

January 15, 2024

CITY OF FARMERS BRANCH

Attn: Ms. Perla Tavera  
13000 William Dodson Parkway,  
Farmers Branch, TX 75234

**RE: BID# 24-08 ANNUAL CONTRACT FOR JANITORIAL SERVICES**

CTJ Maintenance Inc. appreciates the opportunity to submit a bid for 24-08 Annual Contract for Janitorial Services for the City of Farmers Branch.

CTJ Maintenance Inc. was incorporated on March 15, 1996 and is a full service janitorial and facilities maintenance organization locally owned and operated. We have over 26 years of continuous experience and unlike our competition, we specialize and only serve government and municipal customers. Our areas of expertise include Janitorial and Custodial Services, Flooring Cleaning and Maintenance, Window Washing, Landscaping Services, Pressure Washing, Disinfection Services, and Maintenance Technician support.

CTJ is dedicated to improve our customer focus, invest in technology and our people, and to deliver exceptional quality in all that we do. Our portfolio of highly satisfied clients includes Denton County, Tarrant County, the City of Carrollton, the City of Denton, the Town of Addison, and DART to name a few. While we have several new customers, our broader customer base includes contracts and tenure that span 15 or more continuous years of service in the municipal space, demonstrating our focus on quality, reliability, stability, and efficiency.

CTJ Maintenance differentiates itself from the competition by using innovative tools and methods to improve safety, quality, and efficiency. This is driven by 1) An all-local leadership team which is visible in the field with our customers partnering for mutual success, and 2) Our greatest asset – a stable workforce with a high level of overall satisfaction as evidenced through a low turnover rate and a growing list of referrals.

Again, we appreciate the opportunity to submit this proposal and look forward to partnering with the City of Farmers Branch in the near future!

Sincerely,



Lorena Noguera-Rivello, President

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## COMPANY PROFILE

CTJ Maintenance, Inc. is a Texas Corporation based in the DFW Metroplex and was incorporated in March, 1996. In our more than 25 years of experience we have served Tarrant County, Denton County, the City of Fort Worth, the City of Carrollton, the City of Denton, the North Central Texas Council of Governments (NCTCOG) and many others. We currently clean and maintain over 5 Million Square Feet of government space daily in the greater DFW Metroplex and Waco, TX areas alone. Our highly trained staff and leadership have repeatedly demonstrated our ability to serve local and county governmental facilities of all types:

- Courthouses
- Precinct Centers/Town Halls
- Municipal Service Areas/Waste and Recycling/Water Treatment
- WIC/Health Departments/Medical Examiners
- Senior Centers
- Parks/Outdoor Recreation Areas
- Recreation Facilities
- Law Enforcement/Public Safety Buildings
- 911 Call Centers
- Probation Centers
- Libraries
- Universities/Schools

We are a locally headquartered Texas Corporation who prides itself on having 100% of our leadership living in the municipalities we serve. Our organization is broad enough to ensure coverage is never missed yet intimate enough that our leadership is always in the field working hand-in-hand with our customers. We have not had any litigation, judgments, claims, arbitration proceedings, suits, bankruptcy, or reorganizations.

We genuinely appreciate the opportunity to submit this bid!

## COMPANY PROFILE, CNTD

CTJ is a certified Minority Owned Business and family owned janitorial and disinfection services business with over 25 years' experience. Our corporate officers are Lorena Noguera-Rivello, President and Matthew Rivello, Vice President/Chief Operating Officer with each over 25 years' experience.

- Incorporated in March of 1996
- Corporate office located in Irving, Texas
- Over 350 associates on current staff
- Currently servicing 20 active customers and over 5 million square feet of commercial and government space
- Certified as SBE, MBE, DBE and HUB

### Highlights:

- ❖ 7 day/24 hour servicing of facilities ranging from single buildings to campuses to multiple locations (medium to large facilities) – generally high-traffic – both for private and public customers
- ❖ Seasoned Management Staff with over 200 years combined experience in the janitorial and facility maintenance industry
- ❖ Experience servicing high-security and high traffic buildings including universities, sports/athletic arenas, criminal processing centers, police stations, courthouses, military installations, etc.

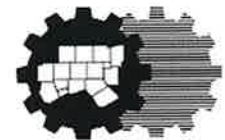
### Expertise includes:

- ✓ Disinfection, Sanitation, and Deep Cleaning (COVID and others)
- ✓ Servicing Hard Surface floors and Carpet Cleaning
- ✓ Operation and use of state-of-the-art equipment
- ✓ Servicing LEED Certified Facilities
- ✓ Use of Eco-Friendly – Green Seal certified – cleaning products and materials



EXPERIENCE AND WORK HISTORY

CTJ has more than 25 years of continuous business operational performance specializing in janitorial and maintenance services for Municipal and other government clients. CTJ has serviced a variety of clients and facilities over our 25-year history who all were highly satisfied with our workmanship including:



North Central Texas  
Council of Governments





## EXPERIENCE AND WORK HISTORY, CNTD

### *DISINFECTION PROGRAM EXPERIENCE*

CTJ Maintenance, Inc. has performed Day Porter Disinfection Services and Electrostatic Deep Cleaning Disinfection Services even before the onset of COVID-19. Our current customers include Denton County, Dallas Area Rapid Transit, and the North Central Texas Council of Governments (among others) representing an extent of over 1.8 Million Square Feet of Disinfection service area in the DFW Metroplex. Our highly trained staff and leadership have repeatedly demonstrated our ability to serve local and county governmental facilities of all types including medical grade facilities.



We use only CDC Recommended/EPA List-N approved products:

- Virex II 256 (EPA #70627-24)
- Oxivir Five Disinfectant Cleaner (EPA #70627-58)
- Alpha (Phato 1:64) (EPA #70627-62)
- Lysol Multi-surface Cleaner (EPA #777-89)
- Comet Disinfecting Bathroom Cleaner (EPA #3573-54)

The general process includes 1) ensuring the surfaces are clean, 2) applying approved disinfectants, 3) waiting the required dwell time (1-10 min depending on the disinfectant) and wiping off excess afterwards.



**EXPERIENCE AND WORK HISTORY, CNTD**

**GREEN PROGRAM EXPERIENCE**

CTJ Maintenance has over 25 years of experience handling recycled materials across a variety of facilities. We currently manage the recycling programs for several of our key customers including:

- Tarrant County
- City of Denton
- City of Irving
- Town of Addison
- City of Euless
- Denton County Transportation Authority

Our Employees receive a recycling program orientation during their onboarding training regardless of their work site. When an Employee is assigned to a specific location we will provide on-the-job training which will highlight any customer or location specific requirements. In some case, where specific equipment is required (i.e. box compactors, etc) we will provide safety and operational training to employees. Task lists and Inspection Forms maintained in the SWEPT App help to proactively evaluate our performance and to ensure compliance.

**GREEN PRODUCTS**

Below is the detailed list of chemicals we use. We have highlighted those that include an Environmental certification including Green Seal, EPA Safer Choice and Ecologo. We have also highlight EPA List N virucides used in our disinfection services.

Manufacturer	Cleaning Agent	Purpose	Green Seal	EPA Safer Choice	Ecologo	EPA List N (Coronavirus)	Made in America
Noble	Neutral Floor Cleaner QuikPack	Floor Cleaner	X				X
Noble	All-Purpose Cleaner Quikpack	Surface Cleaner	X				X
Noble	Non-Acidic Bowl Cleaner Quikpack	Bowl Cleaner	X				X
Noble	Glass Cleaner Quikpack	Surface Cleaner	X				X
Spartan	Clean by Peroxy	All Purpose Cleaner	X				X
Odoban	3-in-1 Concentrated Carpet Cleaner	Carpet Cleaner	X	X		X	X
Odoban	32X Bathrom Cleaner Concentrated	Surface Cleaner	X	X			X
Renown	Non-Ammoniated Glass Cleaner Concentrated	Surface Cleaner			X		X
Renown	Neutral Floor Cleaner Concentrated	Floor Cleaner		X			X
Renown	Netural Disinfectant Concentrated	Disinfectant				X	X
Diversey	Virex II 256	Disinfectant				X	X
Diversey	High Noon Floor Finish	Floor Maintenance					X
Diversey	Iron Stone Floor Sealer	Floor Maintenance					X



**EXPERIENCE AND WORK HISTORY, CNTD**

**HIGHLIGHTED EXPERIENCE**

CTJ Maintenance has over 25 years of experience serving local government municipalities and agencies. This is not only our center expertise; it is our sole focus as a business. Below is a chart highlighting areas of expertise from current customers:

SAMPLING OF CURRENT AND PREVIOUS GOVERNMENT CUSTOMERS TO HIGHLIGHT EXPERIENCE	Number of Buildings	Includes Bldgs > 50,000 sq ft	Libraries	Gymnasiums	Rec Centers/Aquatic Centers	Animal Shelters	Wastewater/Water treatment	Health/Hospital Grade	Jails/Law Enforcement	Fleet Facilities	High Security Areas	High Traffic Public Facilities	SQFT
DENTON COUNTY	33	X						X	X	X	X	X	675,000
TARRANT COUNTY	58	X		X				X			X	X	1,400,000
City of Fort Worth	70	X	X		X	X	X	X	X	X	X	X	900,000
City of Denton	45	X	X	X	X	X	X		X	X	X	X	650,000
City of Arlington	37	X	X	X		X	X	X	X	X	X	X	618,000
City of Carrollton	20	X	X	X	X	X	X		X	X	X	X	325,000
City of Keller	8		X	X						X		X	103,000
City of Euless	15	X	X	X	X				X	X	X	X	228,000
City of Corinth	5				X				X	X	X	X	73,000
Town of Addison	17			X	X	X	X		X	X	X	X	171,000
Town of Little Elm	10		X	X	X	X			X	X	X	X	95,000
Dallas Area Rapid Transit	20	X		X					X	X	X	X	240,000
North Central Texas Council of Governments	10						X				X		80,000

**5-YEAR TRACK RECORD AND PREVIOUS CUSTOMERS**

CTJ Maintenance has seen a tremendous uptick in contracted services over the past 5-years. Many of the contracts that came to an end in that period were awarded again to CTJ after a new RFP/Bid process. As a result, we continue to serve those customers including Tarrant County, Denton County, and NCTCOG.

A few customers where contracts expired and new vendors were brought in have come back to us and established new contracts with us including DART and the City of Fort Worth.

The City of Irving contract started in 2020 and had two 1-year renewal options. All renewal options were exhausted in 2023 and the contract was bid again however CTJ did not have the best value bid and another vendor was selected. We have included a letter of recommendation in this bid package and have provided their contact information at the bottom of our references list.



EXPERIENCE AND WORK HISTORY, CNTD

REFERENCES

	<p><b>Tarrant County</b> 100 WEATHERFORD RD, FT. WORTH, TX 76102 ROBERT CARTER – <a href="mailto:RJCARTER@TARRANTCOUNTY.COM">RJCARTER@TARRANTCOUNTY.COM</a> (817) 884-2878 CONTRACT PERIOD: 4/1/08 TO PRESENT</p>
	<p><b>Denton County</b> 740 S. MAYHILL ROAD AUSTIN WELLS – <a href="mailto:AUSTIN.WELLS@DENTONCOUNTY.COM">AUSTIN.WELLS@DENTONCOUNTY.COM</a> (817) 688-9101 CONTRACT PERIOD: 10/1/18 TO PRESENT</p>
	<p><b>City of Carrollton</b> 1945 JACKSON RD., CARROLLTON, TX 75006 DWAYNE BIANCO - <a href="mailto:DWAYNE.BIANCO@CITYOFCARROLLTON.COM">DWAYNE.BIANCO@CITYOFCARROLLTON.COM</a> (972) 466-5785 CONTRACT PERIOD: 5/1/13 TO PRESENT</p>
	<p><b>North Central Texas Council of Governments</b> 616 SIX FLAGS DRIVE, ARLINGTON, TX 76011 GREG EMERY – <a href="mailto:GEMERY@NCTCOG.ORG">GEMERY@NCTCOG.ORG</a> (682) 433-0479 CONTRACT PERIOD: 10/1/2019 TO PRESENT</p>
	<p><b>Dallas Area Rapid Transit</b> 4209 MAIN STREET, DALLAS, TX 75226 CHAD JEFFREY – <a href="mailto:CJEFFREY@DART.ORG">CJEFFREY@DART.ORG</a> (214) 205-4506 CONTRACT PERIOD: 8/1/15 TO 7/31/20 and 9/1/21 to PRESENT</p>
	<p><b>City of Fort Worth</b> 5001 JAMES AVE., STE 401, FORT WORTH, TX 76115 BRENDA MIDGETT – <a href="mailto:BRENDA.MIDGETT@FORTWORTHGOV.ORG">BRENDA.MIDGETT@FORTWORTHGOV.ORG</a> (817) 392-7860 CONTRACT PERIOD: 4/1/10 TO 10/31/15; 12/1/22 TO PRESENT</p>
	<p><b>City of Keller</b> 1100 BEAR CREEK PKWY, KELLER, TX 76248 ROBERT CAMPBELL – <a href="mailto:RCAMPBELL@CITYOFKELLER.COM">RCAMPBELL@CITYOFKELLER.COM</a> (817) 743-4008 CONTRACT PERIOD: 12/1/2020 TO PRESENT</p>
	<p><b>Town of Addison</b> 16801 WESTGROVE DR., ADDISON, TX 75001 BRAD BOGANWRIGHT - <a href="mailto:SBOGANWRIGHT@ADDISONTX.GOV">SBOGANWRIGHT@ADDISONTX.GOV</a> (972) 489-7107 CONTRACT PERIOD: 11/1/2021 TO PRESENT</p>
	<p><b>City of Irving</b> 825 W. IRVING BLVD. IRVING, TX 75060 SARAH PERKINS - <a href="mailto:SPERKINS@CITYOFIRVING.ORG">SPERKINS@CITYOFIRVING.ORG</a> (972) 721-2364 CONTRACT PERIOD: 2/1/2020 TO 1/31/2023</p>



## Recommendation Letter

To whom it may concern,

CTJ Maintenance has held Denton County's janitorial contract since 2017. In this time they have overcome many challenges and have maintained well-staffed teams and serviced over 30 government buildings. CTJ Maintenance cleans over 1 million square feet of Denton County facilities, servicing public spaces, restrooms, courtrooms, offices and high traffic areas. CTJ maintenance also provides a wide variety of floor care and specialty cleaning upon request.

The management team for CTJ maintenance excels in responsiveness and professionalism. CTJ has consistently provided excellent janitorial service for Denton County. During the height of the pandemic CTJ maintained staff and materials, being able to continue contracted service without interruption. CTJ works to customize any task list that best services the customer's needs. The management team is able to resolve issues in a timely manner, and their billing is consistently accurate.

I recommend CTJ Maintenance for janitorial service or any specialty cleaning that your organization needs.

Austin D. Wells  
Facility Division Manager - Administration  
Denton County  
Office: 940-349-2970  
Cell: 817-688-9101

A handwritten signature in black ink, appearing to read "Austin D. Wells". Below the signature, the date "6/13/22" is written in the same ink.



**TARRANT COUNTY**  
**DEPARTMENT OF FACILITIES MANAGEMENT**

**DAVID PHILLIPS**  
**DIRECTOR**

March 25, 2020

To Whom It May Concern:

CTJ Maintenance has provided custodial services to Tarrant County since April 2008.

CTJ has serviced the majority of our buildings throughout Tarrant County; providing cleaning to our offices, training rooms, restrooms, break rooms and public areas. Collectively our buildings total over 3 million square feet, with our downtown campus accounting for 2.25 million square feet.

Tarrant County is a government entity that provides services to its citizens and the general public. It is essential that our facilities are maintained properly. CTJ Maintenance has met our expectations for custodial services. Their staff has been professional and responsive to our request.

I would recommend CTJ Maintenance to anyone in need of custodial maintenance services for their facilities.

Sincerely,  
  
Robert Carter 3-25-2020

Assistant Director-Support Services

100 W. WEATHERFORD FORT WORTH, TEXAS 76196 (817) 884-2878



March 26, 2020

RE: Letter of Recommendation

Please accept this letter as our sincere appreciation for the continued relationship we maintain with your company. CTJ Maintenance has held our contract for custodial services since March of 2013. The initial contract period was for two years. The contract was renewed in 2015 and again in 2017 for an additional 4 years. In 2019, CTJ once again won the contract against several other bidders.

Services with this contract include general janitorial services at the following facilities: City Hall, H & J Library, Josey Ranch Lake Library, PD, Justice Center, Central and South Service Centers, Animal Shelter, Crosby and Rosemead Recreation Centers and other outlying facilities.

In 2013 and again in 2019, staff recommended CTJ Maintenance, Inc. as the best value vendor based on grading results in four categories, price, guaranteed hours, experience and references. Over the past seven years, CTJ Maintenance has proven to be a reliable and responsive janitorial services provider who adheres to the basic tenets of the contract requirement. Regardless of the vendor, the success of the program relies on the vendors' ability to communicate effectively, manage operating costs, and respond to expectations daily. The performance of CTJ Maintenance has consistently been graded above average at our city facilities. A key to their success has been their ability to respond quickly and resolve customer complaints in a timely manner.

We are very pleased to continue our very prosperous relationship with CTJ and your team of professionals. Please share our appreciation with your team.

Sincerely,

Dwayne N. Bianco

Fleet and Facilities Director

**Carrollton Facility Services**

2711 Nimitz Lane, Carrollton, TX 75007 | 972-466-5785 Office | 972-466-3497 Fax



March 12, 2020

To Whom It May Concern:

CTJ Maintenance provided custodial services to the City of Fort Worth under a contract established in April 2010. The contract was completed October 31, 2015. CTJ Maintenance also provided contract custodial services to the City from 1998 – 2003. I worked with CTJ Maintenance as the City's and TPW's (now Property Management) contract administrator on each contract.

Under the last contract, CTJ Maintenance provided custodial services to many Property Management facilities including City Hall, City Hall Annex, Zipper Building, Municipal Courts, James Avenue Service Center, Southside Service Center, Taylor Street Parking Garage and other Property Management locations comprising of approximately 450,000 square feet. Facilities such as Police Administration, Fire and Police Training Center, Police Stations, Equipment Services, ITS and Code Compliance locations totaling approximately 450,000 additional square feet were also included in the contract. Annual payments made to CTJ for custodial services were in excess of \$1,000,000.

CTJ Maintenance is committed to providing excellent and professional service. The staff was hard working, dependable and adaptable to changing requirements. Mr. Harold Jenkins and the CTJ Maintenance staff were always responsive to our needs and concerns and continually met our expectations, often in very challenging situations.

Although I have not had the opportunity to work with Mr. Jenkins in the last few years I know he and his staff remain committed to providing professional and dependable custodial service. I recommend CJT Maintenance without hesitation.

Sincerely,

Brenda Midgett  
Property Management - Facilities  
Sr. Administrative Assistant



**PROPERTY MANAGEMENT DEPARTMENT**  
**FACILITIES DIVISION**

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CITY OF FORT WORTH \* 5001 JAMES AVENUE, SUITE 401 \* FORT WORTH, TEXAS 76115  
(817) 392-7860 \* FAX (817) 392-8106





**Dallas Area Rapid Transit**  
P.O. Box 660163  
Dallas, TX 75266-0163  
**214-749-3278**

March 25, 2020

To Whom It May Concern:

CTJ Maintenance has provided custodial services to DART since July 2015.

CTJ has serviced our operational buildings throughout DART; providing cleaning to our offices, training rooms, restrooms, break rooms and employee maintenance areas. Collectively we have 15 buildings total over 311,000 square feet, spread out over 8 campuses. Several operations run 24 hours/7days per week and services must be maintained throughout.

DART is a Regional transportation agency that provides public transportation and services to its citizens and the general public. It is essential that CTJ Maintenance meet our expectations for custodial services. Their staff has been professional and responsive to our request.

I would recommend CTJ Maintenance to anyone in need of custodial maintenance services for their facilities.

**Perry Cole**  
Manager Fleet Services Support

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Maintenance  
Dallas Area Rapid Transit | 4209 Main St | Dallas TX 75226  
Office 214-828-6795 | pcole@dart.org



To Whom it may Concern,

I am writing to recommend the services of CTJ Maintenance. I have been using their services for about 5 Years now, and have been completely satisfied with their services.

They do an excellent job, are always punctual and are readily available when I need them most.

We have hired them, on occasions, for extra jobs like window cleaning, waxing VCT and Terrazzo floors and deep cleaning facilities. They have been reasonably priced and have done exactly what we asked them to do.

I am happy to recommend CTJ Maintenance. If you have any questions please feel free to contact me.

Robert Campbell

*Robert Campbell* 2/3/2023

Facilities Manager



**To Whom It May Concern:**

I am writing this letter to recommend CTJ Maintenance, Inc. for custodial services. The employees at CTJ Maintenance, Inc. are meticulous in performing all kinds of cleaning and maintenance tasks around the Solid Waste Services Administrative building.

Not only are the employees with CTJ Maintenance, Inc. good at their work, but all employees have maintained decorum with City staff and are generally well-liked. CTJ Maintenance, Inc. has my strong recommendation but will be a credit to your organization in many ways.

Please feel free to call me at (972) 721-2364 if you need any additional information regarding his suitability to join your organization.

Sincerely,

Sarah Perkins  
Departmental Finance Manager  
Solid Waste Services, City of Irving  
110 E. Hunter Ferrell Rd.  
Irving, TX 75060

## SCREENING AND HIRING PRACTICES

### *RECRUITMENT AND STAFFING*

Our HR team has a proven track record of completing successful transitions and start-ups for both large and smaller scale operations, and in difficult labor markets.

By augmenting non-traditional recruiting techniques to those more traditional, we are able to achieve our start-up hiring target which is 20% above the required staffing level, while positioning ourselves to successfully maintain candidates in the recruiting pipeline. Below are some examples:

- Employee Recommendations
- Previously completed projects
- Our website: [www.ctjmaintenance.com](http://www.ctjmaintenance.com)
- Texas WorkForce Solutions
- InDeed.com, Social Media Recruiting
- Job Fairs

Our standard benefits include holiday pay, jury duty, bereavement, accidental death and dismemberment and worker compensation.

### *SCREENING*

CTJ Maintenance requires a current form of identification (Driver's License, Passport, Military ID, etc.), Social Security Cards, I-9 forms, DHS Work Permits, Permanent Residency, etc. to positively identify all employees and to ensure they have clean criminal backgrounds and the right to work the U.S.

We conduct the following to ensure a fully compliant employee staff for all current contracts:

- Reference checks
- Drug testing
- Universal background checks

Additionally, CJIS background checks are provided for all employees working in designated high security areas/facilities (i.e. Police, Jails, Juvenile Probation/Adult Probation, County Courthouses, etc).

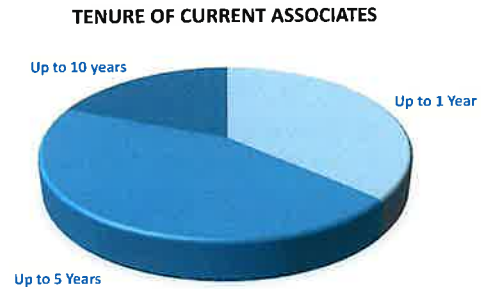
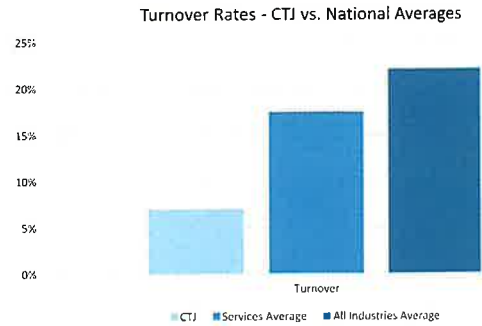
**CTJ currently employs 50 CJIS certified cleaners across the North DFW area.**

**SCREENING AND HIRING PRACTICES, CNTD**

**EMPLOYMENT STATISTICS**

At CTJ our associates are our greatest asset vigilantly maintaining a high level of quality in all that they do and high focus on customer satisfaction.

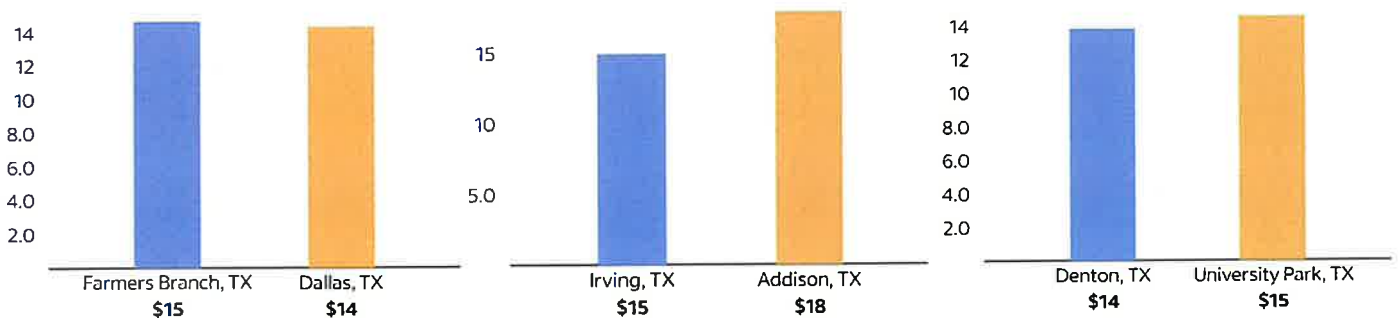
- Over 206 associates currently on staff
- Management staff with over 200 years of experience in the industry
- Average tenure of associates is 3 years of service – with years of service ranging from 1 to 14 years
- Annual Turnover Rate is 6% – Better than Industry (17.4%) and National Averages (22%)



**COMPETITIVE PAY**

CTJ Maintenance is the current janitorial service provider to many DFW Metroplex municipalities including Tarrant County, the Cities of Fort Worth, Euless, Denton, as well as, many locations for NCTCOG Workforce Solutions locations. We have a very good handle on the current labor market and what it takes to staff and manage multisite contracts in this broad and diverse area. The charts below obtained from Indeed.com offer an excellent comparison of the City of Farmers Branch to neighboring municipalities...

Our proposal includes a base starting wage of \$15.00 per hour for Cleaners which is both competitive in the current market and comparable to what is currently offered to our employees in surrounding municipalities. We believe that any proposals offering less than this amount will continue to feel pressure from turnover and an unstable workforce.



\*\*\*Data from Indeed.com (<https://www.indeed.com/career/janitor/salaries>)



## TRAINING PROCEDURES

### *TRAINING PROGRAM*

CTJ employs managers and cleaning staff that are experienced, competent, and fully qualified to perform their assigned duties/tasks. Below is the outline of our standard training we will conduct for all New Hires/Transfers and the Recurring training provided to employees assigned:

#### *On-Boarding Process (New Hire)*

- Company rules, regulations and safety policies, OSHA regulations (including blood borne cleanup)
- Company dress code requirements
- OSHA, EEOC, Wages/Hour rules, guidelines, and laws
- Pay, timekeeping, payroll records and related HR items
- Discipline and employee rights

#### *On-the-Job Training: (New Hire and Transfers)*

CTJ employs a qualified Quality Manager that conducts a training program for all employees assigned to the new project. The items covered include, but are not limited to the following:

- General Safety topics including proper lifting
- Hands on demonstration of proper and approved cleaning techniques
- Restroom disinfectant cleaning
- Vacuuming / Spray Buffing / Carpet spot cleaning and other floor maintenance techniques
- MSDS reviews and proper use of cleaning chemicals and supplies
- Task and Space Assignments. "Space Assignment": Each employee is assigned an area of responsibility, tasks required to satisfactory clean the area and timeframes for completion
- Proper use and maintenance of equipment
- Fire and Prevention
- Green Cleaning policy
- Dress Code (including ID badge, uniform, proper foot wear, proper ID, etc.)
- Proper use of cell phones and other electronic devices/accessories
- Smoking restrictions
- Any location specific training: Safety, Access, and Security

#### *On-Going Training (Recurring):*

- Semi-Annual Equipment Maintenance Review
- Annual Safety training and Health & Environmental Protection
- Account and Project managers receive annual training on the OSHA standard 29 CFR 1910.1200 (Occupational Exposure to Bloodborne Pathogens) and the Texas Hazard Communication Act (Texas Health and Safety Code, Chapter 502)

## TRAINING PROCEDURES – SAFETY

### *SAFETY PROGRAM AND TRAINING – New Hires and Recurring*

CTJ Maintenance Safety Topics consist of (6) operational areas:

#### *Safety - General Reporting*

Employees are instructed to report the following conditions to supervisors as part of the safety training:

- Report the use of unsafe or misused equipment
- Report the use of unsafe Chemicals / mislabeled Chemicals
- Report anyone under the influence of drugs, alcohol, or any mind-altering chemical
- Report any area in the facility deemed unsafe
- Report all Injuries related to the workplace

#### *Safety - Orientation Training*

As part of the Orientation training, employees are trained on the following:

- Proper handling of equipment, ladders, floor machines, etc.
- Proper maintenance of Supplies/chemical storage in janitorial closets
- Proper wearing of gloves when using harsh chemicals
- Wearing protective gear when handling hazardous material
- No horseplay allowed in the facility
- No working if impaired by fatigue, illness, or medication

#### *Safety - Proper Floor Care*

Employees used for floor care receive training on safety of customers, proper use of chemicals and equipment:

- Floor crew shall wear closed shoes and safe low heels that are reasonably slip-resistant, no sandals or open shoes
- Floor crew should take proper precautions when working on wet soapy floors to avoid slip-fall accidents
- Proper signage should be used in areas frequented by the public, signs shall be posted warning all people in the area of WET FLOORS
- All employees will know where the MSDS book is kept and reviewed when appropriate

#### *Safety - Electrical Equipment*

When operating electrical equipment, employees are trained on these safety methods:

- Operate vacuums, floor machines and all equipment per manufacturer's instructions
- Inspect all equipment before and after use, report any unsafe conditions to supervisor, do not use any equipment until repaired
- Make sure all switches are in the OFF position before plugging in equipment or releasing the handles
- Unplug all equipment before making adjustment or repairs
- Equipment will be cleaned nightly before put away, stored in janitor's' closet neat and orderly

## TRAINING PROCIEDURES – SAFETY, CNTD

### *Safety - High Work*

Employees used for high work area cleaning will receive proper training for handling ladders, scaffolding and step stools:

- No work over ten feet high without proper instruction from supervisor
- Scaffolding and ladders will be properly checked prior to use
- Ladders to be used on level surfaces and inspected for cracks, excessive play at joint, worn or loose screws, etc.
- Extension ladders should not be used without supervisor present

### *Safety – Biohazard Services Training*

CTJ employees receive initial and annual training on the symptoms and transmission of bloodborne pathogen diseases. Our training program covers:

- A copy and explanation of the OSHA bloodborne pathogen standard including what constitutes an exposure incident
- An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available
- An explanation of the type, uses, location, removal, handling, decontamination and disposal of personal protective equipment
- Each location is supplied with a clean-up kit for bloodborne spills

In addition, CTJ employees receive annual training on the OSHA standard 29 CFR 1910.1200 (Occupational Exposure to Bloodborne Pathogens) and the Texas Hazard Communication Act (Texas Health and Safety Code, Chapter 502), they are responsible for:

- Maintaining, reviewing and updating the ECP annually, or when necessary to include new or modified tasks, or procedures
- Provide and maintain all necessary personal protective equipment, labels and red bags
- Maintaining all OSHA records
- Post exposure evaluation and follow-up



**QUALITY CONTROL METHODS**

Our quality assurance program structure is designed around both the CIMS and ISO 9001 standards to ensure our team adequately performs all work delivery services. These standards provide an Integrated Management System tied in to our cloud-based SWEPT Application for real-time management.



We are currently CIMS and ISO 9001 Compliant\* meaning CTJ Maintenance has demonstrated that it meets the requirements outlined in the specific standard developed by both ISSA and ISO and is ready for a full audit. Audits to achieve both certifications will be scheduled in 2024.



Below are some highlights of our Integrated Management system:

<b>QUALITY PROGRAM TOOL</b>	
<b>Work Task Tool</b>	This tool is used to assign <u>detailed</u> tasks to an employee. The employee records date/time each task was completed. This allows the inspector to monitor if/when the employee completed the task and ensures all work is accomplished correctly and timely.
<b>Work Timeline Tool</b>	This tool is used to monitor the location of each employee. Daily the employee performs each task at a specific location/time. This allows the inspector to always locate an employee and inspect each task in real-time.
<b>Work Supplies/ Equipment Tool</b>	This tool is used to inventory equipment and supplies to ensure adequate cleaning and maintenance of equipment daily.
<b>Daily Inspection Tool</b>	This tool is used by the project managers to inspect the facility. Leadership inspects each area of the facility and provides a pass/fail for the employee. Unsatisfactory inspections result in on-the-job training or employee corrective action.
<b>Daily Corrective Action Tool</b>	This tool is used for corrective action purposes to ensure immediate feedback in response to issues, changes in processes or one-time request for service.
<b>QUALITY PROGRAM METHODS</b>	
<b>Method for Staffing/Schedules</b>	We provide minute-by-minute cleaning schedules to all employees for time management and quality assurance.
<b>Method for Efficient Equipment</b>	The use and maintenance of all equipment is part of the daily inspection for our management staff. We currently use Green Seal products that are environmentally friendly. The leadership will also make sure that all equipment meets OSHA requirements and properly maintained.
<b>Method for Daily Inspections</b>	Our leadership inspect buildings on a daily basis. They provide immediate feedback to workers to ensure each building meets the highest level of cleanliness.
<b>Method for Real-Time Management Feedback</b>	Our Project Manager will be responsible for overall problem resolution and will have the full authority to act on behalf of CTJ at any time. They will be available to the Facility Manager twenty-four hours a day, seven days a week, to respond to any issue that may arise.
<b>QUALITY PROGRAM MEASURES</b>	
<b>Real-Time Measures</b>	All immediate tasks are resolved within 30 minutes of reporting. These requests are reported directly to project managers and considered satisfactorily completed within the 30 minute time of inspection.
<b>Daily Measures</b>	Supervisors/Project Managers inspect facilities daily, all inspections are rated as excellent or unsatisfactory. All unsatisfactory inspections result in training or employee corrective action.
<b>Weekly Measures</b>	Project Managers are required to report all building deficiencies and re-training request to the contract manager on a weekly basis. All unsatisfactory reports are analyzed by project team for proactive review. The project team is tasked to provide proactive recommendations to prevent future deficiencies.
<b>Monthly Measures</b>	All daily, weekly measures are reported to the project manager for the Monthly Report Card. This monthly report provides the team with a score (1 to 5). Each team is rewarded or corrected based on this monthly report card.
<b>Annual Measures</b>	The annual measures are designed for hiring, training and floor support. The annual report documents the hiring, retention and rewarding of employees and the quality of our floor team.

**QUALITY CONTROL METHODS – THE SWEPT APP**

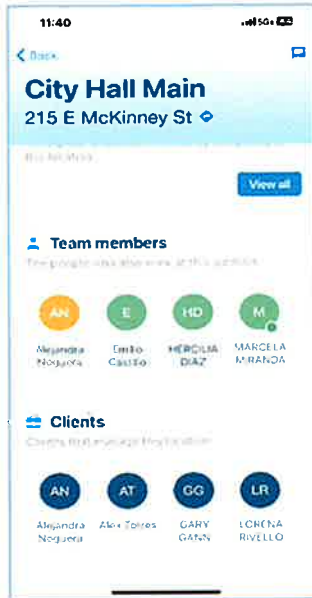
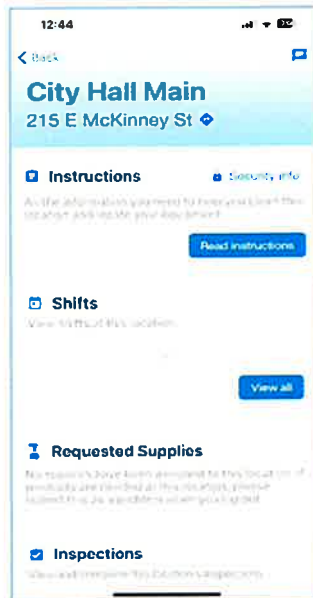
CTJ is a proud user of the SWEPT App – a one-stop mobile solution for Quality Control and Training through task management, supply management, inspections, and real-time problem solving. This tool effectively integrates our entire quality system into an easy-to-use, mobile App-based solution provided real-time and proactive measures to ensure tasks are completed and a high level of quality is maintained.

Our Project Manager will conduct weekly inspections which will be made available in real-time to Cleaners, Management, and the City. Inspections will cover all aspects of the contract from regular daily, weekly, monthly tasks to floor maintenance, window cleaning and any other service CTJ provides.

Instructions can be updated in real time with an automatic note to all cleaners assigned.

Cleaning shifts are identified and a cleaner may only “clock in/out” during the assigned schedule.

Cleaners update inventory and equipment needs in real-time. Alerts go immediately to the Project Manager to ensure buildings do not run out of supplies and Cleaners always have the tools needed to complete tasks.



Cleaners are assigned to each location. Accountability is reinforced using a “Geofence” that tracks when the cleaner enters

Clients and Management have full access to Cleaner time/attendance reporting. Inspection Reporting, and can send messages to relay feedback.

**Inspection details (Inspection- Denverlope Service De...**

0.00% Exceeds Standards  
 100.00% Meets Standards  
 0.00% Below Standards  
 0.00% Not Inspected

**Time Entry Report**

Location Name	Cleaner Name	Date/Time In	Date/Time Out	Logged	Status
LIBRARY- South Branch	MONICA GONZALEZ	08/21/2023 06:42 AM			Completed
Park GOLF COURSE	Miguel Robles	08/21/2023 12:58 AM	08/21/2023 01:32 AM	09:33h	Completed
LIBRARY- Emily Taylor	Humberto Sanchez	08/21/2023 07:47 AM	08/21/2023 09:47 AM	2:00h	Completed

Inspection Report

Inspection Name	Location	Date	Completed By	Exceeds	Meets	Below	N/A	Start to Create
PROJECT- Denverlope Service	Denverlope Service	08/04/2023	Dora (Manager)	0.00%	100.00%	0.00%	0.00%	Yes
DR- MCDONALD Inspection	DR- MCDONALD Field System- Dr	08/03/2023	Dora (Manager)	0.00%	42.71%	0.00%	57.29%	Yes
DR- FLEET SYSTEM OPS Inspection	DR- MCDONALD Field System- Dr	08/03/2023	Dora (Manager)	0.00%	50.00%	0.00%	50.00%	Yes
Inspection- Center Denver City	WARD Ctr- Denver City	08/01/2023	Dora (Manager)	0.00%	76.67%	0.00%	23.33%	Yes
Inspection- Denver City	WARD Denver City	08/01/2023	Dora (Manager)	0.00%	43.33%	0.00%	56.67%	Yes

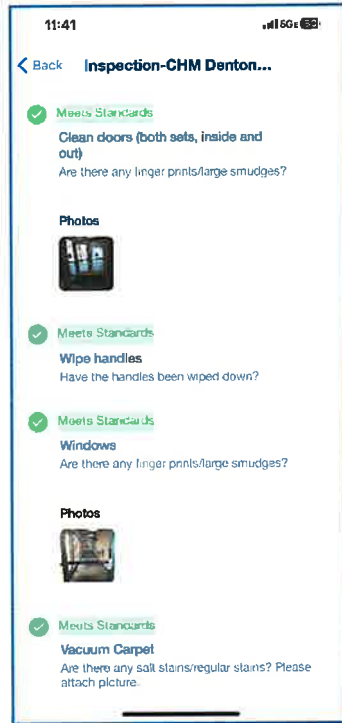


**QUALITY CONTROL METHOD – THE SWEPT APP, CNTD**

Inspections can be customized per location or area based on the specific cleaning needs.

The Project Manager will complete Inspections weekly or monthly depending on the cleaning schedule of the location.

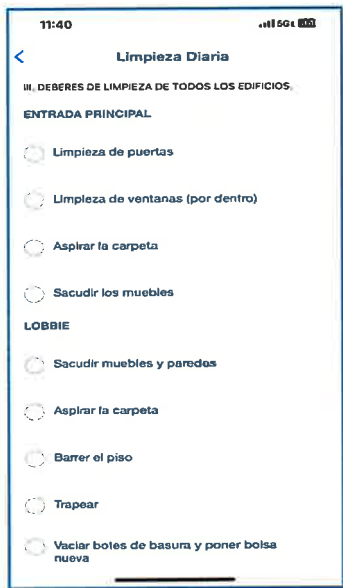
The Inspection records a Rating for each element. Notes can be made and pictures attached.



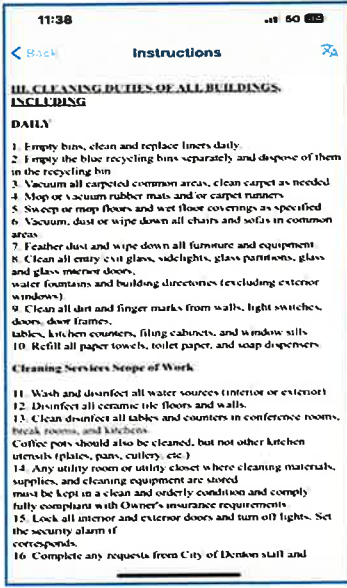
Nonconformances are reported to the Cleaner upon "clock in" by the SWEPT App and the Cleaner can provide corrections.

Notes can be sent directly to the City showing all the details including corrective actions.

This way there is full transparency and



Check lists in the App allow the Cleaner to ensure they clearly understand all requirements in their native language. These lists are updated automatically when a new task is added and SWEPT will auto translate. These checklists correlate to the Inspection template for each location so there is always a continuous feedback loop to the



This cutting-edge tool is a perfect ensemble of support to our associates to complete their work effectively, as well as, an excellent tool to communicate status and progress to our clients.

Swept supplies our associates all the information they need to do their best work and in their native language. While allowing for easy time tracking, problem reporting, supply requests, and location alerts.

## OPERATIONAL PLAN

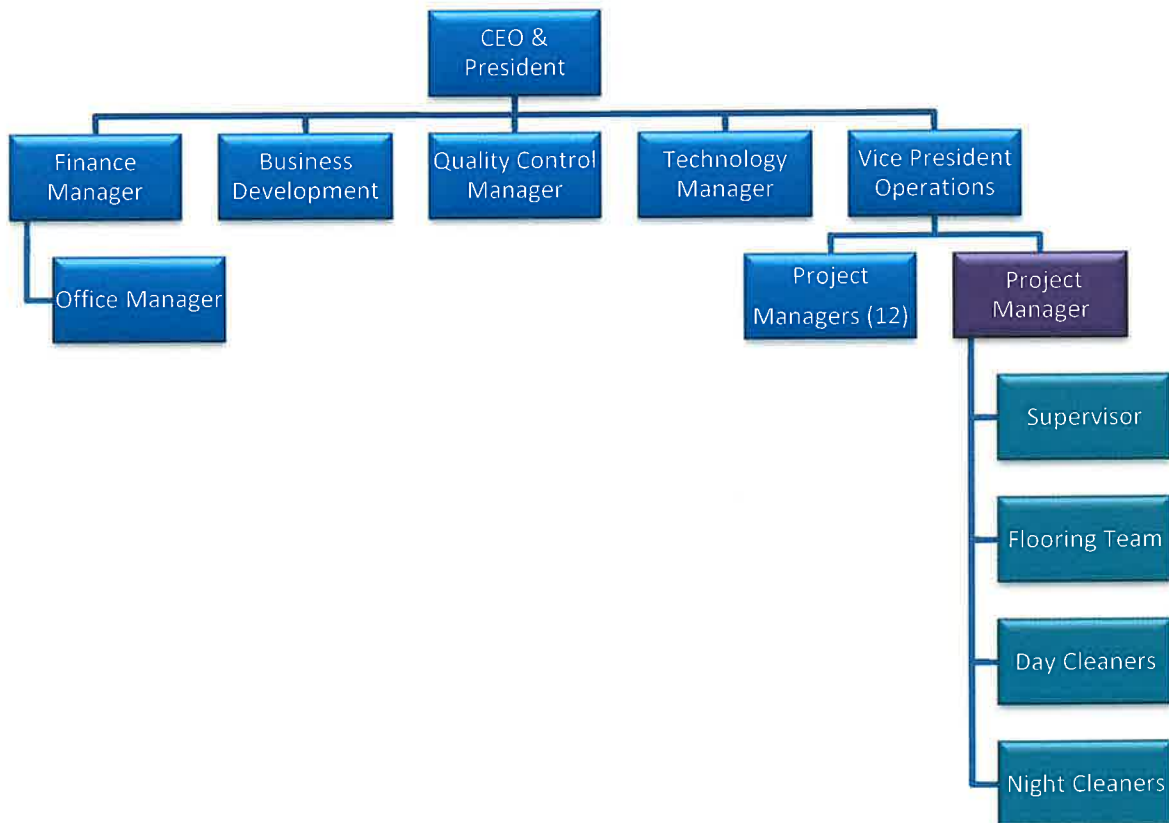
### ORGANIZATION STRUCTURE

Our leadership and staff are all local. Below is a high-level diagram displaying our leadership structure including our proposed Project Manager and staffing organization.

We are proposing a full time Project Manager (Account Manager) who will have the overall purview of the scope of work with the City both Day and Night. He will be supplemented with a full-time Supervisor for additional coverage. With this structure in place, we will ensure both day and nights are completely covered by leadership staff and ensure the scope of work is completed. We will also maintain a daily, on call floating cleaner (Accountability Staff) between the hours of 8 AM and 11:30 AM as requested.

The Project Manager can pull staff from benchstrength we have in neighboring municipalities to cover Paid Time Off and Sickness. All buffer staff shall go through the complete background check and processing for the City of Farmers Branch before being deployed.

Our specialized flooring team is comprised of full-time, in-house CTJ resources supported by a full-time dedicated Supervisor with over 30 years' experience. We have found this arrangement works best to ensure the delicate work of flooring maintenance is done right the first time.



**OPERATIONAL PLAN, CNTD**

**AREAS AND SHIFTS**

We have prepared a plan based on the requirements outlined in the specifications. We envision a total of **twelve (12) Cleaners** to cover both Day and Night shifts completing approximately **484 hours of work weekly**. We will also deploy 2 Day Porters (1 seasonally as per specifications). A full-time Project Manager and Supervisor will manage the day-to-day quality and compliance to the specifications and can work with the City's site leadership to adjust as needed to ensure customer satisfaction. The Project Manager, Supervisor, and Day Porters will be bilingual.

PROPOSED WEEKLY SCHEDULE (Hours)	Wkly Hrs	SU	M	T	W	TH	F	S
<b>Animal Adoption Center</b>	<b>15</b>	3	3	3	3	3	X	X
<b>Justice Center (police, jail, and courts)</b>	<b>42</b>	6	6	6	6	6	6	6
<b>Library</b>	<b>96</b>	12	12	12	12	12	12	12
<b>Aquatics Center</b>	<b>56</b>	8	8	8	8	8	8	8
<b>Recreation Center</b>	<b>112</b>	16	16	16	16	16	16	16
<b>Senior Center</b>	<b>54</b>	X	9	9	9	9	9	9
<b>City Hall</b>	<b>60</b>	12	12	12	12	12	X	X
<b>Fire House Theatre</b>	<b>1</b>	As Needed	As Needed	As Needed	1	As Needed	As Needed	As Needed
<b>Fire Administration</b>	<b>12</b>	X	3	3	3	3	X	X
<b>Historical Buildings at Historical Park</b>	<b>15</b>	X	3	3	3	3	3	X
<b>Events Center</b>	<b>9</b>	As Needed						
<b>Keenan Service Center/Utilities Field Office</b>	<b>12</b>	X	3	3	3	3	X	X
<b>Day Porter 1</b>	<b>40</b>	X	8	8	8	8	8	X
<b>Day Porter (Seasonal)</b>	<b>40</b>	X	8	8	8	8	8	X



OPERATIONAL PLAN, CNTD

**MAINTAINING CLEANLINESS**

CTJ Maintenance will use approved Task Lists based on the specifications provided by the City to ensure we meet or exceed quality expectations. The Daily, Weekly and Other tasks will be transcribed into the SWEPT App by location and will become our starting point of specific areas and tasks to be inspected. We will generate custom Inspection Reports for each location and conduct weekly inspections to ensure we meet or exceed these standards. As new tasks are added to our requirements or new locations are added, it takes seconds to update the SWEPT App to include new tasks, new locations and new inspection reports.

Cleaning Frequency Schedule	Daily	Weekly	Monthly	Quarterly
<b>*The Historical Park is excluded from this schedule, see building specific schedules</b>				
<b>* Use only City approved chemicals for all cleaning</b>				
<b>1. Public Areas: Entrances, Lounges, Lobbies, Hallways, Breakrooms, Vending, etc.</b>				
Empty wastebaskets and deposit Trash in outside dumpsters. (replace liners if torn or soiled)	X			
Empty trash and clean exterior trash can at public entrances (replace liners if torn or soiled)	X			
Empty blue recycle and dep				
Damp wipe all waste and re				
Vacuum all Carpeted Floor				
Dust Mop Non-Carpeted Flk				
Damp Mop Non-Carpeted F				
Buff Tile Floors				
Take up all entry mats, clea				
Detail clean floor corners, e				
Detail Clean all Kitchens, Ki				
Spot Clean Carpet to Remo				
In Kitchens - clean counters				
Microwaves: Damp Wipe in				
Refrigerators: Damp wipe o				
Fill & Maintain Dispensers (				
Clean & Disinfect Drinking F				
Clean Glass, Mirrors and Sp				
Vacuum ceiling vents and a				
<b>2. Restrooms:</b>				
Empty wastebaskets and deposit Trash in outside dumpsters. (replace liners if torn or soiled)		X		
Empty blue recycle bin and deposit recyclable materials into appropriate bins (replace liners if torn or soiled)		X		
Damp wipe all waste				
Fill & Maintain Dispe				
Sweep, Damp Mop				
Clean Shower Walls				
Scrub and Sanitize				
Scrub and sanitize				
Clean all Metal & Mi				
Spot Dusting				
Complete Dusting (f				
Vacuum Vents & G				
Notify Facility Oper				
<b>3. OFFICE, CONFERENCE ROOMS AND MEETING ROOMS:</b>				
Empty wastebaskets and deposit Trash in outside dumpsters. (replace liners if torn or soiled)	X			
Empty blue recycle and deposit recyclable materials into appropriate bins (replace liners if torn or soiled)	X			
Damp wipe all waste and recycle baskets & replace plastic liners as needed		X		
Vacuum All Carpeted Floors		X		
Dust Mop Non-Carpeted Floors (use only approved dust mop chemical)	X			
Damp Mop Non-Carpeted Floors (use only approved chemicals)		X		
Buff Tile Floors				X
Detail clean floor corners, edges and baseboards				X
Spot Clean Carpet to Remove Spills & Stains	X			
Spot Clean Walls, Wall Switches, Doors, Door Glass, display case etc		X		
Spot Clean windows		X		
Vacuum ceiling vents and air deflectors (HVAC)				X
Vacuum upholstered seating				X
Disinfect all door handles		X		
Wipe down vinyl and leather furniture		X		
Clean interior side of exterior windows 8' and under				X
Every Friday - dust and clean desk surfaces only if desk area has been completely cleared		X		
Complete Dusting All Areas and Ceiling				X
Spot Dust all Horizontal Surfaces	X			
Dust Window Blinds				X
Clean Phones	X			
Reset Furniture, Windows and Doors Secured and Lights Turned Off	X			
Notify Facility Operations: burn out lights and items needing repair	X			

**DAMAGE AND ACCIDENT REPORTING FORMS**

CTJ has an employee handbook which clearly delineates the processes associated with reporting damage/breakage on site. We can also adopt any form required by the City if so desired.

Safety at CTJ comes first – We report near misses and safety incidents promptly. Our Accident/Safety Incident reporting form is detailed and includes the employee’s report, a supervisor’s report, and a five (5) step investigation process to derive root causes and determine preventative measures to reduce the likelihood of future occurrences. Both the Damage Report and Accident Report used currently have been provided on the following pages...



**OPERATIONAL PLAN, CNTD**

**EQUIPMENT IN-PLACE**

This list includes our proposed equipment based on the Scope of Work and experience. We will further evaluate and deploy additional equipment as needed throughout the contract term.

<b>Proposed Equipment</b>	<b>QTY</b>	<b>Brand/Type</b>
Commercial vacuum cleaners- as described or better. 12" vacuum, with heavy duty hood. w/HEPA	9	Lavex 457LAVHEPA12
Back pack vacuum with tool kit and waist band (quiet operation for public areas) w/HEPA	6	Proteam#107119
Splash Guard Mop Bucket/Wringer, 6.50 Gallon Capacity, Yellow	15	Genuine Joe GJO60466
24 oz antimicrobial mop w/handle (1 Bathroom and 1 General each)	30	ABCO RM32024; BBP 600005-1
Minimum 44-gallon capacity trash container (gray), mounted on caster base, caddy bag (yellow)	13	Lavex FG264360GRAY; 274TCDOLLY; IMP 7705 CB
Rolling work carts; 3 tier; Vinyl bag	2	Lavex 274JC3BK
36" Dust Mop; Wire Frame; Wood Handle	15	Abco 1406-NB, BH-24536WF, DMTL-13536W
Commercial Floor Broom	15	Lavex 697FRG12KT
Lobby Dustpan with Broom set	15	Rubbermaid 6906374PBKIT
Duster Hi-Rise 3' extending rod	15	360 EX Lanbwool
Toilet Brush	15	BBP Euro Style 280211
Window squeegees 12"	15	ULINE H-1349; H-1920 Squeegee + Pole as needed
51" Overhead Dusting Tool	15	Rubbermaid FGT12000GY00
Commercial Wet/Dry Vacuum and Tooling	2	Lavex #944BJ16235G
Floor Scrubber	5	Tennant T300 or similar
Carpet extractor equal or better 13 gallon upright with heat	2	Prospector PM-PS00H

**EQUIPMENT REPLACEMENT**

Employees will evaluate the condition of all equipment prior to shift start and at shift end. Replacements will be ordered directly by the Project Manager. As per quality plan – All equipment will be evaluated and replaced if determined to be faulty.

**OPERATIONAL PLAN, CNTD**

*DAILY COMMUNICATION*

Communication is key and CTJ will ensure contact numbers (cell phone) are provided for our Project Manager. We will ensure we are in constant contact, solving problems, flexing labor, etc.

You will have full access to leadership through text, email and/or cell phone throughout the life of the contract.

*COMMUNICATION PLAN*

<b>Communication Form/Forum</b>	<b>Recipients</b>	<b>Responsibilities</b>	<b>Format</b>	<b>Frequency</b>
<b>Daily Task Checklists</b>	Project Mgr	Cleaners	Hard Copy	Daily
<b>Corrective Actions</b>	POC City	Project Manager	Verbal & Written	Within 24 hours
<b>Daily Quality Inspections</b>	Project Mgr	Cleaners	Hard Copy & Email	Daily
<b>Quality Inspections</b>	POC City	Project Manager	Hard Copy & Email	Weekly
<b>Monthly Connect Meeting</b>	POC City	Project Manager	Face-to-Face or By Phone	Monthly or As Needed

*TRANSITION STRATEGY*

- CTJ looks to retain existing employees with stellar performance – We often simply “re-badge” existing employees that have valuable experience.
- We will conduct an onsite application process for employees interested in continuing to work for the City if possible.
- As a retention tool, we look to provide flexible work schedules within the guidelines of the RFP to retain employees.
- We service other facilities in or near Farmers Branch including Tarrant and Denton County locations, Town of Addison, City of Euless, and DART in the immediate area and can leverage that staff for additional support.
- We retain a list of back-up workers to cover shifts for employees on vacation, sick, terminations, etc. and will have them processed through the appropriate background checks and processes for the City.



**OPERATIONAL PLAN, CNTD**

**TRANSITION PLANNING**

Our goal is to make transitions as smooth as possible for our customers and our staff. We plan our transitions leaving a buffer of time before a contract starts to account for any unforeseen circumstances. Our quality systems and the SWEPT App make transitioning relatively easy and ensure that we are ready to fully execute our contractual obligations on Day 1 of the new contract.

Below is an example of our standard transition plan. This plan will be customized and provided to the City once we are notified of award.

ACTION ITEM	PLAN DESCRIPTION	Owner	Week 1					Week 2					Week 3					Week 4				
			M	T	W	R	F	M	T	W	R	F	M	T	W	R	F	M	T	W	R	F
Recruitment	<ul style="list-style-type: none"> <li>Determine if current cleaners will continue</li> <li>Recruit and hire new cleaners</li> <li>Background Checks</li> <li>Badges/Uniform</li> <li>Tour of Building</li> <li>Provide Key Access and Alarm Codes</li> </ul>	Valerie and Jami	█																			
								█														
													█									
																		█				
Systems	<ul style="list-style-type: none"> <li>Load Performance Work Schedules into SWEPT</li> <li>Load Task Schedules into SWEPT</li> <li>Create Inspection Template in SWEPT</li> <li>Load Equipment/Supply list into SWEPT</li> <li>Run Sample Reporting out of SWEPT</li> </ul>	Valerie	█																			
								█														
													█									
																		█				
Training	<ul style="list-style-type: none"> <li>Orientation Training</li> <li>Safety Training</li> <li>Quality Assurance Training</li> <li>SWEPT Time Tracking Training</li> <li>SWEPT Task and Quality Management Training</li> <li>Individual 'space assignments'</li> </ul>	Valerie and Jose																				
													█									
																		█				
Equipment and Materials	<ul style="list-style-type: none"> <li>Review Equipment List and Pull from Warehouse</li> <li>Review Materials List and Pull from Warehouse</li> <li>Procure any additional Equipment and Materials needed</li> <li>Deliver Equipment and Materials for Contract Start</li> </ul>	Matt						█														
													█									
																		█				
Additional	<ul style="list-style-type: none"> <li>Complete Site Audit for Current Conditions</li> <li>Establish Tentative Floor Maintenance Schedule</li> <li>Confirm Communication Plan</li> <li>Work with City to Establish Key Control/Access</li> </ul>	Matt and Valerie						█														
													█									
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Contract Start

## QUESTIONNAIRE/REQUIREMENTS FOR JANITORIAL SERVICES

In addition to the written proposal that demonstrates the Offerors understanding of the RFP, each offeror shall also provide the following information. Brochures and advertisements will not be accepted as a direct response to the questionnaire. A qualifying proposal must address all items. Incomplete proposals may be rejected.

**1) What sets your company apart from the rest? Why should The City of Farmers Branch utilize the services from your organization?**

CTJ Maintenance, Inc. is 100% focused on serving local government municipalities and counties. We have had this focus for over 27 years which means we have both depth and breadth of experience to service the City of Farmers Branch with exemplary service:

SAMPLING OF CURRENT AND PREVIOUS CUSTOMERS TO HIGHLIGHT EXPERIENCE	Includes Bldgs > 50,000 sq ft	Libraries	Gymnasiums	Rec Centers/Aquatic Centers	Animal Shelters	Wastewater/Water treatment	Health/Hospital Grade	Jails/Law Enforcement	Fleet Facilities	High Security Areas	High Traffic Public Facilities
<b>DENTON COUNTY</b>	X						X	X	X	X	X
<b>TARRANT COUNTY</b>	X		X				X			X	X
<b>DALLAS COUNTY</b>	X						X	X	X	X	X
<b>City of Fort Worth</b>	X					X				X	X
<b>City of Denton</b>	X	X	X	X	X	X		X	X	X	X
<b>City of Arlington</b>	X	X	X		X	X	X	X	X	X	X
<b>City of Carrollton</b>	X	X	X	X	X	X		X	X	X	X
<b>City of Keller</b>		X	X						X		X
<b>City of Euless</b>		X	X	X				X	X	X	X
<b>City of Corinth</b>				X				X	X	X	X
<b>Town of Addison</b>			X	X	X	X		X	X	X	X
<b>Town of Little Elm</b>		X	X	X	X			X	X	X	X
<b>Dallas Area Rapid Transit</b>	X		X					X	X	X	X
<b>Trinity River Authority</b>						X				X	
<b>Brazos River Authority</b>						X				X	
<b>North Texas Emergency Comm Center (911)</b>										X	
<b>Department of Public Safety</b>								X		X	

Beyond our experience, our customer service is considered one of the best in metroplex. This is evidenced through multiple customers who award us repeat contracts, as well as, customers who have asked us to come back to improve quality and service levels after another vendor has let them down:



Customer since 2008; Stepped in multiple times over 15 years to absorb additional work when other vendors resigned. We have managed all 3 groups comprising over 1.4 Million Sq Ft.



Customer since 2018; Stepped in to help the county recover from an underperforming contractor on Interlocal Agreement; Just awarded another 5 year term based on our performance in 2023.



North Central Texas  
Council of Governments

Customer since 2019; Stepped in to help them recover from an underperforming contractor on Interlocal Agreement; Just awarded another 5 year term in 2023 based on our performance. Staffed 10 Day Porter positions with 48 hour notice in 2020 to help combat COVID.



Served and completed 5-year Janitorial contract and currently on 2<sup>nd</sup> 5-year contract; Awarded Fleet Cleaning contract and staffed over 233 positions in a 24/7 operation in less than 3 weeks.



Served the City on 2 separate 5-year contracts cleaning ALL City facilities with exemplary service. Called back in 2022 to help the City recover from an underperforming contractor who was not able to staff adequately to maintain quality.

Finally, with over 350 employees in the DFW Metroplex, CTJ Maintenance has more than adequate staffing and benchstrength to ensure stability of the workforce. We pay above market wages to ensure our cleaners and supervision feel valued and perform consistently.

Our leadership is 100% based in the DFW metroplex and we are in the field working with our customers daily.

**2) Describe your firm's qualifications to provide the service specified in this RFP.  
Provide the firm's vision, mission statements, and key services offered.**

CTJ Vision Statement: To be the most customer-centric Janitorial Services provider in the DFW metroplex dazzling our customers with our passion and depth of experience.

CTJ Mission Statement: We will become the #1 Janitorial Services provider in the DFW Metroplex by providing world-class customer service, best in class quality, and in-depth experience at the best value to our customers.

CTJ Maintenance, Inc. is a Texas Corporation based in the DFW Metroplex and was incorporated in March, 1996. In our more than 25 years of experience we have served Tarrant County, Denton County, the City of Fort Worth, the City of Carrollton, the City of Denton, the North Central Texas Council of Governments (NCTCOG) and many others. We currently clean and maintain over 5 Million Square Feet of government space daily in the greater DFW Metroplex and Waco, TX areas alone. Our highly trained staff and leadership have repeatedly demonstrated our ability to serve local and county governmental facilities of all types:

- Courthouses
- Precinct Centers/Town Halls
- Municipal Service Areas/Waste and Recycling/Water Treatment
- WIC/Health Departments/Medical Examiners
- Senior Centers/Recreation Facilities
- Parks/Outdoor Recreation Areas
- Law Enforcement/Public Safety Buildings/Jails/Probation Centers
- 911 Call Centers
- Libraries/Universities/Schools

Our Specialties Include:

- ❖ 7 day/24 hour servicing of facilities ranging from single buildings to campuses to multiple locations (medium to large facilities) – generally high-traffic – both for private and public customers
- ❖ Seasoned Management Staff with over 200 years combined experience in the janitorial and facility maintenance industry
- ❖ Experience servicing high-security and high traffic buildings including universities, sports/athletic arenas, criminal processing centers, police stations, courthouses, military installations, etc.

**Our Expertise Includes:**

- ✓ Disinfection, Sanitation, and Deep Cleaning (COVID and others)
- ✓ Servicing Hard Surface floors and Carpet Cleaning
- ✓ Operation and use of state-of-the-art equipment
- ✓ Servicing LEED Certified Facilities
- ✓ Use of Eco-Friendly – Green Seal certified – cleaning products and materials



**3) What are your firm’s professional affiliations and accreditations?**

ISSA – Worldwide Cleaning Industry Association

BOMA (Business Owners and Managers Association)

Dallas Minority Supplier Development Council



We are currently CIMS and ISO 9001 Compliant\* meaning CTJ Maintenance has demonstrated that it meets the requirements outlined in the specific standard developed by both ISSA and ISO and is ready for a full audit. As ISO 9001 is a much broader industry certification than CIMS, CTJ has decided to focus on that certification in early 2024 and will pursue CIMS later in 2024.

**4) Is your company, either presently or in the past, been involved in any litigation, bankruptcy, or reorganization for any reason? If so, please provide dates and resolution.**

No.

**5) Has your organization ever failed to complete any work awarded to it?**

No we have not.

**6) What will be the mode of communication between onsite staff, shift leads, management and City of Farmers Branch Facilities Management?**

Communication is key and CTJ will ensure contact numbers (cell phone) are provided for our Project Manager. We will ensure we are in constant contact, solving problems, flexing labor, etc.

You will have full access to leadership through text, email and/or cell phone throughout the life of the contract.

**COMMUNICATION PLAN**

Communication Form/Forum	Recipients	Responsibilities	Format	Frequency
Daily Task Checklists	Supervisors/Project Mgr	Cleaners	Hard Copy	Daily
Corrective Actions	POC City	Project Manager	Verbal & Written	Within 24 hours
Daily Quality Inspections	Project Manager	Cleaners	Hard Copy & Email	Daily
Quality Inspections	POC City	Project Manager	Hard Copy & Email	Weekly
Monthly Connect Meeting	POC City	Project Manager	Face-to-Face or By Phone	Monthly or As Needed



**7) What will the corrective action procedure be to ensure that problems are solved quickly and not repeated?**

Resolution of Corrective Actions will be made within 24 hours of notice or less. Our dedicated Project Manager will communicate the corrective actions results to the City’s representative with evidence the measure was implemented.

Further actions:

- a) We will follow up with re-training of cleaner(s) involved.
- b) Task lists will be updated in the SWEPT App for the building and area involved so all assigned cleaners present and future will see any new requirements.
- c) The electronic Inspection Sheet in the SWEPT App will be updated to ensure future inspections cover topic.
- d) Inspection reports of ongoing conformance will be sent to the City and made available to the City through the SWEPT App.

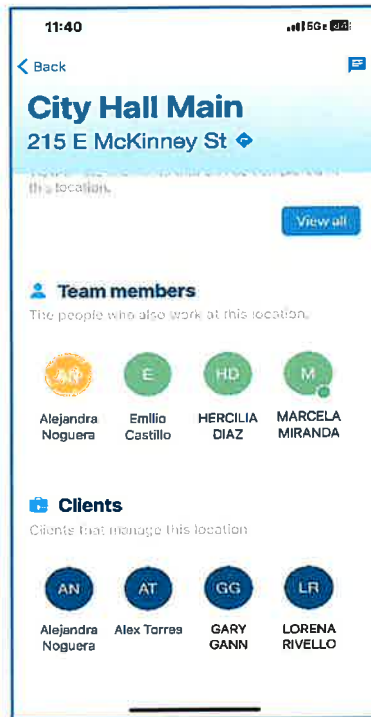
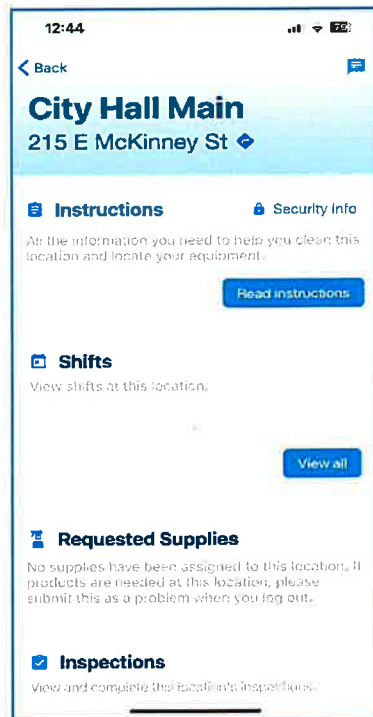
**8) Describe your firm’s established “proactive” Quality Control program that you will be providing to the City that ensures a high level of performance is maintained on a consistent basis. Include any examples of forms currently being utilized and their particular function/use.**

CTJ is a proud user of the SWEPT App – a one-stop mobile solution for Quality Control and Training through task management, supply management, inspections, and real-time problem solving.

Instructions can be updated in real time with an automatic note to all cleaners assigned.

Cleaning shifts are identified and a cleaner may only “clock in/out” during the assigned schedule.

Cleaners update inventory and equipment needs in real-time. Alerts go immediately to the Project Manager to ensure buildings do not run out of supplies and Cleaners always have the tools needed to complete tasks.



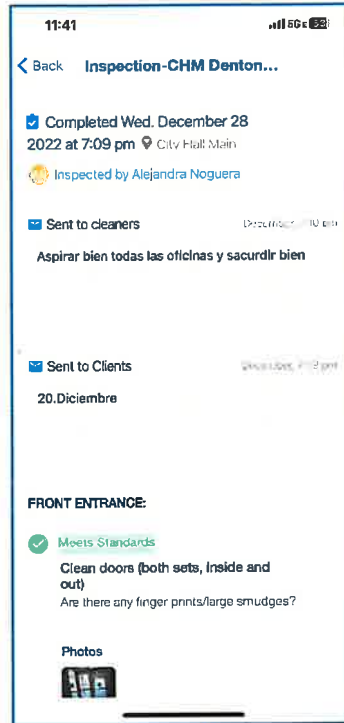
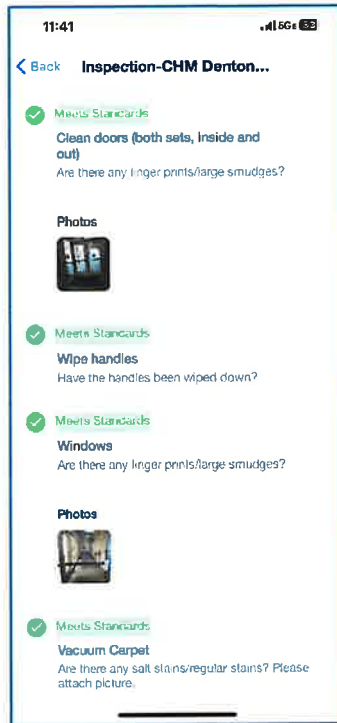
Cleaners are assigned to each location. Accountability is reinforced using a “Geofence” that tracks when the cleaner enters and leaves the location.

Clients and Management have full access to Cleaner time/attendance reporting, Inspection Reporting, and can send messages to relay feedback.

Inspections can be customized per location or area based on the specific cleaning needs.

The Project Manager will complete Inspections weekly or monthly depending on the cleaning schedule of the location.

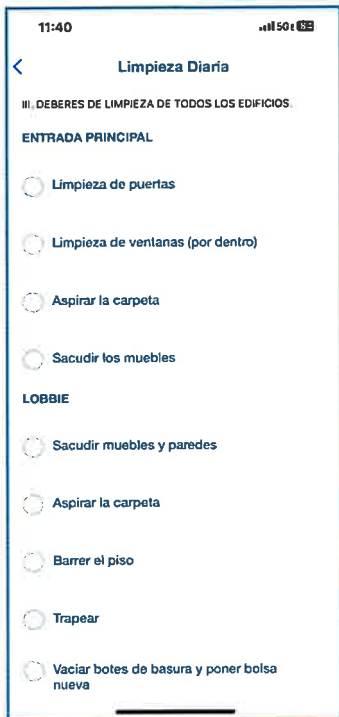
The Inspection records a Rating for each element. Notes can be made and pictures attached.



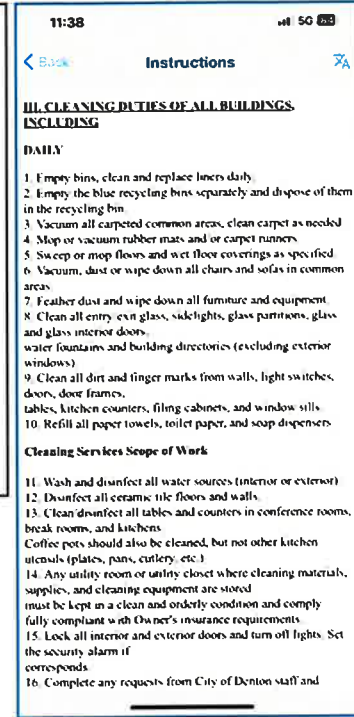
Nonconformances are reported to the Cleaner upon "clock in" by the SWEPT App and the Cleaner can provide corrections.

Notes can be sent directly to the City showing all the details including corrective actions.

This way there is full transparency and accountability.



Check lists in the App allow the Cleaner to ensure they clearly understand all requirements in their native language. These lists are updated automatically when a new task is added and SWEPT will auto translate. These checklists correlate to the Inspection template for each location so there is always a continuous feedback loop to the cleaners.



This cutting-edge tool is a perfect ensemble of support to our associates to complete their work effectively, as well as, an excellent tool to communicate status and progress to our clients.

Swept supplies our associates all the information they need to do their best work and in their native language. While allowing for easy time tracking, problem reporting, supply requests, and location alerts.

**9) Will there be a dedicated site/account supervisor and what will be the duties and responsibility of this position? Will that person be responsible for other accounts/contracts?**

No, our Project Manager will be a dedicated resource to the City. Their primary role is work as a liaison between the City and our cleaning staff to ensure a seamless operation, focus on quality, and excellent customer service. They perform inspections and work with the cleaners on improvements to service and quality, as well as, ensuring adequate supplies, materials and equipment are available to complete all of the cleaners assigned tasks.

**10) How will your organization handle shortages in staffing levels as a result of vacations, illness, terminations, etc.?**

CTJ Maintenance currently employs over 350 employees in the DFW metroplex.

This large, local talent pool will allow us to flex resources into Farmers Branch as needed. This includes a list of over 50 active employees who are CJIS trained/cleared allowing them to work in restricted areas. We will comply with all requirements to have a pool of these additional resources available to deploy in the case of vacations, illness, etc.

**RECRUITMENT:**

Our HR team has a proven track record of completing successful transitions and start-ups for both large and smaller scale operations, and in difficult labor markets.

By augmenting non-traditional recruiting techniques to those more traditional, we are able to achieve our start-up hiring target which is 20% above the required staffing level, while positioning ourselves to successfully maintain candidates in the recruiting pipeline. Below are some examples:

- Employee Recommendations
- Previously completed projects
- Our website: [www.ctjmaintenance.com](http://www.ctjmaintenance.com)
- Texas WorkForce Solutions
- InDeed.com, Social Media Recruiting
- Job Fairs

Our standard benefits include holiday pay, jury duty, bereavement, accidental death and dismemberment and worker compensation.

**11) Include a summary of your firm's training and injury/illness prevention and safety programs.**

CTJ employs managers and cleaning staff that are experienced, competent and fully qualified to perform their assigned duties/tasks. Below is the outline of our standard training we will conduct for all New Hires/Transfers and the Recurring training provided to employees assigned:

*On-Boarding Process (New Hire)*

- Company rules, regulations and safety policies, OSHA regulations (including blood borne cleanup)
- Company dress code requirements
- OSHA, EEOC, Wages/Hour rules, guidelines and laws
- Pay, timekeeping, payroll records and related HR items
- Discipline and employee rights

*On-the-Job Training: (New Hire and Transfers)*

CTJ employs a qualified Quality Manager that conducts a training program for all employees assigned to the new project. The items covered include, but are not limited to the following:

- General Safety topics including proper lifting
- Hands on demonstration of proper and approved cleaning techniques
- Restroom disinfectant cleaning
- Vacuuming / Spray Buffing / Carpet spot cleaning and other floor maintenance techniques
- MSDS reviews and proper use of cleaning chemicals and supplies
- Task and Space Assignments. "Space Assignment": Each employee is assigned an area of responsibility, tasks required to satisfactorily clean the area and timeframes for completion
- Proper use and maintenance of equipment
- Fire and Prevention
- Green Cleaning policy
- Dress Code (including ID badge, uniform, proper foot wear, proper ID, etc.)
- Proper use of cell phones and other electronic devices/accessories
- Smoking restrictions
- Any location specific training: Safety, Access, and Security

*On-Going Training (Recurring):*

- Semi-Annual Equipment Maintenance Review
- Annual Safety training and Health & Environmental Protection
- Account and Project managers receive annual training on the OSHA standard 29 CFR 1910.1200 (Occupational Exposure to Bloodborne Pathogens) and the Texas Hazard Communication Act (Texas Health and Safety Code, Chapter 502)

*SAFETY PROGRAM AND TRAINING – New Hires and Recurring*  
CTJ Maintenance Safety Topics consist of (6) operational areas:

*Safety - General Reporting*

Employees are instructed to report the following conditions to supervisors as part of the safety training:

- Report the use of unsafe or misused equipment
- Report the use of unsafe Chemicals / mislabeled Chemicals
- Report anyone under the influence of drugs, alcohol or any mind-altering chemical
- Report any area in the facility deemed unsafe
- Report all Injuries related to the workplace

*Safety - Orientation Training*

As part of the Orientation training, employees are trained on the following:

- Proper handling of equipment, ladders, floor machines, etc.
- Proper maintenance of Supplies/chemical storage in janitorial closets
- Proper wearing of gloves when using harsh chemicals
- Wearing protective gear when handling hazardous material
- No horseplay allowed in the facility
- No working if impaired by fatigue, illness or medication

*Safety - Proper Floor Care*

Employees used for floor care receive training on safety of customers, proper use of chemicals and equipment:

- Floor crew shall wear closed shoes and safe low heels that are reasonably slip-resistant, no sandals or open shoes
- Floor crew should take proper precautions when working on wet soapy floors to avoid slip-fall accidents
- Proper signage should be used in areas frequented by the public, signs shall be posted warning all people in the area of WET FLOORS
- All employees will know where the MSDS book is kept and reviewed when appropriate

*Safety - Electrical Equipment*

When operating electrical equipment, employees are trained on these safety methods:

- Operate vacuums, floor machines and all equipment per manufacturer's instructions
- Inspect all equipment before and after use, report any unsafe conditions to supervisor, do not use any equipment until repaired
- Make sure all switches are in the OFF position before plugging in equipment or releasing the handles
- Unplug all equipment before making adjustment or repairs
- Equipment will be cleaned nightly before put away, stored in janitor's' closet neat and orderly

*Safety - High Work*

Employees used for high work area cleaning will receive proper training for handling ladders, scaffolding and step stools:

- No work over ten feet high without proper instruction from supervisor
- Scaffolding and ladders will be properly checked prior to use



- Ladders to be used on level surfaces and inspected for cracks, excessive play at joint, worn or loose screws, etc.
- Extension ladders should not be used without supervisor present

*Safety – Biohazard Services Training*

CTJ employees receive initial and annual training on the symptoms and transmission of bloodborne pathogen diseases. Our training program covers:

- A copy and explanation of the OSHA bloodborne pathogen standard including what constitutes an exposure incident
- An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available
- An explanation of the type, uses, location, removal, handling, decontamination, and disposal of personal protective equipment
- Each location is supplied with a clean-up kit for bloodborne spills

In addition, CTJ employees receive annual training on the OSHA standard 29 CFR 1910.1200 (Occupational Exposure to Bloodborne Pathogens) and the Texas Hazard Communication Act (Texas Health and Safety Code, Chapter 502), they are responsible for:

- Maintaining, reviewing and updating the ECP annually, or when necessary to include new or modified tasks, or procedures
- Provide and maintain all necessary personal protective equipment, labels, and red bags
- Maintaining all OSHA records
- Post exposure evaluation and follow-up

**12) Is your firm planning to subcontract portions of the work? If yes, indicate the name of the subcontractor(s) and the portion of the work that will be subcontracted in each case.**

No, we will not be subcontracting.



**13) Provide a detailed list of the equipment that will be used to complete the requirements of this contract.**

Proposed Equipment	QTY	Brand/Type
Commercial vacuum cleaners- as described or better. 12" vacuum, with heavy duty hood. w/HEPA	9	Lavex 457LAVHEPA12
Back pack vacuum with tool kit and waist band (quiet operation for public areas) w/HEPA	6	Proteam#107119
Splash Guard Mop Bucket/Wringer, 6.50 Gallon Capacity, Yellow	15	Genuine Joe GJO60466
24 oz antimicrobial mop w/handle (1 Bathroom and 1 General each)	30	ABCO RM32024; BBP 600005-1
Minimum 44-gallon capacity trash container (gray), mounted on caster base, caddy bag (yellow)	13	Lavex FG264360GRAY; 274TCDOLLY; IMP 7705 CB
Rolling work carts; 3 tier; Vinyl bag	2	Lavex 274JC3BK
36" Dust Mop; Wire Frame; Wood Handle	15	Abco 1406-NB, BH-24536WF, DMIL-13536W
Commercial Floor Broom	15	Lavex 697FRG12KT
Lobby Dustpan with Broom set	15	Rubbermaid 6906374PBKIT
Duster Hi-Rise 3' extending rod	15	360 EX Lanbwool
Toilet Brush	15	BBP Euro Style 280211
Window squeegees 12"	15	ULINE H-1349; H-1920 Squeegee + Pole as needed
51" Overhead Dusting Tool	15	Rubbermaid FGT12000GY00
Commercial Wet/Dry Vacuum and Tooling	2	Lavex #944BJ16235G
Floor Scrubber	5	Tennant T300 or similar
Carpet extractor equal or better 13 gallon upright with heat	2	Prospector PM-PS00H

**14) Does your company currently or have they provided services for a government entity or city municipality? If so please state the number and estimated size of the facilities.**

SAMPLING OF CURRENT AND PREVIOUS GOVERNMENT CUSTOMERS TO HIGHLIGHT EXPERIENCE	Number of Buildings	Includes Bldgs > 50,000 sq ft	Libraries	Gymnasiums	Rec Centers/Aquatic Centers	Animal Shelters	Wastewater/Water treatment	Health/Hospital Grade	Jails/Law Enforcement	Fleet Facilities	High Security Areas	High Traffic Public Facilities	SQFT
DENTON COUNTY	33	X						X	X	X	X	X	675,000
TARRANT COUNTY	58	X		X				X			X	X	1,400,000
City of Fort Worth	70	X	X		X	X	X	X	X	X	X	X	900,000
City of Denton	45	X	X	X	X	X	X		X	X	X	X	650,000
City of Arlington	37	X	X	X		X	X	X	X	X	X	X	618,000
City of Carrollton	20	X	X	X	X	X	X		X	X	X	X	325,000
City of Keller	8		X	X						X		X	103,000
City of Euless	15	X	X	X	X				X	X	X	X	228,000
City of Corinth	5				X				X	X	X	X	73,000
Town of Addison	17			X	X	X	X		X	X	X	X	171,000
Town of Little Elm	10		X	X	X	X			X	X	X	X	95,000
Dallas Area Rapid Transit	20	X		X					X	X	X	X	240,000
North Central Texas Council of Governments	10						X				X		80,000

**15) What chemicals will be used in the course of cleaning? Please provide a detailed list of the product and their purpose. Do any of these chemicals conform to green cleaning methods as described in Green Seal Standards and the U.S. Green Building Council?**

The table below provides a detailed list of chemicals we use. We have highlighted those that include an Environmental certification including Green Seal, EPA Safer Choice and Ecologo. We have also highlight EPA List N virucides used in our disinfection services and Hospital-grade applications.

All of the chemicals specified in the bid pack are included as well as others that we found work well in high-traffic municipal buildings.

Manufacturer	Cleaning Agent	Purpose	Green Seal	EPA Safer Choice	Ecologo	EPA List N (Coronavirus)	Made In America
Proctor & Gamble	Mr Clean All Purpose Cleaner	Floor Cleaner					X
Renown	Neutral Floor Cleaner Concentrated	Floor Cleaner			X		X
Noble	Neutral Floor Cleaner QuikPack	Floor Cleaner		X			X
Odoban	32X Bathroom Cleaner Concentrated	Surface Cleaner	X	X			X
Renown	Non-Ammoniated Glass Cleaner Concentrated	Surface Cleaner			X		X
Noble	Glass Cleaner Quikpack	Surface Cleaner		X			X
Noble	All-Purpose Cleaner Quikpack	Surface Cleaner		X			X
Misty	Glass and Mirror Cleaner	Glass Cleaner					X
Odoban	3-in-1 Concentrated Carpet Cleaner	Carpet Cleaner	X	X		X	X
Noble	Non-Acidic Bowl Cleaner Quikpack	Bowl Cleaner		X			X
Diversey	Crew Clinging	Tile Cleaner					X
Spartan	Clean by Peroxy	All Purpose Cleaner	X				X
Renown	Neutral Disinfectant Concentrated	Disinfectant				X	X
Diversey	Virex II 256	Disinfectant				X	X
Diversey	Oxivir Five 16	Disinfectant				X	X
Diversey	Oxivir Tb	Disinfectant				X	X
Proctor & Gamble	Comet w/bleach Disinfecting Cleaner	Disinfectant					X
Proctor & Gamble	Spic and Span All Purpose Spray and Glass	Disinfectant					X
Pulastic	Basic Clean 5Le	Floor Maintenance					
Diversey	High Noon Floor Finish	Floor Maintenance					X
Diversey	Iron Stone Floor Sealer	Floor Maintenance					X

Events Center	8147	2 & variable
Keenan Service Center/Utilities Field Office	5000	4

Staffing

	Quantity	Dedicated to Acct (yes or no)
Account Mgr.	1	Yes
Supervisor	1	Yes
Cleaning	12	Yes
Porter	2	Yes
Other	0	0
Estimated Total	16	Yes

Building Name	Number of janitorial staff daily	Daily Labor Hours (per cleaner /day)	Hourly labor rate	Hourly rate for FICA, liability Payroll Taxes, W/C	Hourly rate for OH/Profit	Total hourly rate	Daily total cost	Annual grant total (Days/wk x 52)
Animal Adoption Center	1	3	\$15.00	\$1.50	\$7.91	\$24.41	\$73.23	\$19,039.80
Justice Center (police, jail, and courts)	2	3	\$15.00	\$1.50	\$7.91	\$24.41	\$146.46	\$53,311.44
Library	3	4	\$15.00	\$1.50	\$7.91	\$24.41	\$292.92	\$106,622.88
Aquatics Center	2	4	\$15.00	\$1.50	\$7.91	\$24.41	\$195.28	\$71,081.92
Recreation Center	4	4	\$15.00	\$1.50	\$7.91	\$24.41	\$390.56	\$142,163.84
Senior Center	2	4.5	\$15.00	\$1.50	\$7.91	\$24.41	\$219.69	\$68,543.28
City Hall	3	4	\$15.00	\$1.50	\$7.91	\$24.41	\$292.92	\$76,159.20
Fire House Theatre	1	1	\$15.00	\$1.50	\$7.91	\$24.41	\$24.41	\$4,198.52
Fire Administration	1	3	\$15.00	\$1.50	\$7.91	\$24.41	\$73.23	\$15,231.84
Historical Buildings at Historical Park	1	3	\$15.00	\$1.50	\$7.91	\$24.41	\$73.23	\$19,039.80
Events Center	1	4	\$15.00	\$1.50	\$7.91	\$24.41	\$97.64	\$15,231.84
Keenan Service Center/Utilities Field Office	1	3	\$15.00	\$1.50	\$7.91	\$24.41	\$73.23	\$15,231.84
	TOTAL							\$605,856.20

Porter Service	Building (s)	Daily Labor Hours	Hourly labor rate	Hourly rate for FICA, liability Payroll Taxes, W/C	Hourly rate for OH/Profit	Total hourly rate	Daily total cost	Annual grant total
1 Full-time: 8am-5pm M-F	various	8	\$15.00	\$1.50	\$3.79	\$20.29	\$162.32	\$42,203.20
1 Full-time: 3 months 8am-5pm M-F	Rec & Aquatics Centers	8	\$15.00	\$1.50	\$3.79	\$20.29	\$162.32	\$14,933.44
Event Porter Service- per porter	As requested	Varies	\$15.00	\$1.50	\$3.79	\$20.29	Varies	Varies
	TOTAL							\$57,136.64

Paper and Soap supplies at Cost Plus Percentage	5%
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Bid Tabulation - Option 2 -- Bid Awarded to 1 contractor for each group of buildings (identified below) and 1 contractor for Porter service that was awarded a group of buildings.

**Staffing**

**Building Group 1**

Building Name	Building sq. ft. (not cleanable sf)	Number of Days Serviced
Animal Adoption Center	5700	5
Justice Center (police, jail, and courts)	37000	7
Library	32900	7
<b>Total</b>	<b>75600</b>	

	Quantity	Dedicated to Acct (yes or no)
Account Mgr.	1	Yes
Supervisor	1	Yes
Cleaning	3	Yes
Porter	0	
Other	0	
<b>Estimated Total</b>	<b>5</b>	<b>Yes</b>

Building Name	Number of janitorial staff daily	Daily Labor Hours	Hourly labor rate	Hourly rate for FICA, liability Payroll Taxes, W/C	Hourly rate for OH/Profit	Total hourly rate	Daily total cost	Annual grant total
Animal Adoption Center	1	3	\$15.00	\$1.50	\$13.88	\$30.38	\$91.14	\$23,696.40
Justice Center (police, jail, and courts)	2	3	\$15.00	\$1.50	\$13.88	\$30.38	\$182.28	\$66,349.92
Library	3	4	\$15.00	\$1.50	\$13.88	\$30.38	\$364.56	\$132,699.84
<b>Total</b>								<b>\$222,746.16</b>

Paper and Soap supplies at Cost Plus Percentage	5 %
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**Building Group 2**

**Staffing**

Building Name	Building sq. ft. (not cleanable sf)	Number of Days Serviced
Aquatics Center	8000	7
Recreation Center	45100	7
Senior Center	22100	6
<b>Total</b>	<b>75200</b>	

	Quantity	Dedicated to Acct (yes or no)
Account Mgr.	1	Yes
Supervisor	1	Yes
Cleaning	6	Yes
Porter	0	
Other	0	
<b>Estimated Total</b>	<b>8</b>	<b>Yes</b>

Building Name	Number of janitorial staff daily	Daily Labor Hours	Hourly labor rate	Hourly rate for FICA, liability Payroll Taxes, W/C	Hourly rate for OH/Profit	Total hourly rate	Daily total cost	Annual grant total
Aquatics Center	2	4	\$15.00	\$1.50	\$11.16	\$27.66	\$221.28	\$80,545.92
Recreation Center	4	4	\$15.00	\$1.50	\$11.16	\$27.66	\$442.56	\$161,091.84
Senior Center	2	4.5	\$15.00	\$1.50	\$11.16	\$27.66	\$248.94	\$77,669.28
<b>Total</b>								<b>\$319,307.04</b>

Paper and Soap supplies at Cost Plus Percentage	5 %
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## Building Group 3

### Staffing

Building Name	Building sq. ft. (not cleanable sf)	Number of Days Serviced
City Hall	58600	5
Fire House Theatre	7000	172/ per year
Fire Administration	7900	5
Historical Buildings at Historical Park	NA-limited scope	5
Events Center	8147	3* as per page 12
Keenan Service Center/Utilities Field Office	3000	5
	84647	
<b>Total</b>		

	Quantity	Dedicated to Acct (yes or no)
Account Mgr.	1	Yes
Supervisor	1	Yes
Cleaning	3	Yes
Porter	0	Yes
Other	0	
<b>Estimated Total</b>	5	Yes

Building Name	Number of janitorial staff daily	Daily Labor Hours	Hourly labor rate	Hourly rate for FICA, liability Payroll Taxes, W/C	Hourly rate for OH/Profit	Total hourly rate	Daily total cost	Annual grant total
City Hall	3	4	\$15.00	\$1.50	\$16.46	\$32.96	\$395.52	\$102,835.20
Fire House Theatre	1	1	\$15.00	\$1.50	\$16.46	\$32.96	\$32.96	\$5,669.12
Fire Administration	1	3	\$15.00	\$1.50	\$16.46	\$32.96	\$98.88	\$20,567.04
Historical Buildings at Historical Park	1	3	\$15.00	\$1.50	\$16.46	\$32.96	\$98.88	\$25,708.80
Events Center	1	4	\$15.00	\$1.50	\$16.46	\$32.96	\$131.84	\$20,567.04
Keenan Service Center/Utilities Field Office	1	3	\$15.00	\$1.50	\$16.46	\$32.96	\$98.88	\$20,567.04
	<b>Total</b>							\$195,914.24

Paper and Soap supplies at Cost Plus Percentage	5 %
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## Porter Service

Porter Service	Building (s)	Daily Labor Hours	Hourly labor rate	Hourly rate for FICA, liability Payroll Taxes, W/C	Hourly rate for OH/Profit	Total hourly rate	Daily total cost	Annual grant total
1 Full-time: 8am-5pm M-F	various	8	\$15.00	\$1.50	\$5.35	\$21.85	\$174.80	\$45,448.00
1 Full-time: 3 months 8am-5pm M-F	Rec & Aquatics Centers	8	\$15.00	\$1.50	\$5.35	\$21.85	\$174.80	\$16,081.60
Event Porter Service- per event	As requested	Varies	\$15.00	\$1.50	\$5.35	\$21.85	Varies	Varies
	<b>TOTAL</b>							\$61,529.60

CITY OF FARMERS BRANCH, TEXAS  
OFFICE OF THE PURCHASING AGENT

INVITATION FOR BID (IFB)  
Offer and Award Sheet

**BID NO:** 23-16

**DATE ISSUED:** September 29, 2023

**COMMODITY/SERVICE DESCRIPTION:**  
Annual Janitorial Service Bid

**PRE-BID CONFERENCE TIME AND DATE:** October 13, 2023, at  
8:00 am – 5:00 pm

**LOCATION:** 13000 William Dodson Pkwy, Farmers Branch, Texas  
75234

**BID DUE PRIOR TO:** ?

**BID OPENING TIME AND DATE:** October 30, 2023, at 10:00am

**LOCATION:** OFFICE OF THE PURCHASING  
AGENT, CITY HALL, 13000 WILLIAM DODSON  
PARKWAY, FARMERS BRANCH, TEXAS 75234

**LOCATION:** CITY HALL, PURCHASING OFFICE., 13000 WILLIAM  
DODSON PARKWAY, FARMERS BRANCH, TEXAS 75234, 1st  
FLOOR

\_\_\_\_\_  
Camille Alford, C.P.P., M.B.A.  
PURCHASING AGENT

[Camille.Alford@farmersbranchtx.gov](mailto:Camille.Alford@farmersbranchtx.gov)

**NOTE:**

The bidder agrees, if this bid is accepted within ninety (90) calendar days after date of opening, to fully comply in strict accordance with the solicitation, specifications and provisions attached thereto for the amounts shown on the accompanying bid.

\_\_\_\_\_  
BIDDER'S NAME & ADDRESS:

CTJ MAINTENANCE, INC.

6565 N. MacArthur Blvd., Suite #225, Irving, TX 75039

  
\_\_\_\_\_  
Signature of Person Authorized to Sign Bid

FEDERAL TAX ID NO. 75-2647936

Phone No. (214) 624-5233

Lorena Noguera-Rivello, President

\_\_\_\_\_  
Signer's Name and Title: (please print or type)

Fax No. (214) 624-5101

Date: 12/15/2023

**AWARD DOCUMENT**

(This section for City of Farmers Branch only)

Date of Award:

The above bid is accepted as to:

Contract No.:

Dollar Value:



By: \_\_\_\_\_

**Camille Alford, C.P.P., M.B.A  
PURCHASING AGENT  
FOR  
CITY MANAGER**

**CERTIFICATIONS AND REPRESENTATIONS**

**CERTIFICATION OF INDEPENDENT PRICE DETERMINATION**

By submission of this proposal, the proposer certifies, and in the case of a joint offer, each party thereto certifies as to its own organization, that in connection with this procurement:

1. The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other proposer or with any competitor;
2. Unless otherwise required by law, the prices which have been proposed herein have not knowingly been disclosed by the proposer and will not knowingly be disclosed by the proposer prior to opening of bids, directly or indirectly to any other proposer or competitor; and
3. No attempt has been made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

**CERTIFICATION OF FEDERAL LAW COMPLIANCE**

1. The contractor (successful proposer) and/or any subcontractor(s), if permitted, certifies complete compliance with the Federal Civil Rights Law and the Americans with Disabilities Act, agreeing to non-discrimination based on race, age, color, religion, disability, gender, ancestry, national origin, or place of birth in employment practices, programs and services. These practices, programs, and services shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other compensation; and selection for training, including apprenticeship.
2. The contractor shall in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to race, age, color, religion, disability, gender, ancestry, national origin, or place of birth.
3. Upon request by the City of Farmers Branch, the contractor shall furnish all information or reports required to investigate his/her payrolls and personnel records which pertain to current contract(s) with the City for purposes of ascertaining compliance with this non-discrimination certification.
4. Contractor shall at all times observe and comply with all applicable Federal labor and immigration laws with respect to performance of work relative to this contract.

**M/W/DBE OR HUB STATUS**

CTJ MAINTENANCE, INC. IS CERTIFIED AS A:

(CHECK ONE, IF APPLICABLE)

DISADVANTAGED BUSINESS ENTERPRISE ✓

MINORITY-OWNED BUSINESS ENTERPRISE ✓

WOMEN-OWNED BUSINESS ENTERPRISE ✓

HISTORICALLY UNDERUTILIZED BUSINESS ✓

A COPY OF THE CERTIFICATION FROM NCTRCA and DFW MSDC IS ATTACHED.

\*\*\*\*\* NOTE \*\*\*\*\*



Disadvantaged Business Enterprise (DBE)  
CTJ Maintenance, Inc.

## CTJ Maintenance, Inc.

has filed with the Agency an Affidavit as defined by NCTRCA Disadvantaged Business Enterprise (DBE) 49 CFR Part 26 and is hereby certified to provide service(s) in the following areas:

**NAICS 238990: ALL OTHER SPECIALTY TRADE CONTRACTORS**  
**NAICS 561720: DISINFECTING SERVICES**  
**NAICS 561720: JANITORIAL SERVICES**  
**NAICS 561720: WINDOW CLEANING SERVICES**  
**NAICS 561740: CARPET CLEANING SERVICES**  
**NAICS 561790: PRESSURE WASHING (E.G., BUILDINGS, DECKS, FENCES)**

This Certification commences March 22, 2023 and supersedes any registration or listing previously issued. This certification must be updated annually by submission of an Annual Update Affidavit. At any time there is a change in ownership, control of the firm or operation, notification must be made immediately to the North Central Texas Regional Certification Agency for eligibility evaluation.

Issued Date: March 22, 2023  
CERTIFICATION NO. HFDB46366Y0324



*Ronald C. Jordan, Jr.*

\_\_\_\_\_  
Certification Administrator



Minority Business Enterprise (MBE)  
CTJ Maintenance, Inc.

## **CTJ Maintenance, Inc.**

has filed with the Agency an Affidavit as defined by NCTRCA Minority Business Enterprise (MBE) Policies & Procedures and is hereby certified to provide service(s) in the following areas:

**NAICS 238990: ALL OTHER SPECIALTY TRADE CONTRACTORS**  
**NAICS 561720: DISINFECTING SERVICES**  
**NAICS 561720: JANITORIAL SERVICES**  
**NAICS 561720: WINDOW CLEANING SERVICES**  
**NAICS 561740: CARPET CLEANING SERVICES**  
**NAICS 561790: PRESSURE WASHING (E.G., BUILDINGS, DECKS, FENCES)**

This Certification commences September 19, 2023 and supersedes any registration or listing previously issued. This certification must be updated every two years by submission of an Annual Update Affidavit. At any time there is a change in ownership, control of the firm or operation, notification must be made immediately to the North Central Texas Regional Certification Agency for eligibility evaluation.

Certification Expiration: September 30, 2025  
Issued Date: September 19, 2023  
CERTIFICATION NO. HFMB64703Y0925

---

Certification Administrator

# Texas Historically Underutilized Business (HUB) Certificate



Certificate/MID Number: 1752647936900  
Approval Date: June 8, 2023  
Scheduled Expiration Date: July 31, 2024

In accordance with the Memorandum of Agreement between the DALLAS/FORT WORTH MINORITY SUPPLIER DEVELOPMENT COUNCIL (DFW MSDC) and the Texas Comptroller of Public Accounts (CPA), the CPA hereby certifies that

## **CTJ Maintenance, Inc.**

has successfully met the established requirements of the State of Texas Historically Underutilized Business (HUB) Program to be recognized as a HUB. This certificate printed **June 8, 2023**, supersedes any registration and certificate previously issued by the HUB Program. If there are any changes regarding the information (i.e., business structure, ownership, day-to-day management, operational control, addresses, phone and fax numbers or authorized signatures) provided in the submission of the business; application for registration/certification into DFW MSDC's program, you must immediately (within 30 days of such changes) notify DFW MSDC's program in writing. The CPA reserves the right to conduct a compliance review at any time to confirm HUB eligibility. HUB certification may be suspended or revoked upon findings of ineligibility. If your firm ceases to remain certified in the DFW MSDC's program, you must apply and become certified through the State of Texas HUB program to maintain your HUB certification.

*Statewide HUB Program  
Statewide Procurement Division*

Note: In order for State agencies and institutions of higher education (universities) to be credited for utilizing this business as a HUB, they must award payment under the Certificate/MID Number identified above. Agencies, universities and prime contractors are encouraged to verify the company's HUB certification prior to issuing a notice of award by accessing the Internet (<https://mycpa.cpa.state.tx.us/tpasscmbsearch/index.jsp>) or by contacting the HUB Program at 512-463-5872 or toll-free in Texas at 1-888-863-5881.



THIS CERTIFIES THAT

# CTJ Maintenance, Inc.

\* Nationally certified by the: **DALLAS/FORT WORTH MINORITY SUPPLIER DEVELOPMENT COUNCIL**

\*NAICS Code(s): **561720; 561740; 561790**

\* Description of their product/services as defined by the North American Industry Classification System (NAICS)

06/08/2023

**Issued Date**

DL02518

**Certificate Number**

**Ying McGuire  
NMSDC CEO and President**

**Margo J. Posey, President**

07/31/2024

**Expiration Date**

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

\* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®

THIS DATA IS REQUESTED FOR INFORMATIONAL PURPOSES ONLY AND WILL NOT AFFECT THE PROPOSAL AWARD.

(SUBMISSION OF THIS INFORMATION IS NOT A REQUIREMENT.)

CERTIFICATION OF NON-COLLUSION, NON-CONFLICT OF INTEREST AND ANTI-LOBBYING

1. Neither I nor any of my officers, partners, owners, agents, representatives, employees, or parties in interest, have in any way colluded, conspired, or agreed, directly or indirectly, with any person, firm, corporation or other proposer or potential proposer in regard to the amount of this proposal or the terms or conditions of this proposal. I have not paid or agreed to pay, directly or indirectly any person, firm, corporation or other proposer or potential proposer, any money or anything of value in return for assistance in procuring or attempting to procure a contract or in return for fixing the prices in the attached proposal or the proposal of any other proposer. I will not pay any money or anything of value in the future for those purposes.
2. None of the deciding factors set forth in the proposal or in the subsequent agreement were my idea or the idea of anyone representing my company, unless the suggestion was made at a meeting open to all bidders, which all bidders had notice of.
3. No officer or stockholder of my company is an employee of the City of Farmers Branch, or an employee of any elected official of the City, or is related to any employee or elected official of the City of Farmers Branch.
4. My agents, representatives, sub-consultants or I will not undertake any activities or actions to promote or advertise my proposal to any member of any City Commission or Board reviewing the proposals, member of the Farmers Branch City Council or City staff except in the course of City-sponsored inquiries, briefings, interviews or presentations between the proposal submission date and award by City Council.

PROPOSAL CERTIFICATION

The undersigned hereby certifies that he has read, understands and agrees that acceptance by the City of Farmers Branch of the proposer's offer by issuance of a purchase order will create a binding contract. Further, he agrees to fully comply with documentary forms herewith made a part of this specific procurement.

NAME OF COMPANY:

CTJ MAINTENANCE, INC.

AUTHORIZED SIGNATURE:

  
ADDRESS: 6565 N. MACARTHUR BLVD., Suite 225

CITY AND STATE: IRVING, TX ZIP: 75039

PHONE NUMBER: 214-624-5233

DATE: 12/15/2023

State of Texas Conflict of Interest Questionnaire

Pursuant to the requirements of Section 176.002(a) of the Texas Local Government Code, vendors or respondents who meet the following criteria must fill out a State of Texas Conflict of Interest Questionnaire (CIQ) form no later than the 7th day after the



person begins contract discussions or negotiations with the City or submits to the City a bidders list application, response to a request for proposals or invitation for bids, correspondence or another writing relating to a potential agreement with the City:

A vendor or respondent that –

1. contracts or seeks to contract for sale or purchase of property, goods or services with a local government entity; or
2. is an agent of a person described in Subdivision (1) in the person's business with the local government entity. Any person who meets the criteria. As for enforcement to ensure the veracity of the vendors, the statute makes it a Class C Misdemeanor to violate the vendor disclosure provisions.

<b>CONFLICT OF INTEREST QUESTIONNAIRE</b>	<b>FORM CIQ</b>
<b>For vendor or other person doing business with local governmental entity</b>	

<p>This questionnaire is being filed in accordance with chapter 176 of the Local Government Code by a person doing business with the governmental entity.</p> <p>By law this questionnaire must be filed with the records administrator of the local government not later than the 7th business day after the date the person becomes aware of facts that require the statement to be filed. See Section 176.006, Local Government Code.</p> <p>A person commits an offense if the person violates Section 176.006, Local Government Code. An offense under this section is a Class C misdemeanor.</p>	<b>OFFICE USE ONLY</b>
<p>1 <b>Name of person doing business with local governmental entity.</b></p> <p style="text-align: center; color: blue;">CTJ MAINTENANCE, INC.</p>	<p>Date Received</p>
<p>2 <input type="checkbox"/> <b>Check this box if you are filing an update to a previously filed questionnaire.</b></p> <p>(The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than September 1 of the year for which an activity described in Section 176.006(a), Local Government Code, is pending and not later than the 7th business day after the date the originally filed questionnaire becomes incomplete or inaccurate.)</p>	
<p>3 <b>Name each employee or contractor of the local governmental entity who makes recommendations to a local government officer of the governmental entity with respect to expenditures of money AND describe the affiliation or business relationship.</b></p> <p style="text-align: center; color: blue;">N/A</p>	

4 Name each local government officer who appoints or employs local government officers of the governmental entity for which this questionnaire is filed AND describe the affiliation or business relationship.

N/A

**CONFLICT OF INTEREST QUESTIONNAIRE**

For vendor or other person doing business with local governmental entity

**FORM CIQ**

Page 2

**5 Name of local government officer with whom filer has affiliation or business relationship. (Complete this section only if the answer to A, B, or C is YES.)**

This section, item 5 including subparts A, B, C & D, must be completed for each officer with whom the filer has affiliation or other relationship. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer named in this section receiving or likely to receive taxable income from the filer of the questionnaire?  Yes  No

B. Is the filer of the questionnaire receiving or likely to receive taxable income from or at the direction of the local government officer named in this section AND the taxable income is not from the local governmental entity?  Yes  No

C. Is the filer of this questionnaire affiliated with a corporation or other business entity that the local government officer serves as an officer or director, or holds an ownership of 10 percent or more?  Yes  No

D. Describe each affiliation or business relationship.

N/A

6



Signature of person doing business with the governmental entity

12/15/2023

Date

**(FORM 1295)**

Changes to the law requiring certain businesses to file a Form 1295 are in effect for contracts entered into or amended on or after January 1, 2018. The changes exempt businesses from filing a Form 1295 for certain types of contracts and replace the need for a completed Form

# CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.  
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

**OFFICE USE ONLY  
 CERTIFICATION OF FILING**

Certificate Number:  
 2023-1105128

Date Filed:  
 12/17/2023

Date Acknowledged:

**1 Name of business entity filing form, and the city, state and country of the business entity's place of business.**

CTJ Maintenance, Inc.  
 Irving, TX United States

**2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.**

City of Farmers Branch

**3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.**

24-06  
 Janitorial Services

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

**6 UNSWORN DECLARATION**

My name is Lorena Noguera-Rivello, and my date of birth is 12/11/1982.

My address is 6565 N. MacArthur Blvd., Suite #225, Irving, TX, 75039, USA.  
(street) (city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in DALLAS County, State of TEXAS, on the 17th day of December, 2023.  
(month) (year)

  
 \_\_\_\_\_  
 Signature of authorized agent of contracting business entity  
(Declarant)

**ADD ADDITIONAL PAGES AS NECESSARY**

**House Bill 89 Verification Form**

**Prohibition on Contracts with Companies Boycotting Israel**

House Bill 89, effective September 1, 2017, amended the Texas Government Code to add Chapter 2270, Prohibition on Contracts with Companies Boycotting Israel, and amended the Texas Government Code to add Chapter 808, Prohibition on Investments in Companies that Boycott Israel. (Chapter 808 does not apply to the City).

Effective September 1, 2017 a state agency and a political subdivision (which includes a city) may not enter into a contract with a company for goods or services unless the contract contains a written verification from the company that; (i) it does not Boycott Israel; and (ii) will not Boycott Israel during the term of the contract.

"Boycott Israel" is defined to mean refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

"Company" means a for-profit sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, or any limited liability company, including a wholly owned subsidiary, majority-owned subsidiary, parent company or affiliate of those entities or business associations that exist to make a profit.

The City should ass to its solicitations for bids, proposals or offers for goods or services (including Professional Services) that the bidder must verify in its response to the solicitation that the company (i) does not Boycott Israel; and (ii) will not Boycott Israel during the term of the contract.

I, (authorized official) Lorena Noguera-Rivello, the President (title/position) of CTJ MAINTENANCE, INC. (name of company), does hereby verify on behalf of said company to the City that said company does not Boycott and will not Boycott Israel (as defined in Texas Government Code section 808.0001) during the term of this contract.



\_\_\_\_\_  
Signature of Certifying Official

President  
\_\_\_\_\_  
Title

12/15/2023  
\_\_\_\_\_  
Date

A verification must also be included in any contract for goods or services.

## **Senate Bill 252 Prohibition of Contracts with Certain Companies**

SB 252 amends Chapter 2252, Texas Government Code, effective September 1, 2017, by adding sub chapter F, and specifically, Tex. Govt. Code 2252.152, prohibiting cities and other governmental entities from entering into a governmental contract (defined to mean "a contract award by a governmental entity for general construction, an improvement, a service, or a public works project or for a purchase of supplies, materials or equipment" and including contracts professional or consulting service subject to Texas Govt Code Ch. 2254, (the Professional Procurement Act) with a company that is identified on a list prepared and maintained by the Texas Comptroller and that does business with Iran, Sudan, or a foreign terrorist organization.

The new law will apply to contracts for: general construction work; an improvement; any professional or other service; a public works project; purchase of supplies; purchase of materials; and for the purchase or equipment.

Exception: A company that the United States Government affirmatively declares to be excluded from its federal sanctions regime relating to Sudan, its federal sanctions regime relating to Iran, or any federal sanctions regime relating to a foreign terrorist organization is not subject to contract prohibition under this sub chapter.

For purpose of the new law, "Company" means a sole proprietorship, organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association whose securities are publicly traded, including a wholly owned subsidiary, majority-owned subsidiary, parent company, or affiliate of those entities or business associates, that exists to make a profit.

A foreign terrorist organization is defined to mean an organization designated as a foreign terrorist organization by the United States secretary of State as authorized by 8 U.S.C. Section 1189.

Under the new law, the Texas Comptroller is required to prepare, maintain, and provide to each governmental entity in the state (including the City), a list of all companies known to have contracts with or provide supplies or services to a foreign terrorist organization.

Application of the new requirements: The new requirements apply to a contract or purchase for which the governmental unit (including the City) first advertises or otherwise solicits bids, proposals, offers or qualification on or after September 1, 2017. Thus, the new law does not apply to contracts for which bids, proposals, offers, or qualifications have already been solicited, even if the contract is not awarded on or after September 1, 2017.

While not required, the City may wish to consider adding to it's solicitation for bids, proposals or offers a statement that the City is prohibited from entering a contract with a company that is identified on a list prepared and maintained by the Texas Comptroller and that does business with Iran, Sudan, or a foreign terrorist organization. The City will of course need to monitor the Comptroller list before award of such contracts to be sure that the bidder is not on the most recent version of the list.





**FARMERS  
BRANCH**

City of Farmers Branch  
13000 William Dodson Parkway  
Farmers Branch, TX 75234

**Addendum # 1 to Bid 24-08 Annual Contract: Janitorial Services**

Please note the following changes and additional information:

***Change to bid opening date-*** Bid opening date has been extended to January 17th, 2024 at 2pm.

Prepared by: *Perla Tavera*

Perla Tavera  
Deputy Director of  
Finance, Fleet and  
Facilities  
City of Farmers Branch

Vendor's authorized representative should acknowledge receipt of Addendum # 1 of Bid 24-08 below and return this form along with the bid to the Office of the Purchasing Agent at the address designated in the Invitation for Bid.

Company Name: CTJ MAINTENANCE, INC.

Acknowledged by (Signature) \_\_\_\_\_

Printed Name: Lorena Noguera-Rivello

Title: President

Date: 1/10/2024



**FARMERS  
BRANCH**

City of Farmers Branch  
13000 William Dodson Parkway  
Farmers Branch, TX 75234

**Addendum # 1 to Bid 24-01 Annual Contract: Janitorial Services**

Bid closes: November 16, 2023, at 2:00 pm C.D.S.T.

Please note the following changes and additional information:

**Mandatory Pre-Bid Conference:**

Date Change to: November 10, 2023. Please note this is a mandatory conference required by all potential vendors.

**Bids Due Prior to** – Date Change to November 16, 2023, at 12:00 pm C.D.S.T

Prepared by: *Perla Tavera*  
Perla Tavera  
Deputy Director of  
Finance, Fleet and  
Facilities  
City of Farmers Branch

Vendor's authorized representative should acknowledge receipt of Addendum # 1 of Bid 24-01 below and return this form along with the bid to the Office of the Purchasing Agent at the address designated in the Invitation for Bid.

Company Name: CTJ MAINTENANCE, INC.  
Acknowledged by (Signature)   
Printed Name: Lorena Noguera-Rivello  
Title: President Date: 12/15/2023



City of Farmers Branch  
13000 William Dodson Parkway  
Farmers Branch, TX 75234

## FARMERS BRANCH

### Addendum # 1 to Bid 24-06 Annual Contract: Janitorial Services

**Change to Bid closing date:** Bid closing has been extended to December 18, 2023 at 2:00pm C.D.S.T. All other bid closing information will remain the same.

***Addition of prebid conference:***

Prebid addition: An optional pre-bid meeting opportunity date has been added for the date of November 8th, 2023 at 9am. Meeting place will be the Farmers Branch City Hall lobby, 13000 William Dodson pkwy, Farmers Branch TX 75234. The meeting will last for several hours.

Prepared by:

*Perla Tavera*

Perla Tavera  
Deputy Director of  
Finance, Fleet and  
Facilities  
City of Farmers Branch

Vendor's authorized representative should acknowledge receipt of Addendum # 1 of Bid 24-06 below and return this form along with the bid to the Office of the Purchasing Agent at the address designated in the Invitation for Bid.

Company Name: CTJ MAINTENANCE, INC.

Acknowledged by (Signature) \_\_\_\_\_

Printed Name: Lorena Noguera-Rivello

Title: President

Date: 12/15/2023







# CTJ MAINTENANCE, INC

## QUALITY SYSTEMS MANUAL

### STANDARD OPERATING PROCEDURES

#### Abstract

Document prepared in alignment with CIMS and ISO 9001 certification standards for use in providing structure and guidance on the full operating processes and procedures of CTJ Maintenance, Inc.

PROPRIETARY AND CONFIDENTIAL

Lorena Noguera-Rivello  
President



## 1. Quality System

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

### 1.1. Definition of Cleaning Service Requirements

- 1.1.1. There shall be a site-specific scope of work or performance outcome describing cleaning service requirements.
- 1.1.2. Changes to the service requirements shall be documented.
- 1.1.3. Cleaning service requirements should be consistent with the organization's stated mission and values.

### 1.2. Quality Plan

- 1.2.1. The organization shall have a written Quality Plan. The Plan is a written process for determining whether cleaning service requirements are met and for identifying improvement opportunities. It commits the organization to attaining the level of service as defined by the customer and the organization in the scope of work or performance outcomes.
- 1.2.2. The organization should communicate the plan to materially interested parties.
  - 1.2.2.1. Each customer may receive a copy of the plan.
  - 1.2.2.2. Each person in the organization may receive a copy of the plan.
  - 1.2.2.3. The plan may define roles and responsibilities of operational personnel.
  - 1.2.2.4. Each person in the organization should receive documented training related to the plan.
- 1.2.3. Service quality measurement/metrics
  - 1.2.3.1. The organization shall measure and document its performance against the scope of work and performance outcome requirements.
  - 1.2.3.2. The measurements should be taken at a frequency appropriate for scope of work and performance outcome requirements.
  - 1.2.3.3. The factors being measured should be reasonable and suitable for scope of work and performance outcome requirements.
  - 1.2.3.4. The organization shall use one or more of the following measurement tools:
    - 1.2.3.4.1. Surveys
      - Customers completing the surveys should submit them directly to appropriate representatives of the organization, rather than to the on-site supervisory personnel.
      - Surveys should be reviewed with appropriate customer representatives.

1.2.3.4.2. Inspections

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

1.2.3.4.3. Complaints

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

1.2.3.4.4. Customer Evaluations

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

1.2.3.5. Feedback Cycle

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

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

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

1.2.3.6. Evaluation of Progress and Continuous Improvement Plan

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

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

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

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

## 2. Service Delivery:

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

### 2.1. Service Delivery Plan

- 2.1.1. Workloading: There shall be an industry-accepted methodology for determining the number of labor hours needed to accomplish work requirements as specified in the scope of work or performance outcomes.
- 2.1.2. Bidding/Costing Process: There should be a system for estimating job costs that considers the following factors: costing of labor, materials, overhead, profit (if applicable), taxes, insurance, and miscellaneous costs.
- 2.1.3. Budgeting: Cost controls should exist and be used to ensure that work is completed within workloading, budgeting, and costing parameters.
  - 2.1.3.1. The organization should have reporting systems, which provide accurate budgetary support for all aspects of the operation.
  - 2.1.3.2. Management should be alerted when costs are not within acceptable parameters.
  - 2.1.3.3. The organization should have a plan of action to make any necessary budgetary corrections.
  - 2.1.3.4. Staffing Plan: Staffing levels shall be based on workloading and one or more of the following:
    - 2.1.3.4.1. Budgeting
    - 2.1.3.4.2. Costing data
    - 2.1.3.4.3. Customer requests
    - 2.1.3.4.4. Industry benchmarks
- 2.1.4. Work Plan: Individual cleaning assignments should be set forth in written work plans.
- 2.1.5. Work Instructions: Standardized task procedures should be used across the organization and such task procedures should be documented.
- 2.1.6. Contingency Planning: The organization should have:
  - 2.1.6.1. Contingency plan(s) to manage staffing shortages and service interruptions.
  - 2.1.6.2. A process to obtain customer input and feedback when contingency plans are used.

- 2.1.7. Special Requests: The organization shall have a plan to handle customer special requests.
- 2.1.8. Emergency Response: The organization shall have a plan to respond to emergency service needs.
- 2.1.9. Disaster Planning: The organization should have a plan to prepare for and deal with natural or man-made disasters.
- 2.1.10. Infectious Disease Prevention: The organization shall have a standard operating procedure established for infectious disease prevention work practices.
- 2.1.11. Invoicing/Charge-back Procedures: Invoicing/Charge-back procedures shall be documented.

## **2.2. Purchasing Procedures**

- 2.2.1. Product/Equipment Performance Evaluation: Supply and equipment performance evaluations shall be incorporated into the procurement process.
- 2.2.2. Standardization: The organization should use similar equipment and supplies in similar facility types.
- 2.2.3. Inventory Control: Inventory management and supply control systems should be in place, in use, and appropriate for the organization.
- 2.2.4. Equipment Maintenance & Repair: The maintenance and repair of equipment should occur as the result of a planned process.
- 2.2.5. Contractor Management: To the extent that the organization employs contractors and/or subcontractors:
  - 2.2.5.1. Their selection and management shall be set forth in a written plan.
  - 2.2.5.2. There shall be evidence that the plan is implemented.
  - 2.2.5.3. The plan shall require that subcontractors produce proof of insurance.
- 2.2.6. Financial Controls: The organization should have appropriate financial controls over the procurement process including:
  - 2.2.6.1. Supply and equipment requisition
  - 2.2.6.2. Approved vendor list
  - 2.2.6.3. Order placement
  - 2.2.6.4. Receiving inventory
  - 2.2.6.5. Accounts payable

### 3. Human Resources

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

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

#### **3.2. Hiring Practices**

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

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

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

#### **3.3. Site-Specific Orientation**

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

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

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

#### **3.5. Management Training**

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

3.5.2. Technical: There should be documented training and proficiency program for infectious disease prevention.

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

#### **3.6. Cleaner Personnel Training**

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

3.6.2. Technical: There should be documented training and proficiency program for infectious disease prevention.

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

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

- 3.65. **Training Format and Language:** All management and cleaning personnel training shall be offered in a format and/or language that is easily understood by the trainee.
- 3.66. **Security:** The organization should have a written curriculum for training all personnel in security of the site owner's and customer's property.
- 3.67. **Timekeeping/Payroll:** The organization shall have a documented timekeeping and payroll system.
- 3.68. **Worker Health Program:** The organization shall ensure that risks to worker physical and psychological health are managed effectively, including consideration for preventive and protective measures. All cleaning personnel whose health could be directly impacted by exposure to infectious materials shall be included in the worker health program.



## 4. Health, Safety and, Environmental Stewardship

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

### 4.1. Regulatory Compliance

- 4.1.1. Employers shall comply with all pertinent provisions of federal requirements such as OSHA Hazard Communication Standard<sup>1</sup> and all comparable state requirements. Provisions that must be complied with include, but are not limited to, the following:
  - 4.1.1.1. Employers shall develop, implement, and maintain a written hazard communication program.
  - 4.1.1.2. Safety Data Sheets (SDS) shall be readily available for all hazardous chemical products. Each SDS shall match the current formulation of the corresponding chemical product.
  - 4.1.1.3. There shall be a Chemical Inventory that contains an accurate and complete list of all chemicals on site
  - 4.1.1.4. Employees who handle chemicals shall be trained on the use and hazards of those chemicals.
  - 4.1.1.5. All chemical containers shall be labeled as required
  - 4.1.1.6. Chemicals shall be used in a safe and proper manner and in accordance with the manufacturer's instructions.
- 4.1.2. Chemicals shall be stored according to their classification and the organization shall have a plan for spill containment and disposal/ recycling consistent with the following:
  - 4.1.2.1. Corrosives, flammables, and combustibles should be stored according to applicable local, state, or federal standards such as OSHA, EPA and NFPA.
  - 4.1.2.2. There shall be a spill containment plan and documented employee training.
  - 4.1.2.3. There shall be a waste disposal and recycling plan and documented employee training.
  - 4.1.2.4. There shall be documentation that describes the organization's selection and use of Personal Protective Equipment (PPE). The employer shall comply with all applicable federal and state requirements for PPE.

- 4.1.4. If cleaning personnel are required to clean blood or other potentially infectious material spills, the organization shall comply with federal, state and local standards such as OSHA Bloodborne Pathogen Standard. Provisions that must be complied with include, but are not limited to, the following:
  - 4.1.4.1. The organization shall have a written Exposure Control Plan that is reviewed and updated annually
  - 4.1.4.2. Employees shall be trained annually on the hazards of cleaning blood and/or other potentially infectious material, and proper use of PPE.
  - 4.1.4.3. A written procedure for cleaning blood spills shall be implemented
  - 4.1.4.4. Employees shall be offered the Hepatitis B vaccine.
  - 4.1.4.5. Employees shall be trained on handling found sharps.
- 4.1.5. A qualified person shall inspect the workplace as often as necessary to identify defective equipment or unsafe working conditions.
- 4.1.6. Employers shall comply with all other applicable federal regulations such as OSHA and/or state employee safety and health regulations.

#### **4.2. Organization Policy/Environmental Management System**

- 4.2.1. The organization shall have an environmental policy.
  - 4.1.6.1. There should be a written statement of the organization's commitment to environmental ethics.
  - 4.1.6.2. The policy should be appropriate to the nature, scale and environmental impact of the organization's services.
  - 4.1.6.3. The policy should have a commitment to continual improvement.
  - 4.2.1.1. The policy should have a commitment to pollution prevention.
  - 4.2.1.2. The environmental objectives and goals as stated in the policy should be reviewed at least once every twenty-four months.
  - 4.2.1.3. The policy shall be implemented and maintained.
  - 4.2.1.4. The policy should be communicated to all employees.
  - 4.2.1.5. The policy may be available to the public.
- 4.2.2. Capability to Meet Customer Environmental and Safety Requirements
  - 4.2.2.1. The customer may define its environmental and safety expectations for the site.
  - 4.2.2.2. At outsourced sites, the contractor shall have a written plan for how they will comply with customer requirements.

- 4.2.3. Workplace Safety and Health Program
  - 4.2.3.1. The organization shall have a workplace safety and health policy.
  - 4.2.3.2. Management and employees shall receive documented training in safe work practices.
  - 4.2.3.3. Management and employees shall be trained in how to investigate and report near-miss accidents and incidents.
  - 4.2.3.4. Management shall review the program at least once every twenty- four months.
  - 4.2.3.5. There should be a written program that tracks all workplace injuries and illnesses and demonstrates what actions have been implemented to minimize a recurrence of the injuries.

## 5. Management Commitment

Allows an organization to demonstrate that it has instituted appropriate management systems to meet customer needs and expectations, even in times of organizational change

### 5.1. Mission, Vision, Values: The organization has documented:

- 5.1.1. A written vision for its future and a clearly written mission statement.

### 5.2. Planning: The organization has the following plans in place:

- 5.2.1. Strategic Plan: There may be a strategic plan that is used as a guide to meet future goals.
- 5.2.2. Business Continuity Plan/Succession Planning: There may be a plan for the continuation of daily business if a change in management occurs.
- 5.2.3. Training Plan: The organization may have a detailed training plan that covers all aspects of an operation to ensure that all policies and procedures are understood and adhered to.
- 5.2.4. Continuous Improvement Plan: The organization should build into their program elements of continuous improvement.

### 5.3. Responsibility and Authority

- 5.3.1. Organizational Chart: There shall be a clearly defined organizational chart that is accurate, up-to-date, and easy to follow including roles related to infectious disease prevention.  
Job Descriptions: There should be accurate and up-to-date job descriptions for every position within the organization.

### 5.4. Communication Plan

- 5.4.1. The organization shall have clear procedures for effective communication among all levels of the organization.
- 5.4.2. The organization shall have procedures for communication and feedback to customers.

**5.5. Risk Management**

- 5.5.1. The organization shall affirm that it is in compliance with all applicable local, state, provincial, and federal safety laws and regulations.
- 5.5.2. The organization shall produce proof of appropriate insurance.
- 5.5.3. The organization shall produce proof of proper licensing.
- 5.5.4. The organization shall produce proof that methodologies for assessing and prioritizing
- 5.5.5. risks are identified, implemented, maintained, and documented based on relevant hazards.
- 5.5.6. The organization shall implement infection control programs, procedures and technologies that protect employees, clients, and customers. They may assist their clients in facilities which they service in accomplishing the same.

## 6. Green Buildings and Service

This section sets forth a framework to ensure that the organization uses sustainable cleaning practices in addition to the management best practices identified.

### 6.1. Green Cleaning Policy

- 6.1.1. The organization shall have in place a green cleaning policy that is distinct and separate from the Environmental Policy required in Section 4.2 (Organization Policy/Environmental Management System). The Green Cleaning Policy shall set forth standard operating procedures addressing how green cleaning practices will be utilized, managed, and evaluated.
- 6.1.2. The organization shall indicate the specific buildings, group of buildings, or contracted facilities to which the green cleaning policy applies.
- 6.1.3. The organization shall incorporate the measurement tools, feedback cycle, and continuous improvement plan requirements set forth in Section 1.2.3.4 to evaluate the effectiveness of green cleaning technologies, procedures, and processes.

### 6.2. Green/High-Performance Cleaning Program

- 6.2.1. Staffing: Determination of staffing levels shall be compliant with Section 2.1.1 (Workloading) and 2.1.3.4 (Staffing Plan).
- 6.2.2. Training
  - 6.2.2.1. Supervisor Training: The organization shall comply with the training requirements set forth in Section 3.5 (Management Training).
  - 6.2.2.2. Worker Training: The organization shall comply with the training requirements set forth in Section 3.6 (Cleaning Personnel Training).
  - 6.2.2.3. Safety Training: The organization shall comply with the safety training requirements of Section 4.1 (Regulatory Compliance), including the requirement to provide employees with training on the use and hazards of chemical products.
  - 6.2.2.4. Green Cleaning Training: There shall be a written curriculum for green cleaning training of cleaning personnel and documentation that personnel have been trained.



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

**6.3. Custodial Effectiveness Assessment (Quality System)**

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

**6.4. Purchase of Cleaning Products and Materials**

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

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

**6.4.2. Chemical Products**

6.4.2.1. Cleaning Products: Products in this group include:

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

6.4.2.1.1. Criteria: At least 75%, by cost, of the annual purchases of these products shall meet at least one of the following standards:

- Be certified by Green Seal or UL EcoLogo (formerly Environmental Choice), or
- Be recognized by the U.S. Environmental Protection Agency's (EPA) Safer Choice (formerly EPA's Design for the Environment), or
- Be cleaning devices that use only ionized water or electrolyzed water and have third-party-verified performance data equivalent to the other standards mentioned above (if the device is marketed for antimicrobial cleaning, performance data must demonstrate antimicrobial performance comparable to EPA Office of Pollution Prevention and Toxics and Design for the Environment requirements, as appropriate for use patterns and marketing claims).

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

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

6.4.2.2.1. Criteria: At least 75%, by cost, of the annual purchases of these products shall meet at least one of the following standards:

- Be certified by Green Seal or UL EcoLogo (formerly Environmental Choice), or
- Be recognized by the U.S. Environmental Protection Agency's (EPA) Safer Choice (formerly EPA's Design for the Environment), or
- Comply with the California Code of Regulations maximum allowable VOC content for the specific product category.

6.4.3. Disposable janitorial paper products and trash bags: This provision only applies to those purchases that are in the control of the organization.

Products in this group include:

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

6.4.3.1. Criteria: At least 75%, by cost, of the annual purchases that are provided by the organization and used in buildings to which this section applies (listed in Section 6.1.2) shall:

- Be certified by Green Seal or UL EcoLogo (formerly Environmental Choice), or
- Comply with the U.S. Environmental Protection Agency's Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners, or
- Be derived from rapidly renewable resources or made from tree-free fibers.

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

- Industrial and institutional hand cleaners
- Hand cleaners, hand sanitizers, and hand soaps

6.4.4.1. Criteria: At least 75%, by cost, of the annual purchases that are provided by the organization and used in buildings to which this section applies (listed in Section 6.1.2) shall:

- Be free of antimicrobial agents (except as a preservative and unless required by health codes and other regulations), or
- Be certified by Green Seal or UL EcoLogo (formerly Environmental Choice), or
- Be recognized by the U.S. Environmental Protection Agency's (EPA) Safer Choice (formerly EPA's Design for the Environment).

#### 6.5. Cleaning Equipment

The requirements of this section apply only to powered equipment that is used by the organization for use in buildings listed in Section 6.1.2.

6.5.1. Criteria: The organization shall use one of the following percentages of powered equipment that meets one of the Cleaning Equipment Environmental Preferability Criteria in Section 6.5.2.:

6.5.1.1. At least forty (40) percent, by either purchase cost or number of units, or

6.5.1.2. For existing equipment that does not meet the criteria, develop a phase-out plan for its replacement with environmentally preferable products at the end of its useful life.

6.5.2. The following Cleaning Equipment Environmental Preferability Criteria apply to powered janitorial equipment.

- 6.52.1. Vacuum cleaners shall be:
  - 6.52.1.1. Certified by the Carpet and Rug Institute's (CRI's) Seal of Approval/Green Label Vacuum Cleaner program, and
  - 6.52.1.2. Operate with a sound level of 70dBA or less.
- 6.52.2. Carpet extraction equipment shall be certified by the Carpet and Rug Institute's (CRI's) Seal of Approval for Green Label Deep- Cleaning Extractors and/or the Carpet and Rug Institute's (CRI's) Seal of Approval Deep Cleaning Systems program.
- 6.52.3. High-speed powered floor maintenance equipment (including electric and battery-powered floor buffers and burnishers) shall be:
  - 6.52.3.1. Equipped with vacuums, guards and/or other devices for capturing fine particulates, and
  - 6.52.3.2. Operate with a sound level of 70dBA or less.
- 6.52.4. Propane-powered floor equipment shall:
  - 6.52.4.1. Operate with a sound level of 90dBA or less, and
  - 6.52.4.2. Have high-efficiency, low-emissions engines with catalytic converters and mufflers that meet the standards for the specific engine size as set forth by the U.S. Environmental Protection Agency (EPA) or the California Air Resources Board (CARB).
- 6.52.5. Automated scrubbing machines shall:
  - 6.52.5.1. Be equipped with variable-speed feed pumps and on-board chemical metering, or
  - 6.52.5.2. Be equipped with variable-speed feed pumps and use dilution control systems for refilling, or
  - 6.52.5.3. Use only ionized water or electrolyzed water and no added chemical cleaning products.
- 6.5.3. All powered cleaning equipment shall be designed with safeguards, such as rollers or rubber bumpers, to reduce potential damage to building surfaces.
- 6.5.4. Battery-powered equipment shall be equipped with environmentally preferable batteries such as Lithium-Ion, absorbed glass mat or gel cell batteries except in applications requiring deep discharge and heavy loads where performance or battery life is reduced by using sealed batteries.
- 6.5.5. Equipment Inventory List: The organization shall maintain a list of all powered equipment that, at a minimum, includes:
  - 6.5.5.1. Identification of each type of equipment by make and model

- 6.5.5.2. Number of pieces in use
- 6.5.5.3. Date of purchase
- 6.5.5.4. Purchase cost
- 6.5.5.5. Applicability of relevant sustainability criteria (Section 6.5.2)
- 6.5.6. Equipment Maintenance Log/ Plan: Maintenance of equipment shall occur as part of a planned process as required in Section 2.2.4 (Equipment Maintenance & Repair).

**6.6. Entryway Systems (Matting)**

- 6.6.1. To the extent the organization provides entryway matting systems at a building listed in Section 6.1.2, the entryway matting systems (except of emergency exits) shall be:
  - 6.6.1.1. Ten (10) feet long in the primary direction of travel where space allows, and
  - 6.6.1.2. The organization shall have an appropriate cleaning, maintenance and replacement plan for matting systems in place.

**6.7. Solid Waste Management (Recycling)**

The organization shall have a waste reduction and recycling plan consistent with Section 4.1.2.3 (Waste Disposal and Recycling Plan). Such plan may include waste stream audit procedures and a commitment to the diversion of waste through an active waste reduction and recycling program. This section only applies to the extent that the organization manages the waste stream.