

Our utilization of TEAM Software—a modern, cloud-based financial, operations and workforce management system designed specifically for building service and security contractors—supports streamlined reporting and tracking that we share with you. For example, when your Area Manager makes an onsite visit, he or she inputs information electronically to create a record of the visit and all related communications. All visits can be tracked by date and include details such as with whom the Area Manager met onsite, the issues discussed and the plan of action. What's more, electronic reporting and tracking is in place for all of your nightly and monthly inspections, as well as work orders and action items generated during our quarterly review meetings with you and your staff. The software further allows us to track budgets and inventory management, which gives you a clear vision of how expenses are controlled. (See more details on inspections, quarterly review meetings and budget and inventory management in the *Performance Assurances & Management Controls* section, pp. x-y.)

If you opt in, we give you an online TEAM link to generate work orders, or notify us if any issues or problems that arise. For each such entry, TEAM auto-generates an email to your AffinEco Area Manager or Site Supervisor, and records subsequent emails and other communication between you and these staff. This ensures problems are dealt with quickly and correctly.

### *Emergency Response*

As previously stated: AffinEco is a 24/7 operation, and that goes for our main toll-free customer service number, (800) 972-4079, too. During the week, each of our branch offices is responsible for ensuring a prompt response to the needs and emergencies of the clients in its territory. On weekends and other times outside of normal business hours, that switches to our hotline system through which an on-call manager handles crisis situations. We have a rotating schedule of knowledgeable and dedicated managers assigned to respond to any emergency you might have.

## Equipment

We recognize your needs and desires for Corporate Social Responsibility (CSR). CSR is a growing trend and can significantly impact the tenants, occupants and workforce a business or property attracts. We also realize more buildings are pursuing LEED points. We work to contribute however we can to support your CSR mission and/or your pursuit of LEED points.

Beyond our green cleaning program and sustainability practices, AffinEco is dedicated to utilizing green/sustainable equipment and giving you options for green consumables.

### *Green/Sustainable Equipment*

As part of our commitment to providing you with the best in green cleaning—imparting tremendous value to your building, to the health of its occupants, to its sustainability and to the environment—we actively seek equipment that is green-certified and energy-rated. And we make purchases from vendors whose equipment achieves quality cleaning performance and:

- ✓ significantly reduces environmental impact by decreasing noise, chemical/detergent use, water use, dust/exhaust emissions, waste, etc.
- ✓ has the highest proven Life Cycle Assessments (LCAs), i.e., most durable/long-lasting and most environmentally-compatible design, production, packaging and delivery “cradle-to-grave”
- ✓ involves (in its development) suppliers and manufacturers that operate under their own sustainable practices to reduce emissions, waste, and energy, fuel and water consumption
- ✓ improves indoor air quality, e.g., vacuums with HEPA filtration

### *Green Consumables*

More and more of our clients include provisions for green consumables in their RFPs. We stand ready to recommend and supply environmentally-friendly products for your building that increase its sustainability. One of the most impactful building areas for this is restrooms.

We work directly with distributors that offer Green Seal- or ECOLOGO-certified products, which verify environmental preferability. When it comes to paper (paper towels, toilet paper) and soap products, they have numerous different options, each with its own degree of sustainability determined by:

- the type of materials from which the products are made or sourced
- the size of the product packaging
- the amount of waste the delivery system can reduce

We can help you make a plan and choose the products and delivery systems that are effective and cost-efficient.

By investing in green/sustainable equipment, offering a variety of green consumables and supporting the vendors and distributors who supply those goods, we help you create cleaner, safer, healthier buildings for your tenants and visitors.

## Technology

At AffinEco, LLC d/b/a United Services of America part of our job is to find and implement new technologies that save money and enhance the services you receive. It's one reason why we are active members of such associations as the Building Service Contractors Association International (BSCAI), Building Owners and Managers Association (BOMA) and International Facility Management Association (IFMA). Through the shared knowledge that comes through participation in these organizations, we stay ahead of the curve on the latest operational advancements and can provide for you the insight and expertise necessary to determine how they can impact your properties.

Here are just a few examples of the state-of-the-art technologies we use to increase our precision and efficiency, boost productivity, decrease paperwork and paper use, decrease hours of overhead work—and reduce your costs.

### *TEAM Software*

Multiple integrated features of TEAM Software—a modern, cloud-based financial, operations and workforce management system designed specifically for building service and security contractors—enable us to streamline procedures and controls in ways that save you money. As detailed previously, TEAM includes specific modules devised for building inspections, safety, customer service, accounting and payroll. (See more in Quality Control Process - Inspections, Budget & Inventory Management; and Communication - Reporting & Tracking and Staffing & Supervision - Monitoring & Controlling the Workforce)

### *Kwantek*

The tools we use from Kwantek, a Web-based solutions platform, have greatly simplified and streamlined our hiring process. As previously described, Kwantek helps us to attract the best candidates for your building and turn them into employees in an efficient, well-organized way. Kwantek empowers us to seamlessly manage job postings, applications, background checks, employee onboarding and more—all online. (See more in Employee Selection & Screening)

### *SageQuest's Mobile Control*

SageQuest's award-winning Software-as-a-Service (SaaS) platform, Mobile Control, helps us track and manage our fleet of vans. By connecting to the GPS devices in each of our vehicles, Mobile Control provides real-time data and automated reports that support our fleet management, including reducing costs, which means savings for you. And it helps us run a greener fleet by preventing wasteful practices and reducing carbon emissions.

With Real-Time Mapping, we know exactly where each of our vehicles is at any given moment. This is particularly valuable if you have an emergency for which we need to dispatch a vehicle. We can immediately locate the closest vehicle, alert and redirect the driver, and provide you with an estimated arrival time. Alerts warn us of wasteful and unsafe behavior, like excessive idling or speeding. Travel and Stop Reports provide detailed location and time data that help us reconcile and manage time spent at a specific location with the related workload or project. Fuel Consumption and Fuel Slippage Alerts show vehicle-specific fuel purchases and identify any suspicious consumption.