



Request for Proposal No. 21-132  
Janitorial Services for  
Various Town Buildings

PROPOSAL BY:



**CTJ MAINTENANCE, INC**

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LORENA NOGUERA-RIVELLO

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**August 10, 2021**

TOWN OF ADDISON  
5350 Belt Line Road  
Dallas, Texas 75254

**RE: RFP #21-132 Janitorial Services for Various Town Locations**

CTJ Maintenance appreciates the opportunity to submit a proposal for RFP #21-132 for Janitorial Services. We attended the pre-proposal meeting and have fully reviewed and understand the specifications.

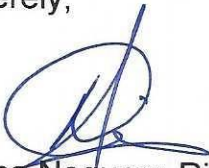
CTJ Maintenance was incorporated on March 15, 1996 and is a locally owned and operated full service janitorial and facilities maintenance organization. Our areas of expertise include Janitorial and Custodial Services, Flooring Cleaning and Maintenance, Window Washing, Pressure Washing, Disinfection Services, and Maintenance Technician support.

Our portfolio of highly satisfied clients includes Denton County, Tarrant County, the City of Carrollton, NCTCOG, and DART to name a few. While we have several new customers, our broader customer base includes contracts and tenure that span 12 or more continuous years of service demonstrating our focus on quality, reliability and stability.

Our company 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 we look forward to partnering with your team!

Sincerely,



Lorena Noguera-Rivello, President

## TAB 1 – GENERAL BACKGROUND

## GENERAL BACKGROUND

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 the City of Dallas, Dallas County, the City of Fort Worth, Tarrant County, the City of Irving, and City of Carrollton, Denton County and many others. Our current customers include the North Central Texas Council of Governments (NCTCOG) with locations outside the Metroplex including Terrell and Greenville. We currently clean and maintain over 3.5 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
- WIC/Health Departments/Medical Examiners
- Senior Centers
- Parks/Outdoor Recreation Areas
- Recreation Facilities
- Law Enforcement/Public Safety Buildings
- 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 genuinely appreciate the opportunity to submit this proposal!

### GENERAL BACKGROUND, 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 with each over 25 years' experience.

- Incorporated in March of 1996
- Corporate office located in Irving, Texas
- Over 112 associates on current staff
- Currently servicing 17 active customers and over 3.5 million square feet of commercial and government space
- Certified as both MBE 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



GENERAL BACKGROUND - QUALIFICATIONS

CTJ has more than 25 years of continuous business operational performance specializing in janitorial and maintenance services.

CTJ has serviced a variety of clients and facilities over our 25-year history who all were highly satisfied with our workmanship including:



**TAB 2 – HUMAN RESOURCES**



## HUMAN RESOURCES

### *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 utilizing non-traditional recruiting techniques, we will be 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. These include (but are not limited to):

- Human Resource staffing company
- Job Fairs
- Previously completed projects
- Employee Recommendations
- Texas WorkForce Solutions
- InDeed.com

### *SCREENING*

For all new hires we require a current form of identification including Driver's License, Social Security Cards, I-9 forms, Permanent Resident Cards, etc.

- We conduct Reference checks, Drug testing, and Universal background checks to ensure a fully compliant employee staff for all current contracts.
- Additionally, CJIS background checks are provided for all employees working in police, homeland security, county courthouses, and other highly sensitive buildings.

### *RETENTION*

Our 4 keys to employee retention procedures:

1. Employee Selection – Hire the best candidates through our comprehensive interview and background check process
2. Competitive Pay – Exceed industry standard/average
3. Incentives – Holiday pay, gift cards, employee recognition
4. Open Door Policy – Transparency and easy access for all employees to leadership

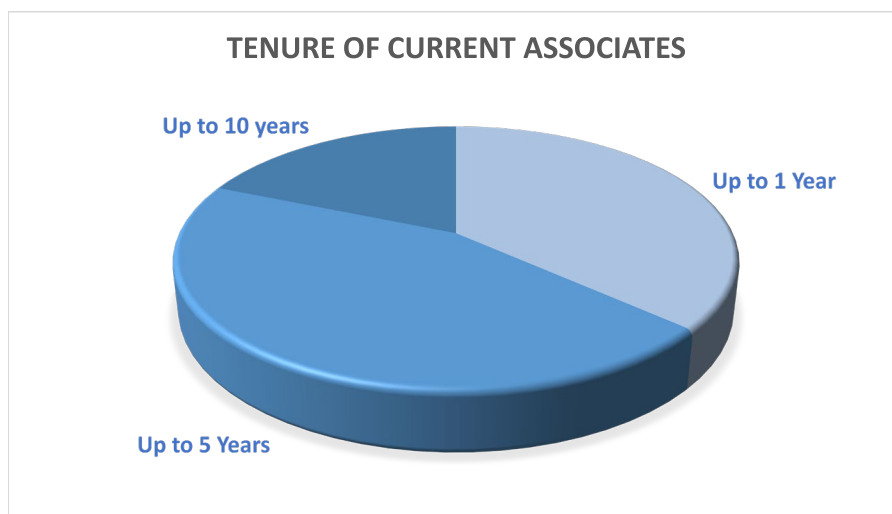
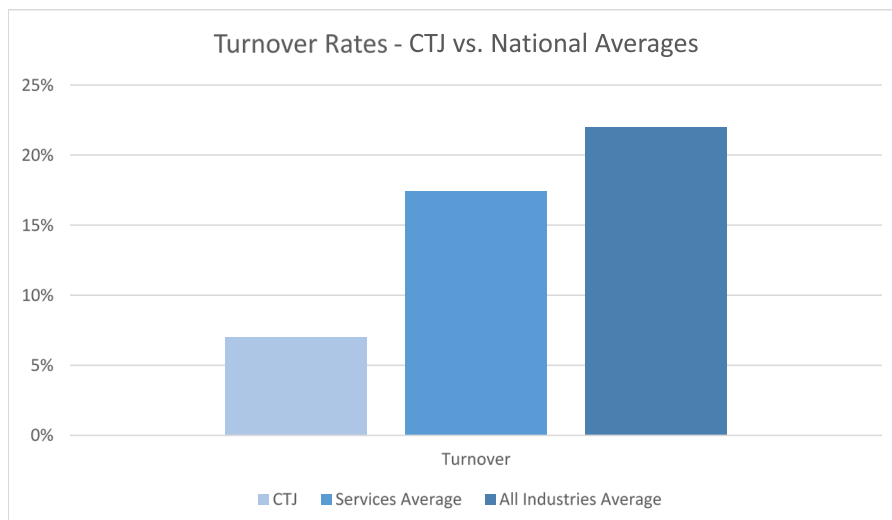
Additionally, we provide holiday pay, jury duty, bereavement and workers compensation.

**HUMAN RESOURCES, 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 112 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 7% – Better than Industry (17.4%) and National Averages (22%)



**TAB 3 – TRANSITION AND COMMUNICATION PLAN**

**COMMUNICATION AND TRANSITION**

*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 Manager	Cleaners	Hard Copy	Daily
<b>Corrective Actions</b>	POC Addison	Project Manager	Verbal & Written	Within 48 hours
<b>Daily Quality Inspections</b>	Project Manager	Project Manager	Hard Copy & Email	Daily
<b>Quality Inspections</b>	POC Addison	Project Manager	Hard Copy & Email	Weekly
<b>Monthly Connect Meeting</b>	POC Addison	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 Town 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, including the City of Carrollton, 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.

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**COMMUNICATION AND TRANSITION, CNTD**

**EXAMPLE TRANSITION PLAN**

<b>ACTION ITEM</b>	<b>PLAN DESCRIPTION</b>	<b>DUE DATE</b>	<b>OWNER</b>
SERVICE DELIVERY TEAM BEGINS THE FOLLOWING PROCESS:	<ul style="list-style-type: none"> <li>• Background Checks</li> <li>• Badges/Uniform</li> <li>• Orientation Training</li> <li>• Safety Training</li> <li>• Quality Assurance Training</li> <li>• Tour of Building</li> </ul>	30 days out	Jose Julia Ana
QUALITY ASSURANCE TEAM DEVELOPS THE FOLLOWING PROCESS:	<ul style="list-style-type: none"> <li>• Performance Work Schedules</li> <li>• Task Schedules</li> <li>• Inspection Requirements</li> <li>• Equipment/Supply list</li> <li>• Timesheets/Work Schedules</li> <li>• Communication Plan</li> <li>• Contingency Plan</li> </ul>	25 days out	Ana
PROJECT MANAGER DEVELOPS THE FOLLOWING PROCESS:	<ul style="list-style-type: none"> <li>• Job Specifications</li> <li>• Designated start times and completion goals</li> <li>• Training on performing each task as outlined in 'Scope of Work'</li> <li>• Individual 'space assignments'</li> </ul>	25 days out	Jose
SUPERVISORS DEVELOPS THE FOLLOWING PROCESS:	<ul style="list-style-type: none"> <li>• Quality Control Inspections for each building to ensure each facility is in compliance prior to contract start date.</li> <li>• Equipment list to ensure all buildings have all equipment/supplies in janitors' closets to begin on contract start date.</li> <li>• Key control process to ensure all key/badge access on contract start date.</li> <li>• Request for Service process to ensure all building facility managers can request non-daily tasks.</li> <li>• Immediate Response/Corrective Action process to ensure rapid response for areas needing corrective action.</li> <li>• Ensures Janitorial closets in all buildings have equipment and supplies are adequately stocked and available for contract start date.</li> <li>• Documentation ensuring all employees trained on quality control and safety.</li> </ul>	20 days out	Ana
QUALITY ASSURANCE TEAM DEVELOPS THE FOLLOWING PROCESS:	<ul style="list-style-type: none"> <li>• Quality Assurance Process Review</li> <li>• Immediate Corrective Action Review</li> <li>• Non-Scheduled task Request</li> <li>• Floor Maintenance Schedule</li> <li>• Inspection Form Review</li> </ul>	10 days out	Ana
SERVICE DELIVERY TEAM ENSURES ALL EMPLOYEES HAVE RECEIVED THE FOLLOWING:	<ul style="list-style-type: none"> <li>• Set up security plan (alarm codes, exit plan, etc)</li> <li>• Set up plan for handling theft, vandalism or pilferage</li> <li>• Set up key control plan and inventory process</li> </ul>	5 days out	Jose Ana Julia
ALL TEAMS ENSURE ALL PREPARATION COMPLETED FOR THE FOLLOWING:	<ul style="list-style-type: none"> <li>• Contract Begins</li> </ul>		

**TAB 4 – TRAINING PROGRAM**

## TRAINING

### *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 Project 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
- Project manager receives 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, CNTD

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

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

- Safety – General Reporting
- Safety – Orientation Training
- Safety – Floor Work
- Safety – Electrical Equipment
- Safety – High Work
- Safety – Biohazardous

#### *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



## TRAINING, CNTD

### *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

## TAB 5 – QUALITY CONTROL AND FORMS

## QUALITY CONTROL

Our quality assurance program structure is designed around the following areas to ensure our team adequately performs all work delivery services. Each quality control section listed below provides the full suite of quality delivery needed to maintain world-class performance. This program provides complete visibility, monitoring and control of all aspects of delivering quality service.

### *QUALITY CONTROL – TOOL*

Allows our leadership team to monitor quality daily and to respond to issues in real time.

- Work Task Planning Tool (Task Checklist)
- Daily Task Inspection Tool
- Daily Corrective Action Tool

### *QUALITY CONTROL – REPORTING*

Allows the CTJ management team to provide feedback to our clients. These reports provide visibility, transparency and accountability.

- Daily Corrective Action Reporting
- Daily Inspection Reporting
- Real-Time Management Feedback
- Weekly Leadership Update
- Monthly Project Management Reporting

### *QUALITY CONTROL – PROCESSING AND TRACKING*

Allows CTJ to track issues and trends in overall team performance, individual associate performance, and overall supply needs.

- Deficiency Trending/Tracking
- Associate Performance Tracking (internal)
- Equipment and Supply Inventory Tracking (internal)

### *QUALITY CONTROL – ON-SITE MANAGEMENT*

Supervisors are on-site daily to resolve issues, report any deficiencies and to manage cleaning crew activities.

Visibility is key to gain the utmost quality, service and productivity from our team. Our management team personally ensures that our cleaning crew will perform at the highest standards. Our key leadership mantra is:

✓ Hands-on and Visible at all times!

**QUALITY CONTROL, CNTD**

*Quality Control Plan*

CTJ Maintenance commits to providing excellent customer service. Our robust Quality Plan allows us to accurately measure customer satisfaction, respond rapidly to customer complaints and deliver on quality service.

For over 25 years, we have utilized the Tools, Methods and Measures listed below, to provide excellent service for our clients.

<b>QUALITY PROGRAM TOOL</b>	
<b>Work Task Tool</b>	<p>This tool is used to assign <u>detailed</u> tasks to an employee.</p> <p>The employee records date/time each task was completed.</p> <p>This allows the inspector to monitor if/when the employee completed the task and ensures all work is accomplished correctly and timely.</p>
<b>Work Timeline Tool</b>	<p>This tool is used to monitor the <u>location</u> of each employee.</p> <p>Daily the employee performs each task at a specific location/time.</p> <p>This allows the inspector to locate an employee at all times and inspect each task in real-time.</p>
<b>Work Supplies/ Equipment Tool</b>	<p>This tool is used to <u>inventory</u> equipment and supplies to ensure adequate cleaning and maintenance of equipment daily.</p>
<b>Daily Inspection Tool</b>	<p>This tool is used by the project managers to <u>inspect</u> the facility.</p> <p>The supervisor inspects each area of the facility and provides a pass/fail for the employee.</p> <p>Unsatisfactory inspections result in on-the-job training or employee corrective action.</p>
<b>Daily Corrective Action Tool</b>	<p>This tool is used for <u>corrective action</u> purposes to ensure immediate feedback in response to issues, changes in processes or one-time request for service.</p>

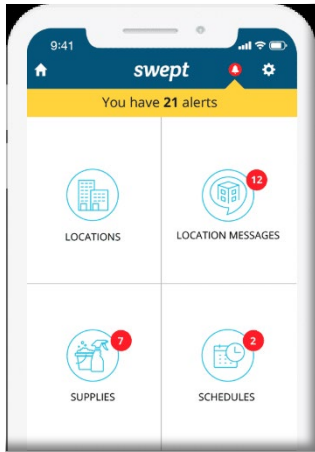
**QUALITY CONTROL, CNTD**

<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 supervisors will also make sure that all equipment meets OSHA requirements and properly maintained.
<b>Method for Daily Inspections</b>	Our supervisors 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.

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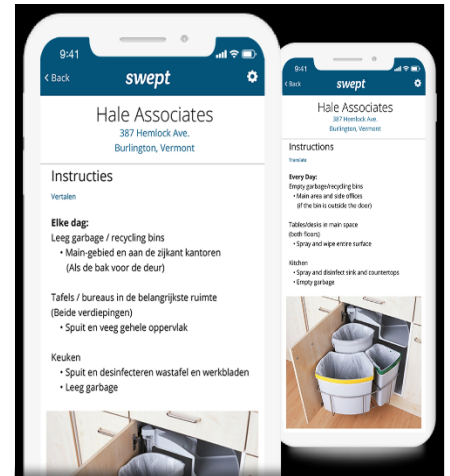


## QUALITY CONTROL, CNTD – SWEPT APP



CTJ is proud to be rolling out the SWEPT App to all of our client accounts. SWEPT is a one-stop electronic solution for quality control through task management, supply management, inspections, and real-time problem solving.

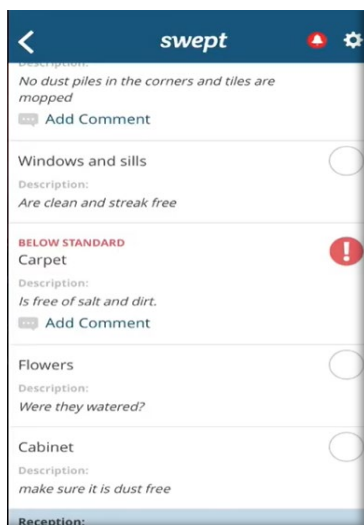
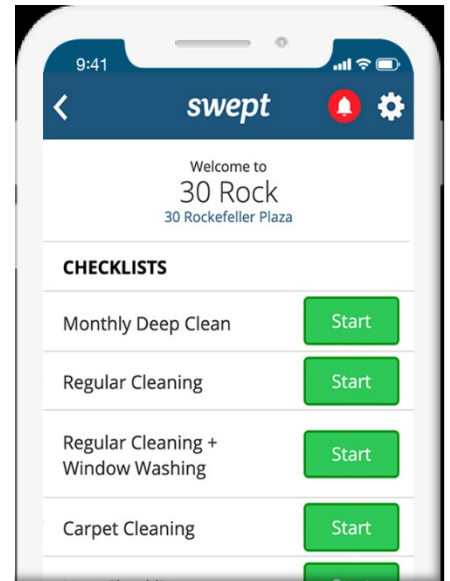
This cutting-edge tool is a perfect ensemble of support to our associates to complete their work effectively, as well as, an excellent tool to communicate status and progress to our clients.



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.

When cleaners need to read instructions in their native language, it's just a click away. With enhanced translations, SWEPT can handle all major languages of our staff. Instructions can be updated in real-time and instantly translated to prevent any miscommunication or misunderstanding.

With SWEPT we can easily generate multiple custom checklists for each of the areas of the campus, ensuring that everything on the periodic task list is getting done. The checklists can be easily adjusted and updated as the scope of work changes to clearly communicate expectations across the entire team. Tasks are tracked in real-time and the associates can easily communicate if problems exist and request help. Managers can easily create custom inspection plans, and produce cleaning inspection reports.



Inspection plans can include unlimited inspection points, that are easily organized to make sure every area is inspected thoroughly. When conducting on-site inspections, the manager is able to rate the quality of individual cleaning tasks. In addition to selecting a rating, they can easily record comments, and take photos to provide clear communication for their rating.

**QUALITY CONTROL – SAMPLE FORMS**

<b>EXAMPLE WEEKLY TASK LIST</b>							
<b>Item</b>	<b>PERFORMANCE REQUIREMENTS</b>	<b>weekly standard</b>	<b>M</b>	<b>T</b>	<b>W</b>	<b>T</b>	<b>F</b>
	<b>Office Spaces:</b>						
	Pick up trash, empty all waste and recycling receptacles, reline waste with plastic liners	5X	X	X	X	X	X
	Vacuum carpeted areas	2X		X		X	
	Spot clean minor carpet stains	As Needed					
	<b>Common/Reception Areas:</b>						
	Pick up trash, empty all waste and recycling receptacles, reline waste with plastic liners	5X	X	X	X	X	X
	Dust off horizontal surfaces (not requiring ladder)	1X			X		
	Dust wipe and polish chairs, desks, tables, counters, pictures, etc.	2X		X		X	
	Clean entry door glass	1X			X		
	Spot clean marks next to light switches, doors, door frames, and glass	2X		X		X	
	Sanitize drinking fountains	5X	X	X	X	X	X
	Police immediate exterior of entries for debris	3X	X		X		X
	Spot mop floor with disinfectant cleaners	5X	X	X	X	X	X
	Vacuum carpeted areas	2X	X		X		X
	<b>Restroom Cleaning:</b>						
	Pick up trash, empty all waste and recycling receptacles, reline waste with plastic liners	5X	X	X	X	X	X
	Clean and disinfect all toilet bowls, toilet seats and urinals	5X	X	X	X	X	X
	Clean and disinfect counters, wash basins and soap dispensers	5X	X	X	X	X	X
	Clean and polish mirrors and dispensers	5X	X	X	X	X	X
	Clean and polish chrome fixtures	5X	X	X	X	X	X
	Sweep, damp mop and disinfect all restroom floors	5X	X	X	X	X	X
	Remove gum, hair and other foreign substances from floor surfaces	5X	X	X	X	X	X
	Dust and wipe horizontal surfaces within reach including vent	5X	X		X		X

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**QUALITY CONTROL – SAMPLE FORMS, CNTD**

**Building Inspection**

Location \_\_\_\_\_ Employee \_\_\_\_\_ Date \_\_\_\_\_

**P = Poor** – Performance is unacceptable  
**F = Fair, Below Standard** - Performance is below the CTJ MAINTENANCE standards for Specifications at this location  
**G = Good, To Standard** – Performance meets CTJ MAINTENANCE standards for Specifications at this location  
**E = Excellent** – Performance exceeds and never falls short of CTJ MAINTENANCE standards for Specifications at this location

**Entrance**

**P F G E**

P	F	G	E	
				Door glass
				Door frame
				Sweeping
				Cobwebs
				Mats vacuumed
				Trash empty
				Ash trays empty, fresh sand or cat litter
				Trash, cigarette butts picked up off ground

**Restrooms**

**P F G E**

P	F	G	E	
				Countertops and back splash cleaned
				Sinks
				Mirrors
				Clean exterior of vanities
				Bright work
				Toilets
				Urinals
				Floors (vacuumed and mopped)
				Vent grills
				Base Boards
				Dusting
				Light fixtures and switches
				Towel bars
				Dispensers, wiped down and polished
				Walls spot cleaned
				Supplies filled
				Showers cleaned
				Push plates
				Kick plates

**Restroom Detailing**

**P F G E**

P	F	G	E	
				Sinks
				Faucet
				Toilets
				Urinals
				Shower
				Baseboards
				Floor



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**QUALITY CONTROL – SAMPLE FORMS, CNTD**

<b>TOTALS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
Areas	Poor	Fair [Below Standard]	Good [To Standard]	Excellent
Entrance				
Restrooms				
Restroom Detailing				
Lobby				
Trash/recycling				
Elevators				
Stairwells				
Dusting				
Detail Dusting				
Break rooms/coffee centers				
Hard floors				
Vacuuming				
Detail Vacuuming				
Miscellaneous Detail Cleaning				
Closing check list				
Equipment/Janitor closet				
Vehicle Inspection				
<b>Total # of Checks</b>	<input type="text"/> X 1	<input type="text"/> X 2	<input type="text"/> X 3	<input type="text"/> X 4 = <input type="text"/>

1. Total of the 4 Columns =	<input type="text"/>
2. Divide Total by # of Areas Rated =	<input type="text"/>
3. OVERALL RATING =	<input type="text"/>
[#1 divided by #2]	

**QUALITY CONTROL – MANUAL FORM**  
**CNTD**

- 1 = Poor [0 – 1.4]
- 2 = Fair, [Below Standards] [1.5 – 2.4]
- 3 = Good [To Standards] [2.5 – 3.4]
- 4 = Excellent [Exceeds Standards] [3.5 – 4]

**EXAMPLES,**

**Comments:**


Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Request for Proposal  
No. 21-132 Janitorial Services for Various Town Buildings**



**QUALITY CONTROL – SAMPLE FORMS, CNTD**

<b>CTJ MAINTENANCE, INC.</b>																	
<b>EMPLOYEE TIME SHEET &amp; TASK CHECKLIST</b>		<b>EMPLOYEE NAME:</b> _____															
		<b>BUILDING LOCATION:</b> _____															
		<b>MONTH:</b> _____				<b>YEAR:</b> _____				<b>PAY PERIOD:</b> / /							
<b>DAILY</b>	<b>TASK SCHEDULE ALL AREAS</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>	
	Empty all indoor trash containers and dispose of contents.																
	Dust mop hard floor surfaces with treated cloth or dust control tool and remove spills and scuff marks.																
	Clean, disinfect & polish drinking fountains.																
	Sweep all stairwells and entrances.																
	Clean all walk off mats at primary & secondary entrances.																
	Empty all exterior trash cans.																
	<b>RESTROOMS</b>																
	Clean metal fixtures, shelves and valves.																
	Scour and disinfect commodes, urinals and wash basins.																
	Wash commode seats with disinfectant solution.																
	Clean and replenish to full stock hand soap, hand towels and toilet tissue.																
	Mop and scrub floors with disinfectant solution changing mop water periodically throughout shift.																
	Run water through all floor drains.																
	Wash and dry polish all mirrors.																
	Damp clean partitions using disinfectant solution.																
	Clean, empty and disinfect sanitary napkin receptacle.																
	Restock toilet paper, paper towels, and soap.																
<b>WEEKLY</b>	<b>TASK SCHEDULE ALL AREAS (Continued)</b>																
	Wet mop hard floor surfaces.																
	Wet mop hard floor surfaces. Vacuum and spot clean paying particular attention to carpet edges.																
	Clean doors and door frames - damp clean, dust and soft clean scuff marks.																
	Clean corridors - dust & damp wipe as needed, including signs and building directories.																
	Spot clean walls with disinfectant soap solution.																
	Damp clean all courtroom fixtures, rails and furniture.																
	Clean all interior glass windows to include store front windows, department windows and pass through windows and clean window sills.																
	Apply quality wax (paste or liquid traffic wax) and buff.																
	Dust ceiling fans (12' ceilings)																
	Dust suspended light fixtures in all parts of building.																
<b>MONTHLY</b>	<b>ALL AREAS (Continued)</b>																
	Dust, vacuum or damp clean tops of doors and window frames and supply and return air vents and grills.																
	Dust and polish stairway hand rails.																
	Dust and clean Venetian blinds.																
	Scrub floor tile, wall tile and grout.																
<b>QUARTERLY</b>	<b>TASK SCHEDULE (Continued)</b>																
	Buff all hard floor surfaces with high speed buffer including stained concrete and terrazzo floors.																
	Clean suspended lights of bugs.																
		<b>DATE:</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>	<b>12</b>	<b>13</b>	<b>14</b>	<b>15</b>
		<b>Time In:</b>															
		<b>Time Out:</b>															
		<b>Total Hours:</b>															
		<b>TOTAL HOURS:</b>	_____														
I have completed all tasks listed above and understand that this form must be turned in as my Time Sheet. I understand that falsifying any information on this form could result in immediate termination without notice.																	
Employee Signature: _____ Date _____																	
Project Managers by signing this time sheet you have confirmed that all tasks have been completed successfully. Falsifying any information on this form could result in immediate termination without notice.																	
Project Manager Signature: _____ Date _____																	
<b>**NOTE: This Time Sheet must be completed and turned to CTJ's office to receive paychecks. NO EXCEPTIONS</b>																	

## TAB 6 – REFERENCES

REFERENCES

	<p><b>Tarrant County</b>          100 WEATHERFORD RD, FT. WORTH, TX 76102          FRANK LOPEZ - <a href="mailto:FTLOPEZ@TARRANTCOUNTY.COM">FTLOPEZ@TARRANTCOUNTY.COM</a>          (817) 831-6412          SQ FT: 1,115,000          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>          (940) 349-2970          SQ FT: 675,000          CONTRACT PERIOD: 10/1/18 TO PRESENT</p>
	<p><b>Brazos River Authority</b>          4600 COBBS DRIVE, WACO, TX 76714          DIRK BLAND – <a href="mailto:DIRK.BLAND@BRAZOS.ORG">DIRK.BLAND@BRAZOS.ORG</a>          (254) 761-3199          CENTRAL OFFICES, TEMPLE/BELTON, DOSIER FARMS WWTPS          CONTRACT PERIOD: 12/1/15 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>          (817) 695-9105          SQ FT: 90,365          CONTRACT PERIOD: 10/1/2019 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          SQ FT: 325,000          CONTRACT PERIOD: 5/1/13 TO PRESENT</p>
	<p><b>Dallas Area Rapid Transit</b>          4209 MAIN STREET, DALLAS, TX 75226          PERRY COLE – <a href="mailto:PCOLE@DART.ORG">PCOLE@DART.ORG</a>          (214) 828-6795          SQ FT: 212,639          CONTRACT PERIOD: 8/1/15 TO 8/31/2020</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          SQ FT: 966,000          CONTRACT PERIOD: 4/1/10 TO 10/31/15</p>

**TAB 7 – FEE STRUCTURE AND CONTRACT TERMS**

**Request for Proposal  
No. 21-132 Janitorial Services for Various Town Buildings**



**FEE STRUCTURE AND CONTRACT TERMS**

Please indicate the monthly and annual fee for each facility.

<b>LOCATION</b>	<b>Monthly Fee</b>	<b>Annual Fee</b>
Athletic Club	\$7,324.30	\$87,891.60
Airport Building	\$475.00	\$5,700.00
Conference Centre	\$316.73	\$3,800.76
Police Station	\$2,692.20	\$32,306.40
TreeHouse	\$990.00	\$11,880.00
Central Fire Station	\$395.91	\$4,750.92
Finance Building	\$593.86	\$7,126.32
Addison Circle Park Pavilion	\$554.00	\$6,648.00
Police Substation	\$158.36	\$1,900.32
Service Center	\$1,583.63	\$19,003.56
Stone Cottage	\$158.36	\$1,900.32
Theatre Centre	\$712.63	\$8,551.56
Town Hall	\$692.84	\$8,314.08

Additional Cleaning and Services on an As Needed Basis

<b>Location</b>	<b>As Needed Fee</b>
<b>Conference Centre</b>	
Additional Clean	\$70.00
Carpet Cleaning	\$0.25/sq ft
Floor Strip and Wax	\$0.25/sq ft
Window Cleaning	\$250.00
<b>Theatre Centre</b>	
Additional Clean	\$55.00
Theatre Main Space Clean	\$125.00
Studio Theatre Clean	\$125.00
<b>Stone Cottage</b>	
Additional Clean	\$35.00
<b>Pavilion</b>	
As Needed Cleaning of Special Events Restroom	\$125.00

**Request for Proposal  
No. 21-132 Janitorial Services for Various Town Buildings**



**FEE STRUCTURE AND CONTRACT TERMS, CNTD**

**ADD ALTERNATES**

<b>LOCATION</b>	<b>EXTERIOR WINDOW CLEANING COST</b>	<b>DEEP CARPET/SHAMPOO AND CLEANING COSTS</b>	<b>STRIP AND WAX ALL HARD /TILE FLOORS</b>
Athletic Club	\$2,000.00	\$0.25/sq ft	\$0.25/sq ft
Airport Building	\$1,250.00	\$0.25/sq ft	\$0.25/sq ft
Conference Centre	\$1,250.00	\$0.25/sq ft	\$0.25/sq ft
Police Station	\$1,550.00	\$0.25/sq ft	\$0.25/sq ft
TreeHouse	\$500.00	\$0.25/sq ft	\$0.25/sq ft
Central Fire Station	\$500.00	\$0.25/sq ft	\$0.25/sq ft
Finance Building	\$500.00	\$0.25/sq ft	\$0.25/sq ft
Addison Circle Park Pavilion	\$150.00	\$0.25/sq ft	\$0.25/sq ft
Police Substation	\$100.00	\$0.25/sq ft	\$0.25/sq ft
Service Center	\$1,250.00	\$0.25/sq ft	\$0.25/sq ft
Stone Cottage	\$100.00	\$0.25/sq ft	\$0.25/sq ft
Theatre Centre	\$1,500.00	\$0.25/sq ft	\$0.25/sq ft
Town Hall	\$550.00	\$0.25/sq ft	\$0.25/sq ft

If add/alts are awarded it will be the responsibility of the contractor to set specific dates and time for each location in advance.

**Request for Proposal  
No. 21-132 Janitorial Services for Various Town Buildings**



**FEE STRUCTURE AND CONTRACT TERMS, CNTD**

**Town of Addison**

**REQUEST FOR PROPOSAL TERMS AND CONDITIONS**

1. **APPLICABILITY:** These standard Terms and Conditions and the Terms and Conditions, Specifications, Drawings and other requirements included in the Town of Addison's Request for Proposal (collectively, "Terms and Conditions") are applicable to Contracts/Purchase Orders issued by the Town of Addison (hereinafter referred to as the "Town" or "Buyer") and the Seller (herein after referred to as the "Seller," "Proposer," "Contractor," or "Supplier"). Any deviations must be in writing and signed by a representative of the Town's Purchasing Department and the Supplier. No Terms and Conditions contained in the Seller's Proposal, Invoice or Statement shall serve to modify the terms set forth herein. If there is a conflict between the Terms and Conditions and the provisions on the face of the Contract/Purchase Order, the Terms and Conditions will take precedence and control.
2. **OFFICIAL PROPOSAL NOTIFICATION:** The Town utilizes the following for official notifications of proposal opportunities: [www.bidsync.com](http://www.bidsync.com) and the Dallas Morning News of Dallas County. These are the only forms of notification authorized by the Town. The Town is not responsible for receipt of notifications or information from any source other than those listed. It shall be the Supplier's responsibility to verify the validity of all Request for Proposal information received from any source other than the Town. There will be NO COST to the Seller for using BidSync for its Bids/Proposals.
3. **PRIOR OR PENDING LITIGATION OR LAW SUITS:** Each Proposer must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, any civil or criminal litigation or investigation pending which involves the Proposer or in which the Proposer has been judged guilty or liable.
4. **COST OF RESPONSE:** Any cost incurred by the Supplier in responding to the Request for Proposal is the responsibility of the supplier and cannot be charged to the Town.
5. **PROHIBITION AGAINST PERSONAL INTEREST IN CONTRACTS:** No Town of Addison employee shall have a direct or indirect financial interest in any contract with the Town, or be directly or indirectly financially interested in the sale of land, materials, supplies or services to the Town.
6. **COMPETITIVE PRICING:** It is the intent of the Town to consider Interlocal Cooperative Agreements and State/Federal contracts in determining the best value for the Town.
7. **INTERLOCAL AGREEMENT:** The successful Proposer agrees to extend prices to all entities that have entered into or will enter into joint purchasing interlocal cooperation agreements with the Town. The Town is a participating member of several interlocal cooperative purchasing agreements. As such, the Town has executed interlocal agreements, as permitted under Chapter 791 of the Texas Government Code, with certain other political subdivisions, authorizing participation in a cooperative purchasing program. The successful Supplier may be asked to provide products/services based upon terms and conditions of award, to any other participant in a cooperative purchasing program.
8. **CORRESPONDENCE:** The proposal number must appear on all correspondence and inquiries pertaining to the Request for Proposal. The Purchase Order number must appear on all invoices or other correspondence relating to the contract.
9. **INDEMNITY/INSURANCE:** See attached Town of Addison minimum requirements.
10. **ERROR-QUANTITY:** Proposals must be submitted in units of quantity specified, extended, and totaled. In the event of discrepancies in extension, the unit prices shall govern.
11. **ACCEPTANCE:** The right is reserved to accept or reject all or part of the proposal or offer, and to accept the proposal or offer considered most advantageous to the Town by line item or total offer or proposal.
12. **PROPOSAL LIST REMOVAL:** The Town reserves the right to remove a Supplier from any Proposal list for: (1) continued failure to be responsive to the Town, (2) failure to deliver merchandise within promised time, (3) delivery of substandard merchandise, or (4) failure to comply with the Contract/Purchase Order requirements.
13. **CONTRACT RENEWAL OPTIONS:** In the event a clause for option to renew for an additional period is included in the Request for Proposal, all renewals will be based solely upon the option and agreement between the Town and the Supplier. Either party dissenting will terminate the contract in accordance with its initial specified term.
14. **TAXES-EXEMPTION:** All quotations are required to be submitted LESS Federal Excise and State Sales Taxes. Tax Exemption Certificate will be executed for the successful Supplier.
15. **ASSIGNMENT AND SUCCESSORS:** The successful Supplier shall not assign, transfer, pledge, subcontract, or otherwise convey, in any manner whatsoever, any contract resulting from this proposal, in whole or in part, without the prior written consent of the Town of Addison.
16. **INVOICING:** Send ORIGINAL INVOICE to address indicated on the contract/purchase order. If invoice is subject to cash discounts the discount period will begin on the day invoices are received. So that proper cash discount may be computed, invoice should show amount of freight as a separate item, if applicable; otherwise, cash discount will be computed on total amount of invoice.



**Request for Proposal  
No. 21-132 Janitorial Services for Various Town Buildings**



**FEE STRUCTURE AND CONTRACT TERMS, CNTD**

17. **ELECTRONIC SIGNATURE – UNIFORM ELECTRONIC TRANSACTION ACT:** The Town adopts Texas Business and Commerce Code Chapter 322, Uniform Electronic Transactions Act, allowing individuals, companies, and governmental entities to lawfully use and rely on electronic signatures.

18. **FUNDING OUT CLAUSE:** This agreement or contract may be terminated by the Town without notice and without penalty or liability in the event that (1) the Town lacks sufficient funds for this agreement or contract; (2) funds for this agreement or contract are not appropriated by the Town Council of the Town; and (3) funds for this agreement or contract that are or were to be provided by grant or through an outside service are withheld, denied or are otherwise not available to the Town.

19. **DISPUTE RESOLUTION:** Pursuant to subchapter I, Chapter 271, TEXAS LOCAL GOVERNMENT CODE, Contractor agrees that, prior to instituting any lawsuit or other proceeding arising from any dispute or claim of breach under this Agreement (a "Claim"), the parties will first attempt to resolve the Claim by taking the following steps: (i) A written notice substantially describing the factual and legal basis of the Claim shall be delivered by the Contractor to the Town within one-hundred eighty (180) days after the date of the event giving rise to the Claim, which notice shall request a written response to be delivered to the Contractor not less than fourteen (14) business days after receipt of the notice of Claim; (ii) if the response does not resolve the Claim, in the opinion of the Contractor, the Contractor shall give notice to that effect to the Town whereupon each party shall appoint a person having authority over the activities of the respective parties who shall promptly meet, in person, in an effort to resolve the Claim; (iii) if those persons cannot or do not resolve the Claim, then the parties shall each appoint a person from the highest tier of managerial responsibility within each respective party, who shall then promptly meet, in person, in an effort to resolve the Claim.

20. **DISCLOSURE OF CERTAIN RELATIONSHIPS:** Chapter 176 of the Texas Local Government Code requires that any person, as defined in the statute, considering doing business with a local government entity disclose in the Questionnaire Form CIQ, the supplier or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. By law, this questionnaire must be filed with the Records Administrator of the Town not later than the 7<sup>th</sup> business day after the later of (a) the date the person (i) begins discussions or negotiations to enter into a contract with the local governmental entity, or (b) submits to the local governmental entity an application, response to a request for proposals or bids, correspondence, or another writing related to a potential contract with the local governmental entity, or (b) the date the person becomes aware (i) of an employment or other business relationship with a local government officer, or a family member of the officer, described by the statute, or (ii) that the person has given one or more gifts described in the statute. See Section 176.006, Local Government Code. 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. The questionnaire may be found at [www.ethics.state.tx.us/forms/CIQ.pdf](http://www.ethics.state.tx.us/forms/CIQ.pdf). By submitting a response to this request, Supplier represents that it is in compliance with the requirements of Chapter 176 of the Texas Local Government Code.

21. **PATENTS:** Seller agrees to **indemnify and hold harmless** the Buyer against all costs and expenses, including but not limited to attorneys fees, and undertakes and **agrees to defend** at seller's own expense, all suits, actions or proceedings in which Buyer or the users of Buyer's products are claimed to have conducted in, or are made defendants of, actual or alleged infringement of any U.S. or foreign patent or other intellectual property right resulting from the use or sale of the items purchased hereunder and further agrees to pay and discharge any and all judgments or decrees which may be rendered in any such suit, action or proceeding.

22. **APPLICABLE LAW:** This agreement shall be governed by the laws of the State of Texas, including but not limited to the Uniform Commercial Code as adopted by the State of Texas, as effective and in force on the date of this agreement, without regard to its conflict of laws rules or the conflict of law rules of any other jurisdiction.

23. **VENUE:** This agreement is performable in Dallas County, Texas, and venue for any suit, action, or legal proceeding under or in connection with this agreement shall lie exclusively in Dallas County, Texas. Proposer submits to the exclusive jurisdiction of the courts in Dallas County, Texas for purposes of any such suit, action, or proceeding hereunder, and waives any claim that any such suit, action, or legal proceeding has been brought in an inconvenient forum or that the venue of that proceeding is improper.

24. **TERMINATION FOR CAUSE OR CONVENIENCE:** The Town at any time after issuance of this agreement, by 30 days written notice to the Supplier, has the absolute write to terminate this agreement for cause or for convenience (that is, for any reason or no reason whatsoever). "Cause" shall be the Supplier's refusal or failure to satisfactorily perform or complete the work within the time specified, or failure to meet the specifications, quantities, quality and/or other requirements specified in the Contract/Purchase Order. In such case the Supplier shall be liable for any damages suffered by the Town. If the agreement is terminated for convenience, the Supplier has no further obligation under the agreement. Payment shall be made to cover the cost of material and work in process or "consigned" to the Town as of the effective date of the termination.

25. **FORCE MAJEURE:** To the extent either the Town or Proposer shall be wholly or partially prevented from the performance of this agreement or of any obligation or duty under this agreement placed on such party, by reason of or through work strikes, stoppage of labor, riot, fire, flood, acts of war, insurrection, court judgment, act of God, or other specific cause reasonably beyond the party's control and not attributable to its malfeasance, neglect or nonfeasance, then in such event, such party shall give notice of the same to the other party (specifying the reason for the prevention) and the time for performance of such obligation or duty shall be suspended until such disability to perform is removed.

26. **BAFO:** During evaluation process Town reserves the right to request a best and final offer upon completion of negotiations.

**Request for Proposal  
No. 21-132 Janitorial Services for Various Town Buildings**



**FEE STRUCTURE AND CONTRACT TERMS, CNTD**

27. **PROTECTION OF TRADE SECRETS OR PROPRIETARY INFORMATION:** Proposals will be received and publicly acknowledged at the location, date, and time stated. Sellers, their representatives and interested persons may be present. The proposals shall be received and acknowledged only so as to avoid disclosure of the contents to competing sellers and kept secret during negotiation. However, all proposals shall be open for public inspection after the contract is awarded. Trade secrets and confidential information contained in the proposal and identified by Seller in writing as such will be treated as confidential by the Town to the extent allowable in the Texas Public Information Act and other law.

28. **SILENCE OF SPECIFICATIONS:** The apparent silence of these specifications as to any detail or to the apparent omission from it of a detailed description concerning any point, shall be regarded as meaning that only the best commercial practices are to prevail. All interpretations of these specifications shall be made on the basis of this statement.

29. **PROPOSAL RESPONSE CONTRACTUAL OBLIGATION:** This proposal, submitted documents, and any negotiations, when properly accepted by the Town, shall constitute a contract equally binding between the successful Proposer and the Town. No different or additional terms will become part of this contract except as properly executed in an addendum or change order.

30. **NO BOYCOTTING ISRAEL.** The entity contract with the Town of Addison does not boycott Israel and will not boycott Israel during the term of the contract. Reference HB 89 as it relates to Chapter 2270 of the Texas Government Code. Boycott Israel means 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.

**TAB 8 – REQUIRED DOCUMENTS**

- 13.4 Employees: The personnel employed by the Contractor shall be capable employees, qualified in janitorial type work. The Contractor shall be staffed with trained and experienced cleaning personnel.

A fully qualified force shall be on board at the beginning of the contract performance and shall be maintained throughout the period of this contract. All personnel shall receive close and continuing first-line supervision by the Contractor.

- 13.5 Uniforms & Badges: When on duty, all Contractor's employees shall have on their person identification showing the employee photo, name, and personal data. In addition, Contractor employees shall be neat in appearance.

Wearing of the identification while on duty and presenting a neat, clean appearance is **mandatory**.

**14.0 SECURITY**

- 14.1 The security of the building keys shall be maintained according to the policies of the Town. Liability for lost keys, re-keying cost, and other related expenses shall be the full responsibility of the Contractor. **THE CONTRACTOR SHALL NOT ALTER ANY LOCK OR REPRODUCE ANY KEY.**

- 14.2 The Contractor shall establish procedures to assure that the building is secured as required by the Town. Janitorial personnel shall be required to secure the premises upon completion of assigned job duties. All exterior doors shall be locked, all lights are to be turned off (except security lights and lights designated as security lights) and the security systems shall be activated prior to leaving the premises. Any malfunction shall be reported to the Addison Police dispatcher prior to leaving the building. Failure to comply with this provision may result in termination of the contract.

- 14.3 In the event that the security system alarm is set off by the janitorial personnel and police are dispatched, and if the Town determines that the janitorial staff is at fault, a fine will be levied against the Contractor in the amount of \$50.00 for each false alarm. A False Alarm notice and invoice will be sent to the Contractor. Such invoice(s) must be paid in full either by check from the Contractor or in the form of a credit memo issued to the Town of Addison against the Contractor's monthly invoice for that location.

- 14.4 **The Contractor's supervisor will be responsible and available at all times to respond within 30 minutes to a facility where his or her crews failed to secure the facility.** If Town staff has to respond, costs associated with their response out of pocket costs will be deducted from the monthly invoice

Name of Supervisor(s)	Phone Number	Email
V. Enriquez	469-880-6081	venriquez@ctjmaintenance.com
J. Vega	682-407-7498	ctjservices@ctjmaintenance.com

**REQUEST FOR PROPOSAL STATEMENT  
AND SUBMISSION CHECKLIST**

PROPOSER: CTJ MAINTENANCE, INC.

Company Name

ADDRESS: 6565 N. MacArthur Blvd., #225

Number & Street

Irving, TX 75039

City, State, Zip Code

**PROJECT: Contract for Custodial Services – RFP No. 21-132**

All Proposers must provide the following information: (Those proposers failing to complete the Qualifications of Proposer Statement packet may be disqualified.)

*Pursuant to Contract Documents and information for prospective proposers for above mentioned proposed project, the undersigned is submitting the information as required with the understanding that the purpose is for your confidential use only to assist in determining the qualifications of this organization to perform the type and magnitude of work included; and further, guarantee the trust and accuracy of all statements hereinafter made, and will accept your determination of qualifications without prejudice. The surety herein name, and any other bonding company, bank, subcontractor, supplier, or any other persons, firms or corporations with whom I/we have done business, or who have extended any credit to me/us are hereby authorized to furnish you with any information you may request concerning me/us, including, but not limited to information concerning performance on previous work and my/our credit standing with any of them; and I/we hereby release any and all such parties from any legal responsibility whatsoever on account of having furnished such information to you.*

Signature \_\_\_\_\_

  
Contractor/Proposer

Date 08/10/2021

Print Name \_\_\_\_\_

Lorena Noguera-Rivello

Contractor/Proposer

Title \_\_\_\_\_

President

**Items to be furnished (4 copies):**

- A. Request for Proposal Statement
- B. Qualification of Proposer Statement
- C. Certification of Compliance with terms and conditions of RFP (signed)
- D. Customer/Reference List (Enclosed in sealed envelope marked "Confidential")
- E. Proposed Scope of Work

**To be completed and furnished by appropriate Insurance Agent:**

- A. Insurance Requirement Affidavit

## COMPANY BACKGROUND AND REFERENCES

1. Number of years in business as a Custodial Contractor:

25 Years

2. Please provide information pertaining to staffing levels indicating the breakdown of supervisory versus service personnel. Also, indicate the anticipated number of hours for cleaning for each location, each time.

LOCATION	NUMBER OF SUPERVISORS	NUMBER OF SERVICE PERSONNEL	NUMBER OF MAN HOURS PER NIGHT
Athletic Club	1	2	4
Airport Building	1	2	1.5
Conference Centre	1	2	3.5
Police Station	1	3	4
TreeHouse	1	2	1.5
Central Fire Station	1	2	1
Finance Building	1	2	1.5
Addison Circle Park Pavilion	1	1	0.5
Police Substation	1	1	0.5
Service Center	1	2	3
Stone Cottage	1	1	0.5
Theatre Centre	1	2	2.5
Town Hall	1	2	1.5

3. Number of full-time employees at DFW location:

Administrative	<u>1</u>
Supervisory	<u>8</u>
Crew Leaders	<u>6</u>
Service Employees	<u>24</u>

4. Number of part-time employees at DFW location:

Administrative	<u>1</u>
Supervisory	<u>0</u>
Crew Leaders	<u>0</u>
Service Employees	<u>72</u>

5. How do you handle emergency requests for service? What is your normal response time and fee charged for such service?

Our assigned Project Manager (Supervisor) will be on call 24/7 and should be contacted for any critical needs. Our typical emergency response time is within 2 hours on weekdays and within 4 hours on weekends/holidays.

6. List of current customers, on form provided. At least five (5) customers with contracts of comparable type and magnitude will be contacted as references, a determining factor in the award of the contract. A Town representative may inspect the buildings of customers used as references, with the customer's approval. Are any of the references give, relative by blood or marriage? Yes \_\_\_\_\_ No  If so, please list them below:

<u>Company</u>	<u>Contact</u>	<u>Phone</u>	<u>Sq. Ft.</u>	<u>Years</u>
N/A				

7. List any government contracts you have or have had:

<u>Organization</u>	<u>Contact</u>	<u>Phone</u>	<u>Sq. Ft.</u>	<u>Dates</u>
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Please see reference sheet provided with submission.

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8. Have you or any present partners or officers failed to complete a contract? Yes \_\_\_\_\_ No  If yes, give name of owner and/or surety and reason.

9. List of equipment owned by Contractor that is in serviceable condition and available for use under the contract. The Contractor is responsible for always keeping the equipment in safe and operable repair. Limited storage for contractor's equipment and supplies are available in facilities.

CTJ plans to store equipment needed for daily activities in the individual buildings. Periodic Floor Maintenance equipment (carpet extractors, large buffers, Auto Scrubbers, etc.) will be brought onsite when work is scheduled.

A brief list includes: Commercial Vacuums (Upright and Backpack), Mop Buckets w/Wringers, Anitmicrobial mops, Rotary Scrubbing machines, Buffers, Carpet Extractors, Rolling Working carts, Brute trash cans w/utility belts, Dustpans and brooms, Squeegees for floors and windows, Tack mops and Dry mops (36" and 42"), step ladders, and Signage (i.e. Closed for Cleaning, Wet floor, etc.)

10. The owner, manager, or supervisor must be reachable 24 hours a day, seven days a week, 365 days a year. Does this present a problem?

Yes \_\_\_\_\_ No

If this is not a problem, how will we reach one of the above people?

Cell phone  Answering service \_\_\_\_\_ Home phone \_\_\_\_\_ Other \_\_\_\_\_

11. Is your office located in a building zoned for a business (as opposed to residential) and is there someone there during business hours to take phone calls, answer questions, and locate a manager or supervisory person?

Yes  No \_\_\_\_\_

12. How long have you been at your present address?

Years 3 Months 8

Previous address:

Years 6 Months \_\_\_\_\_





**TOWN OF ADDISON, TEXAS**  
**CONTRACTOR INSURANCE REQUIREMENTS & AGREEMENT**

**REQUIREMENTS**

Contractors performing work on TOWN OF ADDISON property or public right-of-way shall provide the TOWN OF ADDISON a certificate of insurance or a copy of their insurance policy(s) (and including a copy of the endorsements necessary to meet the requirements and instructions contained herein) evidencing the coverages and coverage provisions identified herein within ten (10) days of request from TOWN OF ADDISON. Contractors shall provide TOWN OF ADDISON evidence that all subcontractors performing work on the project have the same types and amounts of coverages as required herein or that the subcontractors are included under the contractor's policy. Work shall not commence until insurance has been approved by TOWN OF ADDISON.

All insurance companies and coverages must be authorized by the Texas Department of Insurance to transact business in the State of Texas and must have a A.M. Best's rating A-:VII or greater.

Listed below are the types and minimum amounts of insurances required and which must be maintained during the term of the contract. TOWN OF ADDISON reserves the right to amend or require additional types and amounts of coverages or provisions depending on the nature of the work.

TYPE OF INSURANCE	AMOUNT OF INSURANCE	PROVISIONS
<b>1. Workers' Compensation Employers' Liability</b> to include: (a) each accident (b) Disease Policy Limits (c) Disease each employee	Statutory Limits per occurrence  Each accident \$1,000,000 Disease Policy Limits \$1,000,000 Disease each employee \$1,000,000	<b><u>TOWN OF ADDISON to be provided a WAIVER OF SUBROGATION AND 30 DAY NOTICE OF CANCELLATION</u></b> or material change in coverage. <b>Insurance company must be A-:VII rated or above.</b>
<b>2. Commercial General (Public) Liability</b> to include coverage for: a) Bodily Injury b) Property damage c) Independent Contractors d) Personal Injury e) Contractual Liability	Bodily Injury/Property Damage per occurrence \$1,000,000, General Aggregate \$2,000,000 Products/Completed Aggregate \$2,000,000, Personal Advertising Injury per occurrence \$1,000,000, Medical Expense 5,000	<b><u>TOWN OF ADDISON to be listed as ADDITIONAL INSURED and provided 30 DAY NOTICE OF CANCELLATION</u></b> or material change in coverage. <b>Insurance company must be A-:VII rated or above.</b>
<b>3. Business Auto Liability</b> to include coverage for: a) Owned/Leased vehicles b) Non-owned vehicles c) Hired vehicles	Combined Single Limit \$1,000,000	<b><u>TOWN OF ADDISON to be listed as ADDITIONAL INSURED and provided 30 DAY NOTICE OF CANCELLATION</u></b> or material change in coverage. <b>Insurance company must be A:VII-rated or above.</b>

Certificate of Liability Insurance forms (together with the endorsements necessary to meet the requirements and instructions contained herein) may be **faxed** to the Purchasing Department: **972-450-7074** or **emailed to: [purchasing@addisontx.gov](mailto:purchasing@addisontx.gov)**. Questions regarding required insurance should be directed to the Purchasing Manager.

With respect to the foregoing insurance,

1. All liability policies shall contain no cross liability exclusions or insured versus insured restrictions applicable to the claims of the Town of Addison.

2. All insurance policies shall be endorsed to require the insurer to immediately notify the Town of Addison, Texas of any material change in the insurance coverage.
3. All insurance policies shall be endorsed to the effect that the Town of Addison, Texas will receive at least thirty (30) days' notice prior to cancellation or non-renewal of the insurance.
4. All insurance policies, which name the Town of Addison, Texas as an additional insured, must be endorsed to read as primary coverage regardless of the application of other insurance.
5. Insurance must be purchased from insurers that are financially acceptable to the Town of Addison and licensed to do business in the State of Texas.

All insurance must be written on forms filed with and approved by the Texas Department of Insurance. Upon request, Contractor shall furnish the Town of Addison with complete copies of all insurance policies certified to be true and correct by the insurance carrier.

This form must be signed and returned with your quotation. You are stating that you do have the required insurance and if selected to perform work for TOWN OF ADDISON, will provide the certificates of insurance (and endorsements) with the above requirements to TOWN OF ADDISON within 10 working days.

**A CONTRACT/PURCHASE ORDER WILL NOT BE ISSUED WITHOUT EVIDENCE AND APPROVAL OF INSURANCE.**

**AGREEMENT**

I agree to provide the above described insurance coverages within 10 working days if selected to perform work for TOWN OF ADDISON. I also agree to require any subcontractor(s) to maintain insurance coverage equal to that required by the Contractor. It is the responsibility of the Contractor to assure compliance with this provision. The TOWN accepts no responsibility arising from the conduct, or lack of conduct, of the Subcontractor.

**Project/Bid#** 21-132 Janitorial Services for Various Town Locations

**Company:** CTJ MAINTENANCE, INC.

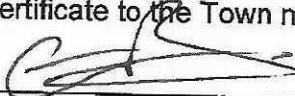
**Printed Name:** Lorena Noguera-Rivello, President

**Signature:**  **Date:** 08/10/2021

**RFP #21-132 Janitorial Services  
INSURANCE REQUIREMENT AFFIDAVIT**

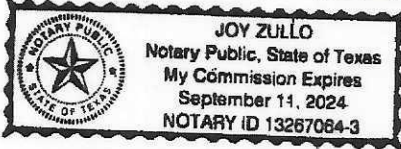
**To be completed by appropriate insurance agent**

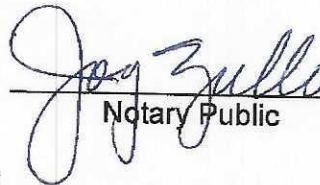
I, the undersigned agent, certify that the insurance requirements contained in this bid document have been reviewed by me with the below identified vendor. If the below identified vendor is awarded this contract by the Town of Addison, I will be able, within ten (10) days after being notified of such potential award, to furnish a valid insurance certificate to the Town meeting all of the requirements contained in this bid.

 _____ Agent's Signature	Chris Bailey _____ Agent's Name Printed
Cincinnati Casualty Co. and Mercury County Mutual Insurance Co. _____ Name of Insurance Carrier	972-512-7700 _____ Phone Number of Agent
4120 International Pkwy #2000 _____ Address of Agency	Carrollton, TX 75007 _____ City, State, Zip
CTJ Maintenance, Inc _____ Vendor's Name	

SUBSCRIBED AND SWORN to before me by the above named

on this 11 day of August, 2021.



  
\_\_\_\_\_  
Notary Public

**Note to Proposer:**

*This form may be submitted with your proposal however, it must be completed by your insurance agent. The form may be also be faxed from your insurance agent to the Town of Addison at 972-450-7065. This form must be received by Purchasing before or within 48 hours of the bid closing date.*

**Note to Agent:**

*If this time requirement is not met, The Town of Addison has the right to declare this vendor non-responsive and award the contract to the next lowest responsible bidder meeting the specifications. If you have any questions concerning these requirements, please contact the Purchasing Manager at 972-450-7091.*

## Town of Addison

### Indemnification Agreement

**Contractor's Indemnity Obligation.** Contractor covenants, agrees to, and shall DEFEND (with counsel reasonably acceptable to Owner), INDEMNIFY, AND HOLD HARMLESS Owner, its past, present and future elected and appointed officials, and its past, present and future officers, employees, representatives, and volunteers, individually or collectively, in both their official and private capacities (collectively, the "Owner Persons") and each being an "Owner Person"), from and against any and all claims, liabilities, judgments, lawsuits, demands, harm, losses, damages, proceedings, suits, actions, causes of action, liens, fees (including attorney's fees), fines, penalties, expenses, or costs, of any kind and nature whatsoever, made upon or incurred by Owner and/or Owner Person, whether directly or indirectly, (the "Claims"), that arise out of, result from, or relate to: (i) the services to be provided by Contractor pursuant to this Agreement, (ii) any representations and/or warranties by Contractor under this Agreement, (iii) any personal injuries (including but not limited to death) to any Contractor Persons (as hereinafter defined) and any third persons or parties, and/or (iv) any act or omission under, in performance of, or in connection with this Agreement by Contractor or by any of its owners, directors, officers, managers, partners, employees, agents, contractors, subcontractors, invitees, patrons, guests, customers, licensees, sublicensees, or any other person or entity for whom Contractor is legally responsible, and their respective owners, directors, officers, directors, officers, managers, partners, employees, agents, contractors, subcontractors, invitees, patrons, guests, customers, licensees, sublicensees (collectively, "Contractor Persons"). **SUCH DEFENSE, INDEMNITY AND HOLD HARMLESS SHALL AND DOES INCLUDE CLAIMS ALLEGED OR FOUND TO HAVE BEEN CAUSED IN WHOLE OR IN PART BY THE NEGLIGENCE OR GROSS NEGLIGENCE OF OWNER OR ANY OTHER OWNER PERSON, OR CONDUCT BY OWNER OR ANY OTHER OWNER PERSON THAT WOULD GIVE RISE TO STRICT LIABILITY OF ANY KIND.**

Contractor shall promptly advise Owner in writing of any claim or demand against any Owner Person related to or arising out of Contractor's activities under this Agreement and shall see to the investigation and defense of such claim or demand at Contractor's sole cost and expense. The Owner Persons shall have the right, at the Owner Persons' option and own expense, to participate in such defense without relieving Contractor of any of its obligations hereunder. This defense, indemnity, and hold harmless provision shall survive the termination or expiration of this Agreement.

The provisions in the foregoing defense, indemnity and hold harmless are severable, and if any portion, sentence, phrase, clause or word included therein shall for any reason be held by a court of competent jurisdiction to be invalid, illegal, void, or unenforceable in any respect, such invalidity, illegality, voidness, or unenforceability shall not affect any other provision thereof, and this defense, indemnity and hold harmless provision shall be considered as if such invalid, illegal, void, or unenforceable provision had never been contained in this Agreement. **In that regard, if the capitalized language included in the foregoing indemnity is so determined to be void or unenforceable, the parties agree that:**

(i) the foregoing defense, indemnity, and hold harmless obligation of Contractor shall be to the extent Claims are caused by, arise out of, or result from, in whole or in part, any act or omission of Contractor or any Contractor Persons; and

(ii) notwithstanding the provisions of the foregoing subparagraph (i), to the fullest extent permitted by law, Contractor shall INDEMNIFY, HOLD HARMLESS, and DEFEND Owner and Owner Persons from and against all Claims arising out of or resulting from bodily injury to, or sickness, disease or death of, any employee, agent or representative of Contractor or any of its subcontractors, regardless of whether such Claims are caused, or are alleged to be caused, in whole or in part, by the negligence, or any act or omission, of Owner or any Owner Persons, it being the expressed intent of Owner and Contractor that IN SUCH EVENT THE CONTRACTOR'S INDEMNITY, HOLD HARMLESS, AND DEFENSE OBLIGATION SHALL AND DOES INCLUDE CLAIMS ALLEGED OR FOUND TO HAVE BEEN CAUSED IN WHOLE OR IN PART BY THE NEGLIGENCE OR GROSS NEGLIGENCE OF OWNER OR ANY OTHER OWNER PERSON, OR CONDUCT BY OWNER OR ANY OTHER OWNER PERSON THAT WOULD GIVE RISE TO STRICT LIABILITY OF ANY KIND. The indemnity obligation under this subparagraph (ii) shall not be limited by any limitation on the amount or type of damages, compensation, or benefits payable by or for Contractor under workers compensation acts, disability benefit acts, or other employee benefit acts.

I understand that the indemnification provisions are required of all Town of Addison Contracts. I have read the provisions and agree to the terms of these provisions.

Project/Bid#: 21-132 Janitorial Services for Various Town Locations

Company Name: CTJ MAINTENANCE, INC.

Signature:



Date: 08/10/2021

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Information and Instruction Form

RESPONSES THAT DO NOT CONTAIN THIS COMPLETED FORM MAY NOT BE COMPLIANT

Section I Company Profile

Name of Business: CTJ MAINTENANCE, INC.  
Business Address: 6565 N. MacArthur Blvd., Suite 225  
Irving, TX 75039  
Contact Name: Lorena Noguera-Rivello  
Phone#: 214-624-5233  
Fax#: 214-624-5101  
Email: lorena.noguera@ctjmaintenance.com

Name(s) Title of Authorized Company Officers: Lorena Noguera-Rivello, President  
Matthew Rivello, Vice President

Federal ID #: W-9 Form: A W-9 form will be required from the successful bidder.

DUN #: 062477353

Remit Address: If different than your physical address: SAME AS ABOVE

Section II Instructions to Bidders

Electronic Bids: The Town of Addison uses BidSync to distribute and receive bids and proposals. There will be **NO COST** to the Contractor/Supplier for Standard bids or proposals. For **Cooperative Bids and Reverse Auctions ONLY**, the successful contractor/supplier agrees to pay BidSync a transaction fee of one percent (1%) of the total amount of all contracts for goods and/or services. **Cooperative Bids and Reverse Auctions** will be clearly marked on the bid documents. To assure that all contractors/suppliers are treated fairly, the fee will be payable whether the bid/proposal is submitted electronically, or by paper means. Refer to [www.bidsync.com](http://www.bidsync.com) for further information.

Contractor/Supplier Responsibility: It is the contractor/suppliers responsibility to check for any addenda or questions and answers that might have been issued before bid closing date and time. Contractors/Suppliers will be

notified of any addenda and Q&A if they are on the invited list, they view the bid, or add themselves to the watch list.

Acknowledgement of Addenda: #1 #2 #3 #4 #5

Delivery of Bids: For delivery of paper bids our physical address is:

Town of Addison

5350 Beltline Road

Dallas, TX 75254

Attn: Purchasing Department

Contractor/Supplier Employees: No Contractor/Supplier employee shall have a direct or indirect financial interest in any contract with the town, or be directly or indirectly financially interested in the sale of land, materials, supplies or services to the town.

Deliveries: All deliveries will be F.O.B. Town of Addison. All Transportation Charges paid by the contractor/supplier to Destination.

Payment Terms: A Prompt Payment Discount of % is offered for Payment Made Within Days of Acceptance of Goods or Services. If Prompt Payments are not offered or accepted, payments shall be made 30 days after receipt and acceptance of goods or services or after the date of receipt of the invoice whichever is later.

Delivery Dates: Delivery Dates are to be specified in Calendar Days from the Date of Order.

Bid Prices: Pre-Award bid prices shall remain Firm and Irrevocable for a Period of 60 Days.

Exceptions: Contractor/Supplier does not take Exception to Bid Specifications or Other Requirements of this Solicitation. If neither exceptions box is checked, default shall be "No Exceptions"

Contractor/Supplier take the following Exception(s) to the Bid Specifications or Other Requirements of this Solicitation (Explain in Detail). If box checked but no exceptions are listed, default shall be "No Exceptions"

Historically Underutilized Business (HUB): It is the policy of the Town of Addison to involve HUBs in the procurement of goods, equipment, services and construction projects. Prime Contractors/Suppliers are encouraged to provide HUBs the opportunity to compete for sub-contracting and other procurement opportunities. A listing of HUBs in this area may be accessed at the following State of Texas Website.  
<http://www.window.state.tx.us/procurement/cmb/cmbhub.html>.

HUB Owned Business  No Include a current copy of your HUB certification with your response or insert Certification number 1752647936900 and expire date 07/31/2022.



Other Government Entities: Would bidder be willing to allow other local governmental entities to participate in this contract, if awarded under the same Terms and Conditions? Yes  No

Bid Bond: Is Bid Bond attached if applicable?  Yes  No N/A

Termination: The town at any time after issuance of this agreement, by 30 days written notice, has the absolute right to terminate this agreement for cause or convenience. Cause shall be the contractor/supplier's refusal or failure to satisfactorily perform or complete the work within the time specified, or failure to meet the specifications, quantities, quality and/or other requirements specified in the contract/purchase order. In such case the supplier shall be liable for any damages suffered by the town. If the agreement is terminated for convenience, the supplier has no further obligation under the agreement. Payment shall be made to cover the cost of material and work in process or "consigned" to the town as of the effective date of the termination.

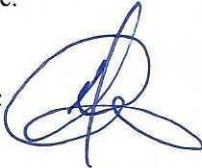
Bidder Compliance: Bidder agrees to comply with all conditions contained in this Information and Instruction Form and the additional terms and conditions and specifications included in this request. The undersigned hereby agrees to furnish and deliver the articles or services as specified at the prices and terms herein stated and in strict accordance with the specifications and conditions, all of which are made a part of your offer. Your offer is not subject to withdrawal after the award is made.

The Town of Addison reserves the right to reject all or part of the offer and to accept the offer considered most advantageous to the town by item or total bid.

The Town of Addison will award to the lowest responsible bidder or to the bidder who provides goods or services at the best value for the Town.

I hereby certify that all of the information provided in sections I and II are true and accurate to the best of my knowledge.

Signature:



Date: 08/10/2021

Title: PRESIDENT

Signature certifies no changes have been made to the content of this solicitation as provided by the Town of Addison.

10/17/17

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# 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:  
 2021-789185

Date Filed:  
 08/11/2021

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.**

Town of Addison

**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.**

RFP 21-132  
 Janitorial Services for Various Buildings

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 10th day of August, 2021.  
(month) (year)

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

# Texas Historically Underutilized Business (HUB) Certificate



Statewide Historically Underutilized Business Program

Certificate/VID Number: **1752647936900**  
Approval Date: **May 18, 2021**  
Scheduled Expiration Date: **July 31, 2022**

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 **May 18, 2021**, 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.

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*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/VID 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/tpasscmbisearch/index.jsp>) or by contacting the HUB Program at **512-463-5872** or toll-free in Texas at **1-888-863-5881**.