

**NEW HAVEN PUBLIC SCHOOLS
NEW HAVEN, CONNECTICUT**

INFORMATION ONLY: PERSONNEL REPORT OF THE SUPERINTENDENT July 11, 2022

RETIREMENT – Teacher:

<u>Name</u>	<u>Assignment:</u>	<u>Effective Date</u>
Paula Economopoulos	Physical Education New Haven Academy Inter-District Funds 27040370-50115	06/30/2022
Ivette Reyes	Pre-K-4 Barnard Magnet School Inter-District Funds 27041002-50115	06/30/2022

RETIREMENT - Non-Instructional Staff:

<u>Name</u>	<u>Assignment:</u>	<u>Effective Date</u>
Karen Lombardi	Literacy Coach Dr. Reginald Mayo Early Learning Center Head Start PA 22 Basic 25325279-81-50115	06/30/2022
Jamarr Myrick	Drop Out Prevention Brennan Rogers Magnet School Title 1 Drop Out 25315167-21-50119	07/15/2022

RESIGNATION - Teachers:

<u>Name</u>	<u>Assignment:</u>	<u>Effective Date</u>
Alyssa Gargiulo	Grade 2 Mauro Sheridan Magnet School Inter-District Funds 27041019-50115	06/30/2022
Austin Lin	Mathematics High School in the Community Inter-District Funds 27041166-50115	06/30/2022

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RESIGNATION - Paraprofessional:

<u>Name</u>	<u>Assignment:</u>	<u>Effective Date</u>
Shana Gaither	Head Start Assistant Teacher Nathan Hale School School Readiness 25235808-14-50128	06/30/2022

RESIGNATION – Non-Instructional Staff:

<u>Name</u>	<u>Assignment:</u>	<u>Effective Date</u>
Tarena Gadsden	Student Retention Specialist New Haven Adult Education Center State Adult Basic 25035014-53-50128	09/01/2022

TRANSFERS – Teachers:

<u>Name</u>	<u>From:</u>	<u>To:</u>	<u>Effective Date</u>
Diane Ortiz	Social Worker Itinerant General Funds 19049360-50115	Social Worker Adult Education Center General Funds 19046353-50115	08/24/2022
Alison Smith	Grade 2 Barnard Magnet School ESSER II Funds 25526363-02-50115	Grade 4 Barnard Magnet School Inter-District Funds 27041002-50115	08/24/2022
Michael Iannone	Social Studies Bishop Woods School General Funds 19041543-50115	Special Education Bishop Woods School General Funds 19049043-50115	08/24/2022
Nesha Fountain	Grade 4 L.W Beecher Magnet School Inter-District Funds 27041003-50115	Special Education Wexler Grant School General Funds 19049032-50115	08/24/2022

**NEW HAVEN PUBLIC SCHOOLS
NEW HAVEN, CONNECTICUT**

TRANSFERS – Teachers: (cont’d)

Gina Impronto	Science Barnard Magnet School Inter-District Funds 27041402-50115	Special Education Barnard Magnet School General Funds 19049002-50115	08/24/2022
Karen Rivera	Foreign Language Davis Street Magnet School Inter-District Funds 27041709-50115	School Counselor Itinerant General Funds 19042098-50115	08/24/2022

CORRECTION/CHANGE ITEMS:

The following items are previous Board Actions approved. The action items below represent all the necessary changes and/or corrections.

CORRECTION IN SALARY - Teacher:

<u>Name</u>	<u>From</u>	<u>To</u>	<u>Effective Date</u>
Kathleen Lawler	\$61,284	\$63,885	08/24/2022

CORRECTION IN TRANSFER EFFECTIVE DATE – Teachers:

<u>Name</u>	<u>From</u>	<u>To</u>	<u>Effective Date</u>
William O’Shea	Science Metropolitan Business Academy Inter-District Funds 27041460-50115	Chemistry/Agriculture Technician Sound School General Funds 19041467-50115	08/24/2022
Lauren Whitelaw	Science COOP General Funds 19041464-50115	Biology/Aquaculture Sound School General Funds 19042867-50115	08/24/2022

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CHANGE IN POSITION (RESCINDED)- Teacher:

<u>Name</u>	<u>From</u>	<u>To</u>
Lisa Butler	Special Education	Rescinded

CHANGE IN TITLE - Teacher:

<u>Name</u>	<u>From:</u>	<u>To:</u>	<u>Effective Date</u>
Lauren Sepulveda	Appointment	Promotional Appointment	08/18/2022

FAMILY & MEDICAL LEAVE ACT: LEAVES OF ABSENCE REPORT

The following are listed for information only, having met the requirements for absence under the Family & Medical Leave Act. Dates listed are estimates only. They will remain on payroll so long as they have accrued sick days.

FMLA LEAVE OF ABSENCE —Teachers:

<u>Name</u>	<u>Assignment</u>	<u>Effective Date:</u>
Carla Perone	Grade 2 Roberto Clemente Leadership Academy General Funds 19041042-50115	04/25/2022 - 06/10/2022
Janice Catala	Speech and Hearing Itinerant General Funds 19049298-50115	06/03/2022 - 10/21/2022
Kimberly Caturano	Grade 3/4 John S. Martinez Magnet School General Funds 19041008-50115	08/24/2022 - 11/17/2022
Danielle Stern Lee	School Psychologist Itinerant General Funds 19049398-50115	10/03/2022 - 01/05/2023
Maria Peter	Tesol Hill Central Music Academy General Funds 19041207-50115	03/23/2022 - 6/22/2022

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FMLA LEAVE OF ABSENCE — Non-Instructional Staff:

<u>Name</u>	<u>Assignment</u>	<u>Effective Date:</u>
Susanna Negron	Administrative Assistant BOE Gateway State Bilingual 25185184-00-50124	06/04/2022 - 09/06/2022

MEDICAL PAID LEAVE OF ABSENCE – Teachers:

<u>Name</u>	<u>Assignment</u>	<u>Effective Date:</u>
Emily Palten	Bilingual Grade 1 John S. Martinez School General Funds 19041208-50115	05/17/2022 – 06/22/2022
Sheri Smith	Pre-K John C. Daniels School General Funds 19041013-50115	04/04/2022 – 06/22/2022

MEDICAL PAID LEAVE OF ABSENCE – Paraprofessional:

<u>Name</u>	<u>Assignment</u>	<u>Effective Date:</u>
Alvenia Hicks	Special Education Assistant Teacher Dr. Reginald Mayo Early Learning Center General Funds 19049081-50128	12/13/2021 – 6/22/2022

RETURN FROM LEAVE OF ABSENCE – Teachers:

<u>Name</u>	<u>Assignment</u>	<u>Effective Date</u>
Steven Taft	History Wilbur Cross High School General Funds 19041561-50115	06/13/2022
Taylor Napoletano	Mathematics Grades 5-8 ESUMS General Funds 19041117-50115	06/13/2022

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RETURN FROM LEAVE OF ABSENCE – Teachers: (cont'd)

<u>Name</u>	<u>Assignment</u>	<u>Effective Date:</u>
Matthew Karkos	Grade 6 Davis Academy Magnet School Inter-District Funds 27041009-50115	06/22/2022
Meghan Rose Delvecchio	Tesol Worthington Hooker School General Funds 19041238-50115	08/24/2022
Amanda Barnett	School Social Worker Barack H. Obama Magnet School General Funds 19049328-50115	08/24/2022
Jennifer Irizarry-Gordon	Grade 3 Truman School General Funds 19041029-50115	08/24/2022
Meghan Thorogood	Grade 4 Fair Haven School General Funds 19042016-50115	05/19/2022
Carla Perone	Grade 2 Roberto Clemente Leadership Academy General Funds 19041042-50115	06/13/2022
Emily Palten	Bilingual Grade 1 John S. Martinez School General Funds 19041208-50115	08/24/2022
Jessica Attruia	Language Arts Hill Central School General Funds 19041607-50115	06/22/2022
Maria Peter	Tesol Hill Central School General Funds 19041207-50115	08/24/2022

**NEW HAVEN PUBLIC SCHOOLS
NEW HAVEN, CONNECTICUT**

RETURN FROM LEAVE OF ABSENCE – Teachers: (cont’d)

<u>Name</u>	<u>Assignment</u>	<u>Effective Date:</u>
Anna Edelman	Science Wilbur Cross High School General Funds 19041461-50115	08/24/2022
Danielle Love	Grade 2 Ross Woodward School Inter-District Funds 27041010-50115	06/06/2022
John Roy	Science Sound School General Funds 19041467-50115	06/14/2022
Nicole Maldonado	Pre-K Barnard Magnet School Inter-District Funds 27041002-50115	06/21/2022
Karissa O’Keefe	Grade 2 Barack H. Obama Magnet School General Funds 19041028-50115	08/24/2022
Michelle Romanelli	Grade 3 King Robinson Magnet School Inter-District Funds 27041030-50115	06/22/2022
Nikkina Osei-Holden	School Social Worker Itinerant General Funds 19049398-50115	06/22/2022
Shane Duncan	Science COOP Inter-District Funds 27041464-50115	06/22/2022
Nicole Escarfullery	English Wilbur Cross High School General Funds 19041661-50115	04/25/2022

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RETURN FROM LEAVE OF ABSENCE – Non-Instructional Staff:

<u>Name</u>	<u>Assignment</u>	<u>Effective Date:</u>
Valerie Rodriguez	Computer Lab Technician Coordinator Mauro Sheridan Magnet School Inter-District Funds 27041019-50124	06/09/2022
Grecia Marmolejos	Site Coordinator Gateway Family Resource Center 25236344-00-050135	06/01/2022
Jamarr Myrick	Drop Out Prevention Worker Brennan Rogers Magnet School Title I Drop Out 25315167-21-50119	05/16/2022

**Dr. Iline Tracey, Ed.D.
Superintendent of Schools**



NEW HAVEN PUBLIC SCHOOLS
New Haven, Connecticut

NEW HAVEN BOARD OF EDUCATION FINANCE & OPERATIONS COMMITTEE MEETING

Monday, July 11, 2022

ACTION ITEMS

A. INFORMATION ONLY:

1. Agreement with Capital Region Education Council Resource Group, (CREC), to provide weekly on-site and virtual support to School Readiness funded programs, from July 12, 2022 to June 30, 2023, in an amount not to exceed \$15,950.00.
Funding Source: Quality Enhancement Program (Pending Receipt of Funds)
Acct. # 2523-5385-56697-0442

2. Agreement with Clifford W. Beers Child Guidance Clinic, Inc., to provide on-site and virtual mental health consultations, support and professional development to teachers and families in School Readiness programs, from August 29, 2022 to June 30, 2023, in an amount not to exceed \$7,000.00.
Funding Source: Quality Enhancement Program (Pending Receipt of Funds)
Acct. # 2523-5385-56697-0442

3. Agreement with Boy Scouts of America, CT Yankee Council to provide STEM activities for 40 Pre-K – Kindergarten students in the Family Resource Centers at Brennan-Rogers, Fair Haven and Hill Central schools, from July 5, 2022 to August 5, 2022, in an amount not to exceed \$10,000.00.
Funding Source: Family Resource Center Program
Acct. # 2552-6406-56697-0021 (\$3,333.00)
Acct. # 2552-6407-56697-0016 (\$3,333.00)
Acct. # 2552-6407-56697-0007 (\$3,333.00)

4. Agreement with CT Orthopaedic Specialists, P.C. to provide on-site medical physician during student athletic games/event services, from August 1, 2022 to June 30, 2023, in an amount not to exceed \$6,750.00.
Funding Source: 2022-2023 Operating Budget **Acct. #**190-40400-56694

5. Agreement with Miriam Reyes to provide Spanish to English and English to Spanish translation of written materials for the district, from July 12, 2022 to June 30, 2023, in an amount not to exceed \$2,000.00.
Funding Source: 2022-2023 Operating Budget **Acct. #**19041700-56697



NEW HAVEN PUBLIC SCHOOLS
New Haven, Connecticut

NEW HAVEN BOARD OF EDUCATION FINANCE & OPERATIONS COMMITTEE MEETING

Tuesday, July 5, 2022

MINUTES

Present: Mr. Matthew Wilcox, Dr. Orlando Yarborough, Ms. Yesenia Rivera
Staff: Dr. Paul Whyte, Ms. Keisha Redd Hannans, Mr. Thomas Lamb, Ms. Linda Hannans, Ms. Patricia DeMaio, Ms. Shubhra Gupta, Ms. Michele Bonanno, Mr. Marquelle Middleton, Mr. Anthony Latella, Ms. Mary Derwin, Ms. Jessica Haxhi, Ms. Viviana Conner, Ms. Ivelise Velasquez, Mr. Joseph Barbarotta, Mr. Michael Gormany, Ms. Typhanie Jackson, Mr. Michael Gormany, Ms. Rosalba Addario, Ms. Gail Sharry, Mr. Joseph Barbarotta, Ms. Viviana Conner, Attorney Elias Alexiades, Attorney Pat King, Corporation Counsel
Closed Captioner

Call to Order: Mr. Wilcox called the meeting to order at 4:32 p.m.

Recusals:

1. Mr. Wilcox recused himself from discussion and deliberation on Agreement #6 with Clifford Beers Guidance Clinic. Dr. Yarborough led discussion and deliberation.

Summary of Motions:

1. A motion by Dr. Yarborough, seconded by Ms. Rivera, to Recommend Approval of Agreement #6 with Clifford Beers Guidance Clinic, passed by Roll Call Vote: Ms. Rivera, Yes; Dr. Yarborough, Yes; Mr. Wilcox, Recused.
2. A motion by Mr. Wilcox, seconded by Dr. Yarborough, to Recommend Approval of 2 Abstracts, 20 Agreements, 10 Contracts and 2 Change Orders, passed unanimously by Roll Call Vote: Ms. Rivera, Yes; Dr. Yarborough, Yes; Mr. Wilcox, Yes.
3. A motion by Ms. Rivera, seconded by Dr. Yarborough to adjourn the meeting at 5:52 p.m., passed unanimously by Roll Call Vote: Ms. Rivera, Yes; Dr. Yarborough, Yes; Mr. Wilcox, Yes.

I. INFORMATION ONLY & ACTION ITEMS:

A. INFORMATION ONLY: Committee members did not have questions about the following Information Only items approved by the Superintendent:

1. Agreement with Capital Region Education Council Resource Group, (CREC), to provide weekly on-site and virtual support to School Readiness funded programs, from July 12, 2022 to June 30, 2023, in an amount not to exceed \$15,950.00. **Funding Source:** Quality Enhancement Program (Pending Receipt of Funds)
Acct. # 2523-5385-56697-0442

2. Agreement with Clifford W. Beers Child Guidance Clinic, Inc., to provide on-site and virtual mental health consultations, support and professional development to teachers and families in School Readiness programs, from August 29, 2022 to June 30, 2023, in an amount not to exceed \$7,000.00.
Funding Source: Quality Enhancement Program (Pending Receipt of Funds)
 Acct. #2523-5385-56697-0442

3. Agreement with Boy Scouts of America, CT Yankee Council to provide STEM activities for 40 Pre-K – Kindergarten students in the Family Resource Centers at Brennan-Rogers, Fair Haven and Hill Central schools, from July 5, 2022 to August 5, 2022, in an amount not to exceed \$10,000.00.
Funding Source: Family Resource Center Program
Acct. # 2552-6406-56697-0021 (\$3,333.00)
Acct. # 2552-6407-56697-0016 (\$3,333.00)
Acct. # 2552-6407-56697-0007 (\$3,333.00)

4. Agreement with CT Orthopaedic Specialists, P.C. to provide on-site medical physician during student athletic games/event services, from August 1, 2022 to June 30, 2023, in an amount not to exceed \$6,750.00. **Funding Source:** 2022-2023 Operating Budget **Acct. #190-40400-56694**

5. Agreement with Miriam Reyes to provide Spanish to English and English to Spanish translation of written materials for the district, from July 12, 2022 to June 30, 2023, in an amount not to exceed \$2,000.00.
Funding Source: 2022-2023 Operating Budget **Acct. #19041700-56697**

B. ABSTRACTS:

1. Special Education Stipend, in the amount of \$10,000.00 for June 10, 2022 to September 22, 2022 was presented by Ms. Keisha Hannans on behalf of Ms. Jackson.
Funding Source: State of CT Department of Education

2. Priority School District School Accountability/Summer School, in the amount of \$377,933.00 for July 1, 2022 to June 30, 2023 was presented by Ms. Brantley who answered questions about the summer program.
Funding Source: CT State Department of Education

C. AGREEMENTS:

1. Agreement with John McFarland to co-teach required curriculum for EMT Certification at Career High School and assist students with preparation for certification tests, from August 22, 2022 to June 30, 2023 in an amount not to exceed \$22,950.00 was presented by Ms. Addario on behalf of Mr. Shawn True.
Funding Source: Interdistrict Magnet Program **Acct. #270-433-56697-0063**

2. Agreement with Infinity Music Therapy Services, to provide music therapy for 21 self-contained classrooms for ESY and 30 self-contained classrooms for the 2022-2023 school year, from July 18, 2022 to June 30, 2023, in an amount not to exceed \$78,780.00 was presented by Ms. Jackson.
Funding Source; IDEA Program **Acct. #2504-5034-56903-0000**

3. Agreement with Frontline Technologies Group, LLC to renew licenses to create and update students Individualized Educational Plans, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$46,923.47 was presented by Ms. Jackson, who explained the State would be moving to a new platform in

the future. However, the program will not be operational until fall, which will create gap in service.

Funding Source: 2022-2023 Operating Budget **Acct. #**19049400-56694

4. Amendment #1 to Agreement with Michael Mackniak, Esq. to increase funding amount from \$15,000.00 by \$10,000.00 for a total amount of \$25,000.00 was presented by Ms. Jackson.

Funding Source: 2021-2022 Operating Budget **Acct. #**19094900-56694

5. Agreement with School Mint, Inc. to provide Lottery software services to the district, from July 1, 2022 to June 30, 2025, Year 1 - FY 2022-2023 \$33,320; Year 2 - FY 2023-2024 \$34,986; Year 3 - FY 2024-2025 \$36,735.30; in an amount not to exceed \$105,041.30 was presented by Mr. Middleton and Ms. Bonanno, who answered questions about the platform and explained that the Agreement would be presented to Board of Alders because it is a multi-year arrangement.

Funding Source: 2022-2023 Magnet Budget **Acct. #**190-40700-56694

6. Agreement with Clifford W. Beers Guidance Clinic, Inc., to provide mental health interventions for students, families and staff in the Head Start program, from August 12, 2022 to June 30, 2023, in an amount not to exceed \$76,500.00 was provided by Ms. Derwin.

Funding Source: Head Start Program **Acct. #**2532-5278-56694-0443

7. Agreement with State Education Resource Center, (SERC), to provide professional development on Culturally Relevant Pedagogy, from July 12, 2022 to August 15, 2022, in an amount not to exceed \$21,000.00 was presented by Ms. Velazquez.

Funding Source: ESSER II Program **Acct. #**2552-6363-56697-SS32

8. Agreement with Connecticut Children's Museum, to provide weekly professional development training and resources for early childhood educators, from September 6, 2022 to June 30, 2023, in an amount not to exceed \$29,906.00 was presented by Ms. Gupta.

Funding Source: Quality Enhancement Program (Pending Receipt of Funds)
Acct. #2523-5385-56697-0442

9. Agreement with Sheryl Sadinsky to provide weekly on-site and virtual support, including professional development and meetings with teachers for School Readiness funded programs from July 12, 2022 to June 30, 2023, in an amount not to exceed \$28,530.00 was presented by Ms. Gupta.

Funding Source: Quality Enhancement Program (Pending Receipt of Funds)
Acct. # 2523-5385-56697-0442

10. Agreement with Calvin Hill Day Care Center to provide 10 school day/school year School Readiness spaces, from September 6, 2022 to June 30, 2023, in an amount not to exceed \$60,000.00 was presented by Ms. Gupta.

Funding Source: School Readiness Program **Acct. #**2523-5384-56697-0442

11. Agreement with Creating Kids at the Connecticut Children's Museum, to provide 9 school day/school year School Readiness spaces, from September 6, 2022 to June 30, 2023, in an amount not to exceed \$54,000.00 was presented by Ms. Gupta.

Funding Source: School Readiness Program **Acct. #**2523-5384-56697-0442

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12. Agreement with Leila Day Nursery, Inc., to provide 18 school day/school year and 4 part day/school year School Readiness spaces, from September 6, 2022 to June 30, 2023, in an amount not to exceed \$126,000.00 was presented by Ms. Gupta.
Funding Source: School Readiness Program **Acct. #2523-5384-56697-0442**
13. Agreement with Westville Community Nursery School, to provide 6 school day/school year and 6 part day/school year School Readiness spaces, from September 6, 2022 to June 30, 2023, in an amount not to exceed \$63,000.00 was presented by Ms. Gupta.
Funding Source: School Readiness Program **Acct. #2523-5384-56697-0442**
14. Agreement with Baystate Interpreters, Inc. to translation services in person and document translation, and translation at Board and other public meetings, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$18,000.00 was presented by Ms. Haxhi. In response to questions about utilizing local translators, she explained that was difficult to find trained translators who are available on call, which compromises our ability to meet needs. **Funding Source:** 2022-2023 Operating Budget **Acct. #19041700-56697**
15. Agreement with Hugh Shapiro to provide athletic training services, which include prevention, medical care and rehabilitation of student-athletics, from August 1, 2022 to June 30, 2023, in an amount not to exceed \$61,500.00 was presented by Mr. Patchkofsky.
Funding Source: 2022-2023 Operating Budget **Acct. #190-40400-56689**
16. Agreement with Marina Dubrovsky to provide athletic training services, which include prevention, medical care and rehabilitation of student-athletics, from August 1, 2022 to June 30, 2023, in an amount not to exceed \$51,000.00 was presented by Mr. Patchkofsky.
Funding Source: 2022-2023 Operating Budget **Acct. #190-40400-56689**
17. Agreement with Eco-Urban Pioneers, LLC to provide part-time custodial services, from July 1, 2022 to August 31, 2022, in an amount not to exceed \$905,669.44 by Mr. Lamb.
Funding Source: 2022-2023 Operating Budget **Acct. #19047400-56694**
18. Agreement with ABM to provide facilities management services, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$1,776,051.00 was presented by Mr. Lamb, who explained that the contractor won the bid process and would provide a different level of service. ABM would retrain staff, but have different management. **Funding Source:** 2022-2023 Operating Budget **Acct. #19047400-56694**
19. Agreement with Go To Services to provide facilities management services, from July 1, 2022 to August 31, 2022, in an amount not to exceed \$288,701.12 was presented by Mr. Lamb, who explained that the contractor will provide transition services.
Funding Source: 2022-2023 Operating Budget **Acct. #19047400-56694**
20. Amendment #1 to Agreement with Donnegan to change the service end date from June 30, 2022, to August 31, 2022, with no change in funding amount was presented by Mr. Lamb.
Funding Source: 2022-2023 Capital Projects **Acct. #3C22-2261-58101**
21. Agreement with City of New Haven Corporation Counsel to provide legal representation of the Board of Education regarding salary reimbursement for the Assistant Corporation Counsel position, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$84,036.00 was presented by Mr. Lamb, who explained that

given the volume of assistance needed, the contract allows Attorney Alexiades to work full time for the district as opposed to part-time. Committee members spoke favorably about the relationship and work with Attorney Alexiades.

Funding Source: 2022-2023 Operating Budget **Acct. #19047700-56696**

D. CONTRACTS:

1. Renewal Option 1 of 2 for Contract with AirCare Environmental for On Call Hood cleaning and repairs, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$60,000.00 was presented by Mr. Gormany.
Funding Source: 2022-2023 Food Service Budget **Acct. #25215200-56623**
2. Award of Contract with Bordova Innovations Inc. for Food Service Uniform items, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$60,000.00 was presented by Mr. Gormany.
Funding Source: 2022-2023 Food Service Budget **Acct. #25215200-55586**
3. Award of Contract with Calise and Sons for Bread and Bakery Products, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$550,000.00 was presented by Mr. Gormany.
Funding Source: 2022-2023 Food Service Budget **Acct. #25215200-55587**
4. Award of Contract with ES Foods for Unitized Breakfast and Lunch kits, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$450,000.00 was presented by Mr. Gormany.
Funding Source: 2022-2023 Food Service Budget **Acct. #25215200-55587**
5. Award of Contract with TRIO Community Meals/Lindley for Unitized and Family style breakfast and lunch kits for Head Start programs, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$850,000.00 was presented by Mr. Gormany.
Funding Source: 2022-2023 Food Service Budget **Acct. #25215200-55587**
6. Award of Contract with TRIO Community Meals/Lindley for Unitized and Family style breakfast and lunch kits, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$2,200,000.00 was presented by Mr. Gormany. **Funding Source:** 2022-2023 Food Service Budget **Acct. #25215200-55587**
7. Award of Contract with Lupi for Bread and Bakery products, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$125,000.00 was presented by Mr. Gormany.
Funding Source: 2022-2023 Food Service Budget **Acct. #25215200-55587**
8. Award of Contract with Thurston Foods for Break and Bakery products, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$50,000.00 was presented by Mr. Gormany.
Funding Source: 2022-2023 Food Service Budget **Acct. #25215200-55587**
9. Award of Contract with MGD Graphics, Inc. for Graphic Art Supplies, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$356,479.26 was presented by Mr. Latella who provided an overview of the print shop program at Wilbur Cross High School.
Funding Source: 2022-2023 Operating Budget **Acct. #190-47800-55520**
10. Award of Contract with Lindenmeyr Munroe for Color and Specialty Paper supplies, from July 1, 2022 to June 30, 2023, in an amount not to exceed \$596,886.26 was presented by Mr. Latella.

Funding Source: 2022-2023 Operating Budget **Acct. #**190-47800-55520

E. CHANGE ORDERS:

1. Change Order #1 to Contract 210487919 with Cintas to increase funding amount from \$60,000.00 by \$7,631.796 for a total amount of \$67,631.79, to cover costs incurred for extra mats and mops the remainder of the fiscal year was presented by Mr. Barbarotta.

Funding Source: 2021-2022 Capital Projects **Acct. #**3C20-2071-58101 (\$60,000.00)

Funding Source: 2021-2022 Capital Projects **Acct. #**3C22-2261-58101 (\$7,631.79)

2. Change Order #1 to Contract with Eagle Rivet Roof Service, to change the Funding Source from 3C20-2071-58101 to 3C20-2261-58101, with no change in funding amount was presented by Mr. Barbarotta.

Funding Source: 2022-2023 Capital Projects **Acct. #**3C20-2261-58101

II. DISCUSSION:

- **Policy Calendar:** Mr. Wilcox reported that the Governance Committee provided a list of required policies for updating. He will have a draft of those policies at the next meeting. **No motion was made and no vote was taken.**
- **PA System Procedures:** In response staff reports that the PA systems at two schools are not working, Mr. Wilcox asked for an update on the repairs and asked how the district communicates in the event of an emergency. Mr. Lamb reported the systems are aged and cannot be repaired and that new systems have been bid and are under State Contract. The systems will be repaired by end of summer, before the start of school. In the meantime, the two schools impacted are not open for programs in the summer. He reported that the district is working on a plan for schools who experience system failures. Mr. Wilcox reported that the topic will be discussed and monitored by the City-wide School Building and Stewardship Committee. **No motion was made and no vote was taken.**

Adjournment: A motion by Ms. Rivera, seconded by Dr. Yarborough to adjourn the meeting at 5:52 p.m., passed unanimously by Roll Call Vote: Ms. Rivera, Yes; Dr. Yarborough, Yes; Mr. Wilcox, Yes.

Respectfully submitted,

Patricia A. DeMaio

INSTRUCTION

Statement of Philosophy on Teaching and Learning

Language unlocks every content area door" is a statement that substantiates the importance of **listening**, speaking, reading, writing, and critical thinking in the curriculum of our classrooms and schools. Expressive and receptive language development and higher-order thinking are the core academic skills linked to academic and life success. Enhancing language development is a matter of particular concern to educators who work in poor urban school districts where a disproportionate number of students come to school with unearned social and economic disadvantages. Such disadvantages are primarily due to poverty and the historical factors that have limited the education of **caste groups** and assigned the children of the poor and marginalized to spaces deprived of life's necessities. Under such circumstances, children learn a first language different from the academic language in classrooms. **This distinction becomes more challenging as students move up in grade levels and across various content in the school curriculum. English language learners may be at a disadvantage in the school environment if they are poor and speak a home language different from the language used to transmit academic content in schools and classrooms. This disadvantage is true, to some extent, if the student's first language is a dialectical variation of English. However, language difference is not synonymous with deficiency. Effective teaching builds on students' strengths and makes no assumptions about student potential based on race, class, gender, or any individual or group characteristic that individuals and institutions have used to stereotype and label categories of human beings.**

Since our student population is predominantly poor and multilingual, the school district must develop and implement a linguistically rich curriculum based on students' strengths across classrooms and schools. The curriculum should be performance and outcomes-based, with student work products as evidence for the quality and quantity of instruction and student motivation and effort. Schools alone cannot do the heavy lifting necessary for students born behind in the race of life to excel. Students must be willing to match the commitment of their teachers and mentors. We must not abdicate our responsibility to students from all socio-economic backgrounds and continue to provide differentiated learning options for all the students we serve.

When school leaders create evidence-based policies, goals, administrative procedures, and instructional methodologies by working collaboratively with teachers, parents, and students, teaching and learning outcomes are improved. In addition, building relationships with parents and other community stakeholders provides the web of support that reinforces students' learning in schools and classrooms. Therefore, the scope of this policy is to institutionalize best administrative, instructional, and parenting practices across all content areas to provide students with the skills, knowledge, and dispositions to achieve in school and life.

DEVELOPMENTAL PATHWAYS AND THE WHOLE CHILD

Comer, Joyner, and Haynes (1999) have identified six pathways that should serve both as a framework for analysis when assessing child and adolescent growth and development and as focal points for activities and programs designed to facilitate such development.

The emphasis on the developmental pathways is at the heart of the School Development Program, which distinguishes it from other school reforms. The six pathways include:

- ***The Physical Pathway.*** The environment must meet the child's basic physical needs to grow and develop at the most basic level. These needs include food, rest, shelter, and freedom from pain or illness. If these needs are not met, the physical distress that results will affect the child's functioning in all the other areas of development.
- ***The Cognitive-Intellectual Pathway.*** All children are born with the potential to reason and solve problems. This pathway allows children to make sense of the world and to absorb the knowledge and skills (through experiences with other human beings) that will enable them to gain a measure of control over how they develop in the other five areas.
- ***The Psycho-Emotional Pathway.*** Children need to develop a sense of self-regard, an attitude that tells them that they "count," that they have talents and attributes which will allow them to contribute to the world in meaningful, socially approved ways. This developing self is primarily determined by the quality of human interactions experienced first by children in the family and later in other social networks such as the school and other social institutions. When significant adults do not esteem children, their ability to function well in the different pathways is impaired.
- ***The Social-Interactive Pathway.*** Children must develop the ability to interact in a wide range of social settings because their development in other areas is dependent on the transmission of the values, knowledge, and skills necessary to live successfully in a particular place and time. Adults are more likely to engage in productive relationships with children and adolescents who respond to them in ways they deem to be "acceptable." On the other hand, children are dependent on these same adults to model and teach them what is socially acceptable. Early in the child's development, the home and community provide the child with the knowledge of interpersonal interaction patterns or prescriptions for the appropriate attitudes, verbal responses, and gestures acceptable in particular social

contexts. A win/win environment is created when behaviors learned in the home are congruent with those learned in school. Sharing common values allows for a bond among parent, child, and teacher that helps the child gain the favored status most children need to learn in school and at home. When significant adults negatively view the child's social skills, a lose/lose relationship ensues, and neither party benefits. When influential adults label students as social outcasts, they create conditions that threaten growth and development in all areas.

- ***The Speech and Language Pathway.*** Language has two primary functions in human development: communication and knowledge representation. Early in life, children learn that language can convey messages to the self and others. They understand the oral and behavioral cues for imparting messages and simultaneously learn to interpret the statements of others. These acquired words and symbols also become the categories through which children express reasoning ability.
- ***The Moral-Ethical Pathway.*** Crucial to all human interactions is the child's understanding and possession of sound and moral and ethical standards, as well as the inclination to act upon these values. Such behavior is based on socially transmitted principles by significant others in the lives of young people that delineate the acts for which the individual is held morally responsible and prescribe just and fair consequences for moral transgression. Typically, developing children acquire ethical standards from the family, religious institutions, and schools. However, the norms and values reflected in popular culture and mass media have become, in some instances, increasingly influential in the lives of children and adolescents.

In an age of significant influence by mass media, children may also be motivated by individuals that they deem to be substantial because of popularity and achievement in sports, entertainment, and other high-profile areas. When role models behave in ways consistent with such values, and when social institutions concur, children can function across such institutions and exhibit the behaviors that reflect the collective wisdom of significant adults. However, when one or more of these institutions fail to instill shared values or impart values that conflict with primary caregivers, the child becomes confused and may make wrong choices.

Learning is mediated through relationships between oral and written responses to text and rigorous discourse characterized by exciting and meaningful content. Providing teachers with the resources, support, and freedom to teach creatively and effectively using research-based principles and findings is additive. Developing instrumentation and protocols to monitor, evaluate, and provide constructive feedback provides helpful mechanisms for continuous improvement.

Language development across the curriculum provides the volume of **listening, speaking, reading, writing, and critical thinking** that will likely improve student achievement as measured by criterion and standardized assessments. **Since each content domain has a specialized vocabulary, by necessity, we must establish instruction across all content areas emphasizing word knowledge, comprehension of written and oral text, critical thinking, and the skill to communicate what one has learned.** Critical thinking and receptive and expressive language development should be the core of our instructional programming across all content areas. This effort is broad in scope and requires a robust commitment by every stakeholder—students, parents, educators, community members—in the education enterprise. We must mobilize the village to educate the hearts and minds of our students.

The New Haven Public Schools Board will develop teaching and learning policies to "establish direction for the district, set goals, and assign authority." Concerning effective teaching, curriculum content, assessment, program evaluation, professional development, and other areas of schooling, school boards must create policies that establish criteria for practices associated with evidence-based education reform at all levels of the system. District administrative procedures further define the policy and provide guidelines for its implementation. To avoid role confusion, the school board establishes policies, and the Superintendent and professional staff execute the administrative procedures and teaching protocols to implement policy. Policy development is the product of collaboration between experienced educators and the school board with participation structures that engage parents and members of the broader community. We must create policies on teaching and learning based on the best evidence and collective wisdom at the time of policy formulation with a process for revision to accommodate new knowledge in the specific policy domain. The School Board must hear the voice of teachers, support staff, students, parents, and school administrators at every step of the policy-making process.

Teaching and Learning Elements to Incorporate into District Policy

The following practices serve to organize and provide direction for teaching and learning initiatives throughout New Haven Public Schools:

Need a glossary and citations for specific terms, including those listed below

Models of teaching
Instructional materials

Authentic formative and summative assessment of student learning
Instructional grouping and scheduling
Efficient use of instructional time
High expectations
Student effort (independent reading, writing, research)
Professional learning and development
Administrative practices and procedures
Affective education
Parent and community support

District staff will use the following principles for choosing content and teaching methodologies to maximize students learning opportunities:

Student achievement increases when students set their own goals. In collaboration with peers, the classroom teacher conducts a baseline inventory of cognitive and affective skills to develop the systematic instruction designed for students to meet grade-level expectations. Teachers assist students in setting goals, picking strategies to meet those goals, monitoring their progress, and providing feedback and correctives. Research and conventional wisdom have documented a strong, positive correlation between students setting their own achievement goals and student achievement. (Chung, Chen, & Olson, 2021)

Students engage more fully with learning when they see real-world connections and relevance to their own lives. Students' understanding of these connections happens when they engage in real-world applications of knowledge. Teachers must use culturally relevant pedagogy to establish high expectations for all students, engage students in a critical analysis of their learning, and prepare them to advocate for a socially just world. There should also be purposeful attempts to make learning relevant to students' interests, cultures, and communities. The more teachers get to know individual students, the more this is possible; however, teachers need not have in-depth knowledge of every aspect of the students to create relevant lessons. It is essential that teachers create a space for students to express their perspectives, make their connections to the learning, and appreciate that their classmates might think differently.

Students learn by interacting with subject-specific texts. The term “text” includes fiction and non-fiction texts as well as directions, forms, and all types of information visually displayed in graphs, charts, or maps, music, art, and digital sources on a range of topics. Students must interact with subject-specific texts, process the information included, make conclusions, and communicate their ideas with others to develop their learning. These interactions will also require the development of appropriate academic vocabulary in each subject area.

Language mediates student learning. Receptive and expressive language contribute to the vital process of making thinking visible, listening to others, and revising meanings and understandings through critical thinking. Students learn subject concepts, ideas, and issues by explaining, critiquing, and building shared knowledge through discourse. Discourse is one of the most effective ways for students to practice sense-making and decision-making and justify their conclusions with facts pertinent to the issue.

Students learn when provided with appropriate materials, rubrics, and clear directions for the learning task(s).

Students learn when provided with sufficient time, feedback, and correctives.

Students learn when given tasks at the appropriate level of difficulty and when the teacher sets a standard for mastery.

Social and emotional growth and development are the underpinnings of academic learning.

Effective teaching depends on parental and administrative support.

Guidance on Instruction

The New Haven Public Schools shall publish and revise bi-annually instructional frameworks based on effective teaching and learning practices to support educators planning effective instruction. The instructional frameworks will describe instructional arrangements across content areas to help students graduate from each successive grade level with the knowledge, literacy, and critical skills necessary to succeed. The New Haven Public Schools instructional frameworks, aligned to standard principles of instruction, will emphasize independent reading, vocabulary development, writing, project learning, oral discourse across the disciplines, and critical thinking.

References

Chung, H.Q., Chen, V., & Booth Olson, C. (2021) The impact of self-assessment, planning and goal setting, and reflection before and after revision on student self-efficacy and writing performance. *Reading and Writing*, 34, 1885-1913.

DRAFT

Memorandum

Date: 7/8/2022

To: Dr. Tracey, Finance and Operations Committee, and Members of the Board of Education

From: Thomas Lamb, Chief Operating Officer

RE: Two-month contracts for Facilities Management Services & Part Time Custodial Services

The need for contract extensions of GoTo Services and Eco Urban is vital to continuing service delivery of facilities management and part time custodial services into the summer months. The service contracts of these concluded June 30th. If arrangements for contract extensions were not made we would not currently have services in place. Facilities Management Services and Part Time Custodial Services are large complex operations that the district cannot go without for any period of time.

A transition of facilities management services information from GoTo Services to AMB, in as much a capacity as practical, is important to help ABM understand as quickly as possible the current state of the department and the environment they will be working in. We are essentially replacing an entire department with new. Facilities Management Services is a complex mix of institutional knowledge, technical understanding, and managing people. Many of the GoTo services staff, though not NHPS employees, have been working in the school district for as long as 20 years in some cases. This institutional knowledge has a significant value that will help in the transition of information to the ABM transition team. The facilities team is managing an extremely high volume of work including as well as servicing 40+ building and nearly 75+ contracts for vendor services to NHPS, and 25+ active projects at varying stages and hundreds of building use permits for summer programming. Transitioning this work to ABM in an organized and planned way is important mitigate any gaps of service and help to understand why things may have been done a specific way. This will help to expedite planning and program evaluation that ABM will be conducting as part of their transition planning process. An ABM generic transition plan was part of their proposal and is included in with this memo. A more detailed plan will be presented after ABM is fully on board and have begun the transition process.

This two-month contract is also an opportunity for GoTo services staff to apply for and transition to ABM positions should they so desire. This is a very common practice with contract transitions of Facilities Management Services. It has been my experience that in some cases employees have some kind of non-compete agreement with their employer that would prohibit them from just moving from one contract to another. It is currently unknown if any of these agreements exist with GoTo services

staff. The decision to apply to ABM or not has to be completely between the staff and the two companies. NHPS can recommend and we can approve or not, but ultimately the decision has to be with the staff themselves. NHPS needs to ensure that we are compliant with labor law. I have experienced difficulties with this before and it can make the entire process go bad for everyone. My only goal is to offer opportunity to those that are willing to continue serving the district in some capacity.

The ABM contract does have an 11% higher cost and this will be mitigated in some way. I have discussed with our CFO Linda Hannans and will be developing a strategy on how this can be achieved not just this year but over all of the renewal periods as well. I feel very strongly that this is the best course of action for the district and will reduce other areas of my budget to accommodate this additional spend if necessary. The ABM final contract cost for this year will be for 11 months and any cost savings that can be achieved during the onboarding and staffing process will be passed on to NHPS. I will be extensively involved in this process and will have final approval of all staff brought on to fill all necessary roles and be able to monitor what annual spend will be and what savings will be able to come back to NHPS.

The part time custodial services RFP proposals are still being evaluated by the selection committee and have not yet been scored nor has a recommendation been determined by the committee. Just as with all RFP's this process is managed by the city purchasing department. There have been five respondents and all five have been interviewed and made presentations. Additional questions have been generated from these interviews and sent to the respondents to ensure that all are being evaluated based on the same information. A best and final offer has been requested from all respondents and this response period will close by purchasing next week. A more detailed memo will be presented along with the committee recommendation at the next Finance and Operations committee meeting.

The two-month contract with Echo Urban is to provide part time custodial services to the district until this process can be concluded. Once the RFP process has concluded we will determine next steps. Summer cleaning of schools as well as general cleaning for summer programs must continue. Services are billed on an hourly rate depending on hours provided to NHPS hours that have been banked over last year are credited towards the final numbers.

Thank you

START-UP PLAN

The example start-up program below shows how we become an integrated part of your workflow. As we move forward, we provide a more detailed and customized plan. Once the plan is finalized, we complete your transition timetable, identifying each task, who owns it, and its expected completion date.

Pre-Start-Up		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Contract, Insurance, Licenses							
1	Contract review and negotiation						
2	Finalize contract with Client						
3	Order insurance certificate						
4	Submit new business set up documentation						
5	Summarize all final contract details and review with team						
6	Ensure all licenses are in place						
7	Meet with Client stakeholders as required to outline processes and discuss draft of transition plan						
Human Resources							
1	Meet with Client senior leadership to develop appropriate communication plan for new hires from existing employees						
2	Obtain current employee roster from incumbent company						
3	Meet with Client facility stakeholders to begin employee orientation protocols						
4	Plan any required job fairs in coordination with Client						
5	Work with Client to assist with communicating times and locations of job fairs as applicable						
6	Ensure human resources job fair team plan and coordinate staffing of job fair locations						
7	Conduct background checks for new ABM hires						
8	Employee roster development and initial job scheduling						
9	New employee paperwork completion and submission to human resources						
10	Meet with current employees to conduct initial orientation to ABM						
11	Job descriptions reviewed/presented to employees						
12	Introduce and train employees on daily time keeping procedures						
13	Establish individual staff training records						
14	Implement training programs						
15	Establish employee recognition program						
16	Complete orientation checklist						
17	Plan and schedule initial training, safety awareness, safe equipment handling, PPE distribution						

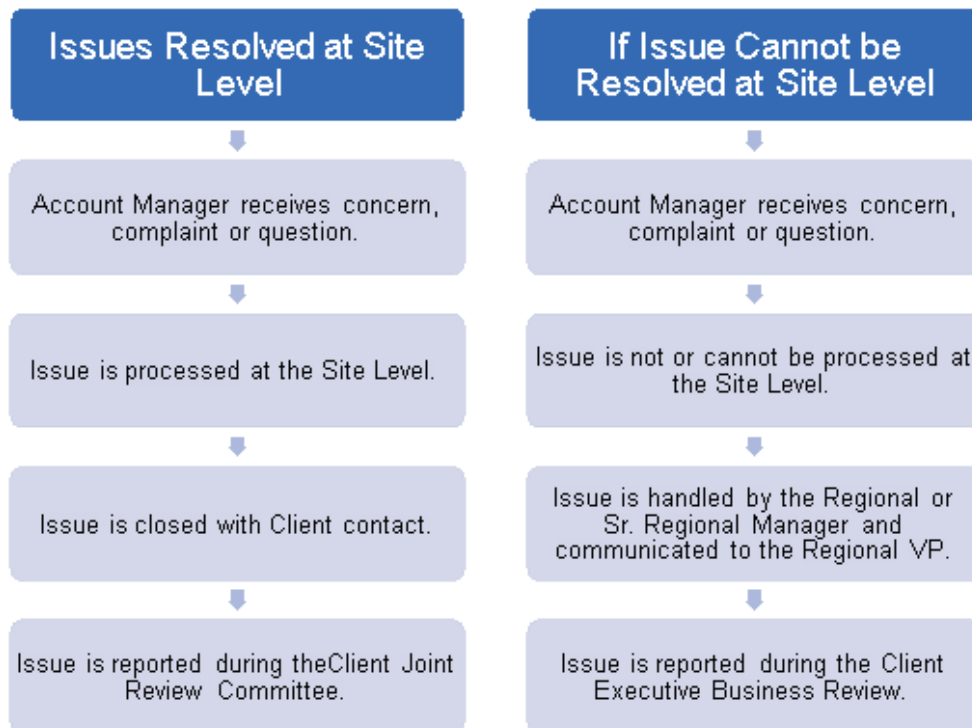
Tasks & Assignments		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Office and Administrative Set Up							
1	Establish office, IT networking and communication links	█					
2	Order ABM forms, manuals, and any office administrative material	█					
3	Implement vendor control logs and approved procurement practices	█					
4	Prepare weekly review for Client liaison & administration	█					
5	Conduct room inventory of all buildings	█					
6	Order employee uniforms	█					
7	Obtain building access keys/codes and phone directory for each building	█					
8	CBR Meetings - Establish members and set dates for monthly/quarterly meetings					█	
Safety and Regulatory Compliance							
1	Establish SDS booklets and distribute/post according to Client policies and procedures					█	█
2	SDS and safety rules reviewed with and issued to employees					█	█
3	Sign off on all employee PPE distribution					█	█
4	Review HazMat procedures with all employees					█	█
5	Review spill management program and procedures					█	█
6	Review lock out-tag out procedures					█	█
Financial Management							
1	Review budget with transition team				█	█	
2	Establish monthly budget tracking				█	█	
3	Implement payroll procedures and communicate with employees				█	█	█
4	Set up invoice approval and payment processes					█	
5	Implement invoicing procedures with Client					█	
Quality Control							
1	Load district geography into Quality Assurance program					█	█
2	Implement Client survey procedures					█	█
3	Implement Quality Assurance program for all district operations					█	█

TRANSITION PLAN

Tasks & Assignments	01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Custodial Program						
1 Obtain floor plans for each building						
2 Write and implement task assignments for each building						
3 Write and review lock out-tag out procedures						
4 Conduct inventory and assessment of paper towel/toilet tissue/soap dispensers						
5 Receive equipment/distribution						
6 Inventory and tag all ABM capital equipment						
7 Implement operational logbooks						
8 Implement training programs						
9 Implement Safety Tips of the week						
10 Standard operating procedure implementation and roll out to team						
11 Plan initial labor scheduling for summer programs						
12 Ensure all equipment and supplies on ordered, received, and pre-positioned						
Summer Cleaning						
1 Plan initial labor scheduling for summer cleaning program						
2 Prepare scope of work orientation and standard operating procedures						
3 Review plans and scheduling with Client coordinators on a weekly basis then daily during summer season						
NHPS Sponsored & Hosted Events						
1 Review Client Events Calendar on a continuous basis						
2 Review and plan pre, during and post event support						
3 Plan initial labor support scheduling						
4 Monitor Events Calendar on a continuous basis throughout the year						

COMMUNICATION & ISSUE RESOLUTION

New Haven Public Schools Site Management									
Topic	Frequency/Formality						Protocol		
	DI	DF	WI	WF	MI	MF	Daily	Weekly	Monthly
Service Issues	●	●	●	●		●	Informally (DI)	Informally (WI)	Informally (MI)
Vehicle Maintenance			●			●	<ul style="list-style-type: none"> • Voice Mail • E-mail • Verbally • Phone 	<ul style="list-style-type: none"> • Impromptu Meetings • General Discussions 	<ul style="list-style-type: none"> • N/A
Employee Status	●	●		●		●			
Training				●		●			
Repairs	●		●	●		●			
Special Projects	●			●		●	Formally (DF)	Formally (WF)	Formally (MF)
Service Level Agreements					●	●	<ul style="list-style-type: none"> • Supervisor's Report • Fax • E-mail 	<ul style="list-style-type: none"> • Campus Summary • Faxed • E-mail • Management Meetings • Presentations 	<ul style="list-style-type: none"> • Management Meeting (by site) • Safety Update • Service Ret • Presentation
Safety	●	●		●		●			
Feedback	●		●	●		●			
Uniform/Equipment			●			●			
Recruiting	●			●		●			
Incentives				●		●			
Escalations	●	●		●		●			



Memorandum

Date: 6/29/2022
To: Dr. Tracey, Finance and Operations Committee, and Members of the Board of Education
From: Thomas Lamb, Chief Operating Officer
RE: Facilities Management Services Contract Award to ABM Industries

Introduction

Facilities Management Services to the New Haven Public Schools has been posted for RFP and awarded to ABM Industries by a multi-disciplinary committee consisting of:

NHPS = New Haven Public Schools

CONH = City of New Haven

RFP = Request for Proposal

Thomas Lamb, NHPS COO

Dr. Michael Finely, NHPS Chief of Staff

Dr. Paul Whyte, NHPS Assistant Superintendent for Instruction

Michael Gormany, CONH Budget Director and Acting Controller

Giovani Zinn, CONH City Engineer

Summary of Cost

Proposals that have been submitted and evaluated by this committee are included with this memorandum for your review. We understand that the ABM contract costs are higher but feel that ABM is better able to represent the future needs of the school district as it relates to the improvement of maintenance operations for our schools. A detailed comparison of costs is attached to this document. Some additions to this contract over previous contracts include the addition of a Project Manager that will be specifically utilized for managing the vast number of small and medium sized projects throughout the district. Another addition is a supervisor of Roofs and

Grounds what will be responsible of all items outside of the schools including landscaping, parking lots, snow removal, playgrounds, and roof maintenance. As part of the ABM service the district will have access to a regional manager that will be part of and conduct a quarterly business review that will include the NHPS COO and other member so senior leadership to continually assess and monitor contract performance. Another resource that the district will have access to the ABM Vice President of Engineering and Technical Support that will play an active role in not only setting up the needed resources for ABM to get the account started but provide services to the account for the long term assisting in capital planning and development of a Preventative Maintenance program for our schools.

In summary the contract will be for one year with a total of three renewals that include an 3.9% escalation that is less than the current Consumer Pricing index at 8.3% which is commonly used to measure contract year over year increases in multi-year contracts:

Yr 1	\$1,776,051
Yr 2	\$1,847,093
Yr 3	\$1,920,977
Yr 4	\$1,997,816

Staffing, Resources and Training

In addition to the ABM facilities management team as outlined in the attached table of organization. The school district will have access to our regional manager, Vice President of Engineering and Technical Support and a vast number of other programs that come with a large organization. The selection of permanent AMB staff will be made in concert with and approved by the COO. Some additions to current staffing include a project manager that will coordinate all projects, a supervisor for Grounds and Roofs that will have responsibility for all items outside of all building including playgrounds, landscaping, snow removal and roof repairs. There is also a clearer division between building maintenance services and custodial services that concentrate more on building cleaning. ABM is a data driven organization that

RFP Process

This RFP process has been guided by the City of New Haven purchasing department policies and procedures. The process included posting of the RFP for public response, a building sampling tour, a question period, and an interview and presentation of the RFP respondents' proposals. ABM and

Go2 Solutions were the only two organizations to submit proposals in response to the RFP. Others that had interest but did not continue in the process to submit proposals for one reason or another included JLL, CBRE and OR&L

GO2 Solutions has served the City of New Haven well for many years. The New Haven Public Schools and the City of New Haven now find ourselves needing to move in a direction to address the changing needs of our buildings. A direction with more innovation, process improvement, and plan development. The Education division of ABM provides services that leverage technology; engineering and technical expertise; a vast number of educational clients throughout Connecticut and in the New England region and data driven performance management that the committee believes will better serve the new Haven Public Schools. ABM is an international organization with a regional office located in New York City serving New England.

ABM is committed to providing the New Haven Public Schools a program that will implement the latest Facilities Management industry developments and technologies in a forward-thinking process that brings the vast experience of their client base together with proven programs for building operations.

Transition Team

A transition team will be on site as soon as they are able and will begin transitioning services to a team that is selected by both ABM and the NHPS Leadership. A two-month transition contract is being discussed with Go2 Solutions that will focus on keeping programs running through the summer months. Go2 Solutions staff that meet ABM standards will be welcome to apply into positions and become part of that team in similar roles as they are currently in. Just as with any transition there will be challenges. The committee is confident that the ABM management team is capable of minimizing these challenges and working with NHPS central office and school leadership staff to quickly resolve issues and keep Facilities Services operations moving forward through the summer and be ready for start of the new school year at the end of August. A full transition plan is being created in coordination with ABM and the COO office with deliverables and milestones and will be shared as soon as it is ready.

Thomas Lamb
Chief Operating Officer



P: (475) 220-1591
Thomas.Lamb@new-haven.k12.ct.us

A quarterly business review process with ABM regional leadership and NHPS along with the addition of a Facilities Project Manager and a restructuring of the department table of organization will add resources where needed and develop a data driven improvement process that focuses on contract service delivery.

All proposals, presentations and supporting documentation have been included as attachments.



6.21.22

New Haven Public Schools Facilities Management Services

At ABM, We Start Each Day with a Moment for Safety

Moment for Safety Momento de Seguridad

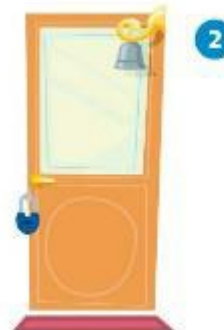


School Building Security

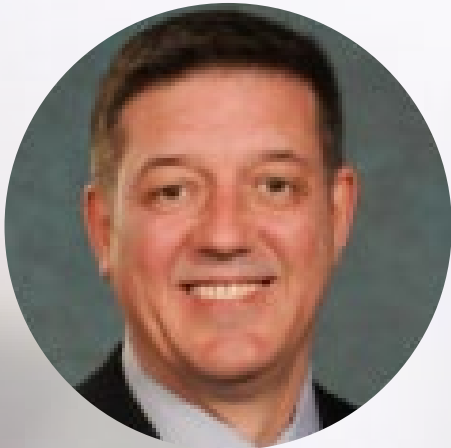
- Do not open doors or allow unauthorized visitors to enter the school buildings (1)
- Always direct visitors to the school office for entry into the building
- Keep all exterior doors closed and locked (2)
- Know who to contact should you encounter an unauthorized person in the building (3)

Seguridad en dependencias escolares

- No abra las puertas ni permita que ingresen visitantes no autorizados a las dependencias escolares (1)
- Siempre dirija a los visitantes a la oficina escolar para que ingresen al edificio
- Mantenga todas las puertas exteriores cerradas con llave (2)
- Tenga claro con quién se debe comunicar si se encuentra con una persona no autorizada en el edificio (3)



Introductions: Your *OneABM* Team



Doug Mitchell
*Vice President,
FOM, Engineering, &
Technical Support*



Andrew Canicatti
*Vice President,
Operations, Northeast*



Joe Lops
*Director of Education
Solutions*



Peter Avitabile
*Regional Director of
Operations*



Valerie Burd

Education President

Partnership Promise

*“New Haven Public Schools has the personal commitment of our leadership that we will provide the highest levels of customer service, we will align our goals around what makes you successful, we will be timely and accurate in what we do, and we will establish a transparent partnership based on trust. Our entire organization will service NHPS with ABM’s core values: **respect, integrity, collaboration, innovation, excellence, and trust.**”*

We measure our success based on the results we achieve for clients.

We look forward to serving you in the years to come.”

ABM at a Glance



Founded in 1909 | \$7.5 Billion in Revenue

We are the largest comprehensive provider of facilities services.



350+ U.S. & International Locations

We operate in all 50 states in the U.S., Puerto Rico, and the U.K.



20,000+ Clients | 110,000 Employees

More than 20,000 clients rely on us for facilities services.



ELECTRICAL

We **rank #1** in EV charging port installation in the U.S.



ENERGY

We've reduced our client's average energy use by **30%**.



FACILITIES ENGINEERING

Our **10,000+** certified engineers keep buildings running.



HVAC & MECHANICAL

We service and maintain **70,000+** heating and cooling systems.



JANITORIAL

Each day, we clean **4+ billion** sq. ft. of buildings.



LANDSCAPE & TURF

We maintain **55,000+** acres of landscaping & golf courses.



MISSION CRITICAL

We service and maintain **35+ million** sq. ft. of data center space.



PARKING & TRANSPORTATION

We collect **\$2+ billion** in parking revenue for our clients.



LOCAL AND REGIONAL CLIENTS



Putnam Public Schools



Yale University



Trinity College
HARTFORD CONNECTICUT



SUFFOLK UNIVERSITY
BOSTON

BALTIMORE CITY PUBLIC SCHOOLS



KEAN



University of New Hampshire



WEST WINDSOR-PLAINSBORO REGIONAL SCHOOL DISTRICT



KENT SCHOOL



LASELL UNIVERSITY



Northeastern University



Harvard
Graduate School of Education



Fairfield University



Case Studies



Facility Maintenance & Custodial Services for 3 Years

Integrated Facilities Services for 4 Years

Integrated Facilities Services for 3 Years



ABM just expanded our relationship with the district by adding custodial services for all high schools in addition to the IFS program for the administration headquarters.

Oz Hill | Deputy Chief Operating Officer
ohill@philasd.org | (215) 400-6626



“ABM has successfully transitioned to become an integral part of the Suffolk community.”

Ashley Lindsey, | AVP of Facilities
alindsey@suffolk.edu | 857.895.4545



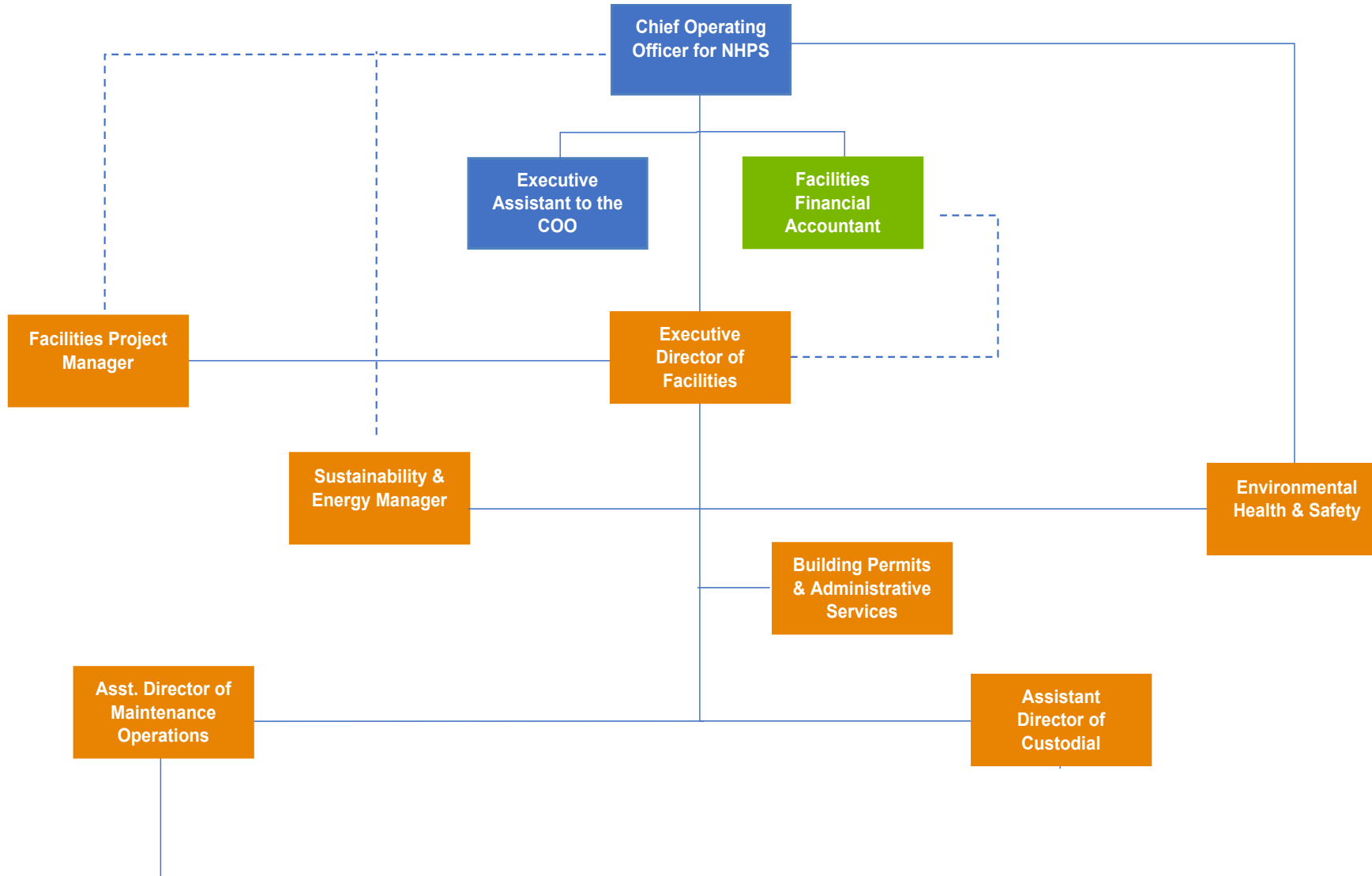
Trinity College
HARTFORD, CONNECTICUT



“The team always does an outstanding job. I know we made the right decision by selecting ABM!”

Tom Fusiello | AVP, Facilities and Operations
tommasi.fusiello@trincoll.edu | 860.297.4198

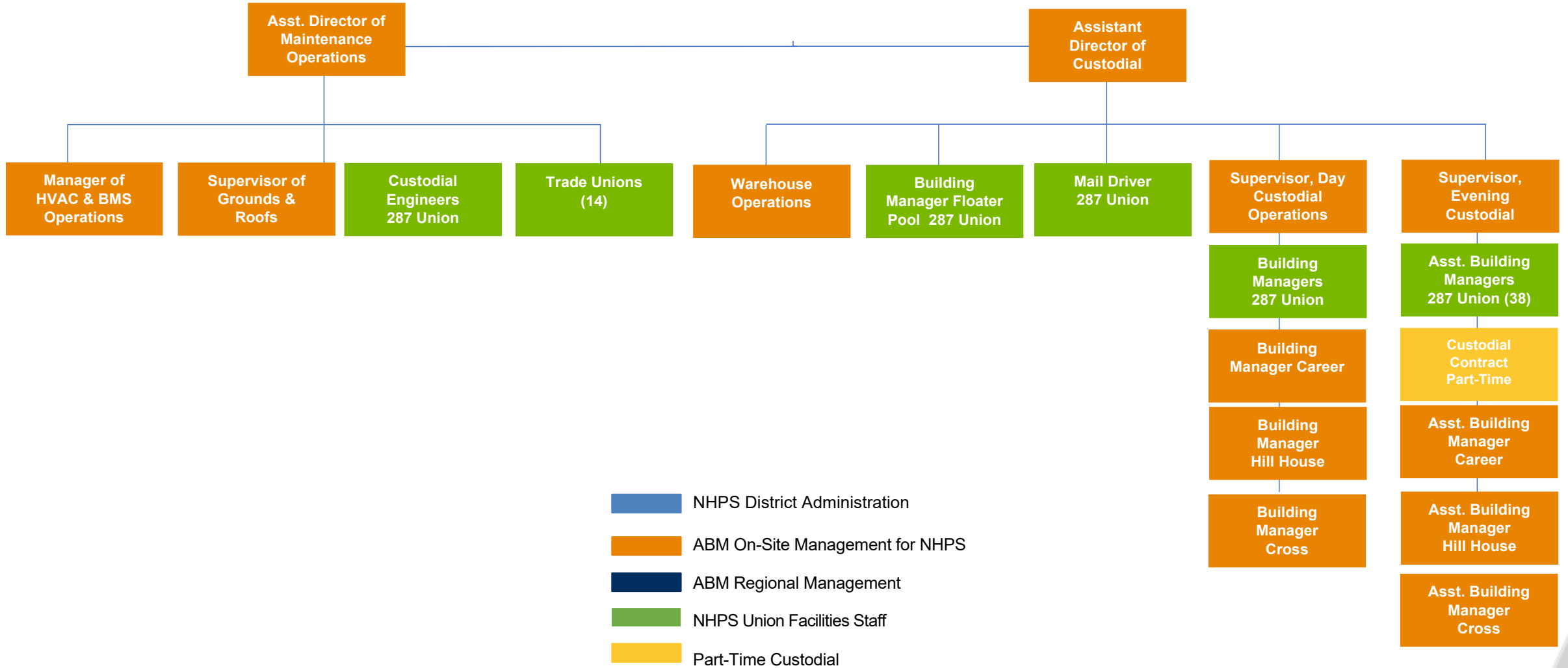
Management Plan – Leadership



- Tom Martin, Senior Vice President of Operations
- Andrew Canicatti, Regional Vice President of Operations
- Doug Mitchell, Vice President, FOM, Engineering, & Technical Support
- Peter Avitabile, Regional Director of Operations
- Kevin Cochran, Transition Support Manager
- Jeff McGrath, Transition Support Manager
- Mario Solis, EH&S Safety Director
- Jonathan Ferguson, Regional Human Resources Director
- Polly Durning, National Director of Quality Systems
- Gordon Buntrock, National Director of Service Delivery
- Anthony Caronchi, Senior Vice President, Service Excellence
- Joe Lops, Director of Education Solutions
- Azeem Lasi, Senior Director of Financial Planning & Analysis
- Fred Surace – Vice President, Labor Relations

Corporate & Regional Support

Management Plan - Maintenance & Custodial



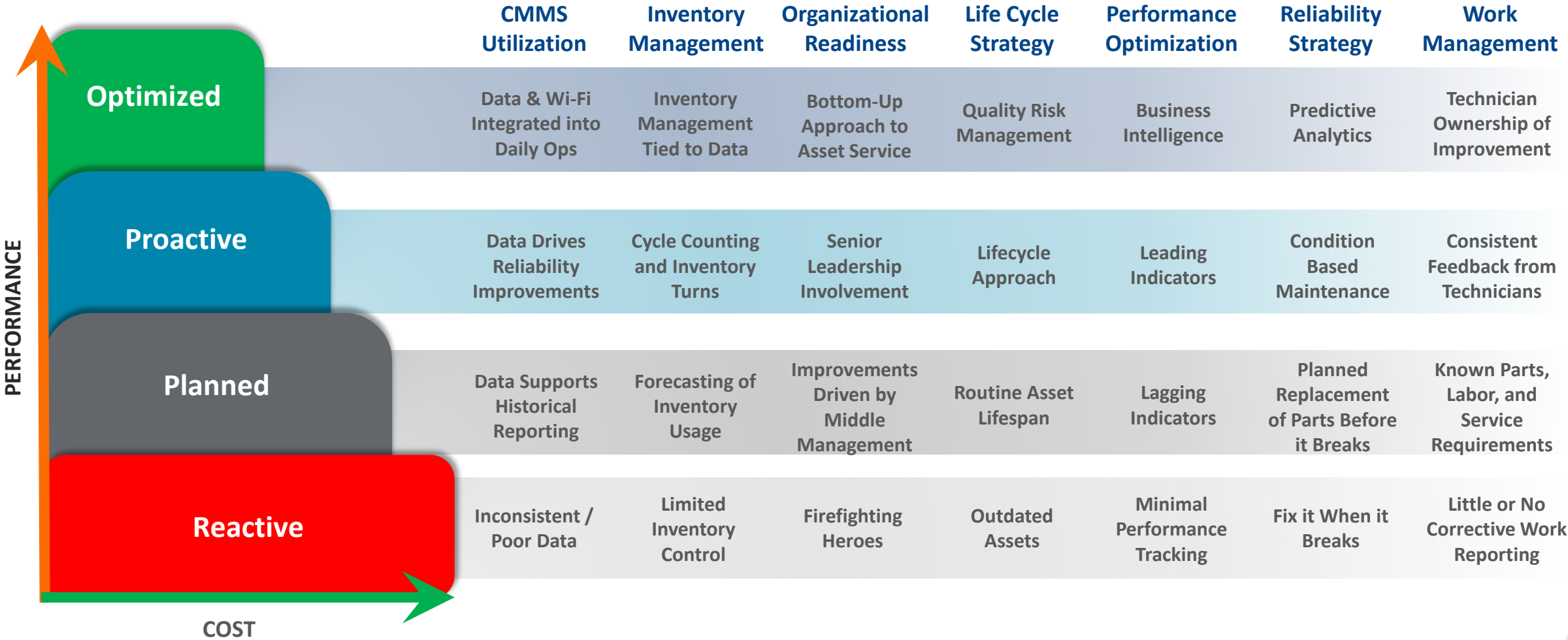


Facility Operations & Maintenance (FOM)

SERVICE EXCELLENCE FOR NEW HAVEN PUBLIC SCHOOLS

- Fully and effectively leveraging CMMS platform – Brightly
- Work with NHPS to develop an effective and achievable PM schedule
- Evaluate and Develop - Skilled Trades Personnel and Current Staffing Levels
- Evaluate reliance and spend - 3rd Party Contracting
- Assist in Capital & Deferred Maintenance Planning

CMMS Utilization Evolution





Custodial Services

A Higher Level of Service Excellence & Safety

- Appropriate Management Structure
- Goal of APPA 2 Standards
- Proven SOPs
- Training & Accountability
- Quality Assurance & Compliance
- Transparency

Sample Monthly Reporting



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Total WO Created Per Month



Total WO Created Per Month by Purpose



Custodial Key Performance Indicators

1. Custodial Service Cleanliness

- Increased to more than 300 inspections per month
- Goal: 100% of the inspections above 90%
- Incentive program reinstated Jan 2022.

#	Metric	Jan 2022	Feb 2022	Mar 2022	3 Month Avg.
14	% of spaces where cleanliness exceeds a score of 85	99%	99.2%	98%	99%
15	District wide cleanliness score	99	99	99.2	99

O&M Key Performance Indicators

2. O&M Maintenance Standards

- Goal: 90% or better
- Minimum: 85% or more

#	Metric	Jan 2022	Feb 2022	Mar 2022	3 Month Avg.
5	% of compliance with work order resolution time Reactive Maintenance	87%	87%	88%	87%
6	% of compliance with work order resolution time for Preventative Maintenance	89%	89%	86%	88%

Quality Assurance

ABMWay Hub

- Standard Operating Procedures
- Training & Demonstrated Competencies
 - Managed Compliance
 - Consistent Outcomes

Prioritize Team Member Safety

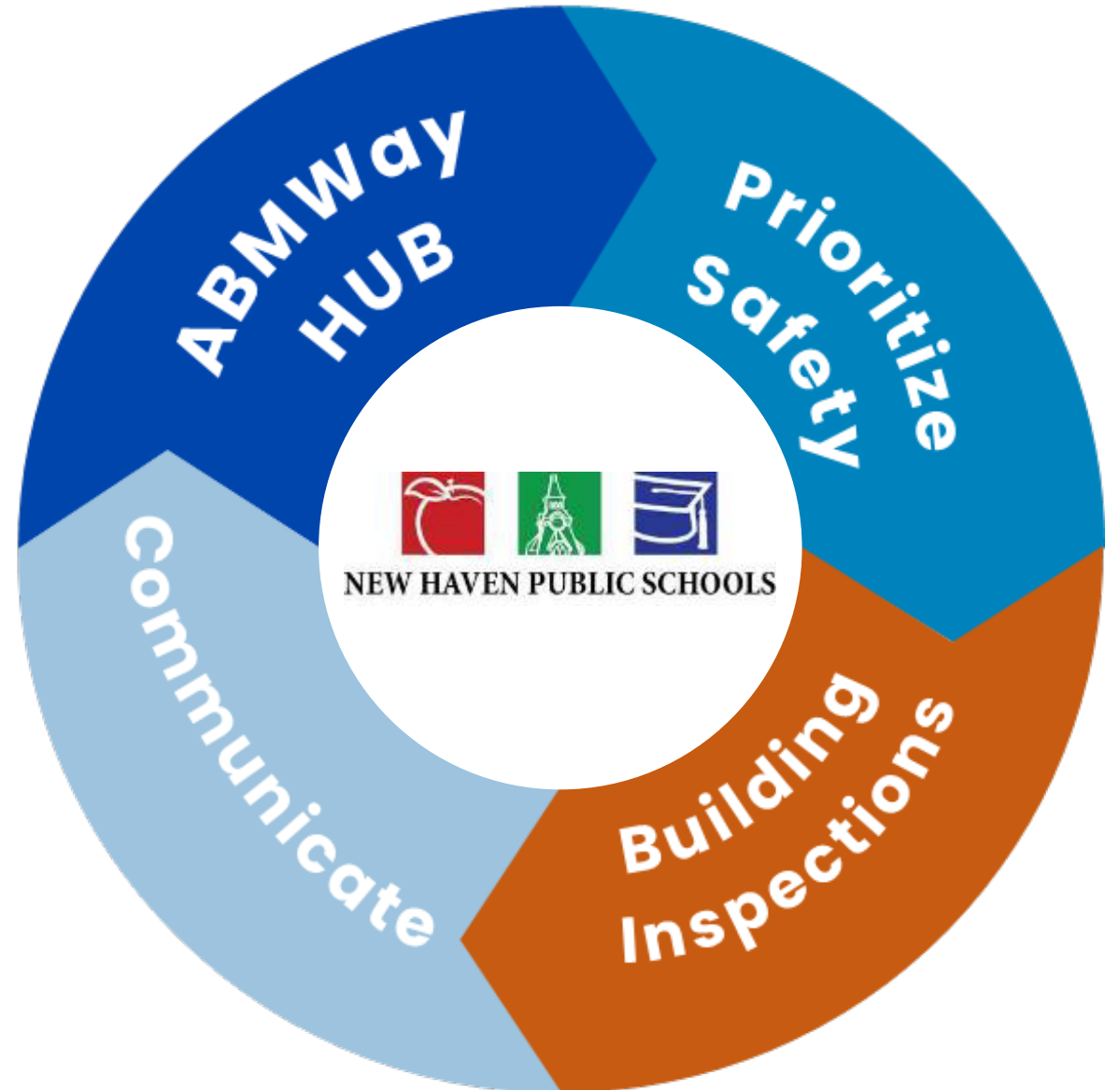
- Participate in Safe Work Observation Program (SWOP)
- Daily Safety Trainings
- Retrain for Unsafe Behaviors
- Recognition for Following Safety Protocols

Building Inspections

- Daily Assessment Tool: SITE
- Joint Inspections
- Inspection Data Informs Actionable Outcomes
- Retraining Based on Measured Outcomes

Communicate

- Reports & Information
- Areas of Improvement
- Create Go-Forward Plan
- Business Reviews: Local, Regional, & Sr. Leadership
- **Client Surveys**



SITE FOM Inspections – TILES in PLACE

Areas/Inspection Points



- The FOM inspection follows common format in SITE with the 10 essential systems to be checked / inspected on a regular basis.
- Each system will have 5-7 questions that cover essential elements



Quality Transformation

Quality Enhancements for Clients

- QA Ownership of all services
- Increased Uptime
- Improved Reporting and Metrics
- Improved Standard and Customized Training
- Close the Loop in Work Order System
- Greater Customer Satisfaction and Understanding of Customer Needs



Transition & Teamwork

PROGRAM OVERVIEW

- Dedicated transition team
- Recruiting & Onboarding
- Training & Safety – **Coaching**
- Managing, Empowering and Motivating the Team
- Transparent communication
- Client Business Reviews
- Local Presence



OUR COMMITMENT TO CULTURE & INCLUSION

We're committed to ensuring everyone from every background can be seen, heard and feel like they belong at ABM.

In 2020, our executive team introduced our Culture & Inclusion Council, led by team members of various backgrounds from across the organization. The Council is dedicated to fostering diverse talent, driving meaningful social change, and strengthening our communities.

Developing inspirational leaders

We're creating leadership development programs, mentorship opportunities and affinity groups to foster a supportive, dynamic and inclusive culture.

Empowering team members

We're reimagining how we approach succession planning and develop diverse talent.

Showing up for our team

We're recognizing and rewarding success in more meaningful ways.

Creating a culture of belonging

We're elevating every voice through new platforms, networks and partnerships to increase connectivity and drive lasting change.

DMG Program

Diversity Mentorship for Growth!

- Stephanie Barnes, Chairperson
- Regional Director, Operations



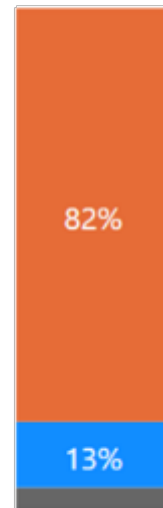
- Program Goal: Leadership Matches Region Demographic
- Create Avenues for Those With Limited Opportunities
- Measure & Share Results

Color Legend

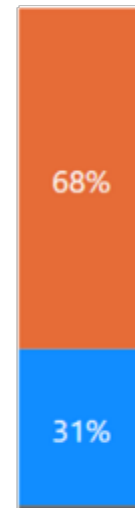


Total # of Employees in NE Region: 1,397
 Total # Staff/Management: 92
 Total # of Regional Support: 8

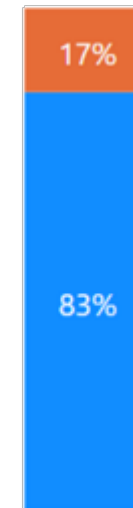
Total Employee %



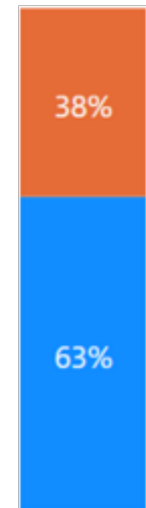
Staff/Management %



Regional Support % (2019)



Regional Support % (2020)



ABM Partnership Benefits



Strategic Partnerships,
MWBE



Focus on
Education



Support & Consultation
from SMEs



Sustainable & Innovative
Solutions



ABMCares Community
Engagement



Diversity, Equity, &
Inclusion



Dedicated Talent
Acquisition Team



Pandemic
Response

Challenges & Solutions



Facility Condition Assessment (FCA)



Hiring & Recruiting by July 1st



Service Level Standards and KPIs



Management of NHPS and third-party employees



Evaluate Facilities Personnel and Current Staffing Levels



Thank You

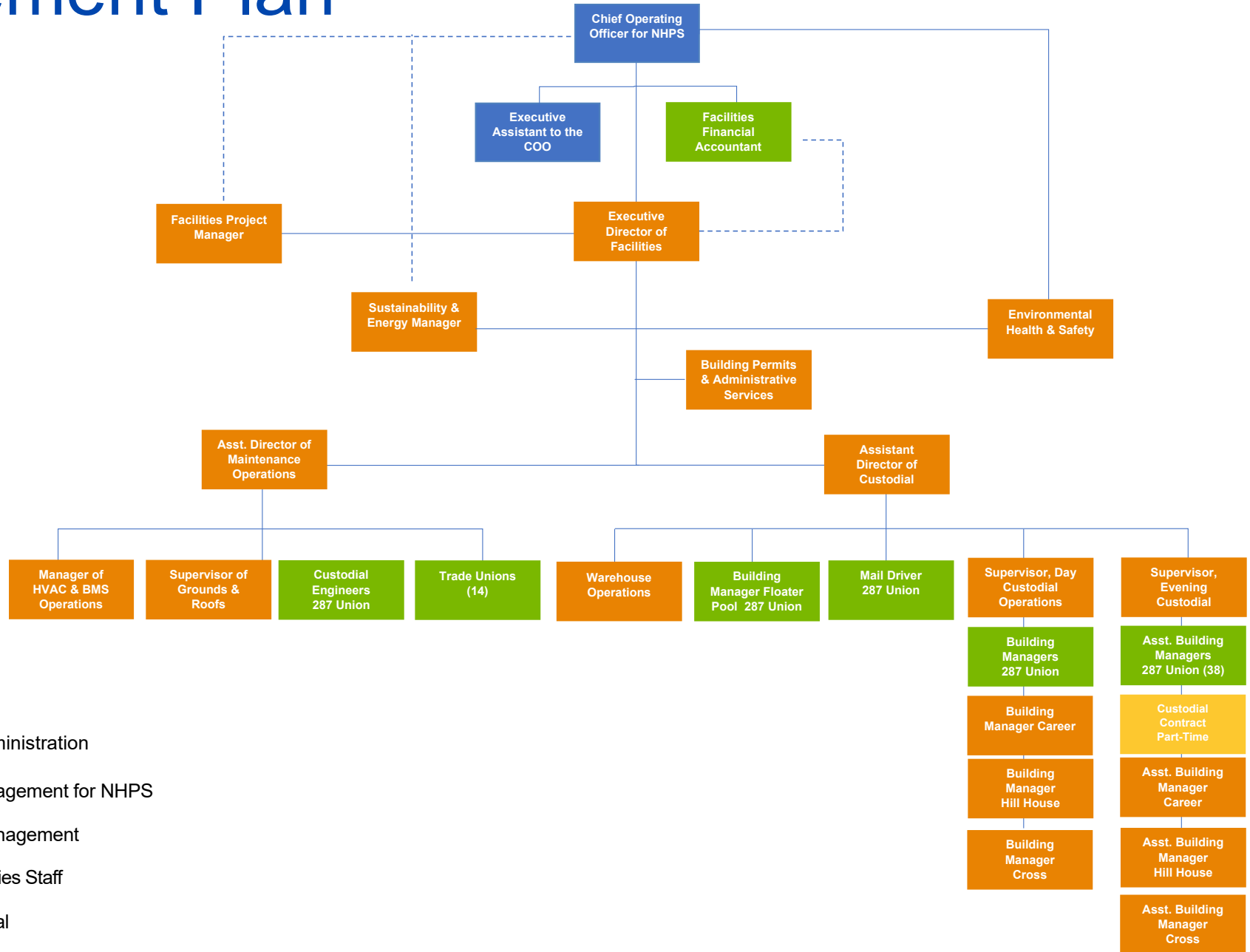
QUESTIONS?

GET IN TOUCH WITH US

Phone: 212.960.8985

Email: joe.lops@abm.com

Management Plan



- NHPS District Administration
- ABM On-Site Management for NHPS
- ABM Regional Management
- NHPS Union Facilities Staff
- Part-Time Custodial

Making it Easy to Track ABM's Performance



Inspections

Perform quality and safety **custom** inspections with a computer, tablet, or phone



Deficiency

Track action items and messages



Customer Access

Custom customer surveys, Work Order Input and Full Disclosure



Reporting

Dashboard and Custom Reporting to ensure satisfaction and track deficiencies

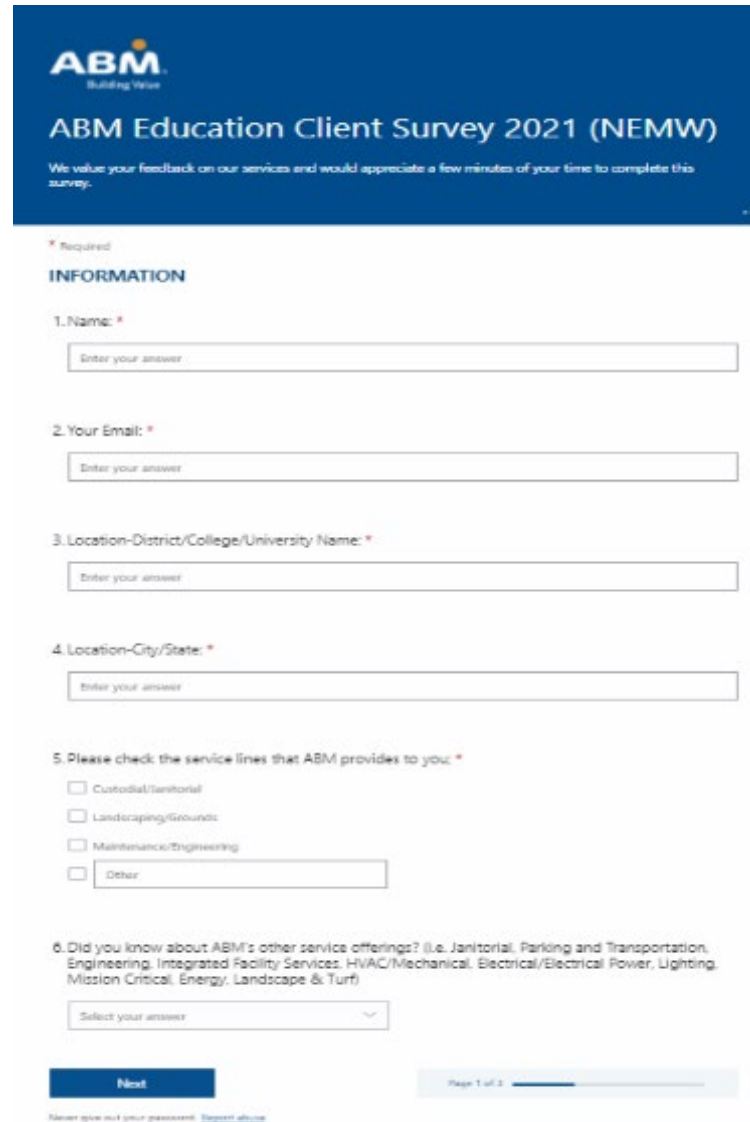


Client Surveys

Automated Client Surveys

- Template includes questions based on Areas of service
- Customized per Location
- Access via Web Link or QR Code

Office 365 Automated Surveys



The screenshot shows a survey form titled "ABM Education Client Survey 2021 (NEMW)". The form is set against a dark blue header with the ABM logo and the text "Building Value". Below the header, a message states: "We value your feedback on our services and would appreciate a few minutes of your time to complete this survey." The form is divided into sections, with the first section titled "INFORMATION". It contains six questions, each with a "Required" indicator (marked with a red asterisk). Questions 1 through 4 are text input fields. Question 5 is a checkbox question with four options: "Custodial/Janitorial", "Landscaping/Grounds", "Maintenance/Engineering", and "Other". Question 6 is a dropdown menu. At the bottom of the form, there is a "Next" button, a progress indicator showing "Page 1 of 2", and a footer note: "Never give out your password! [Report abuse](#)".

ABM
Building Value

ABM Education Client Survey 2021 (NEMW)

We value your feedback on our services and would appreciate a few minutes of your time to complete this survey.

* Required

INFORMATION

1. Name: *

2. Your Email: *

3. Location-District/College/University Name: *

4. Location-City/State: *

5. Please check the service lines that ABM provides to you: *

Custodial/Janitorial

Landscaping/Grounds

Maintenance/Engineering

Other

6. Did you know about ABM's other service offerings? (i.e. Janitorial, Parking and Transportation, Engineering, Integrated Facility Services, HVAC/Mechanical, Electrical/Electrical Power, Lighting, Mission Critical, Energy, Landscape & Turf)

Next

Page 1 of 2

Never give out your password! [Report abuse](#)

Annual Day of Service


- Each year the ABM New England team takes part in a day of service. South Park Inn, Family Promise, and Pine Street Inn homeless shelters.
- Over 35 team members; cleaned, painted, fixed, refinished floors and beautified the grounds.
- St. Francis House in Boston Day of Service Planned for June

ABMCares

Community. Philanthropy. Wellness.

- Donation Matching Philanthropy Program
- Available to All Staff & Management Team Members
- Encourages Giving Back to Local Communities
- Engage in Activates Contributing to Personal Well-Being
- Part of Our Corporate Identity, Acting Locally





Facilities Management
Services for New Haven
Public Schools

RFP# 2022-05-1456

Presented to:

Michael V. Fumiatti
Purchasing Agent
New Haven Public Schools

Presented by:

Joe Lops
Director of Education Solutions
ABM | Education

JUNE
9
2022

MOMENT FOR SAFETY

Safety is the cornerstone of our operations. We reinforce our safety culture daily through written and oral communication. We release a new **Moment For Safety** daily, and start each ABM meeting, internal or external, with a moment for safety. We owe it to our team members and clients to ensure that safety is top of mind every day.



Shortcuts

When our fellow Team Members are out, this can sometimes lead to shortcuts as we try to complete our tasks. Avoid shortcuts by practicing the following:

- Do not complete any tasks that you have not been trained to perform
- Don't take risks, take a safety timeout if you are unsure about something
- Stay focused on the task you are performing
- Avoid rushing, especially around wet floors or when performing hazardous work (1)
- Always follow proper lifting techniques, and use team lifts for heavy objects (2)
- If you have safety concerns, communicate immediately to your Supervisor



Atajos

Cuando nuestros compañeros miembros del equipo están fuera o cortos de personal, esto a veces puede llevar a atajos mientras intentamos completar nuestras tareas. Evite los atajos practicando lo siguiente:

- No complete ninguna tarea para la que no haya sido capacitado o entrenado
- No se arriesgue, tómese un tiempo para tomar medidas de seguridad si no está seguro de algo
- Manténgase enfocado en la tarea que está realizando
- Evite apresurarse, especialmente alrededor de pisos mojados o al realizar trabajos peligrosos (1)
- Siga siempre las técnicas de levantamiento adecuadas y use elevadores en equipo para objetos pesados (2)
- Si tiene inquietudes sobre la seguridad, comuníquese de inmediato con su supervisor.





June 9, 2022

Michael V. Fumiatti
New Haven Public Schools
200 Orange Street, Room 301
New Haven, Connecticut 06510

Dear Mr. Fumiatti,

Thank you for the opportunity to present our proposal for facilities management services to New Haven Public Schools (NHPS). Your district faces many challenges while striving to fully realize your vision *to be a premier urban school district that ensures access to equitable opportunities and successful outcomes for all students as they prepare for college, career, and life.*

To achieve your vision, your district requires an intricate balance of innovation in academics, sustainability, building functionality, foresight, customer service, and financial planning. **Attracting and retaining exceptional teachers and staff for your district is growing more difficult each year, especially with the challenges brought on and exacerbated by the pandemic. NHPS needs a collaborative partner who can deploy a comprehensive, coordinated plan that creates safe and efficient schools and facilities and ensures financial stewardship of vital resources for years to come. ABM is that partner.**

The Request for Proposal matches the comprehensive service offering ABM delivers with our integrated facilities (IFS) solutions for education clients across the region and the nation. We understand New Haven Public Schools is seeking a partner to help enhance operations, service levels, and stewardship of assets through comprehensive facilities management and maintenance programs.

While contracting is not new for your school district, partnering with ABM will positively impact your current program. Our operational approach is to **enhance** the district's operations in the most economic and efficient way. During your site tour and our discussions with NHPS stakeholders, our team noted areas of improvement for your facilities management program. ABM would build a proactive and customized program for NHPS that includes asset tagging, building equipment inventory, and preventive maintenance. This, along with more effective utilization of the CMMS and introduction of ABM's innovative technology, will provide noticeable improvements in the services you receive.

We understand the competing financial needs of recruiting and retaining qualified teachers, meeting academic and student program needs, and ensuring your facilities are updated and efficient. ABM's program focuses on accountability, transparency, and continually improving the services we provide. Our processes includes robust data analytics and regular reporting to ensure our team is meeting and exceeding the expectations.

We have provided pricing assumption in both core needs and other expenses needed to estimate an actual budget. This includes labor costs, supplies, and contracted services to ensure a proper service level. We welcome the opportunity to discuss our program and budgeting approach and fine tune our service offerings and fee.



We are committed to enhancing your first impressions and facility improvements across your district and helping you attain your strategic goals. Our proposed operation for New Haven Public Schools focuses on providing service excellence through the following:

Responsive:

- **Available and Reliable Workforce:** With nearly 3,000 team members in New England and multiple offices in the region including our headquarters in New York and our regional office in Somerville, MA, ABM has the flexibility and capacity to provide unmatched management support to NHPS.
- **Initiative to Find Solutions:** NHPS provides a range of facility services to ensure your schools are operating smoothly and efficiently. We have an extensive group of experts from all ABM service lines to develop solutions that help you achieve key initiatives within your strategic plan. Facilities maintenance, energy management, sustainability, innovation, funding solutions, and infrastructure upgrades are just a few solutions ABM can provide to help improve your schools and facilities.

Accuracy:

- **Provide Reliable and Timely Information:** Work order management, utilization of quality assurance tools, and extensive analytics and reporting hold our managers and service teams accountable and provide real-time/ reliable assessments of services to consistently measure our performance.
- **Understanding Our Role in the Big Picture:** ABM provides districts like NHPS with solutions focused on improving the student experience and facility efficiency. ABM's role as a total facilities provider is to be a true partner to New Haven Public Schools by providing data-driven solutions focused on improvements and initiatives for long-term success across all district facilities.

Courtesy

- **Taking Care of your People, Places, and Spaces:** ABM cares about the communities we serve. From community clean-up events to fundraising opportunities and strategic partnerships, ABM's mission is to make a difference, every person, every day.
- **Put People Before Technology:** One pillar of our strategy is to elevate our use of technology and data. This focus and service excellence mentality provides our team members with the training and tools to provide unmatched customer service to your students, teachers, and staff while being at the forefront of industry innovation.
- **Team Member Experience:** We attract, recruit, and retain high-quality frontline and management personnel through our competitive wages, compensation packages, and employee recognition and incentive programs. We know our greatest asset is our people, and we are fully committed to investing in them. With happier team members, your district will benefit from the reliability, consistency, and employee morale.

Efficient:

- **Maximize Resources for Effectiveness:** ABM has dedicated teams and service lines that can help NHPS with any infrastructure, sustainability, and operational goals. ABM wants to be a strategic partner that creates multiple levels of value for New Haven Public Schools, including consulting services from experts in various fields and best practice sharing to help maximize your operations budget. ABM also provides budget relief solutions and resources to put more money towards district improvements and initiatives.



ABM | Education

Joe Lops, Director of Education Solutions
One Liberty Plaza, 7th Floor
New York, NY 10006
(212) 960-8985
joe.lops@abm.com

ABM seeks to be a valued member of the New Haven Public Schools' community. As you focus on ensuring your students Learn. Achieve. Rise., we look forward to helping you achieve this goal through transparency, proven solutions, and dedication to quality, community, and service. Together, we can create an environment that fosters community and learning both inside and outside the classroom.

The customer/contractor relationship is collaborative, and this is exactly the kind of relationship that we hope to build if awarded the contract. ABM is confident that a good working relationship with New Haven Public Schools will provide the additional information needed that will lead to a transparent and mutually beneficial partnership, both financially and operationally.


We acknowledge and accepts the specifications in RFP# 2022-05-1456 and Addenda 1 - 7. While we have priced our program according to the staffing requirements in the RFP, ABM can also provide a more proactive and effective program for New Haven Public Schools. We look forward to discussing our program with you to further discuss how our mission and values align with yours, *by taking care of the people, spaces, and places that mean the most to you.*

Sincerely,

A handwritten signature in black ink, appearing to read "Joe Lops". The signature is stylized and fluid.

Joe Lops
Director of Education Solutions
212-960-8985
Joe.Lops@abm.com

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Statement of Qualifications

1. Name of Vendor/Contractor/Respondent (requires a real person's name)

ABM Industry Groups, LLC.

2. Permanent main office address

Regional Office: 280 Trumbull Street, 21st Floor, Hartford, CT 06103

Headquarters: One Liberty Street 6th Floor, New York, NY 10006

3. Contact Information: Phone, Fax, E-mail

Joe Lops, Director of Education Solutions
(212) 960-8985, (212) 297-0375, joe.lops@abm.com

4. When organized

ABM was founded in 1909.

5. Legal form of ownership. If a corporation, where incorporated.

ABM is a corporation incorporated in Delaware in 1985.

6. How many years have you been engaged in services, under your present name?

37 years – since 1985

7. Experience in work similar in scope of services and in importance to this solicitation opportunity. Provide three references. Proposals are currently or previously been provided, include for each client: Name of Organization, Gross cost of agreement, Date services started, Services being provided, Responsible official, address, and telephone number of a person available as a reference.

Reference #1: Name of Organization: The School District of Philadelphia
Gross cost of agreement:\$2.5M annually
Date services started: July 2019
Services being provided: Custodial, Grounds, and Facilities Maintenance for District Administration Offices. Supplemental Custodial Services for 25 district buildings.
Responsible official: Oz Hill, Deputy Chief Operating Officer, (215) 400-6626 / ohill@philasd.org

Reference #2: Name of Organization: Fairfield University
Gross cost of agreement:\$2M annually
Date services started: November 2018
Services being provided: Custodial Services for 2M sq. ft.
Responsible official: Peter Crowley, Director of Facilities Management, (203) 254-4000 ext. 2491, pcrowley@fairfield.edu

Reference #3: Name of Organization: Trinity College

Gross cost of agreement:\$9.3M annually

Date services started: July 2019

Services being provided: Custodial and Maintenance Services for 1.9M sq. ft., Grounds Services for 1014 acres

Responsible official: Tom Fusciello, Assistant Vice President of Construction, (860) 297-4198, tommasi.fusciello@trincoll.edu

8. Have you ever failed to complete any work awarded to you? If so, where and why?

ABM holds thousands of facility services contracts. Virtually all such contracts allow the customer to terminate the contract with or without cause, upon 30 days' notice. Customer terminations do occur, and in some cases the termination occurs because we are underbid on price by a competitor. ABM has also experienced several customers who have filed for bankruptcy, therefore terminating their services contract. Undoubtedly, there are cases where a client elects to terminate ABM due to dissatisfaction with service, yet termination on this basis is rare. Because our customers are not required to state reasons for termination, the company does not keep statistical records of contract terminations.

On very rare occasions, ABM has elected to terminate customer contracts. In almost all cases the reason for such voluntary terminations is inability to agree on revised pricing following labor or operating cost increases. This would not apply to a situation where ABM prices have been contractually guaranteed for a period of time.

9. Have you ever defaulted on a contract? If so, where, and why?

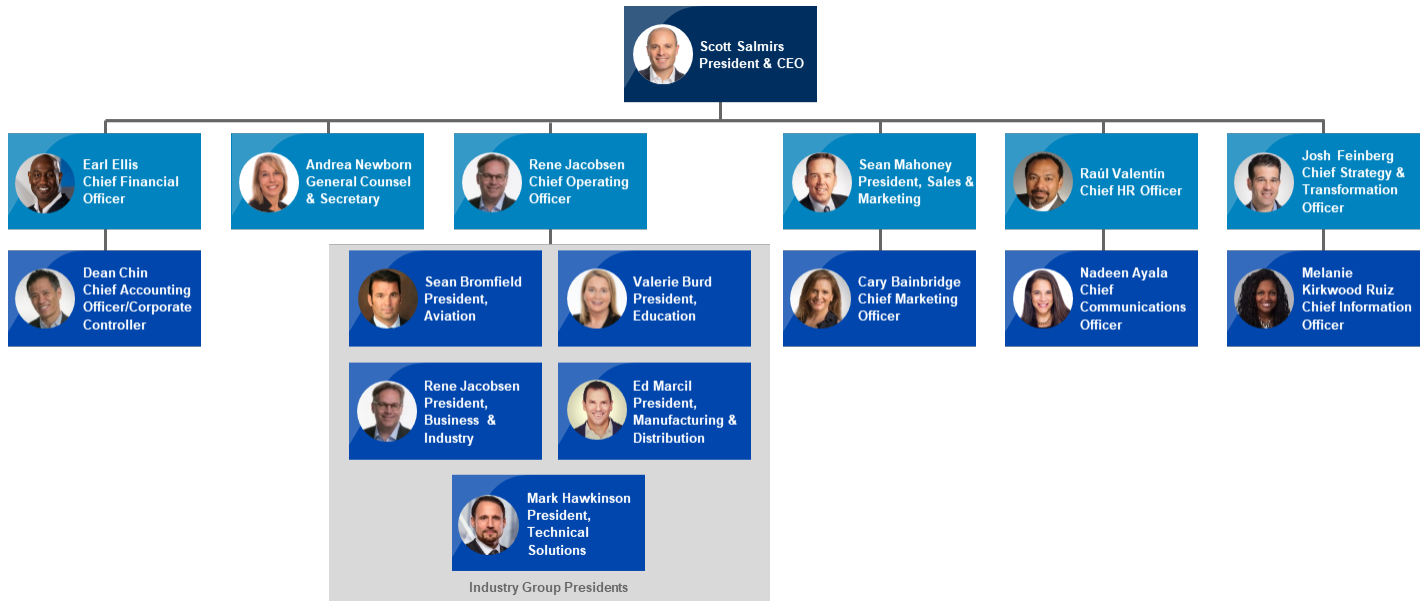
ABM does not track and is not specifically aware of any contract that has been terminated for default. However, ABM has been in business since 1909 and has been party to hundreds of thousands of customer agreements; it is possible and even likely that ABM has been terminated by a customer citing default or dissatisfaction as grounds for termination. To the extent that such terminations have occurred over the years, ABM believes such situations were isolated or specifically explainable.

10. Describe any pending litigation or other factors, which could affect your organization's ability to perform this agreement

ABM and its subsidiaries employ more than 100,000 employees across the U.S., Canada and Puerto Rico. As such, at any given time, ABM is involved in dozens, if not hundreds, of litigation matters. These claims are handled in the normal course of business by legal and risk management professionals employed by the company and the vast majority of these matters are resolved without incident or settled. None of these matters are significant enough to have any impact on ABM's ability to provide timely services to New Haven Public Schools. Should you require further information on a particular matter, ABM will certainly provide more detailed information upon request.

11. Names, titles, reporting relationships, and background and experience of the principal members of your organization, including the officers. Indicate which individuals are authorized to bind the organization in negotiations with the City of New Haven.

ABM EXECUTIVE TEAM



The ABM Executive Officers are as follows:

- Scott Salmirs, President & Chief Executive Officer
- Rene Jacobsen, Executive Vice President, Chief Operating Officer
- Josh Feinberg, Chief Strategy & Transformation Officer
- Melanie Kirkwood Ruiz, Chief Information Officer
- Raúl Valentin, Chief Human Resources Officer
- Nadeen Ayala, Chief Communications Officer
- Earl Ellis, Chief Financial Officer
- Dean A. Chin, Senior Vice President, Controller & Chief Accounting Officer
- Sean Mahoney, President, Sales & Marketing
- Cary Bainbridge, Senior Vice President, Chief Marketing Officer
- Andrea Newborn, Executive Vice President, General Counsel, & Secretary
- Valerie Burd, Executive Vice President, Education
- Tom Martin, Senior Vice President, Education, Northeast and Midwest

12. Name, title, address, and telephone number of the individual to whom all inquiries about this Proposal should be addressed.

Joe Lops, Director of Education Solutions
280 Trumbull Street, 21st Floor, Hartford, CT 06103
(212) 960-8985 / joe.lops@abm.com

13. Will you, upon request, fill out a detailed financial statement and furnish any other information or sign a release that may be required by the City of New Haven?

Yes

14. Tax Identification Number

95-2495556

15. Are you able to receive Credit Card Payments for your services rendered?

Yes

16. Addendums – notices are sent electronically and are posted to portal. You are responsible for the addendum content whether viewed or note. (See section Interpretation of Addenda for details)

ABM acknowledges Addenda 1, 2, 3, 4, 5, 6, and 7, which were released as part of RFP# 2022-05-1456.

Contact Information

For questions or clarifications concerning this RFP, please contact:

Joe Lops, Director of Education Solutions

One Liberty Plaza, 6th Floor

New York, NY 10006

(212) 960-8985

joe.lops@aqbm.com

Executive Summary

WE UNDERSTAND YOUR DISTRICT

New Haven Public Schools (NHPS) is committed to every student in your district and ensures that your students are as they prepare for college, career, and life. With challenges facing K-12 districts nationwide, you must partner with a company that is committed to the achievement of your students. To set New Haven Public Schools apart from the competition, we know that you pride yourselves in providing students with an ideal learning environment to ensure your students exceed their potential.

RECOGNIZING YOUR CHALLENGES

As a provider committed to the education market, ABM understands the burdens that comes with running a district like New Haven Public Schools. ***Not only is your district grappling with the normal challenges of K-12 education, but you are also dealing with a teacher shortage that could directly impact your students.***

With ABM as your partner, we relieve the responsibility of the daily facility maintenance, custodial, and grounds operations by acting as an extension of your team. We know you need to keep your district safe, healthy, and welcoming while also remaining cost-efficient.

Challenges from the COVID-19 Era

The education world continues to rebound from the burdens of the pandemic and will continue to for years to come. Even under normal circumstances, your teachers, staff, and administrators were challenged with providing a quality education with limited budgets. The past two years have shown how truly essential it is that your facilities are kept at an optimum level of cleanliness and health so that your students can be in your classrooms where they learn best.

As NHPS is aware, labor markets and employee retention continue to challenge many districts and facilities management providers. Having reliable, quality services from ABM means cleaner, healthier, more efficient schools that can remain open and operational, so your students have the best experience in your schools.

The leadership team we will put in place and the resources that support them will provide your students, teachers, and staff with a clean, safe, and healthy learning environment.

We have designed our program for New Haven Public Schools with ABM's purpose in mind: To take care of the people, spaces, and places that are important to you.



As a leader providing exceptional facility services, the program we have proposed is designed for success in every way.

ABM will be your trusted partner to provide your students, teachers, and staff with clean, safe, and well-maintained spaces they deserve.



PROGRAM HIGHLIGHTS

Education Expertise

NHPS deserves a facilities management partner who is thoroughly familiar with the needs of K-12 districts and who understands what clean, well-maintained schools mean to student learning and achievement. With ABM, you have a partner with a long history of success and commitment to the education market and a provider that is innovative, capable, and qualified. We currently partner with more than 250 K-12 districts and will utilize our expertise in your schools, so NHPS can focus on your mission: *provide all students in New Haven Public Schools with personalized, authentic, and engaging learning experiences through creativity, exploration, innovation, critical thinking, problem-solving, and high-quality instruction.*

A Seamless Transition and Start-Up

ABM has successfully transitioned hundreds of education clients to our services, including our current 250+ K-12 partners. Our team will implement a customized comprehensive transition plan commencing 30 days prior to takeover. Our proposed on-site leadership, local support/resources, and time-tested and proven processes will ensure the program is transitioned professionally, without interruption.

Local Presence – Confidential

ABM's presence throughout the Northeast provides extensive knowledge and resources to offer the highest quality service to New Haven Public Schools. We successfully partner with your districts like, Wanaque Public Schools, Baltimore City Schools, School District of Philadelphia, to name only a few, means we understand the challenges of managing facilities management services for clients like NHPS.

Additionally, our local presence and experience means we know and understand the local labor market – particularly recruiting, training, and retaining quality employees – even in difficult hiring times like these. Staffing shortages and employee retention continue to be challenges for many other providers. With ABM as your partner, these concerns are eliminated. The program at NHPS will receive significant Local, Regional and Division support to ensure our service exceeds your expectations for quality, safety, and performance across your district.

A Professional Communication Plan

We understand the nature of our business is to provide flexible custodial services to your schools. Open, two-way communication will provide the foundation of our partnership with NHPS. Regular communication will allow both ABM and district stakeholders to stay current with the program and make any necessary changes to the service as your needs change over time. Our program is designed with a dedicated Supervisor who will be the main point of contact for all of New Haven Public Schools’ needs and requests. This Supervisor will have extensive support from regional Education team.

A Measurable Quality Control Program with a Quality Guarantee

To ensure our team meets your expectations for service, we will implement a proprietary cloud-based Quality Assurance Reporting System (SITE). The program measures and monitors the custodial program and can provide statistical reports to the district on a quarterly, or more frequent basis if requested. District stakeholders are invited to participate in these inspections.

In addition to our regular inspections, our quality assurance program includes Client Business Review (CBR) meetings. These meetings bring together ABM’s on-site management, regional leadership, and NHPS representatives to meet on a quarterly basis. This structure allows ABM and district stakeholders to stay current with the program and make any necessary changes to the service as the program grows and evolves over time.

Innovation & Equipment

We maintain the most up-to-date technology to increase efficiency – helping us reduce costs – ours and yours. We rely on various types of technology to keep our company and continually look for new ways to add value to our on-site teams. We continually look for areas of improvement and use these resources and technology to guide these innovations in the overall goal of providing premier services with cost-effective solutions for our clients.

Multiple Services, One Vendor

ABM’s range of service offerings is unique in the facility services industry. We can streamline your services, so all your facilities services are easily managed in every facet. Our team can provide New Haven Public Schools with consistent, high-quality custodial, grounds, and facilities maintenance to ensure your schools and grounds reflect the quality of education you offer while providing you with customized, cost-effective solutions.



VALUED TEAM MEMBERS

ABM knows the key to our success is our people. To recruit, hire, and retain the best employees in the industry, we offer competitive wages and benefits as well as continuous training and career development support. When employees are happy, we know they'll go the extra mile for our partners.

Hiring Your Incumbent Staff

Our experience transitioning hundreds of K-12 education clients means we are well-versed in how to retain the best employees already providing services at New Haven Public Schools. We will work closely with the district to ensure your current valued staff stay part of the New Haven community by joining the ABM team.

We will look to your current facility maintenance and facilities management employees as our initial staffing source to ensure continuity of service by keeping team members with valuable knowledge and experience in your facilities. We will give each employee the opportunity to complete an application and complete ABM and New Haven Public Schools' screening processes. We devote a significant amount of time to this effort since retention of the most qualified employees benefits ABM, the district, and local community.

Competitive Wages, Benefits, and Incentives

To provide your district with a successful program, we must have consistency in labor and staffing. We will retain the best of your current staff and attract the best talent available through our competitive and above average wages (verified by local wage analysis), company benefits, and employee incentives. This is how we have maintained lower than average turnover, even throughout the pandemic and how we will hire and retain employees who are committed to meeting your district's and ABM's standards, providing consistency in service and delivery for New Haven Public Schools.

Training and Staff Development

We know by providing our team members with training and development opportunities, they will not only be dedicated to ABM, but your district as well. We provide a comprehensive orientation and ongoing technical and skills enhancement training program to every employee, including ongoing safety and site-specific training.

We are confident that we are the partner you can trust to maintain and enhance your facilities for the attraction of your students, teachers, administrators, and parents!



Staff benefits include:

- Competitive Wages
- Paid Holidays
- Healthcare Benefits
- Continuous Training
- Opportunities for Advancement

PARTNERSHIP APPROACH

We know that New Haven Public Schools strives to provide a world-class education to prepare your students to achieve during their time in NHPS and beyond. As your partner, we would be committed to assisting you wherever possible, and we will strive to help fulfill your mission, vision, and goals. This partnership approach will be vital to the success of your facilities management program.

We will be equally invested in the success of your students and your district not only because of our own mission, vision, and purpose and our overall goal to provide best in class service, but also because we are invested in your community. **Our presence and partnerships with K-12 districts throughout the region mean** we have the local and regional resources to support your district with any and all of your operational needs, never missing a step.

OUR GOALS ALIGN

ABM knows our services are about more than clean floors and stocked bathrooms. Our job is to support your district wherever possible, and our team will strive to help you fulfill your unique mission, vision, and goals. With cleaner schools, your students, teachers, and staff are safer and are less likely to call out sick, which can improve attendance or even aid in keeping schools open. Through our partnership, your administration can be confident that we will focus on your facilities and their needs, so your teachers and staff can focus on your true mission: educating students.

For us, one size does not fit all. Through our deep educational expertise and experience, we understand the service needs of your schools, and we offer custom solutions that reflects the unique needs of New Haven Public Schools. We will keep your costs low with our controlled labor solutions and efficient processes, and as your needs evolve, we will work with you to adjust our program to meet your needs.

We seek out long-term partnerships based on open and honest communication and provide best-in-class service using innovative technology that promotes cost-effective, efficient, and proven practices.

As your partner, we will be committed to helping you ensure your students Learn. Achieve. Rise.



With ABM, your results are guaranteed!

- Measurable Quality Assurance**
Increased dependability through the support of efficient systems that are transparent to our clients and visible to our senior management.
- Cost Efficiencies through Customized Service**
We reduce operating costs while keeping your campus safe, clean, comfortable & energy efficient through individual or integrated solutions.
- Meeting Your Sustainability Goals**
Our sustainability programs diminish your impact on the environment and increase students' quality of life.

Program Overview

The education world is continually adapting to the environment that surrounds the market, grappling with both longstanding challenges and new issues every year. As partners to more than 400 education clients, ABM understands each institution experiences its own distinct operational challenges. To create a program that will provide the solutions to your problems, your facilities management services partner must be capable, qualified, and committed to you.

ABM services hundreds of educational sites nationwide where we are required to meet specific standards and resolve site-specific issues. As your partner, we understand your distinct requirements and can provide a range of services that will keep your schools clean, efficient, and make a strong impression on students, parents, teachers, and staff. Most importantly, our services enhance the learning environment and allow you to present a polished, welcoming community. ***The cleanliness and maintenance of your schools and their contribution to student health and safety is essential and obvious now more than ever. ABM can help you achieve the level of standards your students' needs as well assure the community your students will have safe and healthy learning environments.***

ABM has the experience, dedicated management teams and industry expertise to properly adapt our programs and procedures to your needs.

SEAMLESS TRANSITION

ABM wants to be your trusted partner to guide you through our proven transition processes. We have transitioned hundreds of education clients. Our program approach is based on open communication, proven practices, and industry standards of excellence. Through our partnership, we will echo our mission to ***take care of the people, places and spaces that mean the most to you.***

MANAGEMENT TEAM

We will provide a dedicated management team who will be responsible for overseeing all activities. We will establish a management structure with an Account Director as your first point of contact for the facilities management program and be available 24 hours a day. This Account Director will be supported on-site by multiple managers to oversee the daily operations with further support provided by regional management.



New Haven Public Schools has your own challenges in maintaining a clean and healthy learning environment in your schools. We understand that your facility management services program must be reflective of the unique nature of your facilities and responsive to your individual needs.

ABILITY TO SELF-PERFORM SCOPE OF WORK

You'll find our extensive selection of services and our ability to self-perform the work to be rare in the facility services industry. Our program will help you present a polished, welcoming district and make a strong impression on students, teachers, staff, and parents. Most importantly, our services enhance the learning environment and provide a safe, healthy spaces for your district.

New Haven Public Schools will benefit from ABM's dedicated management team and unmatched industry expertise. When it comes to managing facility operations for the long term, there is no "one size fits all" approach, particularly for a district as like NHPS.

With this understanding, ABM will provide the following deliverables to the District:

- A flexible service delivery system to provide the processes, procedures and support to manage all resources used to deliver world-class facilities services
- An ongoing formal monitoring of services provided to ensure that the service delivery system adjusts to the ever-changing environment at the District
- An on-site management team to perform daily services throughout district facilities and remain in constant communication with District stakeholders
- A comprehensive off-site team of ABM regional management and technical staff acting as an extension of ABM's on-site management staff
- Comprehensive training and development programs that address hourly and supervisory/management personnel needs

CUSTOMIZED TO YOUR DISTRICT

ABM partners with more than 250 K-12 clients, we understand the importance of providing clean, safe, and welcoming learning environments. This is especially important for New Haven Public Schools. We appreciate that many of your learning opportunities involve unique facilities.

ABM's approach to Account Management ensures that you receive a plan designed to specifically address your requirements while utilizing our proven, documented processes. We analyze information gathered from your pre-bid walk-through and from discussions with your representatives about the unique requirements of your schools and students. By doing this, we can determine "best practices" for your facilities based on our experience providing similar services to clients in the same industry.



BEST-IN-THE-INDUSTRY TALENT

Enhancing Talent

The key to our success is our ability to attract and retain the most qualified, capable people. We offer competitive benefit options, top-notch technical and professional development training programs, advancement opportunities, and compensation packages tailored to meet optimal financial and operating objectives. All human resource functions are addressed by us, freeing up time for our clients to focus on their core business needs.

New Staff

Human Resources recruiters, and our regional and site operations management personnel measure each candidate against your requirements and specifications. Once final candidates are selected, NHPS interviews and provides ABM with feedback. Once an applicant is approved for hire, approval letters are sent with an Offer of Employment to the selected candidate.

Background Checks and Drug Testing

ABM offers a wide range of screening packages customized to meet your requirements. These background checks include criminal screening, drug testing, social security validation and reference/employment checks. We work with your schools before the start-up to develop a screening program that suits the needs of your business.

Comprehensive Training

ABM understands one of the best ways to provide reliable, high-quality service to all of our clients is to ensure that all employees receive consistent and ongoing training. This will ensure that our extensive facilities management training program is effective. Training begins with employee orientation before starting work and continues throughout an employee's tenure with the company with monthly training sessions and required annual training. By empowering our employees with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.



We evaluate the needs of the schools to ensure proper talent is present.

Additionally, as the leading provider of facility services, we employ a team of experts who are available to NHPS to evaluate any issues and present solutions.

STAFFING APPROACH



The largest single expense to any facilities organization is labor. We developed a methodology for allocating staff prepared to perform at required levels, respond to service requests in a timely manner, and reduce local service providers to minimum. The correct staff mix is critical to realize the greatest value from available human resources.

Key Performance Indicators are constantly measured to analyze productivity and match the skills of crew to the needs of the facility. Measurements and reporting become part of the culture, as does regular dialogue related to operations, needed coverage, and services levels delivered by the on-site team. Open discussions help the team make informed decisions.

Developing the most efficient staff combination for facilities services is a complicated process. The size of the campus and location of the buildings affect staffing. Considerations such as the quality and type of buildings and the buildings' design and use influence the tasks required, the time necessary to perform them, as well as the skill sets needed by the staff.

Our experience managing education facilities across the country provides us a tremendous amount of knowledge about the pros and cons of various staffing levels and mixes. Our leadership team reviews industry benchmark information, including APPA and other sources, for comparison purposes and to adapt our standards and develop industry best practices and approaches.

Staffing Factors

- Skill set and experience of available labor
- Equipment types and complexity
- Anticipated fluctuations: Vacations, holidays
- Unanticipated fluctuations: Sick days, snow days, emergencies

STAFFING ADJUSTMENTS

Should NHPS requirements change post contract award, our facilities management services program design enables our team to adapt quickly to those changes.

Our Site Manager delegates full authority and responsibility for meeting all program requirements in the most efficient, expeditious fashion. This includes the ability to reallocate or commit whatever resources necessary to meet evolving services requirements.

We work with the schools to make necessary staffing adjustments that take into consideration changes in scope and evolving operations for NHPS. The management team members support their customers and respond immediately to new work requirements and priorities.

ABM's management team streamlines communications and enables the team to rapidly accommodate changing requirements and adjust budgets and schedules as necessary. This resource coupled with close support from ABM's regional management team enables close coordination and support for the on-site management staff.

In coordination with NHPS, we develop and implement a process to accommodate out-of-scope work requests as efficiently and cost-effectively as possible.

SUBCONTRACTED WORK

What truly sets ABM apart from other facility services *management* providers is our self-performance delivery model. No other national provider can self-perform more services than us. We routinely self-perform services such as:

- Custodial
- Facility Operations and Maintenance
- Grounds

We deliver the in-house expertise and best practices to maximize value in all areas of the scope of services. This means better and more affordable services with high quality staff on site. If a third-party becomes necessary, we have developed a **Preferred Provider Program** to assure that our clients always receive the best in service based on quality and cost.





QUALITY ASSURANCE & INSPECTIONS

ABM's on-site Account Manager will conduct regular inspections across the entire district. NHPS' representatives are encouraged to participate if you choose. Our SITE technology produces reports about quality of service and monitors any trends or issues at the schools. In addition to our SITE program, the District may choose to participate with Client Satisfaction Surveys to ensure ABM is delivering services at or above the expected level. We would like to invite the district's stakeholders to participate in formal Customer Business Review (CBR) meetings quarterly, or more often if you would like. This allows ABM to stay current with the program and make any adjustments for your evolving needs.

EFFECTIVE USE OF CHEMICALS & EQUIPMENT

ABM understands for our team members to provide the best quality services to the district, we must provide them with best-in-class supplies and equipment. This ensures our staff can work more efficiently in your schools. We enjoy the benefits of industry-leading pricing, support, and product availability. Further, ABM's investment in sustainability efforts is wholly supported by these providers. When possible, we prefer to use environmentally friendly and approved cleaning products and supplies.

INNOVATION & EQUIPMENT

We maintain the most up-to-date technology to increase efficiency – helping us reduce costs – ours and yours. We rely on various types of technology to keep our company and continually look for new ways to add value to our on-site teams. We continually look for areas of improvement and use these resources and technology to guide these innovations in the overall goal of providing premier services with cost-effective solutions for our clients.



SPECIAL EVENTS

Many facilities organizations often underestimate the responsibility of managing special events. ABM's extensive experience serves hundreds of schools across the country providing our team with incredible insight to the demands of managing special events.

ABM has included the labor and supplies necessary to support the following typical school sponsored events:

- Board Meetings
- Graduation Ceremonies
- Open Houses
- Athletic Events

We find it common for schools to use their facilities for community events as well. We are committed to assisting your schools in identifying the best ways to support these events and reduce additional costs.

Special events are opportunities for schools to display their facilities and hospitality – as well as an opportunity for potential financial benefits. Many of the events that occur in our schools are **once-in-a-lifetime** moments for students, parents, and other guests.

Program Benefits

- Single point of contact for the school community
- Communication to all associated departments
- Assure venues are prepared on time
- Assure venues are properly broken down, cleaned, and prepared for business

Logistics and Management

The logistics of special events need to be proactively managed to assure event planners and invitees have the best experience possible. ABM's Account Manager* serve as the single-point-of-contact for facilities management requests, including those related to special events. This helps maintain a single methodology to submit work requests for the school community.

Once a work request is approved, work orders are assigned to individuals/departments that support the function. We utilize the CMMS to manage and track activities required to support special events.

The CMMS facilitates consolidate and summarize the resources used for each occurrence in the event should the school administration desire to invoice/charge the requesting party.

**ABM's role as single point of contact differs slightly depending on the services we are providing at any given site.*

Department Support

An overlooked and critical responsibility to special events includes breaking down event venues and adjacent areas. Timely breakdown and cleanup of special events is a critical element of managing a school facilities department. School spaces must look their best as the school is a part of the community's image and reputation.

Successful special events require the coordination of individuals that represent various departments. Examples of some of the departments and the tasks involved to support special events include:

Maintenance Operations

- Heating and Air Conditioning scheduled to function during special events.
- Maintenance technicians and management verify event spaces for appropriate maintained and fully functional mechanical systems.
- Maintenance technicians and management get assigned to be on-site and available during select special events.

Custodial Operations

- Custodial technicians schedule to clean and stock areas being utilized prior to special events.
- Custodial technicians set up tables, chairs, risers, stages, etc. prior to special events.
- Custodial technicians remove tables, chairs, risers, stages, etc. at the end of special events.
- Custodial technicians schedule to clean and re-stock impacted areas at the end of special events.

Grounds Operations

- Check parking lots and grounds adjacent to buildings prior to special events.
- Strip and prepare athletic fields, when applicable.

EMERGENCY RESPONSE

ABM has nearly 3,000 team members with New England and over 110,000 team members nationwide that are able to mobilize and help in an emergency situation should the district require additional support.

ABM employs a Critical Incident Program in response to disasters or any event that affects life and safety. Our Emergency Response Services initiates applicable procedures, directs participants, and ensures a coordinated team manages the incident. Components of the program include proactive response plan development and training, and a reactive Emergency Operations Center (EOC).

We provide specialized training to prepare team members to respond during emergencies and unplanned events. The ABM EOC serves as the command center for managing emergency responses. Each ABM branch office maintains a customized emergency response procedure. The EOC communicates with local law enforcement and emergency response officials. Emergency Response Services include:



Flood Restoration

Immediate local response 24/7



Fire Restoration

Partner with certified restoration companies and manage the process from start to finish



Disaster Recovery

Use trucks and heavy equipment for interior and exterior disaster cleanup

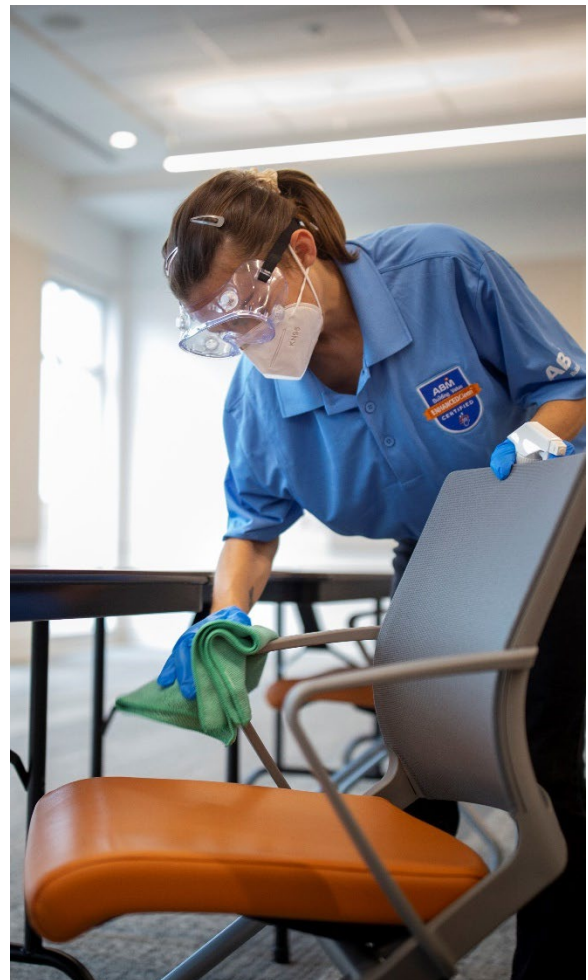


Pandemic Preparedness

Maintain an expert advisory council comprised of nationally recognized specialists to guide pandemic response and preparation

Use CDC and WHO developed specialized procedures and enhanced cleaning services to combat infectious diseases and viruses

Coordinate reentry guidelines for repopulating buildings



ABMNEXT – OUR APPROACH TO INNOVATION

With rapid advancements in technology, it isn't always easy to understand how technology can improve your operations and what you should implement. **ABM understands New Haven Public Schools need solutions and analytics to support your district.** To have a facilities management program that NPS deserves, you need a partner to help you understand the technology landscape, advise on use case implementation, and assist with data insights.

We Will Help

ABMNext is our dedicated program to ELEVATE innovation for you and the services we provide. Through ABMNext, we continually evaluate, develop, and pilot new solutions to recommend the most beneficial options for you and your district.

Our program has four key components:

- **Dedicated Team** – We created a dedicated innovation team of experts in client technology and strategy supported by a cross-functional steering committee. Operations, procurement, client experience, data & analytics, strategy and innovation, and technology support the innovation team.
- **Innovation Funding** – We put every prioritized solution through a rigorous pilot process to determine potential, applicability, challenges, and scalability. Dedicated research and development (R&D) funding finances these pilots.
- **Listening to Clients** – We use our partnerships to gain insight into value drivers and business objectives to evaluate and develop solutions most beneficial for you.
- **Innovation Summits** – We hold innovation summits bi-annually to measure pilot progress, review innovation roadmaps, and explore team member ideas to keep pace with innovation.

With us, you have a partner with a vision for how innovation affects our industry. Our pilots and vetting process result in tangible, scalable solutions and actionable analytics. ABMNext delivers an enhanced client experience providing expertise and technologies to make a cleaner, healthier, and more sustainable world.

Our Innovation Approach

Our approach to innovation starts with a foundational view of identifying solutions with real potential. We developed an evolving client-facing technology roadmap that outlines what to explore now, next, and later.

To form our roadmap, we first listened to our clients to understand what they wanted to solve using technology or innovation. We extensively assessed our industry's technology maturity and operational feasibility, using industry-standard methodologies like Hype Cycle evaluations to support the assessments. We used feasibility and value to prioritize solutions.

We use a rigorous pilot process to evaluate prioritized solutions. We perform extensive vendor and build options assessments based on solution goals and develop a pilot plan with hypotheses and test cases. We consider associated analytical needs throughout the pilot process to ensure the pilot captures the correct information to determine solution viability and scalability.

NHPS has access to what we learn from the pilots we perform, insights into the challenges or benefits of each solution, and reassurance that vetted solutions align with your needs.

Our Solutions

Our process results in tangible solutions that take the form of custom-built technologies, analytics, and vetted vendor technologies. Every solution centers on driving drive better outcomes for you. Here are a few of our recent examples:

- **Route-based task tracking** – Servicing visibility around task performance is critical, so we developed a route-based task management solution. This proprietary solution uses pre-defined routes to provide a task list for team members when they start their shift. As they perform each task, team members use QR codes to validate task completion.
- **Utilization insights** – We developed a sensor technology-enabled solution to collect, normalize, and display utilization and occupancy information. This solution enables our teams to guide how utilization data can influence your facility management, including reallocating space usage, aligning service schedules, and introducing demand-based service.
- **Client-facing dashboard** – Data is more prevalent than ever but is rarely presented in a consolidated, actionable way. That is why we developed our new client-facing portal with dashboard insights. This portal incorporates robust operational insights, including key performance indicators (KPIs) around financials, work orders, and more.

Partner with Us

Note the word *partner*. We approach innovation as a partnership with our clients. We proactively implement solutions that solve your business challenges. ***As part of our efforts to elevate the client experience, we are offering clients the ability to customize their program with innovative tools like the client facing dashboard. We look forward to discussing the benefits to NHPS as well as any associated costs.***

By listening to your needs, we provide you with:

- Proactive solutions to support and improve your facility management
- Extensive experience working with clients to pilot new technologies
- Feedback sessions to understand our client’s needs proactively
- Continuous shaping of our technology investments based on feedback from our client partners

CLIENT-FACING DASHBOARD

Data is more prevalent than ever. It is needed to unleash key information and knowledge to address areas where you face challenges. But traditional methods of utilizing data are siloed and require extensive work to interpret. They do not produce acceptable operational benefits for today. Business decisions need to be substantiated on empirical operational knowledge to quantify and measure operational benefits and explore opportunities. But data is rarely presented in a consolidated, integrated view that can easily be interpreted.

That is why we created our client-facing dashboard. It provides robust insights around the servicing performed in your facility – allowing unparalleled, immediate access to key performance indicators (KPIs). This first-of-its kind platform in the facility management space provides key metrics around our partnership at your fingertips. Every insight in our dashboard is structured to be actionable and meaningful to you.

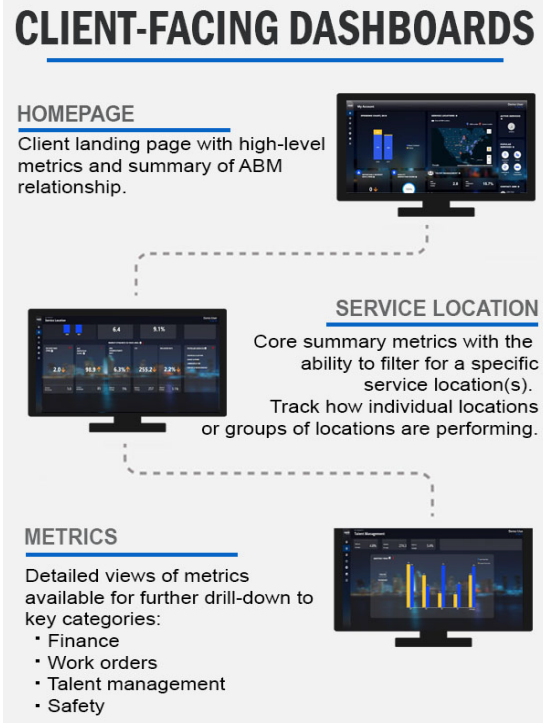
Our client-facing dashboard uses innovative technology to place complete operational transparency and required information at your fingertips. It solves the challenge of siloed and disparate data in facility management by providing consolidated views and key operational metrics across large categories. Also, our client-facing dashboard changes the way our account team interacts with your organization. With KPIs for financials, work orders, safety, quality, talent management, and more, we have streamlined interactions and data-driven conversations.

We use innovative technology in our dashboard to enable:

- Efficient communication with ABM
- Operational history to manage your business
- A seamless experience with easy access to KPIs

Features

- Provides metrics around financials, talent management, work orders, quality, and safety
- Showcases key points of contact on the ABM team to support easy communication
- Highlights position papers and case studies that SMEs throughout our organization have produced
- Allows for comparison of operational metrics across locations and service lines
- Showcases performance against benchmarks



Transition Plan

SUPPORT AND COORDINATION

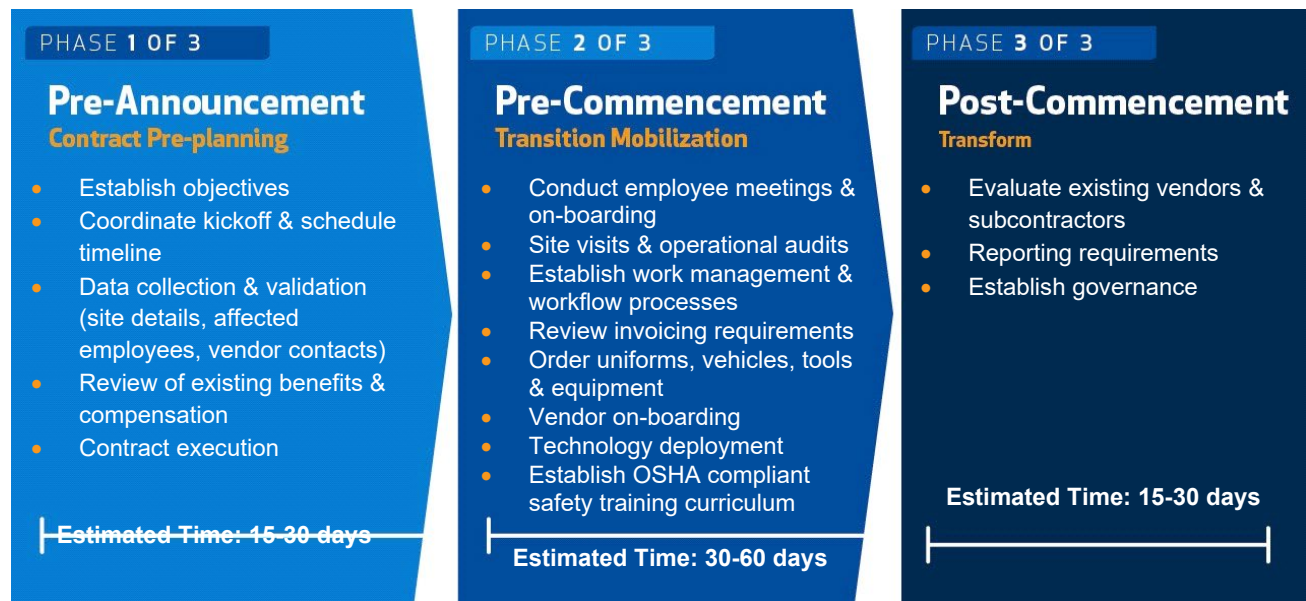
With hundreds of educational institutions as our current clients, we are versed in the potential challenges and logistics of transitions. We anticipate issues that may arise and move quickly to resolve them.

Your transition process identifies your service needs, selects the appropriate personnel, creates a detailed implementation plan, and communicates it to everyone involved. Our teams work to create a smooth start-up, free from time-consuming disruptions.

We establish a dedicated team to implement the client’s specific program. The transition team remains in place until the planned level of service is achieved and contractual objectives met. The team works with NHPS’s designated Project Manager to implement the transition plan.

ESTIMATED TIMEFRAME

Our service start-up plan takes place during a four- to six-week period and starts within 30 days of an award.



TRANSITION PROGRAM

Our transition program is fully customized for you to ensure the project’s start-up goes smoothly and free from time-consuming miscommunications and disruptions. On contract award, our transition team’s initial activities set up a kickoff meeting to identify service needs, review roles and responsibilities, select the appropriate personnel, create a detailed communications and implementation plan, and share it with our transition teams.

Benefits of our transition process:

- Clear assignments with accountability at each stage
- Presentation of key contractual compliance requirements to the local management team
- Development of a centralized repository of transition documents

Development of an Operations Playbook for each site. This includes instructions for how each service delivery program is delivered and managed to create consistency, efficiency, and success.

We work with the client's team to ensure the project’s success. We use guidance from our Center of Excellence, which houses pertinent information regarding the best in industry practices.

The transition team develops a plan based on our understanding of the scope of work, contract, performance and quality goals, sustainability standards and other requirements. We begin the process of recruiting, hiring, training, setting up technological tools, verifying legal requirements and qualifying subcontractors (if applicable).

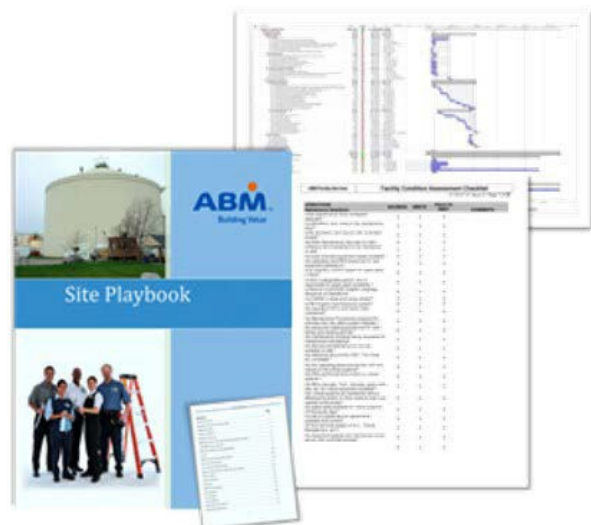
OPERATIONS PLAYBOOK

Before the official start of service, the transition team ensures that the client’s team has clear lines of communication with their ABM counterparts.

All information related to the implementation of services is contained in the Operations Playbook, as part of the ABMWay. This manual is centrally stored on a secured SharePoint® website so ABM personnel can review and update the program in real-time.

These detailed SOPs strengthen site operations by documenting and communicating corporate standards that reduce any liability of non-compliance and allows the organization to benchmark best practices internally based upon the agreed upon Key Performance Indicators (KPIs).

This optimizes resources, improves performance, and minimizes expenses. Once the program is running, we follow up with your team to identify any outstanding issues, address any pending concerns and ensure your complete satisfaction with the transition.



START-UP PLAN

The example start-up program below shows how we become an integrated part of your workflow. As we move forward, we provide a more detailed and customized plan. Once the plan is finalized, we complete your transition timetable, identifying each task, who owns it, and its expected completion date.

Pre-Start-Up		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Tasks & Assignments							
Contract, Insurance, Licenses							
1	Contract review and negotiation						
2	Finalize contract with Client						
3	Order insurance certificate						
4	Submit new business set up documentation						
5	Summarize all final contract details and review with team						
6	Ensure all licenses are in place						
7	Meet with Client stakeholders as required to outline processes and discuss draft of transition plan						
Human Resources							
1	Meet with Client senior leadership to develop appropriate communication plan for new hires from existing employees						
2	Obtain current employee roster from incumbent company						
3	Meet with Client facility stakeholders to begin employee orientation protocols						
4	Plan any required job fairs in coordination with Client						
5	Work with Client to assist with communicating times and locations of job fairs as applicable						
6	Ensure human resources job fair team plan and coordinate staffing of job fair locations						
7	Conduct background checks for new ABM hires						
8	Employee roster development and initial job scheduling						
9	New employee paperwork completion and submission to human resources						
10	Meet with current employees to conduct initial orientation to ABM						
11	Job descriptions reviewed/presented to employees						
12	Introduce and train employees on daily time keeping procedures						
13	Establish individual staff training records						
14	Implement training programs						
15	Establish employee recognition program						
16	Complete orientation checklist						
17	Plan and schedule initial training, safety awareness, safe equipment handling, PPE distribution						

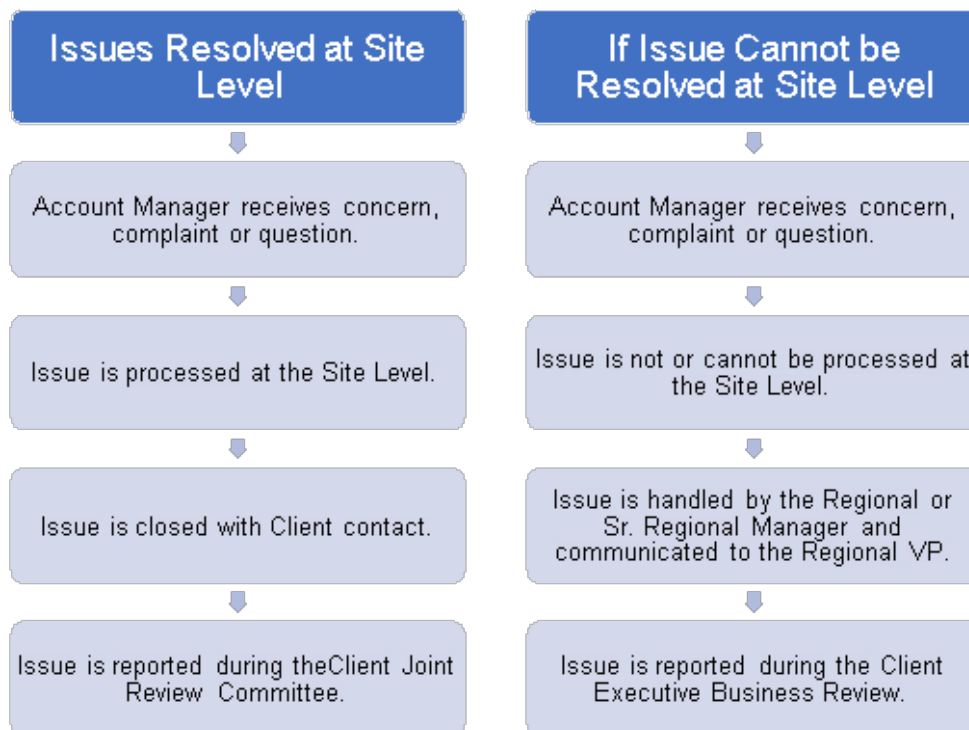
Tasks & Assignments		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Office and Administrative Set Up							
1	Establish office, IT networking and communication links	█					
2	Order ABM forms, manuals, and any office administrative material	█					
3	Implement vendor control logs and approved procurement practices	█					
4	Prepare weekly review for Client liaison & administration	█					
5	Conduct room inventory of all buildings	█					
6	Order employee uniforms	█					
7	Obtain building access keys/codes and phone directory for each building	█					
8	CBR Meetings - Establish members and set dates for monthly/quarterly meetings					█	
Safety and Regulatory Compliance							
1	Establish SDS booklets and distribute/post according to Client policies and procedures					█	
2	SDS and safety rules reviewed with and issued to employees					█	
3	Sign off on all employee PPE distribution					█	
4	Review HazMat procedures with all employees					█	
5	Review spill management program and procedures					█	
6	Review lock out-tag out procedures					█	
Financial Management							
1	Review budget with transition team				█		
2	Establish monthly budget tracking				█		
3	Implement payroll procedures and communicate with employees				█		
4	Set up invoice approval and payment processes					█	
5	Implement invoicing procedures with Client					█	
Quality Control							
1	Load district geography into Quality Assurance program					█	
2	Implement Client survey procedures					█	
3	Implement Quality Assurance program for all district operations					█	

TRANSITION PLAN

Tasks & Assignments		01-Jul	08-Jul	15-Jul	22-Jul	29-Jul	05-Aug
Custodial Program							
1	Obtain floor plans for each building	█					
2	Write and implement task assignments for each building	█					
3	Write and review lock out-tag out procedures	█					
4	Conduct inventory and assessment of paper towel/toilet tissue/soap dispensers	█					
5	Receive equipment/distribution			█			
6	Inventory and tag all ABM capital equipment	█			█		
7	Implement operational logbooks			█			
8	Implement training programs					█	
9	Implement Safety Tips of the week					█	
10	Standard operating procedure implementation and roll out to team					█	
11	Plan initial labor scheduling for summer programs	█					
12	Ensure all equipment and supplies on ordered, received, and pre-positioned			█			
Summer Cleaning							
1	Plan initial labor scheduling for summer cleaning program	█					
2	Prepare scope of work orientation and standard operating procedures		█				
3	Review plans and scheduling with Client coordinators on a weekly basis then daily during summer season	█					
NHPS Sponsored & Hosted Events							
1	Review Client Events Calendar on a continuous basis	█					
2	Review and plan pre, during and post event support	█					
3	Plan initial labor support scheduling						█
4	Monitor Events Calendar on a continuous basis throughout the year						█

COMMUNICATION & ISSUE RESOLUTION

New Haven Public Schools Site Management									
Topic	Frequency/Formality						Protocol		
	DI	DF	WI	WF	MI	MF	Daily	Weekly	Monthly
Service Issues	●	●	●	●		●	Informally (DI)	Informally (WI)	Informally (MI)
Vehicle Maintenance			●			●	<ul style="list-style-type: none"> • Voice Mail • E-mail • Verbally • Phone 	<ul style="list-style-type: none"> • Impromptu Meetings • General Discussions 	<ul style="list-style-type: none"> • N/A
Employee Status	●	●		●		●			
Training				●		●			
Repairs	●		●	●		●			
Special Projects	●			●		●	Formally (DF)	Formally (WF)	Formally (MF)
Service Level Agreements					●	●	<ul style="list-style-type: none"> • Supervisor's Report • Fax • E-mail 	<ul style="list-style-type: none"> • Campus Summary • Faxed • E-mail • Management Meetings • Presentations 	<ul style="list-style-type: none"> • Management Meeting (by site) • Safety Update • Service Ret • Presentation
Safety	●	●		●		●			
Feedback	●		●	●		●			
Uniform/Equipment			●			●			
Recruiting	●			●		●			
Incentives				●		●			
Escalations	●	●		●		●			



Facilities Maintenance Program

As partners to hundreds of K-12 clients, ABM understands the challenges districts like New Haven Public Schools are faced with today, including rising energy costs, shrinking resources, decreased funding, aging buildings and reduced building efficiency. Our objective is to provide NHPS with solutions to efficiently maintain your facilities while providing cost savings. We are here to help. Whether you need professional engineers or skilled technicians, we provide solutions that will keep your district running smoothly.

ABM's Preventive Maintenance Program is the cornerstone of the maintenance program at ABM. The resulting program database includes detailed task and service frequencies for each piece of equipment in the program and can be downloaded to most maintenance management information systems.

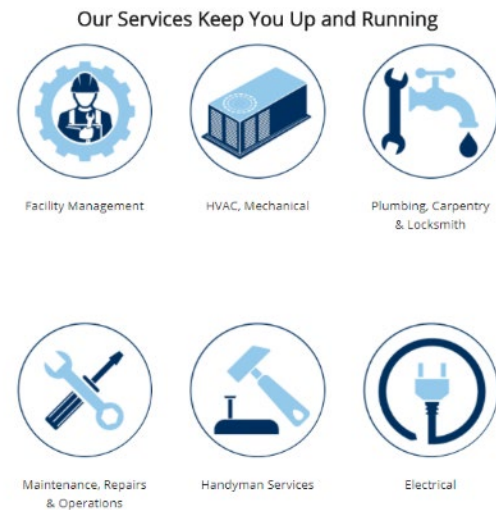
We know that high performing facilities drive the most savings and provide a safe, clean, comfortable and energy efficient environment. These savings can then be reallocated into your district's mission and goals where you need it most. Our facilities operations and maintenance services program is designed to build value for our clients and provide solutions that help facilities operate at peak efficiency. We do this by providing our skilled and knowledgeable maintenance technicians and building engineers with superior technology, training and support. We leverage technology to share best practices across our team of 7,200 technicians throughout North America.

Our reputation as the premier service provider in our industry is partly based on our proven process for creating innovative building management and energy efficient programs. We can certify each site under the ISO-9000 program to ensure that our clients receive consistent, high-quality service. Our clients enjoy best-in-class offerings that include plumbing, HVAC, general maintenance, and technical operations services.

FOM Through Preventive Maintenance

From initial asset tagging and historical analysis of facilities to periodic inspections and scheduled maintenance, our industry leading FOM program incorporates a **cohesive, proactive approach** based on effective preventive maintenance and planning. Our program is designed to improve operating efficiencies, maximize usage of assets and control maintenance costs. It will provide the financial equilibrium to maintain buildings and equipment as they age and improve the overall climate in your facilities.

An effective Preventative Maintenance program requires a comprehensive inventory of all equipment requiring periodic service, tagging of these assets with a unique identifier and establishment of an equipment database. The equipment database is a live resource that demands updating, requiring proper staffing, system maintenance, and enhancement.







We believe that a comprehensive preventive maintenance (PM) program is essential in assuring reliable operation of facility equipment and systems and for maintaining the value of the district’s assets. A well-defined PM program also provides detail to assure that periodic inspections and maintenance services are completed as efficiently as possible. We will work with NHPS to develop the PM schedule that is based on the core equipment and the appropriate intervals of time required to maintain the systems. ABM creates the schedule based on the equipment assessment and the determined status of the maintenance of this equipment. We use our historical database and decades of experience to determine the required number of hours and maintenance frequency that will determine our staffing requirements, as well as shift designations.

We believe that a comprehensive PM program is essential to ensure reliable operation of facility equipment and systems, and for maintaining the value of the facility assets. A well-defined PM program also provides the detail necessary to ensure that periodic inspections and maintenance services are completed as efficiently as possible.

Through the combination of CMMS and our SITE system, we will develop a customized PM program for NHPS. Our staff has a library of over 200 different items of equipment, ranging from absorption chillers to triturates that cover tasks included in the scope and those that are not. Standard inspections include over 4,000 tasks and the library grows continually as new equipment and procedures are added.

Each procedure contains detailed steps and staffing levels for each task based on our historical data. Procedures for each piece of equipment on-site are customized to reflect the configuration of the equipment, its condition and duty cycle. The PMs are scheduled to best complement the anticipated reactive workload and to recognize seasonal constraints. The resulting job-specific program is reviewed with site personnel and then issued automatically through the work order system as the procedures come up on the schedule. An effective PM program requires a comprehensive inventory of all equipment requiring periodic service, tagging these assets with a unique identifier and establishing an equipment database. The equipment database is a live resource that demands updating, requiring proper staffing, system maintenance and enhancement.

The Benefits of Preventive Maintenance

	<ul style="list-style-type: none"> ● Prevents costly repairs ● Saves in utility costs ● Reduces operating costs 	<p>Saves Money</p>
	<ul style="list-style-type: none"> ● Maximizes efficiency ● Improves system reliability ● Reduces energy use & expenses 	<p>Conserves Energy & Improves Performance</p>
	<ul style="list-style-type: none"> ● Supports healthy, productive and safe environments ● Helps avoid costly work disruptions ● Addresses issues before they become urgent 	<p>Keeps Occupants Happy & Comfortable</p>
	<ul style="list-style-type: none"> ● Prevents costly repairs ● Saves in utility costs ● Reduces operating costs 	<p>More Maintenance & Less Replacements</p>

COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM (CMMS)

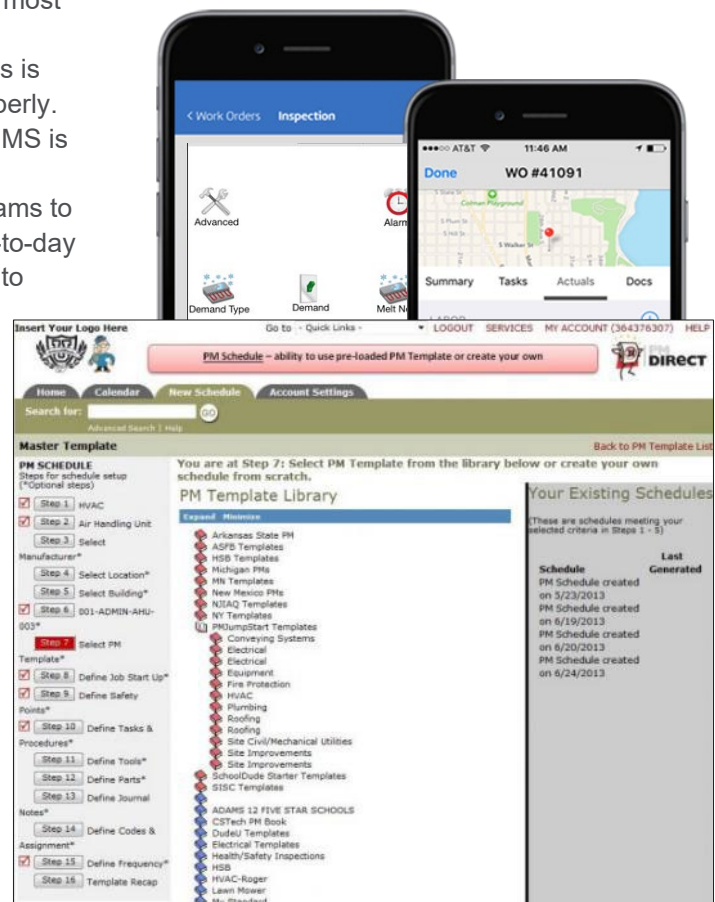
We have experience using all types of CMMS – from third-party solutions to proprietary client systems. ABM works with our clients to identify the right CMMS solution based on your service needs. The right solution for you is defined by several factors including workflow and dispatching resources, the volume of work, project scale, reporting and customizing requirements. As part of our transition and implementation process, we will help identify the best CMMS for your facility needs, provide the resources to collect your physical asset information, and leverage our extensive database of equipment maintenance operating procedures to ensure each system is maintained in a safe and effective manner. Regardless of your work management system or CMMS needs, ABM’s solution dovetails into multiple systems.

One of the most common reasons educational institutions have chosen to outsource Facilities Services is the lack of value they received from their Computerized Maintenance Management Systems (CMMS). If the CMMS is not fully operational, it is virtually impossible to justify the resources spent by the Facilities Services Department.

Knowing the tremendous value of a Computerized Maintenance Management Systems (CMMS), we have invested significant resources developing and refining the tools, processes, and resources necessary to deploy a comprehensive CMMS in a timely fashion. Our team has experience initiating and operating many different CMMS and we are fully prepared to deploy any CMMS currently in use throughout the industry.

A properly utilized CMMS is critical and one of the most powerful tools for effectively managing a facilities department. Often, the true value of these systems is rarely realized because they are not deployed properly. The resources and efforts required to initiate a CMMS is typically underestimated and underfunded. Many institutions have expected their on-site facilities teams to deploy a CMMS while performing their typical day-to-day responsibilities. Expecting a Facilities Department to deploy a CMMS while performing their daily routine is like, “trying to tie your shoes while running a race.” It doesn’t work.

Unlike our competitors, we strongly recommend that our clients hold the license to the proposed CMMS. We believe clients should always own the CMMS data related to their district, eliminating any risk or fear of losing control of the data and any fear associated with who has the data.



Although there are significant variations in CMMS packages the fundamentals for deploying an asset-based CMMS is basically the same across software platforms.

Building the Databases

Maintainable asset inventory database

All maintainable assets must be inventoried, and the collected data is uploaded into the CMMS' maintainable asset database. The maintainable asset inventory allows the CMMS to cross-reference activities related to each unique asset, directly supporting the system's ability to generate historical records related to each asset.

Preventive Maintenance (PM) tasks database

All preventative maintenance tasks required to properly maintain the customers assets must be defined and uploaded into the CMMS's preventive maintenance library database. The PM task database provides the information the CMMS requires to cross-reference PM tasks for each type of asset.

Asset Tagging

The first and most important step of implementing a proper CMMS system is developing a comprehensive database of assets. We survey the district to develop the asset database. During the survey process, we tag each piece of equipment requiring periodic service with a unique identifier to schedule and record all maintenance activities. This process focuses on populating the asset database and allows the system to effectively assign and track repair work and is the foundation for the preventative maintenance program.

Our asset inventory team utilizes a mobile handheld device (typically a tablet) to capture equipment information. This tool expedites the collection process and facilitates consistency in the naming of equipment and classifications. After collecting the equipment data, an asset tag is secured to the equipment adjacent to the existing serial plate. Asset tags can be modified at client request.

Data typically collected for population of a CMMS database:

- Manufacturer and Model
- Serial Number
- Capacities
- Horsepower
- Voltage
- Location of the equipment (facility, building, floor, room) – all referenced in the equipment identifier
- Date placed in service (if available)
- Inventory tag number (durable weather resistant bar-coded tag directly attached to the component)
- Refrigerant type, if applicable and available
- Filter size & type
- Coil info- HW, CHW, passes etc.
- Base Condition Rating – Defective, Fair, Good, Excellent etc.

A fully populated equipment database provides the environment necessary to implement the preventative maintenance program. Each asset identified within the database will be assigned specific periodic preventative maintenance tasks.

Assign Preventive Maintenance (PM) Tasks

To protect the asset’s lifecycle and performance, we will assign assigned preventive maintenance. Many assets will be assigned various preventive maintenance tasks throughout the calendar year. With these tasks in place, the CMMS can cross-reference the assets with proper preventive maintenance tasks directly, supporting the system’s ability to automatically generate PM Work Orders.

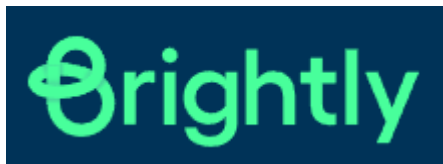
Nationwide, we have over 110,000 team members serving 20,000 clients since 1909. We service approximately 4+ billion square feet of facilities and maintain over 70,000+ pieces of HVAC equipment annually. With full HVAC service, HVAC installation, building automation, electrical installation, electrical testing, electrical service, plumbing, and energy services departments, we have unparalleled technical expertise throughout New England.

Our facility engineers have been designing facility improvement measures for decades, and for the last 40+ years we have been using this expertise to build financially viable, sustainable solutions for our clients through our guaranteed energy savings contracting process. This alignment of in-house expertise means ABM can provide superior returns for our clients, while providing greater quality control because we sub-contract fewer services than anyone else in the industry.

Maintenance Contract

Although a maintenance contract is not required for performance contracting projects, we strongly encourage a strong and reliable preventive maintenance program that will expand the lifecycle of your new or recently updated equipment.

BRIGHTLY, FORMERLY SCHOOLDUDE



Because our team’s focus is on education clients, we are intimately familiar with how an effective CMMS system like Brightly when building an effective PM program. We utilize this system in thousands of sites as the work dispatching and tracking system. This module, which includes preventive maintenance activities, facilitates the assignment of tasks, tracks assignment progress until complete and serves as a repository of all information related to upkeep of the facility’s assets.

(Formerly Dude Solutions, SchoolDude, FacilityDude)

- Easily manage and maintain all assets and facilities with a complete 360 view of operations
- Reduce maintenance costs by planning and scheduling preventive maintenance
- Empower your service teams and community by streamlining work orders and upcoming tasks
- Optimize resourcing and communication for a seamless experience

FACILITIES OPERATIONS & MAINTENANCE SOLUTIONS



We understand education institutions are faced with many challenges today, including rising energy costs, shrinking resources, decreased funding, aging buildings and reduced building efficiency. Our objective is to provide the district with solutions to efficiently maintain your facilities while providing cost savings. We are here to help. Whether you need professional engineers or skilled technicians, we provide solutions that keeps your district running smoothly.

We know that high performing facilities drive the most savings and provide a safe, clean, comfortable and energy efficient environment. These savings can then be reallocated into your educational goals where you need it most. Our facilities operations and maintenance services program is designed to build value for our clients and provide solutions that help facilities operate at peak efficiency. We do this by providing our skilled and knowledgeable maintenance technicians and building engineers with superior technology, training, and support. We leverage technology to share best practices across our team of 10,000 technicians throughout North America.

Our reputation as the premier service provider in our industry is partly based on our proven process for creating innovative building management and energy efficient programs. We can certify facilities under the ISO-9000 program to ensure that our clients receive consistent, high-quality service. Our clients enjoy best-in-class offerings including plumbing, HVAC, general maintenance, and technical operations services.

Requirements – Scope and Frequency

APPA Service Level Based on Criticality

Maintenance service levels dictated by APPA follow condition rather than frequency. They also follow a ratio of square foot per maintenance full-time equivalent (FTE) that prescribes to the condition.

APPA Maintenance Service Level 2 – Comprehensive Stewardship

- Equipment and building components are usually functional and in satisfactory operating condition.
- Response to most service needs including limited non-maintenance activities, typically in a week or less.
- A well-developed preventive maintenance program with 75 – 100% of required actions are done, but frequency is slightly less than per defined schedule. Appreciable reactive maintenance and occasional emergencies.
- Interior finishes are clean/crisp; watertight, good appearance of exterior closures.
- Bright and clean, attractive lighting.

APPA Maintenance Service Level 3 - Managed Care

- Equipment and building components are mostly functional but suffer occasional breakdowns.
- Service and maintenance call responses are variable and sporadic.
- Reactive maintenance predominates operations, especially during seasonal peaks. Preventive maintenance is scheduled as manpower and time permit with less than 75% accomplished.
- Interior finishes are “average” with obvious minor repairs or touch-up required; exterior finishes are also average with minor leaks and blemishes.
- Small percentage of lights out, generally well-lit, and clean.

Our Operations Engineering Objectives for New Haven Public Schools

- Effective, detailed, planned services program based on our commitment to empower and support all members of the maintenance team
- A high level of service that optimizes NHPS’s environments and extends asset lives to their fullest in the most cost-effective, energy-efficient way
- Support the school system’s mission, strategic plan, and objectives

The following table shows conditions and expectation for APPA 2 and APPA 3:

	APPA 2 TARGETED	APPA 3 SUSTAINED
CATEGORIES	Comprehensive Stewardship	Managed Care
Customer Service Level and Response Time	Response to most service needs, including non maintenance activities, is typically in a week or less	Service available only by reducing maintenance, with response time of one month or less
Customer Satisfaction	Satisfied with facilities related services, usually complimentary of facilities staff	Accustomed to basic levels of facilities care, generally able to perform duties
Preventive Maintenance (PM)	A well-developed PM program occasional emergencies	Reactive maintenance predominates due to systems' failing to perform
Maintenance Mix	A well-developed PM program most required is done at a frequency slightly less than per defined scheduled,. Occasional emergencies caused by pump failures, cooling system	Reactive maintenance predominates due to systems' failing to perform, especially during hard seasonal peaks. The high number of emergencies causes reports to upper
Aesthetics, Interior	Clean/crisp finishes	Average finishes
Aesthetics, Exterior	Watertight, good exterior appearance	Minor leaks and blemishes, average exterior appearance
Aesthetics, Lighting	Bright and clean, attractive lighting	Small percentage of lights out, generally well lit and clean
Service Efficiency	Maintenance activities appear organized with direction. Service and maintenance calls are response to in a timely manner	Maintenance activities appear to be somewhat organized, but remain people dependent . Service calls are variable and sporadic without apparent cause
Building Systems Reliability	Breakdown maintenance is limited to system components short of mean time between failures (MTBF)	Building and systems components periodically or often fail.

WORK REQUESTS – UNSCHEDULED MAINTENANCE

We generate work schedules from our work plan and service requests as they are received. Typically, we prepare work schedules weekly and monthly but adjust them to accommodate priority requests. Our team is normally scattered throughout the district working in various buildings to complete standard maintenance tasks and to close existing work orders. When we receive emergency or urgent work requests during regular working hours, we coordinate the dispatch of employee(s) to the area where the service is required. Once the issue has been addressed, the supervisor inspects the work to confirm it has been resolved satisfactorily and reports the results back to the CMMS as completed so the service request can be closed. If the emergency or urgent request occurs after typical working hours, requesters should call the ABM Emergency phone number and on-call ABM management will coordinate services.



SUBCONTRACTING

One of ABM's differentiators is our ability to self-perform a range of services. We strive to self-perform most specifications unless the repair is outside our current capabilities. However, we have considerable experience managing subcontractors in a variety of disciplines. ABM maintains our own database of screened, approved, and field-tested subcontractors nationwide.

If additional subcontracting partners are required, we will interview service partners to determine the subcontractor's ability to provide quality service in a cost-effective manner. We will discuss the training of personnel, review the subcontractor's OSHA safety training procedures, conduct reference checks, and verify insurance to ensure it meets both the client's and ABM's requirements. Additionally, we perform compliance assurance audits to ensure each subcontractor has been thoroughly qualified, performance is consistent, and all legal documentation is in place and compliant with all state and federal laws.

While we have established relationships with quality subcontractors, we are opening to working with local vendors that the district might prefer.

LONG RANGE MAINTENANCE PLAN

Asset (or Area) Criticality

CRITICAL

Equipment criticality is used to identify operating equipment in a prioritized order of importance to continue operations of facilities. The priority ranking considers operational risk of equipment failure with respect to health and safety, school disruption or continuance, the assessed value of the equipment and mission criticality – how important the equipment is to school function.

REQUIRED

The purpose of our CRIT assessment is to prioritize equipment and scheduling through establishing a comprehensive maintenance program, resulting in the greatest benefit within the available budget.

IMPORTANT

TRIVIAL

Note: Equipment that contains “depending” notations is placed by default. However, the equipment is subject to move up or down a level of criticality depending on its function. For example, an air handling unit (AHU) that services a clean room might individually be considered a Level 1 Critical.

CRITICAL: This PM stage is an absolute requirement, with procedures that must be followed strictly and completed within one (1) week of the PM issuance date. It includes high-cost assets that serve large spaces and/or may operate without backup. It is crucial to have essential spare parts on hand if failure were to occur. *Note:* The following examples are not necessarily all within our scope.

- Large boilers
- Chillers
- Life safety equipment (safety shower, eyewash stations, defibrillators)
- Walk-in freezer
- Kitchen equipment
- Elevator (one car in building)
- Air compressor (depending)
- Interior fire alarms, fire extinguishers, standpipe system, etc.
- Generators and transfer switches
- Cooling towers
- Switch gears
- UPS / CRACs

REQUIRED: Preventive Maintenance shall be completed within three (3) weeks of the PM issuance date. It includes assets that serve a concentrated area that may operate with backup. If failure were to occur, the building occupants would be affected directly.

- Small boilers
- AHU
- BAS
- Elevator (multi-car in building)
- Dampers
- Pumps
- Autoclaves
- Back flows
- VFDs
- Transformers
- Fume hoods (depending)
- Ansul systems

- **IMPORTANT:** Preventive Maintenance shall be completed within four (4) weeks, but deferring PM is permissible, however not suggested. It includes lower cost assets that typically serve a single purpose or space. If failure were to occur, there would be no immediate effect, but short-term effect may take place.

- | | |
|---------------------|------------------------------|
| • Condenser Units | • Vehicles |
| • Split A/C Units | • Grounds, Catch Basins etc. |
| • Unit Heaters | • Roofs |
| • Fan Coil Units | • Heat Exchangers |
| • Exhaust Fans | • Steam Equipment |
| • Expansion Tanks | • Hot Water Heaters |
| • Electrical Panels | • Fountains |

- **TRIVIAL** (Non-Critical): Equipment is to run through its life cycle. It includes smaller low-cost equipment that is easily replaceable. If failure were to occur there would be no short-term effect, but long-term effect may take place.

- | | |
|-------------------------|-------------------|
| • Bathroom Exhaust Fans | • Dryers |
| • Appliances | • Window AC Units |
| • Washers | • VAV's |

How establishing levels of criticality helps?

- Comprehensive preventive maintenance schedule
- Sustained interior and exterior finishes and conditions
- Better efficiency in work hours

How are we going to conduct reporting?

- KPIs on completions and failure avoidance

What are the challenges commonly faced in a planned environment?

- Fiscal ability to meet criticality schedule and calendar
- Level of defect at contract commencement
- Labor shortage – reports highlight issues
- Changing the current work procedure
- Aligning PM efforts with programming
- Balancing front-line labor resources and third-party specialists

PM labor and supply allocations are based on PM standards and formal tasks like the illustration below. Each distinct piece of equipment is assigned a specific preventive maintenance task assignment.

Classification	Type	Acronym	PM Name	PM Frequency	Hours
HVAC Systems	Roof Top Unit Gas Fired with DX Cooling	RTUGDX	RTUGDX - A PM	Annual	4.962
Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
Check with operating or area personnel for deficiencies.	Check tension, condition and alignment of belts; adjust as necessary	Lubricate shaft and motor bearings.	Replace air filters.	Check electrical wiring and connections; tighten loose connections	Clean coils incl condenser / evaporator drain pan, blowers, fans, motors and drain
Task 7	Task 8	Task 9	Task 10	Task 11	Task 12
Perform operational check of unit make adjustments on controls and other components as required - focus on damper actuation and confirm performance on BMS if applicable	During operation of unit check refrigerant pressures; add refrigerant as necessary - document per Refrigerant Policy	Check compressor oil level; add oil as required	Inspect clean and adjust control valves and thermo-sensing bulbs on gas burners	Inspect fuel system for leaks	Check for proper operation of burner (priming) controls. Check and adjust thermostat
Task 13	Task 14	Task 15	Task 16	Task 17	
Check electrical wiring to burner controls	Inspect and clean burner section	Check heater operation through complete cycle or up to 10 minutes	Clean area around entire unit	Fill out maintenance checklist and report deficiencies	

Classification	Type	Acronym	PM Name	PM Frequency	Hours
HVAC Systems	Roof Top Unit Gas Fired with DX Cooling	RTUGDX	RTUGDX - SA PM	Semi-annual	2.560
Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
Check with operating or area personnel for deficiencies.	Check tension, condition and alignment of belts; adjust as necessary	Lubricate shaft and motor bearings.	Replace air filters.	Perform operational check of unit make adjustments on controls and other components as	During operation of unit check refrigerant pressures; add refrigerant as
Task 7	Task 8	Task 9			
Inspect fuel system for leaks	Clean area around entire unit	Fill out maintenance checklist and report			

Classification	Type	Acronym	PM Name	PM Frequency	Hours
HVAC Systems	Roof Top Unit Gas Fired with DX Cooling	RTUGDX	RTUGDX - Q PM	Quarterly	2.560
Task 1	Task 2	Task 3	Task 4	Task 5	Task 6
Check with operating or area personnel for deficiencies.	Check tension, condition and alignment of belts; adjust as necessary	Lubricate shaft and motor bearings.	Replace air filters.	Perform operational check of unit make adjustments on controls and other components as	During operation of unit check refrigerant pressures; add refrigerant as
Task 7	Task 8	Task 9			
Inspect fuel system for leaks	Clean area around entire unit	Fill out maintenance checklist and report			

PREVENTIVE MAINTENANCE LOAD CALCULATION

We utilize a custom-designed estimation calculator to develop staffing and material budgets related to Preventive Maintenance.

Quantifying labor and supplies necessary to support preventive maintenance

Our straightforward three-step process for estimating resources includes:

- Convert the district's equipment list into generic names to determine quantities by equipment type and enter data into the estimation calculator.

An accurate equipment list is critical to generating valid results.

- The estimation calculator cross references and assigns manufacturer recommended or RS Means standards for each equipment type.
- Labor and material costs are generated for each type of equipment, and results are totaled to determine annual resources required.

This spreadsheet is an example from tabulations for MEP asset service labor and supply budget estimations required to provide an effective program. The labor and supplies needed to execute PM services are calculated per specifications.

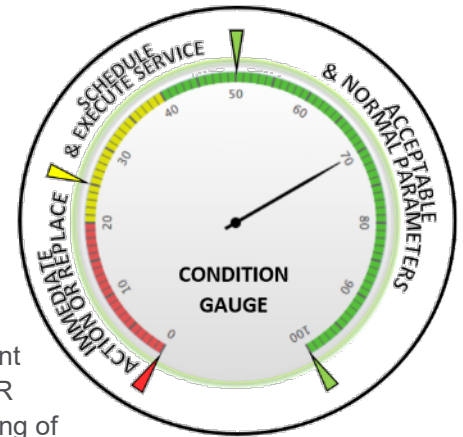
ANNUALIZED PM CALCULATION (No service access hardship factor applied)					
MEP Description	Number Of	PM Hour Each	Total Hours	PM Matl. \$ Each	Total PM \$
AC-Air Compressor	15	3.412	51.180	\$85.12	\$1,276.80
ACCU-Condensing Unit	115	2.562	294.630	\$122.48	\$14,085.20
ACLV-Auto Clave	1	3.412	3.412	\$112.67	\$112.67
Admissions Fountain	1	12.123	12.123	\$345.00	\$345.00
AHU	105	3.261	342.405	\$221.85	\$23,294.25
AHU-Gas Furnace	112	2.338	261.856	\$44.12	\$4,941.44
Air Dryer	8	1.125	9.000	\$18.00	\$144.00
Air Purifier	2	2.180	4.360	\$11.80	\$23.60
Automatrix EMS	1	1.912	1.912	\$71.62	\$71.62
Backflow Preventer	181	0.493	89.233	\$14.43	\$2,611.80
BFP-Boiler Feed Pump	4	1.456	5.824	\$17.46	\$69.84
BFV-Backflow Preventer	181	0.493	89.233	\$14.43	\$2,611.80
Blower	1	1.244	1.244	\$22.84	\$22.84
BLR - Boiler 1	49	15.881	778.169	\$65.99	\$3,233.01
Centrifugal water pump	1	1.276	1.276	\$22.84	\$22.84
Chair Lift	1	1.208	1.208	\$45.50	\$45.50
Chapel garden water fountain	1	3.412	3.412	\$112.67	\$112.67
Chilled Water Pump Motor	3	1.276	3.828	\$22.84	\$68.52
Chiller	6	26.771	160.626	\$238.74	\$1,432.44
Pump, Jockey	2	1.408	2.816	\$34.25	\$68.50
Pump, Pool	1	2.928	2.928	\$81.55	\$81.55
Pump, Pool Filter - P1	2	1.919	3.838	\$25.10	\$50.20
Roof Top Unit	8	4.956	39.648	\$176.46	\$1,411.68
Snow Melt Control - Roof de-icing	2	3.395	6.790	\$104.67	\$209.34
Storage Tank, Hot Water	3	0.724	2.172	\$12.87	\$38.61
Tank, Expansion	29	0.724	20.996	\$12.87	\$373.23
Tank, Hot Water Storage	3	0.724	2.172	\$12.87	\$38.61
Tank, Underground Storage - Fuel	1	7.536	7.536	\$133.87	\$133.87
Transfer Switch, Automatic	7	5.316	37.212	\$15.62	\$109.34
Transformer, Dry	22	0.769	16.918	\$15.62	\$343.64
Uninterruptible Power Supply	3	22.924	68.772	\$254.98	\$764.94
Unit Heater	71	1.009	71.639	\$2.87	\$203.73
Valve, Fire Sprinkler	1	0.159	0.159	\$11.37	\$11.37
Variable Frequency Drive	46	0.701	32.246	\$8.73	\$401.58
VAV B 11	4	0.934	3.736	\$10.28	\$41.12
Ventilation Fan (Blower)	3	0.623	1.869	\$11.37	\$34.11
Walk-In Box, Indoor Evaporator	2	1.466	2.932	\$205.77	\$411.54
Water Pressure Booster	1	3.850	3.850	\$33.22	\$33.22
Water Softener	2	5.436	10.872	\$54.20	\$108.40
Water to Air Heat Pump	3	3.555	10.665	\$184.76	\$554.28
	2324		5519.333		\$129,926.10

EQUIPMENT AND SUPPLIES MANAGEMENT

Equipment Repair and Replacement

To manage your facilities, assets and the costs associated with their maintenance and ultimate replacement, we foster a planned, coordinated effort. Our maintenance program delivers periodic and planned service tasks that prolong equipment life expectancy, optimize performance, enhance reliability, and mitigate component failure, which minimize disruptions and promote overall program stability.

If the current equipment has not reached its end-of-life cycle, we perform preventive maintenance to extend the life of the equipment and optimize performance. Once the equipment has reached its end-of-life stage, we identify the most appropriate replacement. We **repair** equipment when we encounter an unplanned outage or performance degradation OR as part of a repair threshold commitment, but always with an understanding of cost containment and a total return on repair investment.



Proper maintenance leads to planned replacements. We replace equipment in circumstances, including:

- **Necessity** (unplanned and planned) – when the equipment is critical to avoid disruption of operations
- **Obsolescence** (unplanned) – when parts are no longer made or required skills are not readily available
- **Value** (unplanned) – when repair costs equal or outweigh the equipment costs
- **Health & Safety** (unplanned and planned) – when ongoing repairs place technicians and students/faculty/staff at risk
- **Program Change** (planned) – when new requirements dictate upgrade
- **Life Cycle Analysis (LCA)** (planned) – when the understood useful life, determined by analysis, dictates replacement based on net value

Like a person’s health, preventive measures can prolong life and defer the need for costly medications or surgery. While maintenance serves to ‘medicate and stabilize’ a condition, replacement serves as a final and essential ‘cure.’ We must use our knowledge and expertise to avoid ‘putting band-aids’ on situations that need our attention. We should stabilize the situation and plan to fix the problem. Performing a full body scan – a life cycle analysis – lets us know what to expect and plan for future needs.

Criteria to consider:

- Close to or exceeded expected life
- Asset reliability and consequences of failure
- Service or parts costs exceed replacement costs
- Overall performance from service is not improving
- System is too fragile or regressed
- System failure presents security, health, safety, or environmental risk
- Cost to mitigate the risk exceeds replacement costs

Your CMMS can validate (or refute) replacement decisions and timing.

Maintenance and repair costs are typically expensed in operational budgets, while replacement costs are capitalized. To be fiscally responsible, we think in the long-term and always consider budgets.

Thoughts on Equipment Age

Unmaintained equipment does not age well. The older equipment is, the more extensive repairs it will need, which translates to higher maintenance costs. As it ages, the equipment will give you less return on investment. When newer, technologically advanced equipment will improve efficiency, it is prudent to consider replacement.

Repair Cost Consideration

What are the costs of repair, and more importantly, how often will you be paying those costs? Will it likely be a one-time fix? Documenting asset repairs provides information on number and frequency of breakdowns and associated costs.

Consider Impacts from Outages

We must weigh the impact of outage while the asset is being repaired. If a repair takes too long, it may have too many hours of program impact. However, repair often takes less time than replacement because replacement involves ordering, shipping, installation, new training and more. On a tight schedule and when the equipment is crucial to operations, replacement may prove too much of an impact. Repair or partial restoration may be the best solution until schedules accommodate replacement.

Use your CMMS to track repair efforts on equipment. Accurate population of labor rate data and properly recorded service hours can easily identify the right path or at least inform an action path.



Custodial Management Program

Our custodial services program at NHPS will be reflective and responsive to your individual needs. ABM services hundreds of educational sites nationwide where we are required to meet specific custodial standards and resolve site-specific issues.

Our custodial program approach includes open communication, proven practices, and industry standards of excellence. We will provide New Haven Public Schools with:

- **Job Specifications** – A detailed document that describes the specific tasks ABM performs before and after service installation.
- **Security Compliance** – Appropriate security consistent with the requirements of your facility, which include key logs and background checks that is incorporated into our management plan.
- **Communications Plan** – A communications plan that includes using call lists, email, two-way radios, and cell phones used by our personnel so that we are always immediately available to handle your service requests.
- **Cleaning Methods** – Our cleaning approaches combine daily, variable, and extensive periodic services to perform to your expectations. We offer a full spectrum of care and as your operations evolve, we also provide a progressive collection of additional methods and equipment to continually meet your needs.

Customized to Your District

Our approach to project management ensures that you receive a plan designed to specifically address your requirements while using proven, documented processes. By analyzing discussions we’ve had with your representatives and our own experience servicing your facilities, we determined best practices for your district based on industry standards.

With ABM as your partner, New Haven Public Schools can focus on your true mission – educating students.



Specific Initiatives for New Haven Public Schools

New Haven Public Schools has your own set of distinct focal points, and the custodial services program is currently customized to meet your needs. With our years of experience partnering with K-12 districts, we have tailored our procedures to provide specific care on the areas that matter most to you.

The key initiatives outlined here are not intended to be comprehensive but rather are noted to highlight several essential elements of our Custodial Services program that are specifically customized for New Haven Public Schools.

ABM follows recommendations from all manufacturers as it relates to equipment, chemicals, supplies, usage, and handling.

Standard Cleaning Procedures

With significant input from New Haven Public Schools, we have developed and implemented a set of Standard Cleaning Procedures used at all levels. Our managers train staff on these procedures, and managers and NHPS personnel use them as a baseline for quality control site inspections and performance audits.

First Impression Areas

With declining enrollment plaguing higher education, first impression areas are critical to students, faculty, staff, and visitors, especially on the campus tour.

We implement a rotation-based sequence of cleaning for entrances, lobbies, restrooms, hallways, and other common areas most frequently visited. This results in great first impression areas that are clean, tidy, odor-free and stocked with necessary supplies.

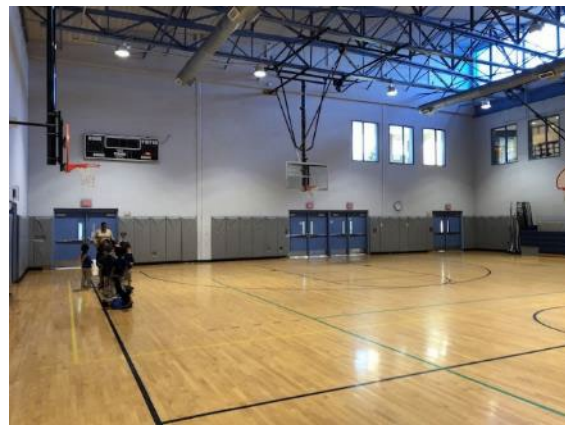
Summer/Winter/Break Cleaning

We have established protocols for project cleaning and special events. These occur during times when schools are closed for breaks (Winter/Summer), as well as during normal school sessions. We work with NHPS to customize our protocols to align with your calendars and events.

Floor Care Regimen

While well-maintained floor surfaces provide a positive aesthetic, the ultimate purpose of performing routine, periodic, and restorative maintenance is to protect the asset in which your district has invested.

We implement a customized floor care regimen, for both hard and soft surfaces. Carpets are spot or fully cleaned as needed, damaged tiles are identified and reported appropriately, and floors are stripped and refinished periodically with routine burnishing and coating performed, again, to protect the investment in surfaces.



Equipment

We understand the importance of providing best-in-class equipment to its staff. As a result, ABM uses equipment exclusively from industry-leading providers. We invest in the safest and most effective equipment necessary to perform the services efficiently. Before using any piece of equipment, staff are trained on its proper use and care.

During start-up, an initial equipment list will be modified as necessary, and any substitutions or additional investment will be made without an impact to schools from a cost standpoint.

We will implement a quarterly maintenance program that inspects and maintains the performance of custodial equipment.

Approach Overview

The quality of the facility services provided to a district like NHPS directly influences the quality of the student experience, resulting in a significant impact on student attendance and attention. Simply put, a well-maintained facility contributes to student academic performance, and we strive to enhance student environments and make a difference every day.

As we service over 220 colleges and universities and more than 250 K-12 school districts nationwide, we know that providing services to the education market is challenging and unique. We will provide NHPS with the same attention to detail we provide all our clients with fully customizable custodial services components.

ABM will implement the following general program processes to ensure the program exceeds the expectations for service and quality:

A Seamless Transition and Start-Up

We implement a tailor-made, comprehensive transition and start-up plan commencing 30 days prior to the start of our partnership. Every step of the way, ABM will ensure the program is transitioned professionally.

A Measurable Quality Control Program

Our web-based quality assurance reporting system (SITE) measures and monitors our service, providing statistical reports to the school on a quarterly or more frequent basis measuring level, trends of service and customer satisfaction.

Training & Best Practices

We understand one of the best ways to provide reliable, high-quality service to all our clients is to ensure that all employees receive consistent and ongoing training.

Our custodial training program is extensive and begins with employee orientation before starting work. This training continues throughout an employee's tenure with required monthly and annual training sessions.

By empowering our employees with comprehensive training, we can minimize deficiencies and quickly identify opportunities for improvement.

Efficient Use of Chemicals & Equipment

Team members are trained in the proper handling and dilution of chemicals and cleaning products, proper use and maintenance of capital equipment, and proper cleaning procedures.

All cleaning team members undergo training on standard operating procedures, effective sequencing of cleaning steps and proper use of personal protective equipment (PPE). The safety of both our staff and your students, teachers, and staff is of the utmost importance. Our team members will undergo regular safety training including focusing on reducing and preventing injuries and exposure to hazardous materials per OSHA standards. SDS sheets will be provided to all team members.

Comprehensive Communications Plan

In the spirit of true partnership, we value the open and transparent communication approach we have already established with NHPS and team members so that our services are seamless. The following are key aspects of our communication plan.

- Team members are trained on how to communicate with building management and occupants throughout the school buildings for any service-related issues or questions.
- We have systems for receiving feedback from building management and occupants.
- We have policies in place to handle absenteeism, whether planned or unexpected, enabling us to respond quickly when absenteeism occurs.
- Our call-in system ensure team members are directed to the appropriate school or building site in a timely manner.
- When a team member is absent, the on-site project manager communicates with the administration by email or phone and provide the name of the replacement.
- Requests for setting up cafeterias and gymnasiums for special events will be logged into our master event schedule.
- Staffing resources are deployed by the site project manager, occasional requests such as unloading trucks for items like furniture and copy paper is funneled through our site project manager and typically executed by our day porters.

Schedules of Routine Cleaning Operations

Cleaning tasks are performed accordingly with routine cleaning inspections and reports. Equipment operation and maintenance protocols as well as accident preparedness plans are developed.

Task Areas of Importance

Special attention is given to high-traffic locations throughout the facilities, especially first impression areas. All team members will be specifically trained on the proper storage and use of chemicals, including dilution control procedures.

Team members receive regular safety training on the special requirements for operations involving potentially hazardous materials, such as the maintenance of specialty floors containing asbestos or compliance with OSHA Bloodborne Pathogens standards.

When applicable, team members are trained on the safety protocols for cleaning areas with special engineering concerns, such as those with inadequate ventilation, poor lighting, and restricted access.





Grounds Management Program

GROUND S SERVICES DELIVERY FOR NHPS

ABM understands the dynamics of education space. We provide grounds management services for dozens of K-12 school districts, colleges, and universities across the U.S. including many in the Northeast.

As a proactive partner, we do not view grounds management as a maintenance task, but rather as a management program. Our philosophy is to continually seek means to improve landscapes through progressive technical competencies, dedicated site-based management teams, innovative solutions, and continued support from industry recognized professionals and corporate staff. Having this additional support enables our site-based teams to perform their assigned functions without worry.

EXPERIENCE AND EXPERTISE

We understand that maintaining the grounds of your school district is much more complicated than simply mowing the grass and trimming the trees and shrubs. Well-maintained grounds create a safe environment, enhance the student experience, and make lasting impressions on parents and visitors. As trusted partners in the education market, we strategically plan all activities, so they are safe and not a distraction for the learning environment, while always being prepared for visitors, expected and unexpected.

Timothy Moore, CSFM, leads our Grounds Management team with expert assistance from Jorge Melena, CSFM, CPSI, Marty Kaufman, CSFM, and Lance Tibbets, CSFM. Together, they have over 125 years of experience in landscape and grounds management. Our team has provided management or consulted for many prestigious universities, school systems, Major League Baseball, Olympic sports fields, the Little League World Series, and many Class A commercial sites. Our expert grounds management staff speaks at local, state, and national conferences annually and has taught “Grounds Management 101” for several years for facilities building managers organizations. Their certifications and credentials include Integrated Pest Management Coordinators, Licensed Pesticide Applicators in multiple states, Licensed Commercial Irrigators, Certified Turf Grass Professionals, Certified Professional Horticulturists, Certified Sports Field Managers, Certified Playground Safety Inspector, and Certified Park Managers.

OUR GROUNDS & LANDSCAPE SOLUTIONS

ABM's landscape and grounds team deliver aesthetic excellence and superior service to our clients including:

- Sports field and turf management
- Landscape installation and maintenance
- Irrigation maintenance and management
- Exterior pest and fertility management
- Snow and Ice operations
- Season floral program

PROGRAM PRINCIPLES

- Provide exceptional curb appeal throughout the district, *every moment, of everyday*
- Implement a rapid response time to client requests with our site-based program structure
- Remain flexible to accommodate varying climate conditions and mowing frequencies
- Ensure proven horticultural best practices and expertise
- Highlight safety and security of landscape operations to ensure students, faculty and staff and physical facilities remain free from hazards
- Enhance service levels and client satisfaction through proven quality control processes
- Conduct enhanced skills and technical training to all grounds employees to continuously improve grounds and landscaping services levels
- Create a culture and atmosphere of ownership with all employees that promotes teamwork and increased productivity

APPA

GROUND S STANDARDS

LEVEL 1

State-of-the-art maintenance applied to a high-quality diverse landscape. Associated with high-traffic urban areas, such as public squares, malls, government grounds, or college/university campuses.

LEVEL 2

High-level maintenance. Associated with well-developed public areas, malls, government grounds, or college/university campuses.

LEVEL 3

Moderate-level maintenance. Associated with locations that have Moderate to low levels of development or visitation, or with operations that, because of budget restrictions, cannot afford a higher level of maintenance.

LEVEL 4

Moderately low-level maintenance. Associated with locations affected by budget restrictions that cannot afford a high level of maintenance.

LEVEL 5

Minimum-level maintenance. Associated with locations that have severe budget restrictions.

QUALIFIED AND TRAINED EMPLOYEES

Our promise to you is fulfilled by the team members we hire and train. Therefore, we are committed to recruiting, hiring, and retaining the highest quality team possible to perform your grounds maintenance services. Our experience partnering with education clients throughout the state means we are familiar with the labor market and know what it takes to recruit, hire, and retain the best employees available in the area. All our team members working in your sites are fully screened and receive continuous training to ensure all aspects of the program are performed with attention to detail and in the most efficient manner possible. Training, which begins with an initial orientation, involves technical, safety, and development programs.

SAFETY

Safety is a critical element of any grounds maintenance program. We implement a comprehensive safety plan and ongoing safety training to all employees. We are committed to performing all work, adhering to all OSHA safety guidelines. This includes all equipment must be current with all safety mandates as installed by original manufacture. Personal Protective Equipment provided to all employees performing work as outlined in this specification.

Pesticide applications are administered with strict adherence to EPA, state, county and local laws and regulations including Implementation of IPM. Employees must receive “Right to Know” training before handling or applying any pesticide(s). This training will be documented, and a copy of training will be provided to the district, upon request.

QUALITY ASSURANCE & INSPECTIONS

To ensure all management standards, periodic inspections will take place, ABM’s management and supervisors will conduct inspections. District representatives may participate. Formal reporting of compliance deficiencies discovered during inspection will have a defined action plan for correction within 24 hours.

FERTILIZER AND WEED CONTROL

To encourage safer and more sustainable practices, we strive to reduce fertilizer and pesticide use, using integrated pest management techniques, recycling green waste, and taking proactive steps to minimize runoff. Our goal is to utilize environmentally safe chemicals in our Weed Control Plan to support prevention of weed growth. Weed Management is first be managed through cultural techniques, proper fertilization, mowing frequency, and irrigation. The first defense in weed management is the encouragement of healthy turf. When weeds exceed an acceptable threshold (mutually agreed upon by the district and ABM), then herbicides may be used. All herbicides must be environmentally friendly and labeled for specific use. Blanket treatments will not be utilized unless warranted through proper scouting / documenting.

GROUNDS MANAGEMENT LOG

Our Grounds Technicians will maintain an activity and management log to record daily activities across NHPS. The log contains detailed applications of all pesticides including target weed, insect or other pest, mode, type, and rates of application and results. It also includes the date, time, weather conditions at the time of application as well as the name of the licensed applicator.

EQUIPMENT, TOOLS, AND SUPPLIES

If NHPS chooses to utilize ABM's equipment and supplies, we are committed to providing state-of-the-art equipment and high-quality grounds supplies for the grounds program. We use equipment and supplies exclusively from industry-leading providers. With our national presence, ABM has negotiated strategic partnerships with multiple vendors across the country. Our relationships with our suppliers often contain provisions for technical support, environmentally friendly ("green") products, best-in-market pricing, and price stability. We also have preference in ordering, the ability to acquire large amounts of product and equipment quickly, and access to significant savings and the highest quality supplies and equipment.

TECHNOLOGY & SUSTAINABILITY

An integral part of our continual means of seeking improvement in technologies is sustainability in the landscape industry. While there is much to be learned, there is a lot that can be done, such as:

- Natural organic fertilizers
- Reduction of pesticide use
- Greater use of biological methods in control of pests
- Improved use of water through enhanced training
- Improved technology for irrigation systems
- Improved management strategies

PLANS FOR INSPECTIONS AND QUALITY ASSURANCE

The success of our teams is built on developing a comprehensive set of Standard Operating Procedures (SOPs) and defining performance expectations that are based on measurable outcomes. Our corporate culture of measuring and managing performance helps us ensure compliance to those SOPs, which enhances our ability to replicate successful performance across NHPS's entire district.

To continually improve, we consistently measure our performance via audits and inspections. Our findings have taught us that it is important to continually measure our performance and adjust our programs accordingly to evolve and remain consistent with your expectations.

Our approach to quality assurance is multifaceted and designed to capture measurable results through daily, weekly, monthly, quarterly, and annual activities.

Quality Management System

Our quality management system is ABM's proprietary, web-based control system that supports your quality goals and requirements. The system allows both the district and ABM to view inspection results, periodic maintenance schedules, and reports through a central online portal. We focus on:

- Analyzing inspection results
- Establishing and tracking accountability
- Continually improving processes

Daily Activities

Rounds: The Grounds Manager is responsible for closely monitoring employee progress. Rounds are performed daily, and we proactively seek out improvement opportunities before the district reports them to us. Our team self-generates most of the action items. It is our job to maintain grounds, not the job of the NHPS administrators and facilities staff.

Weekly Activities

Audits: When a specific action is requested by the district, quality completion of those items is audited on a random basis. The Grounds Manager investigates the work site for quality and may contact the requestor to track satisfaction with the result. These audits are completed on a tablet, and the results uploaded in real-time to SITE, our Quality Assurance system.

Area Inspections: Quality Assurance Inspections are routinely completed for all areas of the grounds to assure performance expectations are being met. These inspections are completed on a tablet and uploaded real-time to SITE, which is also capable of generating numerous reports cross-referencing performance in many ways.

Monthly Activities

To ensure we are meeting your expectations, we invite the district to provide feedback regarding the quality of the services we provide. Customer Satisfaction Surveys can be implemented via an internet-based platform and will provide feedback on all areas. The results and trends are recorded, and we develop specific and measurable action plans to guarantee our services are continually improved. This tool motivates the team and provide an early warning sign for dissatisfaction in any areas.

These surveys, coupled with our SITE random inspections can provide a viable check and balance allowing us to pinpoint any areas that may have specific needs or concerns. ABM can provide the district with Quality Control Inspection Reports as requested. We believe that client feedback is critical to the success of our program at New Haven Public Schools. services.

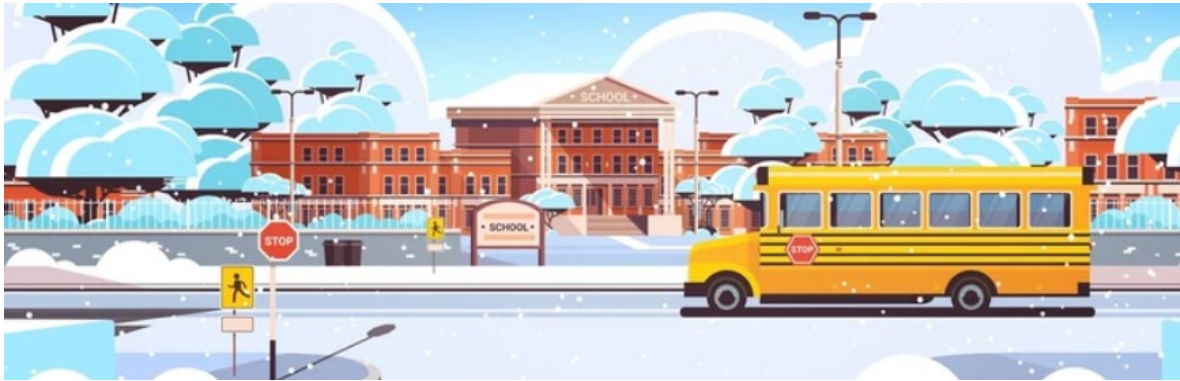
Quarterly Activities

Customer Business Review (CBR): At the end of each quarter, the district can meet with ABM on-site and regional management to review the results from the prior quarter and discuss objectives for the next quarter(s). These meeting helps our team assure that we are aligned with your goals.

In addition to having the ability to review inspections daily and trended results at any time via the internet, we can provide monthly, quarterly and/or semi-annual reports detailed in tabular and graphical format. Our results can be viewed by a variety of factors including:

- Entire Program
- Inspector
- Technician
- Question





SNOW AND ICE REMOVAL

As partners to education partners in New England and throughout the Northeast, we understand how crucial snow and ice removal is for districts like New Haven Public Schools.

Safety for your team and ours is also our top priority. Snow and ice removal in an environmentally responsible and safe manner requires a multi-pronged approach based upon the facility, the climate, and resources available. If possible, we close unnecessary pathways, sidewalks, parking areas, etc. effectively and safely. This process eliminates the need to use ice melt in those areas which reduces the overall use of ice melt and allows Grounds Technicians to focus time and materials on more trafficked areas. For areas requiring snow removal, our first and best practice is to effectively remove the snow with shovels, blowers, or sweeping instead of chemicals. These methods are deployed as soon as possible before the snow can be compacted by foot and vehicle traffic, resulting in the need for de-icing chemicals.

When conditions create the need for de-icing chemicals (freezing rain, wet snow, sleet, compacted snow, etc.) the ice melt(s) will be used in a manner consistent with the manufacturer’s specifications. When possible, our team applies small amounts of the ice melt or anti-icing compound before the snow and ice accumulate can prevent the heavy build-up that requires significant amounts of material and labor to remove. This also creates a safer environment for our team and the district’s staff and teachers.

The mechanical equipment used in removing snow and ice is well maintained to ensure that it is in proper working condition before the winter season starts. In addition to preventive maintenance suggested by the manufacturer, all equipment is examined and tested before the winter season.

ABM provides initial training and refresher training are given prior to the winter season emphasizing the proper techniques for snow removal, equipment and chemical usage and warning signs related to frost bite, hypothermia, and other cold weather safety concerns.

Integrated Facility Services (IFS)

COMPETITIVE ADVANTAGE

ABM focuses on facilities services as a core business. We self-perform most components of an IFS program including technical operations, maintenance, custodial, and landscaping.

Our breadth and experience, coupled with our infrastructure and technological abilities, enables us to experience years of exceptional growth and success.

Clients choose ABM because we deliver:

- Access to the best talent nationwide
- Cost savings through energy, operating efficiencies, and labor, maximizing productivity and improving service levels
- Comprehensive safety and skills training
- Technical knowledge and experience
- Proactive solutions for risk avoidance and regulatory compliance

NHPS administration will have more time and resources to focus on their true mission – educating students.



Self-Performance

ABM self performs the majority of different facility services, cross-utilizing work functions and tasks under a one team/partnership approach. Specialized vendors and strategic and operational best practices form our management structure for total operation control and oversight.

The IFS program enhances communication, productivity, cost efficiencies, scalability, labor flexibility, compliance, and workforce synergies to be aligned with district stakeholders. We propose work order management, KPIs, and quality assurance tools to ensure compliance focused on improving the end user experience for accountability and reporting.

Partnering with ABM provides key benefits, such as:

- Streamlining vendors into a single point of contact
- Leveraging local and regional support
- Cross-training or consolidating supervision
- Compliance with site policies and standards
- Subject Matter Experts for each service line
- Share tools and equipment to reduce costs
- Pro-active measures used by the entire team identify issues

Your Service Quote

We'll help you create new efficiencies to improve your bottom line

To reduce your costs and build value for your facilities, we focus on new, efficient methods and management of labor and technology to eliminate unnecessary costs and maintain quality. Based on NHPS walk-throughs and specifications, discussions with you, and our education expertise, we determined the best practices for New Haven Public Schools.

Expense Description	FOM
Management Labor Allowance	
Wages	\$973,600
Benefits / Taxes	\$231,847
Total Management Labor	\$1,205,447
<i>Number of Employees</i>	<i>11.00</i>
Hourly Labor Allowance	
Wages	\$318,000
Benefits / Taxes	\$79,071
Total Hourly Labor	\$397,071
<i>Number of Positions / NOT EMPLOYEES</i>	<i>6.00</i>
Background Checks	
Drug Testing	
Site Specific Pre-hire	
Uniforms	
PPE	
SmartPhone Service	
Office Supplies	
EPAY employee License	
EPAY WalTer Clock	
EPAY Comm Charges	
Total Variable Expense	\$21,100
<u>FOM Capitalized Items</u>	\$900
Tools for Technicians	
<u>Office / Communication Equip(depreciated)</u>	\$10,467
Desktop Computers	
Laptop Computers	
SMALL Copier	
<u>Office / Communication Equip (expensed)</u>	\$3,200

Desktop Printers		
Network Printers		
Tablets		
Smartphones		
Total Fixed Expenses Allocation (depreciated)		\$11,367
Total Fixed Expenses Allocation (expensed)		\$3,200
Background Checks		
Drug Tests		
Uniforms		
Site Specific Pre-hire		
EPAY Install Staff		
Expensed Equip (non-Capital)		
Reduction for Expensed Equip		
Total Startup Expenses		\$5,017
Corporate / Division Overhead		\$74,065
Margin		\$49,376
General Liability		\$12,609
Total Administrative Expenses		\$136,050
Grand Total	Yr 1	\$1,776,051
	Yr 2	\$1,847,093
	Yr 3	\$1,920,977
	Yr 4	\$1,997,816
	Yr 5	\$2,077,728

ALTERNATIVE PRICING AND STAFFING PLAN

Recognizing the value of a fully integrated facilities solution, ABM will offer you a reduction in price based on ABM providing both the facilities management services and custodial services for New Haven Public Schools. This plan provides a more cost-effective and operationally efficient program for the district.

We look forward to submitting the custodial services proposal and discussing the effectiveness of a full IFS program.

CONTRACT CONSIDERATIONS

ABM views contract documents as the cornerstone of our relationship with each client. To achieve the mutual goal of service satisfaction, ABM believes it is in our client's and ABM's interest for the contract documents to accurately reflect both parties' understanding of the requirements and intentions. If ABM is the successful bidder, ABM requests the opportunity to enter negotiations regarding the terms of the Contract to be entered between the parties.

As requested by the RFP, we have included our contract considerations as redlines.

COMPENSATION

The Public Schools intend to award a contract that reimburses the contractor a lump sum amount payable in equal monthly installments. This lump sum amount will be fixed for the first year of the contract based upon the response to the RFP. Proposers should include a proposed fee structure for each of the four (4) potential renewal options. Such structure should be based on factors such as increases in the Consumer Price Index (CPI), scope adjustments and available budget. The parties agree that the Price shall be adjusted due to factors beyond its reasonable control, including but not limited to increases to local, state and/or federal government mandated wage/health and welfare increases; union mandated wage/health and welfare increases and associated payroll costs where applicable; payroll taxes; union pension increases where applicable; subcontracting costs, material costs, or other supply and insurance and cost changes including, without limitation, increases resulting from insufficient labor supply in certain affected markets as of the date incurred. If wage/benefit adjustments above those in effect on the execution date of this Agreement are necessary New Haven Public Schools agrees to a proportionate increase in the Price, payable retroactively when applicable. Proposer will notify New Haven Public Schools as soon as possible if retroactive payments may be due.

TERMINATION

Following the award from this request for proposals, should the New Haven Public Schools find that the proposer has failed in any material respect to perform its obligations under this agreement; the Public Schools may cancel this agreement. The Public Schools shall notify the Proposer in writing of its failures and permit the Proposer to correct its failures within thirty (30) days. If after the thirty

(30) day period the Proposer fails to correct its failures to the satisfaction of the Public Schools, the agreement will be canceled effective thirty (30) days. The Proposer will be expected to continue to perform the requirements of the RFP and contract during that thirty-day period. The proposer shall be liable for damages from such breach including reasonably foreseeable incidental and consequential damages. Any compensation due the Proposer will be paid only in accordance with the compensation section of this RFP. Either party may, without cause and for any reason, terminate this Agreement at any time upon giving thirty (30) days written notice to the other party.

INDEMNIFICATION

The successful Proposer shall release defend, indemnify and hold harmless the City of New Haven and the New Haven Board of Education, their respective boards and commissions, officers, officials, employees, agents, representatives, and servants ("indemnitees") from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments for injuries or alleged injuries to person (including sickness and death) or to property, or financial losses, sustained or alleged to have been sustained by any person or concern, including officers, agents, servants, employees, contractors and subcontractors of the City and New

Haven Public School or the successful Proposer to the extent caused by the negligent, grossly negligent, reckless or intentional performance or failure to perform any part work as set forth in this agreement by the Proposer or by anyone acting under the supervision of the Proposer. This indemnity shall not be affected by other portions of this agreement relating to insurance requirements.

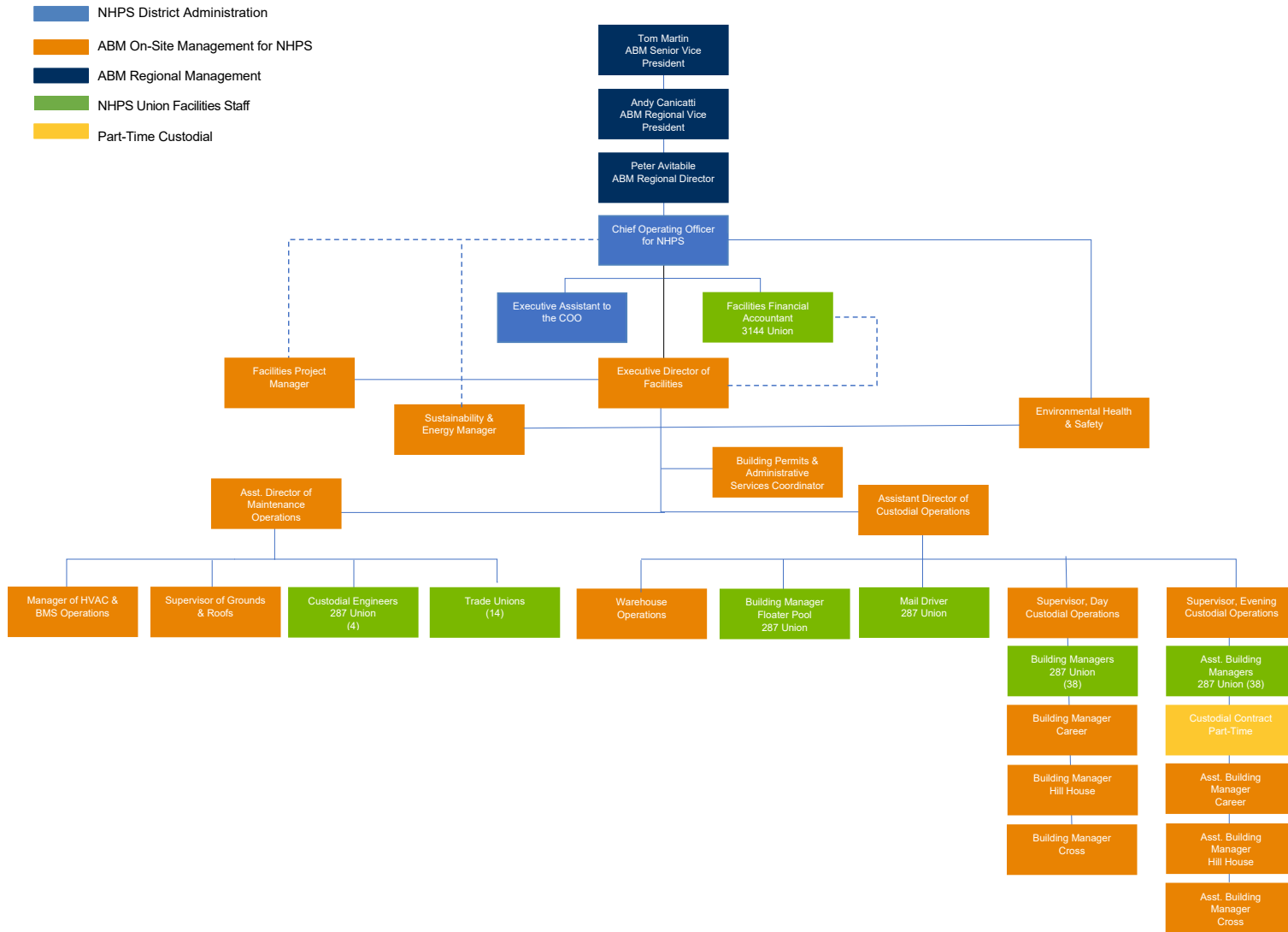
COMPLIANCE WITH LAWS

Proposer shall operate and maintain all properties and perform all of the services required in the RFP in full compliance with all applicable federal, state and local laws and regulations.

Contractor/Vendor shall agree to maintain in force at all times during the contract the following minimum coverage and shall include the City of New Haven via blanket endorsement as an Additional Insured (1) on a primary and non- contributory basis to all policies except Workers Compensation. All policies should also include a Waiver of Subrogation, to the extent of Contractor's indemnification obligations and as required by written contract (1). Insurance shall be written with Carriers approved in the State of Connecticut and with a minimum AM Best's rating of "A-"VIII.

Staffing Plan and Vendor Management

PROPOSED STAFFING AND ORGANIZATIONAL CHART





Management Approach

NHPS will receive personalized service that emphasizes client satisfaction. Through our organizational structure, leadership, and consistent management, we've developed an approach that allows us to manage your district's service needs and exceed your expectations. This management approach gives you the feel of a local company with the backing of a global company.

The success of your facilities management services program requires appropriate supervision from the beginning. Therefore, NHPS must choose a partner well-versed and experienced in providing facilities management services. ABM understands that to provide a quality program we must start with a quality management team. When selecting candidates to fill new and vacant positions, we seek more than traditional experience and expertise. We seek ambitious, highly motivated on-site managers because we expect them to be diligent about achieving consistently high-performance scores and to desire advancement.

Communication and Instruction

Superior service starts with conscientious supervision, which relies on constant, open communication. Supervisors act as a conduit for two-way communication, providing clear instructions to team members and allowing productive staff to communicate issues and ideas to management. This type of open dialogue facilitates instant feedback and ensures clarity and understanding.

On-site Management provides:

- Job descriptions
- Orientation and training
- Clear policies and procedures
- Handbooks
- Task schedules
- Annual reviews/appraisals
- Individual personnel records
- Copies of OSHA 300 logs & other regulatory records
- Federal job postings
- Day/night supervision
- Quality inspections

Control and Efficiency

Constant supervision means team member performance is monitored allowing supervisors to immediately address any deficiencies and to commend exemplary performance. Supervision and guidance encourage team members to be more cognizant of their time and more disciplined in their activities. Monitored team members tend to use resources in the best possible manner, creating efficiencies and cost-savings.

Synergy

Unity and harmony among workers develops effective communication of expectations, open feedback from staff, and instant issue recognition and correction. Supervisors want their team members to reflect well upon their abilities and team members appreciate recognition of their efforts. Healthy, effective relationships between management and productive staff incentivize team members and improve motivation, and that benefits everyone.

Management Structure

The individuals on our team have decades of experience in the facility services industry, especially the Education, K-12 market. Well-versed in the demands and distinct requirements of what your schools will require, they have proven success through their tenure in their current positions and within their regions.

We are confident our management team and staffing plan will provide NHPS with efficient, cost-effective, and innovative solutions. ABM's project management team is structured to meet the requirements of the facilities and to promote good communication between ABM and NHPS.

Site Supervisor; Project Manager

Responsible for carrying out the day-to-day operations of our program at your facility and serving as your immediate, on-site ABM contact.

Regional Director of Operations

Responsible for all functional areas and activities within an assigned Region covering two or more states, or one state with multiple distinct regions, or a major metropolitan market. This position directs the operations of specific locations to achieve stated company goals of growth, profitability, and client satisfaction.

Regional/Senior Vice President

Leads and supports the regional management team by making sure all necessary resources are available and that ABM quality standards are being met.



ABM understands that to provide a quality program, we must start with a quality management team.

Team Bios

REGIONAL ACCOUNT RESOURCES

Below are bios for key Regional Education account resources proposed to support your project:



Tom Martin – Senior Vice President, Education, Northeast/Midwest

Tom has over 25 years of experience in the facilities industry and oversees operations for the Educational Division in the Northeast/Midwest. In the past, he has held senior level management positions at Simmons College as Director of Planning and Facilities Management, Roger Williams University as Associate Vice President of Real Estate Services and most recently Harvard Business School as the Director of Design and Construction.

Tom is a graduate of Massachusetts Maritime Academy and serves on the Facilities and Engineering Academic Advisory Committee at the college. He has also participated in executive education leadership training programs from Simmons College and Harvard Business School.



Andrew Canicatti – Regional Vice President of Operations

Andrew serves as the Northeast Regional Vice President of Education for ABM. Joining ABM in 2002, he brings over 30 years of experience in the facility solutions industry. He began as an apprentice engineer at the World Trade Center and moved up to Chief Engineer for Verizon. In 1997, he was hired as the Facility Manager for the US Airways Terminal at LaGuardia Airport and joined ABM as a Project Manager.

Andrew works extensively with Educational institutions across the Northeast. He leads a dedicated team of individuals responsible for developing business relationships and retaining clients through improved service quality and transparency.



Peter Avitabile – Regional Director of Operations

Peter joined ABM in 2020 as the New England region’s Regional Director of Operations with a focus on multi-service accounts. He is also one of ABM Education’s EnhancedFacility Specialist for ABM. Currently, he manages several Harvard University locations, including Harvard Med, Harvard Real Estate, Harvard Law, Harvard FAS, and Harvard Grad.

Peter is an experienced operations director with a demonstrated history of working in the facility service industry. He extensive career background ranges from in-field service work to managing different types of facilities like Class A high rises and critical data centers. Peter earned his bachelor’s degree in Facilities Engineering from Massachusetts Maritime Academy and a master’s degree in Facilities Management. He is also a Certified Reliability Leader (CRL) and experienced with infrared thermography. He is on the board of directors for Boston’s chapter of the Association of Facilities Engineers Local 33 (AFE).



Will Villa – Financial Analyst

Will currently oversees operations for ABM’s Education clients in the Northeast. His responsibilities include supervising 15 Account Managers at 18+ accounts, amounting to \$50 million in revenue. His ability to establish and maintain strong client relationships has contributed to the success and growth in his region. He has outstanding contract negotiation skills, and he has successfully negotiated Union and Customer contracts while creating customized pricing to fit all needs.

He began working with ABM as an intern for three summers and joined as a full-time employee in 2015. He is a graduate of St. Joseph’s University Haub School of Business with a double major in Accounting & Finance.



Denham Hall – Senior Operations Analyst

Denham joined ABM in 2014 as a Facilities Engineering Coordinator and is currently a Senior Operations Analyst. He created new Key Performance Indicators to measure the performance of our maintenance programs; these KPI’s track and improve the balance scorecard for our clients. Denham re-worked the preventive maintenance (PM) program and updated tasks and estimated timeframes, building a balanced annual PM schedule for clients such as the University of New Hampshire. His efforts have improved PM on-time completion by 50%. Denham has also created quality assurance and quality control surveys and processes for our client sites, improving our overall program.

Denham earned a bachelor’s degree in Mechanical Engineering from the University of Tennessee.



Jonathan T. Ferguson – Human Resources Field Partner

Jonathan joined ABM in 2019 as a Human Resources Coordinator with Aviation and assisted with a variety of HR functions across three different airports. In his current role, he serves as the Human Resources Field Partner for Massachusetts, New Hampshire, and Maine, across several industry groups. Prior to joining ABM, Jonathan worked at NewYork-Presbyterian Hospital as a Regulatory Planning Associate, and before that, was an Assistant Director of Undergraduate Admissions at The Sage Colleges in Albany, New York.

Jonathan graduated with his undergraduate degree in Psychology from the State University of New York at Oswego in 2015, and then received his graduate degree in Forensic Mental Health from The Sage Colleges in 2017.



Matthew Hitchcock – EH&S Safety Director

Matthew joined ABM in 2014 and developed his career path to his current role as EH&S Safety Director. He has 16 years in managerial roles and nearly a decade of safety experience. He currently leads a team of three safety managers throughout the nation, ensuring all training and safety protocols are in place in regional client sites. He participates in strategic planning on the direction of the corporate safety program. His key accomplishment during his time with ABM was implementing the Quarterly Safety Newsletter to highlight achievements, resulting in 24% reduction in Workers Compensation. He partners internally with ABM's FP&A for safety-impact cost forecasting and reduction.

Matthew earned his master's in Occupational Health and Safety and two bachelor's degrees in Architecture and Occupational Health and Safety from Keene State College. He is a Certified Safety Professional (CSP), Associate Safety Professional (ASP), and holds several OSHA certifications.



Joe Lops – Director of Education Solutions

Prior to ABM, Joe served as Business Development Manager for Janitronics, Inc. where he was responsible for contracts and new business for the entire Buffalo/Niagara Region. During his eight years, he also served as account manager for the entire region in which he was responsible for a custodial service portfolio of 100 buildings and 550 employees. His facility service experience includes schools, health facilities, industrial facilities, controlled environments, and office buildings. Prior to Janitronics, Joe spent 20 years as a Licensed Real Estate Property Broker/Property Manager in the Metro NY area. Joe is a graduate of Boston University where he earned a BA in International Relations and a minor in Business Administration.

CORPORATE ACCOUNT RESOURCES

Below are bios for key Education Group account resources proposed to support your project:



Valerie Burd – President, Education

Valerie is responsible for all aspects of ABM's Education group operations, an \$850 million division. With over 20 years' experience in facilities management, she works closely with Regional and Executive leadership across the country. Valerie worked for Tishman Speyer Properties, Jones Lang LaSalle, and CBRE before joining ABM 15 years ago. Her team works with hundreds of K-12 school systems, colleges, and universities throughout the nation to provide healthier, more attractive academic spaces for students, faculty, and staff.



Doug Mitchell – Vice President of FOM, EDU

Doug joined ABM in 2011 after years of managing facilities operations for high-profile clients such as Fordham University and Lincoln Center for the Performing Arts. Doug’s vast experience in designing and directing Facility Operation and Maintenance programs has been essential in his creation of customized FOM programs for ABM’s education clients. His attention to detail and industry knowledge has allowed him to accurately evaluate and maximize clients’ capital equipment and structures expectancies for hundreds of current clients.

His expertise covers facility assessment, major plant system optimization and maintenance, energy efficiency / sustainability and advanced building controls. He is a certified Mechanical Engineer and Energy Manager.



Clay Ellis – Vice President, Human Resources

Clay brings over 25 years’ experience in risk management and human resources administration. He joined Southern Management (an ABM Company) in 1995. His current responsibilities include handling Human Resource administration and overseeing risk management in the Education Division. Clay has Certification from the National Playground Safety Institute and OSHA 500 Qualifications Course (General Industry)– 2001, Niagara Community College. Clay graduated with a Bachelor of Science degree in Safety Engineering, Industrial Risk Management from Eastern Kentucky University.



Fred Surace – Vice President, Labor Relations

Fred is a 35-year ABM employee that is part of our corporate legal department. He handles collective bargaining for a department that is signatory to over 250 collective bargaining agreements across the US. In addition, he handles grievances, arbitrations, board charge responses and works hand in hand with our various industry group senior operations executives on new business opportunities. Fred has also held Vice President of Human Resources position for our Northeast/Great Lakes region.



Azeem Lasi – Senior Director of Financial Planning & Analysis

Azeem joined ABM in 2019 and his most recent role prior to his current work within the Education group was Director of Finance for ABM’s Aviation Airside West and Northeast teams. Prior to ABM, he worked for ADP and PSA Healthcare in respective financial analyst positions. He has a strong analytical background and business improvement skillset that has made him a great business partner to the industries he has served.

Azeem graduated Summa Cum Laude from Georgia State University – J. Mack Robinson College of Business with a bachelor’s degree in Business Administration, Accounting.

**Anthony Caronchi – Senior Vice President of Service Excellence**

Anthony joined the ABM Education team in 2016, as the West Regional Vice President. He now serves as the Senior Vice President of Service Excellence for ABM's Education division. His job priorities include promoting the full adoption of the ABMWay - making sure we all operate with transparency, consistency, and accountability to provide Service Excellence to our clients. He focuses on key initiatives that have the greatest impact on service delivery in the Education division – Account Planning, Labor Management, Manager Development, and Risk and Safety.

Prior to joining ABM, Anthony has served as the Regional Finance Director and Regional Vice President of Operations for Aramark. He has 17 years of experience in Facility Services. Anthony is a 1995 graduate of Miami University, earning his degree in Finance.

**Gordon Buntrock – National Director of Service Delivery**

Gordon brings 38 years of experience in development of cleaning systems, program management, and operations experience in the cleaning business, as well as a consultant to customers in the education industry.

Recognized nationally for his expertise on cleaning processes, cleaning systems integration, supplemental infection prevention technologies, production standards development, and his ability to train and motivate management and service staff to drive productivity and profitability. He is also recognized for innovation in the cleaning business and his expertise on interiors solutions which can save maintenance expense. His current role, Gordon drives the implementation of The ABM Way within the education business leading to exceptional customer service delivery.

**Polly Durning – National Director, Quality Assurance**

Polly is responsible for creating process-oriented inspection protocols through the ABM SITE Inspection tool specifically for educational institutions. Polly also works with our education team providing support and developing other quality assurance programs, such as the templates for Client Business Reviews.

Polly attended The Ohio State University and travels throughout the country as needed for hands-on training and presentations with ABM managers and clients.

Management Selection

Your management team is key to launching and implementing a successful facilities management services program at your district. When we select your management team, we work jointly with your administrators using a multi-phase selection process that we've honed over the years. This process will ensure that New Haven Public Schools has a management team with the right expertise and experience who fits the culture and needs of your district.

While working with the NHPS team to find the right candidate, the transition and operations will be managed by our regional leadership team. This team, including Regional Director of Operations Peter Avitabile and Regional Vice President Andrew Canicatti is comprised of professionals dedicated exclusively to serving the education market. We are confident that this team, with decades of experience, will ensure a smooth transition for New Haven Public Schools.

Step One: Defining the Role

The on-site Account Manager will provide direction, development, communication, operational skills, and overall professionalism to the facilities management services program. Management responsibilities include:

Leadership

- Lead and manage professionally
- Develop leadership qualities in team members
- Oversee and implement ABM program
- Recruit and select team members according to NHPS and ABM policies
- Establish and maintain procedures to ensure acceptable standards of quality

Communications

- Generate positive public relations for the district
- Actively chair or participate in relating facility meetings or committees
- Meet regularly with both the staff and administration



Operations

- Produce desired results in a timely fashion within budget guidelines
- Complete quality control inspections
- Provide all necessary reports, payroll records, training records, quality control reports, and all other department documentation
- Review schedule and team member rosters to ensure appropriate district coverage
- Provide proper follow-up
- Review status of ongoing daily and project work

Experience

- Possess the technical skills and formal education to accomplish duties
- Remain current with constant changes within the industry

Step Two: Selecting Candidates

We draw candidates for management positions from three main avenues:

- *Current internal candidates* – If appropriate, and at your request, we will interview your current managers for the new department positions.
- *ABM Education candidates* – Our nationwide staff consists of experienced, highly educated managers. We don't have a forced transfer policy, so any candidates will be voluntarily showing interest in the position. This approach has reduced management turnover and increased job satisfaction.
- *External candidates* – Our recruiting team is always sourcing talented management personnel. If selected, we train and orient these candidates to ABM using our Fast Track program.

Step Three: Interview & Pre-Screening Process

We use a series of selective hiring screens to identify the candidates with the best mix of skill sets to blend facility requirements, culture, and work environment.

Before a candidate can receive an offer for employment, they must complete the following pre-interview assessments:

Employment application – Each candidate completes an online application so that we can verify all resume information. Because applicants may stretch the truth on their resume, the application with online signature of authorization allows us to research the candidate's background and verify information.

Background verification – We conduct criminal background checks locally, countywide, and nationally. We also validate Social Security information and provide drug screens. If there's a question about a candidate's professional accomplishments, we can verify educational credentials.



Our People

Our team members demonstrate their willingness and their best, every day. We attract, select, and retain employees who exemplify our core values – respect, integrity, collaboration, innovation, and excellence – at every job site. We hire superior employees from diverse backgrounds, thoroughly training, encourage accountability, and reward them for exceptional performance.

ATTRACT AND RECRUIT

Your schools will be staffed by highly-qualified professionals who were attracted to ABM because of our strong reputation for employee development and retention.

Your students, teachers, administrators, and staff require personnel who can adapt to your culture and present themselves in a friendly, professional manner. We make great efforts to recruit employees who don't just match the job profile but adapt to meet your schools needs and ABM's culture of learning, teamwork and providing high-quality service.

Talent Analytics

We use talent analytics to create and implement strategies that improve performance and productivity while reducing costs. We examine employee data to make more informed business decisions related to recruiting and retention practices. We gain insights into our current workforce, identify the best potential employees, and better understand what motivates and retains team members.

ABM use Microsoft Power BI to create interactive and dynamic dashboards and reports that provide insights. Our analytics include job market, job category, and industry, and overlays insights about our workers, their locations, open jobs, median hourly wages, and more. Data is filtered by various criteria, compared to general market data, and utilized to define future strategies and outcomes. We create reports from this data to show how to improve retention rates, save time, and improve hiring practices.



Benefits

NHPS benefits with well-managed people in the right jobs in many ways:

- Higher quality service
- Increased productivity and reliability
- Professional interaction with students, teachers, administrators, and staff
- Reduced turnover, resulting in more familiar faces and consistent service
- Lower costs as a result of a safer workplace

Candidate Care Team

Our candidate care team reduces hiring fallout by keeping selected applicants engaged throughout the pre-employment and onboarding process. The care team provides short- and long-term human resources benefits including:

- Converting more qualified applicants to starts, reducing fallout by 30% since implementation
- Reducing the average duration from offer acceptance to start by seven calendar days
- Identifying pre-employment/onboarding stress points and additional opportunities through data collection
- Increasing the probability of long-term team member retention, in turn driving increased productivity and customer satisfaction

SCREEN AND SELECT

We select quality candidates who meet your needs through professional interviewing and selection processes. We provide a range of employee screening packages, conducting tiered screening based on our higher education best practices and your district requirements.

Our screening packages can include the following:

- Standard background checks
- Criminal/sex offender background checks (CORI/SORI)
- Credit checks
- Drug screening (upon contract requirement)
- Professional certification checks
- Additional reference checks



RETAIN

Maintaining a broad, competitive benefits program enables us to keep well-trained, experienced employees who are committed to your district and ABM. We provide you with the flexibility to personalize a benefit package that meets your cost objectives while achieving a work/life balance for the employees.

Based on the terms of your contract, team members are offered a selection of benefits that can include the following:

- Health and Dental
- Life Insurance
- Accidental Death and Dismemberment
- Paid Holidays
- 401 (k)
- Anniversary Awards
- Workers' Compensation
- Employee Stock Purchase Plan

GROW

Another component of our retention program, we provide support to employees as they grow in their careers. Your district is serviced by employees who can advance, which typically results in higher productivity and better service quality.

Our culture encourages each employee to openly communicate with his or her manager to develop a career path that builds on individual strengths. The quality of each individual employee's service improves because of the ongoing coaching facilitated by regular performance reviews.

COMMITMENT TO DIVERSITY & INCLUSION

ABM recognizes that having a diverse population helps us better understand and meet the needs of our clients. Our company culture nurtures an inclusive workplace which allows team members of different backgrounds to work collectively together, maximize performance, and achieve business goals. Ultimately, we are creating an environment where every team member feels ***empowered, valued, and inspired.***



We show our respect for every person, every day. Every ABM team member gains clear career growth programs and support.

We promise safe working conditions. And together, we live out our six core values.

INCUMBENT PERSONNEL

We know how important your current facility maintenance and custodial staff is to your district. ***As a sign of our commitment to your district's goals and the local community, we are committed to hiring the qualified team members already serving your schools.*** We will look to your current team as our initial source of staffing because this allows ABM:

- To provide continuous support to district operations
- To retain the existing knowledge base
- To maintain current levels of productivity and quality during the transition period
- To minimize organizational stress caused by high turnover of staff

We provide an overview of the ABM organization, company benefits, and procedures for filling contract positions. These meetings provide an opportunity for current custodial supervisors and employees to communicate the work environment, company culture, etc. to those positions we plan to assume into our on-site organization.

We give each employee the opportunity to apply for the positions to be filled. ABM's operations and human resources specialist pre-screens each applicant by soliciting input from existing management personnel regarding non-supervisory employees in addition to reviewing files and conducting personal interviews.

We review qualifications, technical expertise, past employment record, and references to determine if a job offer can be extended.

Existing service personnel are evaluated before outside recruiting begins, and we devote a significant amount of time to this effort since retention of the most qualified employees is important to our future success.



Management Training Program

Our Management Training Program provides future managers with training in a structured and flexible environment, while integrating them into ABM's operations.

To ensure each trainee becomes a successful leader at ABM, this three-month program teaches future managers the necessary skills and core competencies such as:

- leadership
- communication
- safety
- quality
- customer service,
- operations management
- continuous improvement

Training delivery uses a blended approach including classroom facilitation, self-paced learning, online trainings, and on-the-job training with ABM's Management Team. Upon successful completion of the program, trainees enter the Mentorship Program for an additional three months to continue their learning.

To remain at the forefront of the industry in training and educating employees, the critical core curriculum for ABM's training program remains current and relevant. Our success depends upon continuous growth in skills and knowledge. Our goal provides a superior level of expertise and becomes one of the most valued facility services resources for our customers.

Evaluation

Consistency in service delivery requires a consistent, stable employee base. ABM places a high priority on the training and development of our employees and their continual professional and personal growth. Our managers are encouraged to give continual feedback to employees. We have an established performance management system which measures a manager's performance by evaluating items such as:

- Attendance
- Customer accolades or complaints
- Overall job performance
- Quality inspection scores
- Adherence to client budget
- Team performance
- Initiative
- Compliance with company policies

We have a quarterly review program to support our managers on their journey to higher performance and career growth. The program consists of three (3) Quarterly Conversations and one (1) Year-End Conversation. These conversations are about performance, goals, well-being, and career development. These are also opportunities to set goals for the next year and address any issues that may need to be addressed.

BACKGROUND CHECKS AND SECURITY

In addition to the education and experience requirements listed in the job descriptions section, ABM has additional screening and hiring requirements for all team members.

Employee Screenings and Policies

Background Checks

ABM partners with a third party to provide client specific, standardized and comprehensive background checks and Social Security validation on ABM personnel, ABM service partners and their employees. This program provides our Human Resources and service partners with distinct web-based portal systems to request client-specific new employee background checks. These customized portals ensure that all of New Haven Public Schools’s contractual requirements are met. A repository of auditable data and proof of compliance is available for both ABM employees and ABM service partner employees. All our background screening programs are fully compliant with the Fair Credit Reporting Act (FCRA).

No person will be eligible for employment with ABM if convicted of the following:

- Any felony
- Theft
- Forgery
- Assault & Battery
- Fraud
- Possession of a controlled substance
- Weapons charge
- Manufacturing of a controlled substance
- Burglary
- Distribution of a controlled substance
- Robbery

Convictions for DWI & DWLS will not automatically result in disqualification if the applicant is applying for a non-driving position. However, multiple offenses must be discussed directly with the VP of Human Resources. Convictions for DWI will disqualify applicants applying for “driver” positions. Any convictions not specifically listed here must be discussed with the VP of Human Resources for resolution.

Clients may choose from a wide range of packages and a la carte options to suit their needs.

Drug Testing

On contractual requirements, applicants may be screened for alcohol and illegal drug use. In these cases, applicants will have authorized a drug test to be conducted in their employment documentation.



Testing is conducted through laboratories or clinics approved by the National Institute of Drug Abuse (NIH), and usually consist of a five-panel drug screen, but may include testing for a wider variety of drugs, if requested. All results are secured and kept confidential. Those applicants who successfully pass the screening process are offered employment on a 90-day probationary period, and then attend our new employee orientation.

UNIFORMS AND IDENTIFICATION

People in your schools will always be able to recognize the facilities management services staff because they'll proudly be wearing either the ABM uniform or a special uniform chosen to reflect the character of your schools. The professional image of our team members is just one more way we work to enhance the overall image of your schools.

Employees are individually responsible for ensuring their uniforms are clean, functional, and properly presented. If replacement items are needed, the worn items are returned to branch offices and we issue replacement items immediately. The field inspection staff members, along with every level of ABM supervision and management, constantly inspect and audit employees' uniform appearance and arrange replacement of worn or damaged items.

Our agreement with Cintas, a leader in the uniform industry and ABM's primary supplier, enables us to provide you with an array of well-made, high-quality apparel to choose from. Depending on NHPS's requirements, typical uniforms can include:

- T-shirts, knit polo shirts, slacks
- Windbreakers, parkas, or other outerwear
- Smocks and aprons

All employees are also issued an official photo ID to wear as part of their uniform which must be appropriately displayed during work hours. If NHPS requires its own facility's badge, these will also be worn during scheduled work hours. Badges can be branded according to NHPS's preferences.



Recognition and Incentives

ABM’s Team Member Recognition Programs recognize outstanding employees, improve job performance and satisfaction, and create a positive working environment. Employee recognition and incentive programs formulate and execute at the regional or site level.

Team Member Recognition Programs base criteria on quality rating measurements, attendance, and other key service measurements. The result of our incentive program encourages and promotes quality and reduces employee turnover.

Customer Service Awards

ABM rewards employees with their choice of various ABM branded items at designated years of service. These items include tumblers, Bluetooth speakers, hoodies/jackets, duffel bags, water bottles, gift cards and more. The service awards distribute at 1, 5, 10, 15, 20 and 25 years of service.

In addition, team members receive service plaques at 10+ years and handwritten notes from various levels of management throughout the program. An annually held banquet recognizes employees hitting major service milestones.

ABM provides a yearly lunch for employees, safety incentive programs and monthly contests tailored to achieving district goals. Team members receiving compliments from teachers, principals, third parties etc. enter a monthly drawing in which they could win various ABM branded prizes.

We believe in recognizing talent and promoting from within. We prepare team members to take the next step into a management role, focusing on developing an hourly team member’s customer services skills, time management, delegation capabilities, management style and various other professional skills. We have managers at all levels of the organization who began as hourly service workers and have gone through various ABM programs and been promoted to the position they’re in now.



Program Examples

- Employee of the Month Awards
- Employee of the Year Awards
- Service Awards
- Customer Service Awards
- Attendance Bonuses
- Suggested Bonuses (safety, process, productivity)

In addition to on-site recognition, ABM sends out a company-wide weekly email spotlighting exceptional team members and their accomplishments.



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Kudos Across the Board for Exceptional EDU Team Member

Faculty, staff and administrators at the University of Texas of the Permian Basin (UTPB) continue to compliment the cleaning and consistency of ABM's **Veronica Ramirez!**



The client's response to Veronica's service can't help but make you smile. UTPB's feedback tells the story of someone who is sweet, cheerful and respectful as she helps makes the space around look its best. Here is what they are saying about her:

- "Veronica is very flexible and patient in waiting for me to slide out of the way so she can do her job; she pays a great amount of time and attention to detail."
- "She is timely and responsive to any request we have; she also brings positive vibes to our office and we are grateful for her."
- "Veronica is a really outstanding representative of ABM; I'm glad she's here!"

You are an excellent example of how to ELEVATE our level of service for the client, Veronica. Wonderful job!



Angie Edwards – December Employee of the Month



Craig Davis – January Employee of the Month

In addition to site and account-based recognition programs, ABM has an annual corporate employee appreciation week, which involves prizes, contests, and giveaways.

ABM's Team Member Appreciation Week



Monday – ABM pin day



Wednesday Pizza for Grounds crew from District



Tuesday – Certificate and stress globe

Appreciation Week



Wednesday – ABM bag day



Friday – Mask, Thank you card and pen, and Reese's



Thursday – Cup day

Career Development

The continual improvement of our team members through training is of utmost importance to us. As changes occur in the custodial industry, we identify both internal and external opportunities for improvement through training.

We believe that to achieve excellence in service quality we must provide extensive training to our employees and establish training requirements for contractors. Our training goal focuses on enhancement of work force productivity, safety, security, and stability. We achieve this by developing an experienced, capable pool of promotable employees and providing clearly defined career paths.

Our internal training programs considered some of the industry’s most comprehensive for facility management training and career development, we provide a full range of courses to enhance individual and team success.

We encourage employees to pursue a continual process of self-improvement with the aim of outperforming expectations. We support this through a strong commitment to continuous learning, which comes in many forms. Some examples include internal training courses, online training courses offered monthly and semi-annually and annual core curriculum requirements.

Our company culture of promotion from within motivates as an incentive for team members to stay. Many of our middle and senior managers began their careers at ABM as service workers or front-line supervisors.

Spotlight On Career Development

“I worked at Macomb under two previous providers for six years before ABM joined. They saw my potential before I saw it in myself. While working with ABM at Macomb, I’ve grown personally and professionally, developing leadership skills and friendships.”



Laron Hansend

Project Manager

Laron is ABM’s Project Manager at Macomb Community College, managing the South and Center campuses. He has worked at Macomb for 12 years, six of which under ABM. He began as a custodian before moving into a Floor Tech role. When ABM partnered with Macomb, our people leaders encouraged Laron to seek a management career path. While hesitant at first, Laron advanced twice within a year and half, landing at his current Project Manager position.

During his time at Macomb, he helped established a bloodborne pathogen cleaning program, implemented floor care improvements, and helped facilitate three large-scale presidential campaign events on campus. Laron is a strong, competent Project Manager and strives for excellence.

Team Member Discounts

Our employees are our most valuable asset. We want to help them take care of themselves and their families. In addition to a comprehensive selection of employer health and wellness benefits, we partnered with some of the biggest names in retail to provide our employees with significant discounts on the services and products they use every day.

BENEPLACE

Browse Offers

Brands Categories



Apparel
46



Automotive
30



Beauty & Fragrance
10



Dining & Grocery
34



Education
52



Electronics
39



Entertainment
854



Family
36



Financial Fitness
28



Flowers & Gifts
17



Health & Wellness
70



Home & Garden
47



Insurance
6



Moving Services
8



Office
9



Pets
9



Retail
15



Sports & Outdoors
33



Travel
1319



Wireless
14

COMMUNITY OUTREACH

ABMCares Program

Community. Philanthropy. Wellness.

The ABMCares program encourages and supports ABM employees to volunteer, donate and participate in wellness activities so they can **Make a Difference, Every Person, Every Day**.

Our business needs to positively impact the communities where we live, work and play. Many of our employees already do this by volunteering for local charities and organizations, and we want to support the charitable causes that are important to them and NHPS. Through ABMCares, we do just that by offering additional benefits to our staff and management employees.

Giving back is fundamental to who we are. We have some of the most caring employees in the world and their generosity for giving back defines us as a culture and a company. We hope that ABMCares helps our employees continue our company Mission:

To make a difference, every person, every day.



Matching program for charitable donations



Paid day off to volunteer

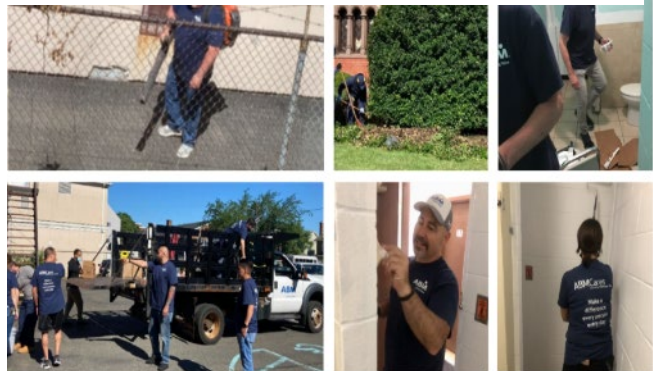


Donation to charity of choice for every 10 hours volunteered

ABMCares' Day of Service Supports Homeless Shelter

More than 30 members of our Northeast Education team made a difference for a New Jersey-based homeless organization by doing what ABM does best – make buildings look beautiful.

During the ABMCares “90 Days to Make a Difference” campaign, they gathered at **Family Promise** in Elizabeth, NJ and quickly got to work. They broke off into small groups and painted walls, repaired fences, cleaned grounds, moved furniture, stripped, and refinished floors, cut, and edged the lawn, pruned bushes and trees, and placed mulch and planted flowers. And they did it all in one day!



"Thank you for giving our space at Family Promise a makeover," said the Executive Director of Family Promise. **"Your hard work painting, landscaping, and stripping/waxing the floors has given our building a fresh new look. You were such a hardworking, cheerful, and generous presence. Thank you for brightening our day and space!"**



Training and Development

A facilities management services program can only be successful if the team members servicing your schools are properly and continually trained. We provide you with team members that have the training they need to successfully perform their duties, improve efficiency, and develop new skills. After completing training, ABM team members understand our services center on creating a clean and safe environment for NHPS's students, teachers, administrators, and staff. We emphasize a culture of ownership, which leads to higher productivity, quality, and retention.

NEW HIRE ORIENTATION AND TRAINING

During the start-up phase, our Project Managers and Supervisors conduct team member training sessions in a classroom setting. These sessions include site-specific rules and regulations, ABM policies and procedures, and basic job training.

Training for service workers concentrates on specific work tasks. Our supervisors demonstrate each task step-by-step, detailing the importance of each step along the way, and train them to perform visual inspections before completing work. The supervisors also provide guidance to the service workers as they work.

Once initial training is complete, supervisors perform recurring reviews to make sure that they are maintaining NHPS's and our standards. By empowering our team members with comprehensive training, we minimize deficiencies and quickly identify opportunities for improvement.

RECURRENT TRAINING

Our managers conduct recurrent training sessions for current and replacement team members at your schools. These technical sessions concentrate on specific job tasks and duties, such as specialized certifications and interdisciplinary training. Team members train in groups specific to their function. Compliance is measured and tracked by attendance, job performance, tests, etc. to ensure team members receive the proper level of training.

We provide ongoing support to our team members as they grow and develop in their careers. Our culture encourages team members to openly communicate with managers to develop a career path that builds on individual strengths and talents. Performance reviews further facilitate ongoing coaching and development so that each team member continues to prosper. **We do not provide this training for our subcontractors and vendors.**



ABM Team Members are:

- Technically proficient with chemicals, equipment, and methods
- Familiar with the rules and regulations of your schools
- Thoroughly trained in job safety
- Committed to providing outstanding service

MANAGEMENT TRAINING

Satisfied and highly-trained team members recognize the potential for career advancement and serve clients with excellence.

Training is an investment in our team members' and company's future. Many of our current managers began their careers as custodians and service workers. We support our managers' continuing education efforts with training curricula and support related to a myriad of relevant topics, including:

- Business acumen
- Client service
- Communication skills
- Leadership and managerial development
- Employment law and supervisory skills
- Software training
- Professional association memberships
- Safety certification courses
- Conferences or seminars
- Key control procedures

Development opportunities help team members hone leadership, management, and other skills that directly apply on the job. Team members feel encouraged to move forward personally and professionally.

Our commitment to training helps the company retain top talent and directly impacts ABM's, superior levels of quality, and client service that our clients expect and demand.

People Leader Playbook

People Leaders at ABM are managers and supervisors who have direct and frequent interaction with team members. Although job responsibilities differ between operational and non-operational leaders, successful people leaders demonstrate similar behaviors.

The Playbook presents key actions developed through conversations with managers across ABM and consists of the actions our internal research found that successful People Leaders demonstrate. The Playbook helps our People Leaders see great results that directly impact our clients through higher team productivity, improved team member motivation and accountability.



ABMUNIVERSITY

We use our own online training platform for new team member onboarding and staff development called ABMUniversity. The ABMUniversity platform enables management and hourly staff to access a comprehensive variety of service-specific and career development training courses and curricula.

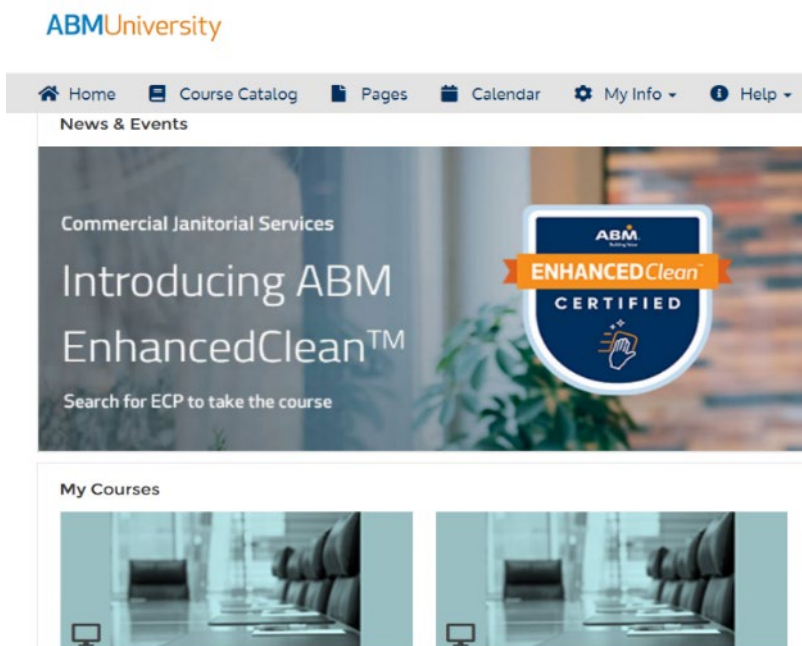
Management dashboards provide leadership with a quick look at individual progress via a Training Plan Progress Chart. We design a specific training plan for each team member, affording continuous on-demand training throughout the year.

Team member portals grant access to testing and assessments in a Netflix style course catalogue. Topics include safety, infection control, general cleaning techniques, clean-room techniques, maintenance, infection control and many more service-line subjects.

Team members provide feedback and rate the courses they take to help us provide the most effective training possible.

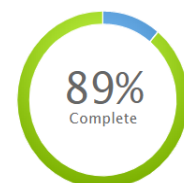
Whether self-directed or done in small workgroups, ABMUniversity helps team members stay certified, compliant, and ready to expand their skill sets. These learning opportunities have a tremendous positive impact on team member engagement and organizational performance.

We update and add new videos throughout the year to stay current with the most up-to-date materials/topics specific to job functions and infection prevention/control practices.

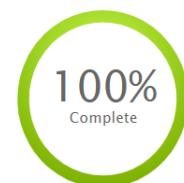


Learning Progress

Enrolled Courses



Curricula Progress



[View Learning History](#)

SAFETY TRAINING



ABM Safety Services administers the safety communication program, which includes safety training materials in compliance with government requirements for employee notification. Each month, service workers are trained on a different topic. The training is provided by various departments to ensure that it is comprehensive.

ABM's online presentation training tool, ABMUniversity, has a heavy emphasis on performing work in a safe manner. Topics covered include employee professionalism, PPE utilization, HazComm, SDS, ABM products, and corrective action for violating safety policies and rules. This training program is implemented on an on-going basis using hands-on practice; personal, videotape and classroom instruction; seminars and on-site training meetings. Current topics include:

- Safe Driving
- Electrical safety
- HazComm
- Ergonomics
- Ladder safety
- Fire safety
- Hand and finger safety
- Back injury prevention
- Asbestos awareness
- Accident prevention
- Basic first aid
- Emergency evacuation
- Personal protective equipment
- Lockdown procedures (site specific)

SPECIALIZED TRAINING – MAINTENANCE

ABM is dedicated to providing training and specific certifications to our technicians. Ongoing maintenance training for ABM maintenance employees includes, but is not limited to:

- Maintenance Fundamentals
- Electrical Systems
- Air Conditioning and Refrigeration
- Microprocessors
- Process Control Instrumentation
- Programmable Logic Controllers
- Factory Training
- Mechanical Systems
- Mechanical Maintenance Applications
- Power Plant Operations
- Process Control Systems
- Rigging and Equipment Installation

Each employee is trained in their duties and responsibilities through a combination of on-the-job training, classroom coaching, and specialized courses. These courses offer in-depth instruction to earn industry and regulatory certifications. Continuing education, retraining, or refresher training is mandatory, where applicable. Employee training, certification and licensing records will be kept up-to-date and be used as a performance indicator during annual reviews.

Electrical Training

- Electrical control circuit training – Introduce employees and students to the principles and functioning of many common electronic circuits.
- Basics of industrial electricity training – Discuss the elements and applications of electricity that are common to any industrial facility and were designed in strict accordance with the current National Electrical Code.
- Electrical motor control training – Cover overload and time delay relays, schematic symbols, wiring diagrams and installing, and troubleshooting control systems.

Mechanical Maintenance Training

- Boiler training and boiler operator training – Teaches boiler control and operations.
- Machinery lubrication training – Covers oil types, application, storage, equipment, maintenance, and greases.
- Drive training – Familiarizes employees with a variety of industrial drives found in the workplace.
- Hydraulics training – Covers how fluids exert pressure to support and move loads.
- Pneumatics training – Provides an excellent introduction to the transfer, control, and use of energy contained in compressed and flowing air.

Basic Skills

- Math training – Builds a sound foundation of elementary mathematical principles.
- Blueprint-reading training – Teaches the six principal views of the blueprint and more.
- Reading skills – Teaches employees to think critically and apply their new skills directly to their work.

Trade Skills Self-Development

We believe in Career Ladder Programs for employees is in place, we offer all trades staff the opportunity to further their technical skills through self-development courses. This learn-at-your-own-pace program is available from department management and includes more than 200 courses, including the following:

(#) = Number of lessons

Reading Blueprints and Schematics (20)	AC Control Equipment (7)
Mathematics and Measurements (9)	Electrical Troubleshooting (10)
Non-metals (6)	Maintaining Mechanical Drives (8)
Tools (19)	Installing Pumps and Piping (10)
Troubleshooting (8)	Tubing, Hoses, and Valves (10)
Basic Mechanics (20)	Carpentry (15)
Drive Components (13)	Structural Painting (7)
Pumps and Piping (17)	Flat Room Maintenance (6)
Hydraulics (11)	Plumbing Systems Maintenance (10)
Pneumatics (19)	Locks and Key Systems (5)
Rigging (7)	Landscaping Maintenance (5)
Basic Electricity and Electronics (10)	Energy Conservation in Buildings (15)
Batteries and DC Circuits (10)	Power Plant Operations (15)
Transformers and AC Circuits (10)	Principles of Air Conditioning (12)
Electrical Measurement and Safety (10)	Compressors and Condensers (15)
Motors (7)	Fluid Handling and System Control (15)

FOM Safety Training Agenda

We focus on safety in everything we do, and this is especially important to employees engaged in skilled trades.

January
Confined Space Entry - Permit Required
Fire Prevention
February
Asbestos Hazard Awareness
Hearing Conservation
March
Lockout Tagout: Authorized Employees
Workplace Violence
April
Eye Safety: Focused on Protection
GHS - Hazardous Communication
May
Heat Stress in the Workplace
Electrical Safety: Safe Work Practices
June
Hot Work Permit
Ladder Safety: Take the Right Steps
July
Machine Guarding
Materials Handling
August
Injury Prevention: Hand Safety
Respirator Awareness
September
SPCC - Preventing Spills
Injury Prevention: Back Safety
October
Personal Protective Equipment (PPE)
Aerial Lift Safety
November
Fall Protection: Elevated Platforms
Hand Power Tool Safety
December
Cold Stress
Electrical Safety: Controlling the Hazards

Training Matrix

TRAINING COURSE	POSITION							
	Night Supervisor	Day Supervisor	Foreperson	Utility Crew	Day Custodial	Night Custodial	General Maint. Tech	
New Hire Orientation	✓	✓	✓	✓	✓	✓	✓	
Quality Improvement Teams	✓	✓	✓				✓	
Customer / Supplier Partnering	✓	✓	✓					
Customer Knowledge	✓	✓	✓	✓	✓	✓	✓	
Customer Service Training	✓	✓	✓	✓	✓	✓	✓	
Supervisor Development Training	✓	✓	✓					
Basic Aviation Training	✓	✓	✓	✓	✓	✓	✓	
CSA Training-				✓	✓			
General Safety	✓	✓	✓	✓	✓	✓	✓	
Fire Protection	✓	✓	✓	✓	✓	✓	✓	
Hazcomm – Right to Know	✓	✓	✓	✓	✓	✓	✓	
Hazmat	✓	✓	✓	✓	✓	✓	✓	
Slip, Trip & Fall Safety	✓	✓	✓	✓	✓	✓	✓	
Bending & Lifting	✓	✓	✓	✓	✓	✓	✓	
Personal Protective Equipment Usage	✓	✓	✓	✓	✓	✓	✓	
Equipment & Supply Usage	✓	✓	✓	✓	✓	✓	✓	
English as a Second Language	✓	✓	✓	✓	✓	✓		
Basic Carpet Cleaning	✓	✓	✓	✓	✓	✓		
Equipment Maintenance	✓	✓	✓	✓	✓	✓	✓	
Daily Floor Maintenance & Top Coating	✓	✓	✓	✓	✓	✓		
General Office Cleaning	✓	✓	✓	✓	✓	✓	✓	
Lobby & Entryway Cleaning	✓	✓	✓	✓	✓	✓	✓	
Restroom Maintenance	✓	✓	✓	✓	✓	✓	✓	
Dusting & Spot Cleaning	✓	✓	✓	✓	✓	✓		
Cafeteria & Break Area Maintenance	✓	✓	✓	✓	✓	✓	✓	
Warehouse & Production Maintenance	✓	✓	✓	✓	✓	✓	✓	
Under floor Cleaning	✓	✓	✓	✓	✓	✓	✓	
Lighting Service Basics	✓	✓	✓	✓	✓	✓	✓	
Lamp Replacement	✓	✓	✓	✓	✓	✓	✓	
Elevator & Lighting Troubleshooting	✓	✓	✓	✓	✓	✓		
Emergency Lighting	✓	✓	✓	✓	✓	✓		
Advanced Lighting Service							✓	
Advanced Elevator Service	✓	✓	✓	✓	✓	✓	✓	
Radio Equipment & Communication	✓	✓	✓	✓	✓	✓	✓	

SPECIALIZED TRAINING – CUSTODIAL

The goal of our custodial training program is to help the team members understand the procedures for basic cleaning and improve their efficiency, productivity and capabilities. During initial training our instructor demonstrates the five basic cleaning skills of vacuuming, dusting, spot cleaning, trash removal and restroom cleaning. Instructional videos are used to supplement the hands-on instruction. All the following training guides are available to your custodial staff and can be provided by your area or Account Manager upon request:

- Carpet Care
- Resilient Floor Care
- Matting
- Spotting
- Surface Cleaning
- Dust Mop
- Deep Cleaning Restoration
- Floor Care Maintenance
- Sports Floor Care
- Upright Vacuum Cleaning
- Dusting
- Office Cleaning
- Restroom Cleaning
- Job Skill – Cleaning Procedure Manual

Custodial Training Agenda

- Orientation to ABM and to the school(s)
- Orientation to specific facility rules and regulations
- ABM policies and procedures
- Safety training (policies, emergency procedures, chemical use and handling, personal protective equipment, blood-borne pathogens, hazard recognition, lifting and material handling, etc.)
- Office, restroom and common area cleaning procedures
- Green cleaning processes via ABM Green Care™
- Explanation of individual job duties
- Key control policies and procedures
- Proper use of tools and equipment
- Waste Disposal
- Site security rules and procedures
- Newly branded ABM Uniform distribution
- Recurrent Training Sessions (particularly if service levels change)
- Understanding contracts and agreements for after-hours access
- Observing and reporting student behavior
- Data services/systems that monitor key usage

STANDARD OPERATING PROCEDURES

We created APPA-influenced best practice standard operating procedures to achieve sustainable, high-quality performance. These procedures train and ensure our team members keep up to date on proper use and care of grounds equipment and processes as well as any certifications necessary.

The ABM Hub is a library where we house our Standard Operating Procedures (SOP), Work Instructions (WI) and policies. Every team member has access to the ABM Hub. This resource explains how to perform a task and details items such as safety requirements and resources of additional information.

The ABM Hub contains information on our daily grounds' tasks and references information for every service we provide including accounting, human resources, and business operations.



Custodial HUB Documents

Available SOPs

- WOR - Weekly Operating Review
- Education Pro Forma Tool
- Start-up Orders for Equipment and Supplies
- Custodial Orientation Training
- Core Custodial Program Essentials
- Client Business Review CBR
- Automated Report Card and Survey
- Reduction of Cold and Prevention of Influenza Outbreaks
- Cleaning Cart set-up
- Managing Lice and Scabies in the Education setting
- Custodial Closets
- Enterprise Sustainability "Green" practices
- Carpet Maintenance Program
- Hard Surface Floor Maintenance Program
- Restroom Maintenance Program
- SITE Quality Inspections

K-12 POD TRAINING

Our highly trained staff is one of the many reasons for our success in K-12 school districts. Our semi-annual specialized “pod” training program designed specifically for the K-12 environment ensures each team member properly trains to deliver the best-in-class service our clients deserve.



TRAINING FREQUENCIES

A lead manager conducts the training courses in the following departments: Operations, Safety, and Human Resources.

Training Topic	Frequency	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL
Attitude/Behavior	Quarterly		●				●				●		
Cleaning Professionalism	Quarterly	●				●				●			
Drug & Alcohol Abuse	Quarterly			●				●				●	
Harassment Prevention	Quarterly				●				●				●
Quality Customer Service	Quarterly		●				●				●		
Restroom Cleaning & Maintenance	Semi-Annually					●							●
Spill Clean-up	Semi-Annually						●					●	
Baseboards	Annually									●			
Be Safe & Lift Properly	Annually		●										
Biohazards	Annually			●									
Carpet Cleaning	Annually					●							
Chemical Safety	Annually	●											
Classroom Training	Annually				●								
Communicable Diseases	Annually							●					
Communication	Annually								●				
Corrective Action	Annually												●
Damp Mopping	Annually										●		
Effective Barricading	Annually				●								
Floor Finishing	Annually						●						
Floor Mats	Annually									●			
Floor Stripping	Annually						●						
Key Control Policy	Annually	●											
Lifting & Back Safety	Annually										●		
PPE	Annually							●					
Security & Awareness	Annually			●									
Speak Up About PPE Problems	Annually											●	
Trashing & Waste Management	Annually								●				
Upright & Backpack Vacuuming	Annually		●										
Windows & Mirrors	Annually					●							

SPECIALIZED TRAINING – GROUNDS

We provide innovative processes developed through decades of experience to address your campus needs. We work with your team to establish a strategic plan and implement our efforts successfully. We emphasize ongoing development for our team members.

Grounds Maintenance

Team members receive comprehensive orientation and ongoing training that familiarizes them with your history, campus, and goals. This approach reinforces our methods of operations while providing high-quality results with a focus on safety while we work for you and your community.

Orientation

Our orientation prepares team members for NHPS' protocol, communicates work rules, highlights ABM's policies and procedures, and establishes an understanding regarding expectations of ABM and New Haven Public Schools. Our online new hire site provides webinars and learning modules to make onboarding consistent for all employees. New team members learn at the pace that best suits them and serves as a reference point for current team members.

Weekly

Reinforcement training sessions related to the monthly safety and technical training topics. Sessions incorporate into the daily huddle sessions.

Monthly

Safety and technical training related to facilities operations and maintenance. The site-specific safety training sessions reinforce ABM's focus on safety and address changes, or updates issued by the federal, state, or local governments.

Annual

Annual training sessions which serve as a refresher of orientation, to update any changes in federal, state, or local requirements and address site-specific changes.

New Hire

New Grounds Technicians spend the first week working with and assisting an established technician. This gives them first-hand experience with the local account, and an insight to their level of experience. This opportunity encourages and promoting safer, more efficient, and productive team members.

TECHNICAL TRAINING

Technical training sessions support New Haven Public Schools as we pursue the highest quality services possible. Each month, technicians participate in technical training sessions designed to refine our service delivery. We reinforce skills, promote cross training, and communicate industry/policy updates.

Monthly sessions are flexible to allow our on-site team to deliver the most relevant material. Our proposed project manager conducts training specific to the sites' requirements and specialty training provided by our manufacturer or supplier partners.

Technical training topics include:

- Working in High Temperatures
- Working in Heat
- Work Zone Training
- Vehicle Inspections
- Using Hearing Protection
- PPE Method Use & Guide
- Lawn Maintenance Safety
- Equipment Cleaning Practices
- Preventing Skin Irritation
- Lawn & Bed Edging
- Inclement Weather Safety
- Hand PPE
- Fatigue Management
- Identifying & Removing Hazards
- Pesticide General Safe Practices
- Pesticide Tips
- Riding Mower Rollover Protection
- Mobile Equipment Safety

GREENIUS

ABM partnered with Greenius, an online based safety and customer service training module devoted specifically to the landscape industry. Greenius has over 50 videos on training.

Managers ensure every team member follows the training plan set up at their sites. Training can take place on a cell phone, computer, tablet or by paper.

Training and quiz scores are tracked and used to encourage team members to apply the information learned from the courses to assigned tasks.



CHEMICAL SAFETY TRAINING

We provide safe to use and are environmentally friendly products, and assure the following:

- Proper Product labeling
- Products have easy to read labels that surpass OSHA standards and laminated to ensure durability
- Products are assigned a numeric and color-coded identifier to aid team members in recognizing the product.
- Phone numbers provided allow the team members to call with questions and/or address any emergency question 24 hours a day
- Chemical specific training for all team members
- Chemical training includes but is not limited to:
 - School maintenance online training videos on ABMUniversity
 - Accessible Safety Data Sheets. SDS are maintained at each work site in addition to being available at any time by contacting our Supply Division directly

Managing Risk through Safety Programs

ABMWAY

As part of the ABMWay, our documented processes ensure success for our clients, team members, and company. We commit to fostering a safe working environment for every team member at all locations, every day.

The ABM ThinkSafe culture proactively prevents, detects, and corrects any safety or risk concerns that may arise. ThinkSafe ABM program promotes the idea that all workplace accidents are preventable – if you make focusing on safety an integral part of your day. We strive to create a world-class culture in all we do, and safety is a vital part of that objective.

Our Risk Management consists of both Safety and Claims Managers, working jointly with Operations, to ensure the safety and well-being of our team members and your students, teachers, administrators, and staff. Our policy:

- Maintains a safe workplace for its team members
- Uses methods and processes to protect our team members and the public
- Prevents damage to property and the environment
- Maintains and enforces a program to fulfill this responsibility

To ensure common goals and objectives, Safety and Claims Managers report to the Vice President of Risk and Safety. Our team of dedicated safety professionals that liaise our Branch Operations to ensure the ABM safety culture is forefront in our team members' minds – every day. Dedicated safety professionals who are highly trained in their respective fields support each industry group.



Current Programs

- ThinkSafe
- Telematics
- Nurseline
- Concentra National Clinic
- Stay-at-Work
- Telephonic Nurse Case Management (TCM)
- Safe Work Observation Process (SWOP)
- Moment for Safety



THINKSAFE PROGRAM

To reach approximately 110,000 employees, we developed the following programs as cornerstones of ABM's ThinkSafe Program:

Moment for Safety

Every day at ABM, our managers share a Moment for Safety with their teams. This promotes safety awareness to the specific topic of the day and sets their minds to carry out their tasks safely. Examples of Moment for Safety topics include:

- How to Avoid Accidents
- Safe Lifting Techniques
- Hand Protection
- Ladder Safety
- Fire Safety
- Slips and Falls
- First Aid
- Personal Protective Equipment
- Machine Guard Use
- Power Truck Safety
- Lock Out for Safety
- Learn from Near-Accidents
- Safe Walking
- COVID-19 Topics

Safe Work Observation Program (SWOP)

SWOP is designed to foster management engagement and ownership in Safety and Risk. Leaders conducting the tours include Branch Managers, Regional Vice Presidents, Regional Operations Managers, industry group and C-suite executives.

These tours enhance the understanding of daily tasks and promote dialogue about safety and safe working environments. They visibly demonstrate our commitment to the safety and welfare of our team members.

Empowerment of Field Locations

Every operations manager, supervisor, site lead, and team member are a crucial part of ABM's Injury and Illness Prevention Program. This program aims to:

- Provide safety orientation training for new team members
- Train employees in the procedures and practices that would keep them safe
- Conduct site safety inspections
- Perform hazard assessments to identify safety system and process deficiencies
- Take proactive actions to mitigate identified hazards
- Perform and document safety work observations
- Provide necessary documents to injured team members; arrange for their timely medical assistance; and expedite their return to work
- Conduct thorough investigations of incidents and implement preventive actions

These programs are embedded into ABM's culture and provide opportunities to minimize injuries and property damage. When incidents do occur, our risk management programs become essential to get employees back to good health and back to work. Our Safety and Risk Management teams developed powerful tools to identify and mitigate hazards and other risk-related issues.

Risk Management Resources and Programs

As an ABM partner, you have resources to depend on, including specialists in safety, training, prevention, workers' compensation, Sarbanes-Oxley (SOX), liability, claims and insurance management. To manage the safety of your schools and stay ahead of the latest safety procedures, ABM's Safety Committee meets monthly to:

- Report on training, inspections, and incidents
- Revisit safety objectives and loss prevention goals
- Provide recommendations for the prevention of future incidents
- Review monthly Branch Safety Reports

Below, a few of the primary tools we use to teach safety awareness and manage performance include:

COVID-19 Exposure Control Plan

This plan offers enterprise-wide protection of our team members and the public to reduce COVID-19 exposures, and to be the model of excellence in workplace safety and health.

It includes the development of program standards to ensure compliance with guidelines established by the Occupational Safety and Health Administration (OSHA) and the Center for Disease Control and Prevention (CDC).

ABM Safety and Health Manual

This manual describes the essential policies related to organizational responsibilities, safety program organization, safe work practices and recordkeeping requirements. It helps us apply procedures consistently at every site.

Safety Communications

Our supervisors have online access to the ABM library, which includes over 130 training topics.

Because the ABM workforce represents a diversity of cultures and languages, our programs, training content and communication materials are frequently translated into one or more of 30+ languages represented by ABM team members.

OSHA Injury and Illness Recordkeeping

ABM maintains and monitors the OSHA 300 Log recordkeeping process to comply with Federal requirements, and to track safety performance at the local level, providing real-time incident rate data.

Loss Control

ABM monitors our Experience Modification Rates (EMR) to better understand and lower our workers' compensation costs. Since an EMR compares our claims experience to other employers of similar size in our industry, it is a measure of how ABM's loss prevention and control practices compared to the competition. Our intrastate EMR consistently falls below 1.0, better than the industry average.

Motor Vehicle Record (MVR) Check and Driver's Alert Programs

We check team members' personal driving records if they are to drive a company vehicle. Periodic re-checks determine their continued eligibility. We require that ABM vehicles have a decal asking the public to report unsafe driving via a toll-free number.

Safety Hotline

To reinforce the importance of our ThinkSafe culture and empower our team members to address safety concerns as they arise, ABM has a toll-free Safety Hotline. This hotline (1-866-208-2114) is available 24/7, and it gives employees a means to report safety issues.

Team members are encouraged to first notify supervisors of safety hazards or issues. The hotline can be used as an alternate method to address safety concerns when a supervisor is not readily available.

Telematics

ABM fleet vehicles are equipped with telematics systems that monitor team members' driving habits, including speed of travel, seatbelt use, idle time, and vehicle location at every stop.

Data collects automatically, and audible alerts sound whenever a driver exhibits unsafe behavior. Driving habits, patterns, and violations of the policy are reviewed periodically and used to coach drivers in safe driving behaviors.

Stay-at-Work Program

A specific focus on returning injured team members to work once the provider releases the team member with light-duty work. This program promotes quick re-integration into the workforce.

Safe Work Observation Process (SWOP)

A process that reinforces ABM's safety culture through safety observations, communication, and training. Objectives include:

- Recognize and coach team members
- Create a safe work environment
- Demonstrate how to use equipment and tools properly
- Reduce risk of injury

Safety Training Videos

We created a series of online safety training vignettes to provide timely training of new employees and retraining when situations warrant.

Medical Evaluation

A first call nurse triage program assesses on-the-job injuries for appropriate treatment. This ensures that possible injuries are detected and treated promptly and properly.

National Clinic Program

A specialized national network of clinics focused on assessment and treatment of work-related injuries.

Telephone Nurse Case Management (TCM)

Using qualified nurses to assist with the medical management component of team member injuries. This program ensures care for our injured team members.

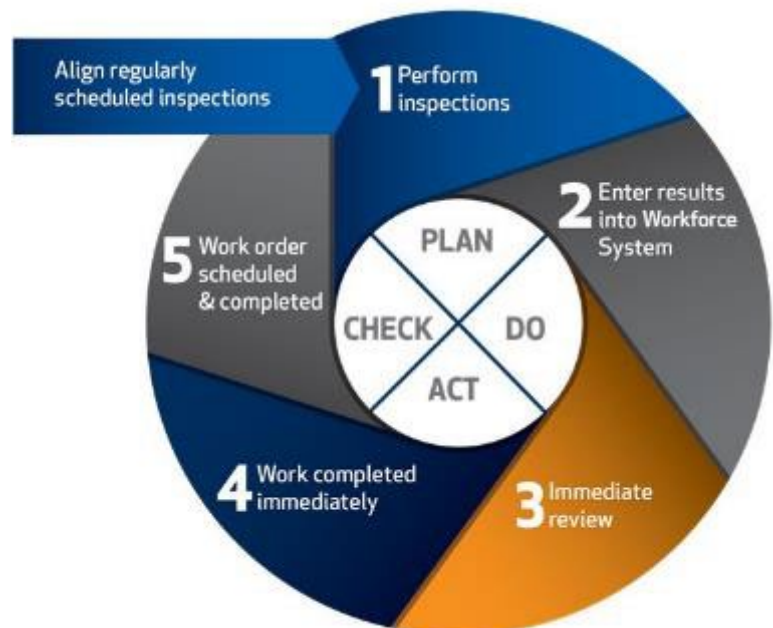
Management Programs, Technology, Systems, Quality Assurance and Reporting

CONTINUOUS IMPROVEMENT AND PERFORMANCE MONITORING

The goal of ABM's KPIs is to establish appropriate measurements that enable our management and site service personnel to determine whether we are meeting our performance and operational commitments to New Haven Public Schools. KPIs are mutually agreed upon to track the criteria that is important to you. Once the criteria are agreed upon, surveys are conducted prior to start-up to establish an initial baseline, and KPIs are assessed monthly throughout the course of our partnership.

Working with New Haven Public Schools, we establish customized reporting formats for client business reviews. These are reviewed in detail during prescheduled business review meetings. Established and measured regularly, criteria such as the following are common areas of interest among our current clients. KPIs such as these can be tracked to set improvement goals and illustrate progress over time.

- Accomplishments / Action Items from Previous Quarter
- Risk Management
 - Safety Audit Results
 - Incidents
 - Safety Training
- Quality Assurance
 - Inspection Scores
 - Performance Survey Results
 - Work Order Management
 - Scope Modifications or Changes
 - Ongoing Training
- Cost Analysis
 - Out of Scope Invoicing
- Value Added Services
- Future Initiatives / Goals



Once these measurements have been recorded and analyzed, we create solutions and implement best practices across all your locations.

Proposed Meetings and Joint Reviews

We believe that personal communication with you enables us to address cleaning issues, spot trends and make necessary adjustments before concerns become problems. To that end, we’re proposing two different ways to review our services with you: regular meetings and joint reviews.

Regular meetings are client and site specific and are typically established during the transition phase. These meetings are scheduled at a frequency requested by client management and typically address special needs within the facility, updates on cleaning, and service-related issues.

Joint reviews are formal meetings between ABM and New Haven Public Schools which we recommend being scheduled either quarterly or semi-annually, more often if necessary in the beginning of our transition. During these meetings, we report key performance indicators (KPIs) regarding our service at your sites. This includes reporting and analyzing our quality scores, survey results, work order statuses, employee turnover, actual year-to-date costs versus budget, or costs outside of scope that you have requested. We will incorporate your feedback into our reviews and be on the same page regarding our overall partnership. We also use this opportunity to set future goals and initiatives.

Sample Meeting Schedule

Frequency	Purpose	Performed By	Meeting With
Daily	To address special needs update on cleaning, etc.	Account Manager & Zone Managers, Supervisors	NHPS Representative
Weekly (upon request)	Service relations and quality control inspections	Account Manager and Zone Managers	NHPS Representative
Weekly for 30 days	Transition, cleaning, and service	Account Manager, Zone Managers, and Regional Director of Operations	NHPS Representative
Monthly	Review of service performance and quality control inspections	Account Manager, Zone Managers, and Regional Director of Operations	NHPS Representative
Client Business Reviews	Cleaning, service, business issues and service performance review	Account Manager, Zone Managers, Regional Director of Operations, and Regional Vice President	NHPS Representative

Measuring Our Performance

QUALITY ASSURANCE SYSTEM

Our quality management system identifies where to focus our efforts. We proactively pinpoint areas of opportunity and target problem areas, using a detailed strategy based on best practices. We create and execute the solution. Through planning and standardization, we engage our team members to optimize processes and achieve results.

PROCESS IMPROVEMENT

We engage in a proactive improvement strategy to identify areas of opportunity, target problem areas, formulate a detailed strategy, and execute the solution. Through planning and standardization, we engage our team members to optimize processes, so you receive the best service.

INSPECT

Inspections let us monitor buildings to identify any items that may have been overlooked during service. As our partner, you can participate in the data collection if you want.

We inspect your schools on a regular schedule and enter data into the system allowing for real-time access to inspection results. Customized quality control inspection reports show results and trends.

Information determines actions necessary to maintain compliance, improvement, and your satisfaction.

- ABM internal web-based inspections
- Manager and supervisors/leads
- Joint inspections with NHPS, ABM senior leadership, supervisors/leads and frontline team members
- Monthly building administrator surveys
- Face-to-face meetings and ongoing communication with building staff
- Team member safety inspections



We establish a quality culture that focuses on your satisfaction, engages team members, and continuously measures performance to improve.

CORRECT

To ensure your schools look their best, we quickly correct any area of insufficiency identified during inspections. Team members will be immediately notified of any areas of concern that need redressed. Items requiring more detailed work will be scheduled appropriately.

COMMUNICATE

“Real-time” readily accessible reports allow our clients and our site personnel the ability to analyze and extract information to maintain service performance.

These reports provide trended statistical analysis from which fact-based operational decisions can be determined and/or affirmed. These results allow us to evaluate and create a go-forward plan.

- Commend team members
- Implement a specific training plan
- Improving processes
- Reviewing supervision and/or employees

ABM can tailor a solution for your individual needs, other options available based on NHPS needs:

- Automated communication, resulting in reduced response time
- Inspection work order tracking
- Constant access, communication, and tracking

SITE INSPECTIONS

ABM uses a custom enterprise inspection system, designed to assist in the field of facility service inspections. We created this tool for accomplishing these areas:

- Provide recent, relevant, performance history to ABM and clients
- Accurately record data for the level of service performed
- Allows managers to view responsible performance history
- Real-time readily accessible reports analyze and extract the necessary information to maintain service performance
- Client Services and Center of Excellence team members support SITE system users
- IT and Center of Excellence departments centrally control the server-based data to ensure regular maintenance, security, and updates
- Nightly system backup as part of our IT department’s disaster recovery plan
- Clients participate in data collection

GRADING SCALE

During inspections, tasks are rated on a scale of specifications in the contract defined as “Satisfactory,” “Unsatisfactory” or “Not Applicable”. The total for tasks becomes the quality score for the site(s). Users grade the completed process steps when servicing a room type.

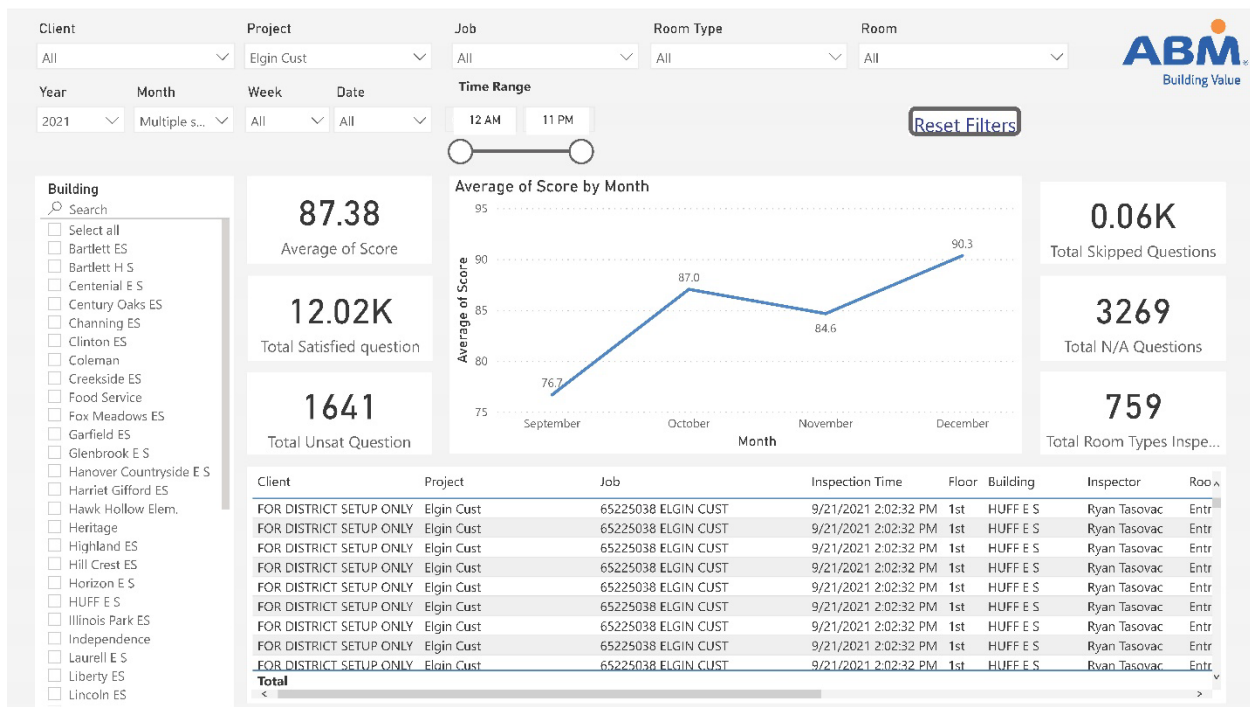
This system allows text and picture documentation to pinpoint findings and determine corrective actions. As an added value, every room type identifies maintenance questions for maintenance issues. Inspectors enter non-emergency maintenance items found, which can be viewed online or printed after inspection is completed.

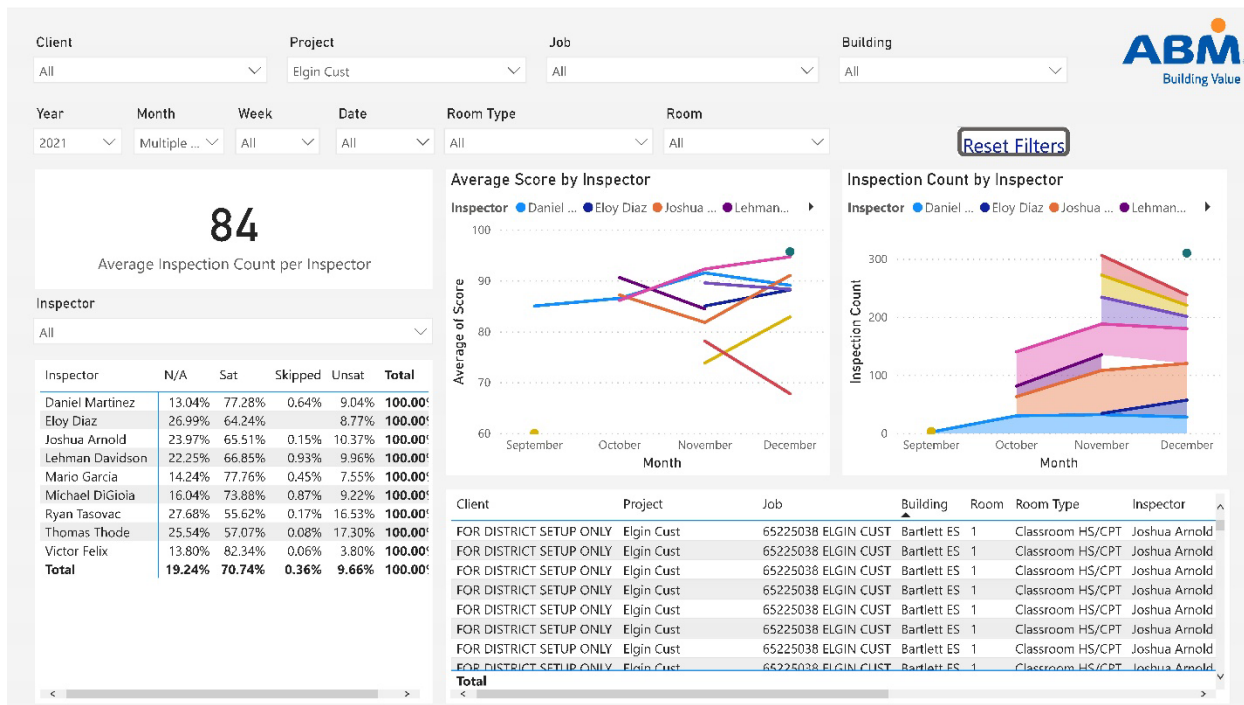
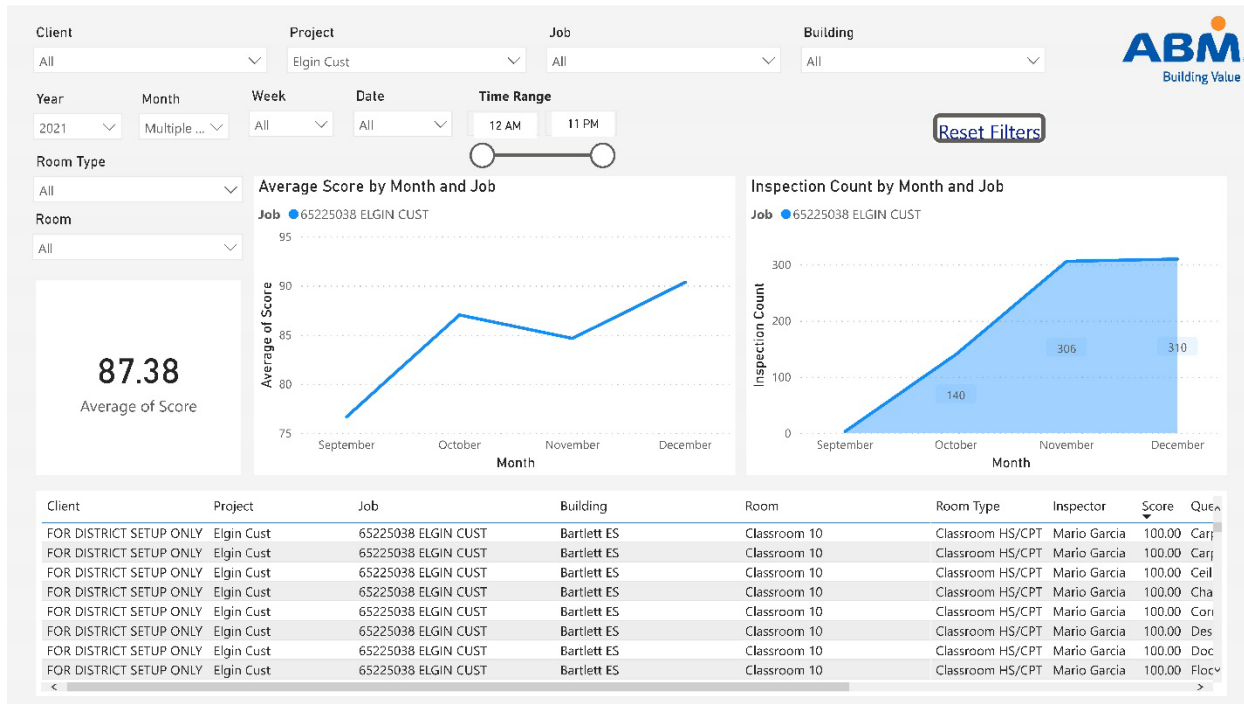
SITE INSPECTION REPORTS

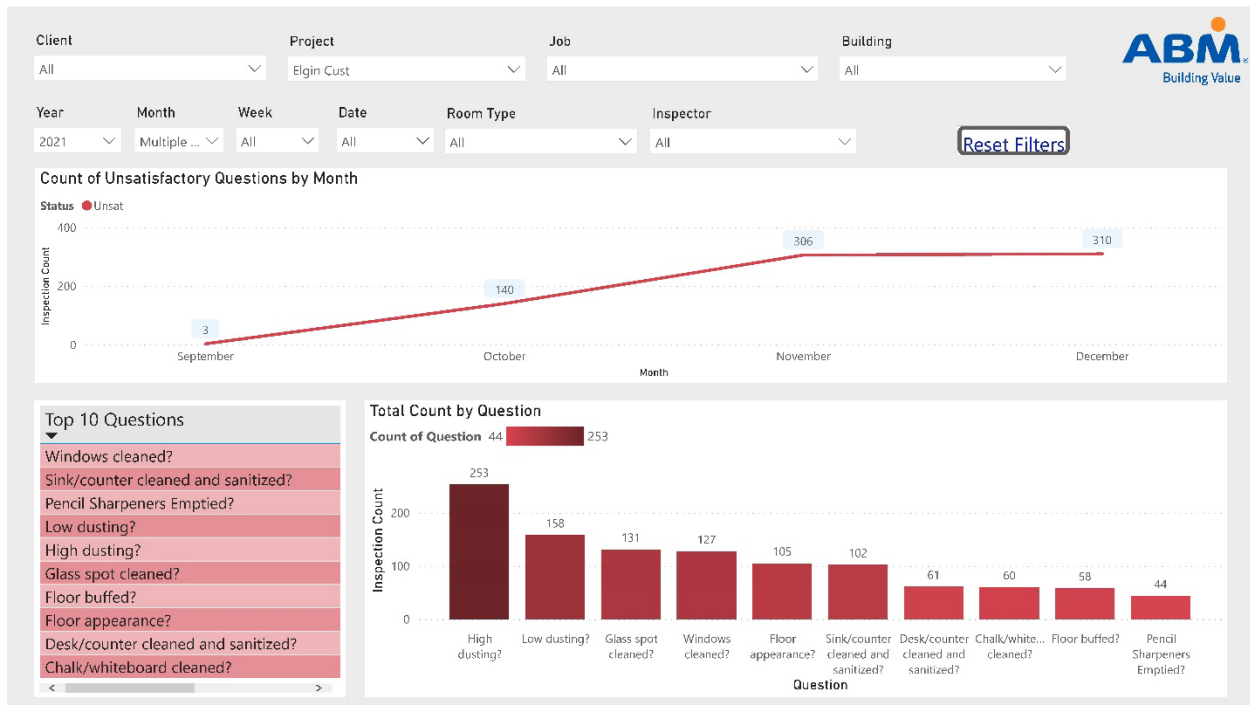
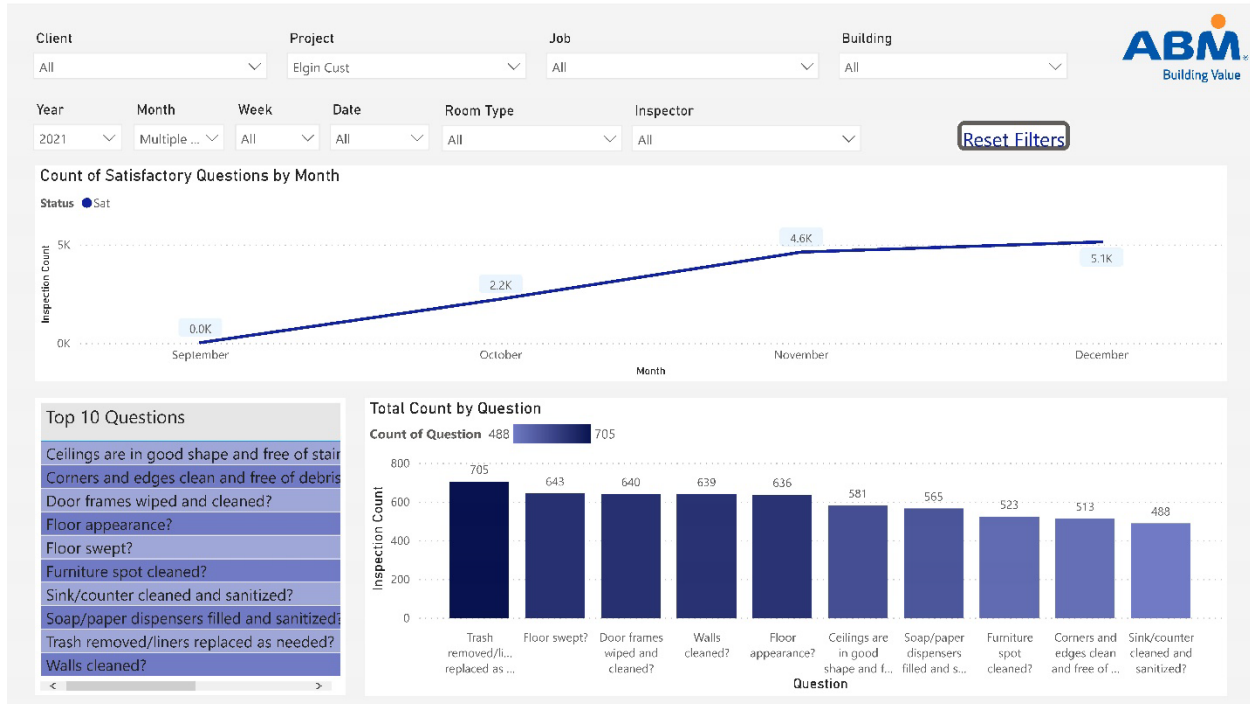
We assign inspection goals for all frequencies and alerts for facilities to be inspected within a specified timeframe. We provide monthly, quarterly, and/or semi-annual reports. Results can be sorted and viewed by:

- Entire Facility
- Individual Building
- Floor
- Inspector
- Room Type
- Question

Sample Reports

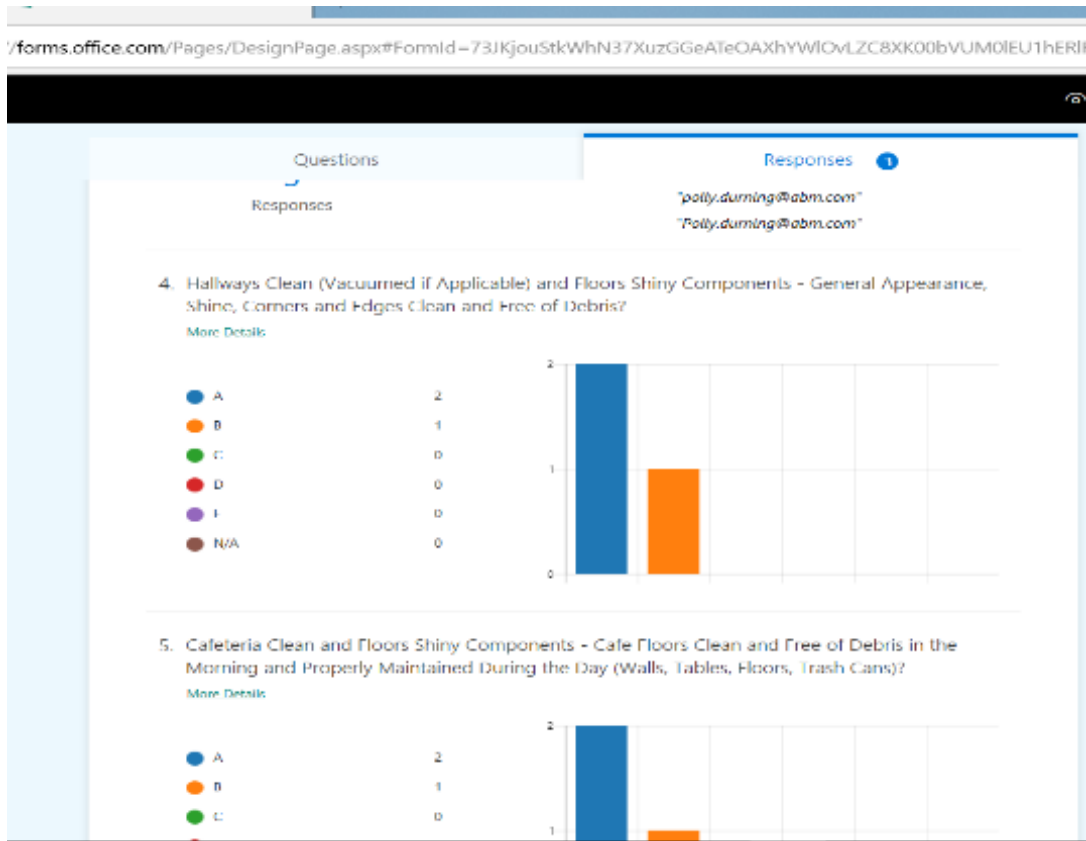






Customer Survey

We take our quality assurance seriously and we consider your input to be vital to make improvements to our services. One such way we receive feedback from our clients is through customer surveys or Report Cards. We share links to online surveys for each of our services to our client principals. They complete the surveys based on service, timeliness, cleanliness of specific areas, etc. Once completed, we can share and export these surveys to an Excel file, create graphs, etc. to further analyze what areas we can improve to better serve our clients and meet expectations.





ABM
Building Value

ABM Education Client Survey 2021 (NEMW)

We value your feedback on our services and would appreciate a few minutes of your time to complete this survey.

* Required

INFORMATION

1. Name: *

2. Your Email: *

3. Location-District/College/University Name: *

4. Location-City/State: *

5. Please check the service lines that ABM provides to you; *

Custodial/Janitorial

Landscaping/Grounds

Maintenance/Engineering

Other

6. Did you know about ABM's other service offerings? (i.e. Janitorial, Parking and Transportation, Engineering, Integrated Facility Services, HVAC/Mechanical, Electrical/Electrical Power, Lighting, Mission Critical, Energy, Landscape & Turf)

Next

Page 1 of 3

Never give out your password. [Report abuse](#)

ADDITIONAL REPORTING

Our goal is to provide you with timely, relevant information. We will customize reports to meet your requirements and fit your format. You can view these reports online or receive them in hard copy. We will provide reports weekly, monthly, quarterly, and annually with a roll-up of the information to illustrate year-to-date performance. We can provide report recommendations, however, the format of the report and the frequency are up to you.

Examples of standard reports we can provide include:

- Total Spend
- Response Time
- Additional Service Detail
- Inspection Results
- Work Order Status
- Timekeeping
- Work Order Priority
- Training and Safety

Sample Quarterly Custodial Business Report Breakdown:

Financial Analysis

- Current Fiscal Year Conformance to Budget
- Current Fiscal Year vs. Previous Fiscal Year Comparison
- Year to Date Spreadsheet Attachments
- Customized according to NHPS requirements

Work Orders

- Segmented Work Order Analysis
- Close Loop Service Compliance
- Process Improvement Opportunities
- Customized according to NHPS requirements

Inspections

- Customized to NHPS requirements

Workforce Management

- Employee Incentive Plan Status
- Turnover
- Absenteeism
- Promotions
- Terminations
- Screening
- Customized according to NHPS requirements

F=Training & Safety

- Operational Training Subjects and Compliance
- Safety Training Subjects and Compliance
- Incident Report Summary
- Customized according to NHPS requirements

Cost Savings & Service Improvement

- Cost Reduction Activities
- Cost Avoidance Activities
- Customized according to NHPS requirements

Equipment & Assets

- New Equipment Purchased
- Customized according to NHPS requirements



Just Ask Our Clients – Confidential

SIMILAR CLIENTS

ABM has been serving K-12 school districts for more than 45 years and currently provides facility services more than 350 K-12 districts of all sizes and over 220 colleges and universities across the country, including many who receive multiple services from ABM:

Regional K-12 Partners

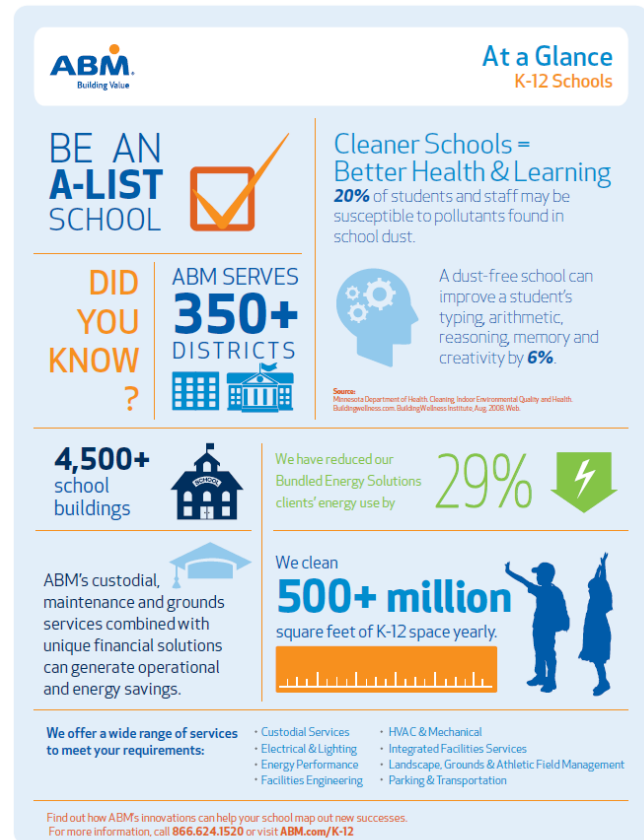
- The School District of Philadelphia, PA
- North Kingstown School Department, RI
- The Chapin School, NY
- Villa Maria Academy, NY
- Uxbridge Public Schools, MA
- Choate Rosemary Hall School, CT
- Flood Middle School, CT
- Hopkins School, CT
- Kent School, CT

Regional Higher Education Partners

- Widener University, PA
- Suffolk University, MA
- Northeastern University, MA
- Trinity College, CT
- Hiram College, OH
- Virginia State University, VA
- Kean University, NJ


K-12 IFS Partners

- Ann Arbor Public Schools, MI
- Metropolitan Nashville Public Schools, TN
- Baltimore City Public Schools, MD
- Manassas Park Public Schools, VA
- Milwaukee Public Schools, WI
- Stafford County Public Schools, VA
- School District of Philadelphia, PA
- Saginaw Public Schools, MI
- School District of Lancaster, PA




ABM
Building Value


At a Glance
K-12 Schools


BE AN A-LIST SCHOOL 

Cleaner Schools = Better Health & Learning
20% of students and staff may be susceptible to pollutants found in school dust.

DID YOU KNOW ? ABM SERVES **350+ DISTRICTS** 

A dust-free school can improve a student's typing, arithmetic, reasoning, memory and creativity by **6%**

4,500+ school buildings 

We have reduced our Bundled Energy Solutions clients' energy use by **29%** 

ABM's custodial, maintenance and grounds services combined with unique financial solutions can generate operational and energy savings.

We clean **500+ million** square feet of K-12 space yearly. 

We offer a wide range of services to meet your requirements:

- Custodial Services
- Electrical & Lighting
- Energy Performance
- Facilities Engineering
- HVAC & Mechanical
- Integrated Facilities Services
- Landscape, Grounds & Athletic Field Management
- Parking & Transportation

Find out how ABM's innovations can help your school map out new successes. For more information, call 866.624.1520 or visit ABM.com/K-12

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REFERENCES – CONFIDENTIAL

Hear first-hand how we build value for our clients. Below are districts similar to New Haven Public Schools for whom we currently provide services.

The School District of Philadelphia	
Location	440 N. Broad Street, Philadelphia, PA 19130
Client Contact	Oz Hill, Deputy Chief Operating Officer
Phone / Email	(215) 400-6626 / ohill@philasd.org
Contract Start Date	July 2019
Services	Custodial, Grounds & Facilities Maintenance for District administrative offices. Added supplemental custodial for 25 district buildings.

Fairfield University	
Location	1073 N Benson Road, Fairfield, CT 06824
Client Contact	Peter Crowley, Director of Facilities Management
Phone / Email	(203) 254-4000 ext. 2491 / pcrowley@fairfield.edu
Start Date	November 2018
Services	Custodial Services for 2.0M sq. ft.

Trinity College	
Location	300 Summit Street, Hartford. CT 06106
Client Contact	Tom Fusciello, Associate VP of Construction
Phone / Email	(860) 297-4198 / tommasi.fusciello@trincoll.edu
Contract Start Date	July 2019
Services	Custodial Services and Maintenance for 1.9M sq. fett and Grounds services for 104 acres

Albertus Magnus College	
Location	700 Prospect Street, New Haven, CT 06511
Client Contact	Jim Schafrick, Assistant VP for Finance & Operations
Phone / Email	(203) 773-8507 / jschafrick@albertus.edu
Contract Start Date	2019
Services	Custodial Services for 400,000 sq. ft.

Royal Oak Schools	
Location	800 Devillen Ave.. Royal Oak, MI 48073
Client Contact	Jeff Synowiec, Maintenance Coordinator
Phone / Email	(248) 545-0064 / jeff.synowiec@royaloakschools.org
Contract Start Date	July 2010
Services	Custodial, Grounds, and Maintenance Services for 1M sq. ft.

Lake Ridge School Corporation	
Location	6111 West Ridge Rd., Gary, IN 46408
Client Contact	Dr. Sharon Johnson-Shirley, Superintendent
Phone / Email	(219) 838-1819 / sshirley@lakeridge.k12.in.us
Contract Start Date	March 2013
Services	Custodial and Maintenance Services for 500,000 sq. ft. and Grounds Services for 100 acres

ABM IMPACT

6,000% Faster Maintenance Response for Idaho School District

Cassia County School District 151 in southern Idaho had a backlog of maintenance requests that were going unresolved across the district’s 22 educational and administrative institutions. Years of backlogged maintenance issues were impeding the ability to perform daily tasks, frustrating faculty and administrators.

Goals:

Better Maintenance and Cost Savings: With goals to resolve deferred maintenance, better allocate funds and add more efficient guidance to their managerial approach to maintenance, ABM was brought in to outsource the district’s maintenance program.

Community-first Approach: Cassia County is a community-driven district geographically larger than the state of Delaware. Its residents value tight-knit relationships with their schools. From the start, ABM took a community-first approach to its solution. A united maintenance team was formed to quickly tackle old issues and address new ones while improving team morale, equity and responsibility. ABM integrated its footprint across Cassia County and offered significant employment opportunities, becoming a trusted source for maintenance and facility services.

Immediate Impact and Results: With the new approach, response times decreased from 256 days to 0.18 days. Resolution time decreased from 672 days to 10 days. Faculty satisfaction reached an all-time high.

Extending Budgets and Services: ABM’s buying power also allowed Cassia to stretch the budget farther than previously possible. District stakeholders have been so pleased with the results that ABM started an improved facility grounds program to bring enhanced landscaping to Cassia County along with the maintenance and custodial work.

CASSIA COUNTY SCHOOL DISTRICT 151

16 Schools	5,600 Students
800 Total employees	340 Certified staff
6 Communities served	2,500 Square miles in district across three counties

RESULTS

- \$11 million in deferred maintenance addressed
- Response time decreased from 256 days to 0.18
- Resolution time decreased from 672 days to 10
- Estimated 30% stretch per dollar
- 98 special projects completed during extended summer of 2020
- Faculty satisfaction at an all-time high

Testimonials



Ashley Lindsey
Director of Facilities
Department of Campus Planning and Facilities
Suffolk University
Phone: 857.895.4545
Email: alindsey@suffolk.edu

April 20, 2021

To whom it may concern:

I have had the pleasure of working with our team from ABM since the start of their contract 3 years ago. Over that time, they have become an integral part of the Suffolk community. They are consistent with their performance of the base integrated facilities management contract and frequently go above and beyond, managing special projects to make the campus a better place. I commonly receive unsolicited positive feedback relaying the team's reliability and friendly demeanor while completing work. Some members of the team have been working for Suffolk University for many years, through in-house and other contract management, and their performance under ABM's management has been the best yet. I applaud the team lead by Anthony Carter for making me proud of the team each and every day.

Sincerely,



Ashley Lindsey
Director of Facilities

Department of Campus Planning and Facilities | Suffolk University
8 Ashburton Street | Boston, MA | 02108

SARAH LAWRENCE COLLEGE

Maureen Gallagher
Assistant Vice President for Facilities and Campus Operations
Sarah Lawrence College
1 Mead Way
Bronxville, NY 10708

April 23, 2021

To whom it may concern,

ABM has been providing custodial services to Sarah Lawrence College for over fifteen years and they are viewed as a trusted partner. We recently renewed our contract with ABM that will take us into 2024. Over the years, as campus needs changed as a result of enrollment, construction, or a pandemic, ABM has adjusted quickly to meet the needs of the college. The modifications have been made with full transparency of the operational and financial impacts and ABM has always done so with the college's interests in mind.

I am very pleased with ABM's operational team lead on campus by Lou Henderson and supported regionally by Maria Pali. All emergency requests and urgent needs are always handled promptly and effectively. ABM does a great job presenting innovation and recommendations at our regularly scheduled Client Business Review meetings.

Over the years ABM has been a valued partner to Sarah Lawrence College and that was never more apparent than during the pandemic. I would highly recommend ABM to any potential client and if you need further information please feel free to contact me at 914-395-2385 or mgallagh@sarahlawrence.edu

Sincerely,



Maureen Gallagher
Assistant Vice President for Facilities and Campus Operations

1 MEAD WAY | BRONXVILLE, NY 10708 | 914.337.0700 | SARAHLAWRENCE.EDU



March 18, 2021

David R Proffitt, AIA
Executive Director for Facilities, Maintenance and Construction
Metropolitan Nashville Public Schools
2601 Bransford Ave
Nashville, TN 37204

To Whom It May Concern:

Please accept this letter as my recommendation of ABM Janitorial Services for your organization. ABM has provided custodial and grounds services to our district since July 1, 2010. ABM has successfully provided quality and streamlined services to ensure our facilities are to the standard of cleanliness we expect. The onsite team members with ABM are reliable and thorough, corporative and flexible meeting our needs and schedule, often above and beyond basic expectations.

ABM's leadership and their team members are attentive to our facilities and provide safe, clean, and well-maintained facilities. They maintain a program that allows their organization to overcome the labor market challenges in our region to the greatest extent possible. ABM also brings a depth of experience and expertise to handle any pandemic, such as MRSA, Influenza and now COVID-19. They have been instrumental in mitigating the impact of each in our facilities, again often over and above.

We have been pleased with their partnership both as a provider of services and as a contributor to our community. It is with deepest sincerity that I offer this letter of recommendation.

If you need additional information, please feel free to contact our office.

Sincerely,



David R Proffitt, AIA
Executive Director for Facilities, Maintenance and Construction
Metropolitan Nashville Public Schools



CASSIA SCHOOL DISTRICT NO. 151

3650 OVERLAND AVE. • BURLEY, ID 83318-2444 • (208) 878-6600 • FAX (208) 878-4231

Jeff Rasmussen
Board Chairman

Darin Moon
Vice Board Chairman

Ryan Cranny
Board Member

Mandi Baker
Board Member

Kent Kidd
Board Member

Sandra Miller
Superintendent

Chris James
Fiscal Manager

Mr. Logan Cox
Director of Operations
ABM
8076 E. Executive Dr.
Nampa, Idaho 83687

January 28, 2022

Dear Mr. Cox,

I would like to express my appreciation for your ABM team working with Cassia County School District 151. We are very pleased with the service they are providing and are grateful ABM is in our corner.

I would especially like to acknowledge your Cassia School District 151 account manager, Mr. David Wyett. Dave has been very easy to work with and is always willing to do as I ask. Last week, he brought to my attention the amount of money that was being spent on a particular item and said, "I just wanted you to know how much money is being spent on [this]." He brings to my attention areas that might be of concern both financially and with our facilities and I welcome his conscientious practices and input.

Dave is always willing to help where he can. One example of this is this past Friday evening about 5:30 pm., Dave informed me that the gym at Oakley High School had no heat. There were two games scheduled to be played in that gym that night. At my request, he drove to Oakley, a 30-mile drive one-way from his home, and trouble-shot the problem with the furnace...there was no propane in the tank. About two-and-a-half hours later, after there was sufficient propane in the tank, he left his home again and drove the 30 miles back to Oakley, again at my request, to make sure the furnaces in the gym were operating correctly.

Mr. Cox, I am very appreciative of Mr. David Wyett. He makes my job easier. He and his team are valuable assets to the Cassia School District. Please extend my appreciation to him.

Sincerely,



Curtis Richins
District Operations Manager

ABM at a Glance

ABM (NYSE: ABM) is one of the world’s largest providers of integrated facility services. A driving force for a cleaner, healthier, and more sustainable world, we provide essential services that improve the spaces and places that matter most. From curbside to rooftop, we offers a comprehensive array of facility services that includes janitorial, engineering, parking, electrical & lighting, energy solutions, HVAC & mechanical, landscape & turf, and mission critical solutions. ABM delivers these custom facility solutions to properties across a wide range of industries – from commercial office buildings to schools, airports, hospitals, data centers, manufacturing plants and distribution centers, entertainment venues and more.

About Us

Our shared values help us make a difference, every person, every day.

At ABM, we make a difference in three ways: by taking care of our team members, our clients and our communities.

- Founded in 1909
- Fortune 500
- 20,000 Clients
- 210+ U.S. & International Locations
- \$6.2 billion in Revenue
- 110,000 Employees



Electrical
23,000+ EV charging ports installed



Energy
30% average reduced energy use



Facilities Engineering
10,000+ certified engineers



HVAC & Mechanical
70,000+ heating and cooling systems



Janitorial
4+ billion sq. ft. cleaned each day



Landscape & Turf
55,000+ acres of landscaping and golf courses



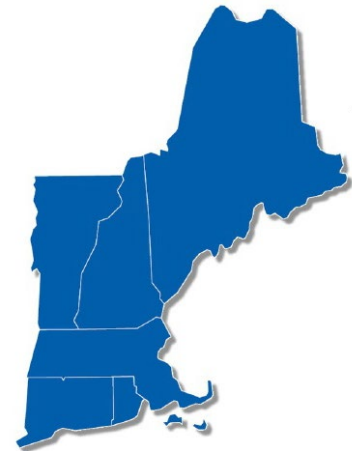
Mission Critical
35+ million sq. ft. of data center space



Parking & Transportation
\$1.5+ billion in parking revenue collected

NEW ENGLAND PRESENCE

ABM is committed to New England, especially the state of Massachusetts. Our company proudly employs nearly 3,000 New England residents and services approximately 20,000,000 square feet in the region. We have invested a wealth of resources that add value for over 17 satisfied education clients throughout the region. Our presence in New England region is unparalleled and we only hope to further invest in your local communities. We train and employ the residents, we are part of the communities, and we strive to raise the caliber of services students receive.



Office Locations

- New York City (headquarters)
- Somerville, MA
- Danbury, CT
- Hartford, CT

EXPERIENCE IN EDUCATION

Founded in 1909, ABM has been providing building and maintenance services throughout North America for over 110 years and we are proud to specialize in the education market. Building strong client relationships has been our focus.

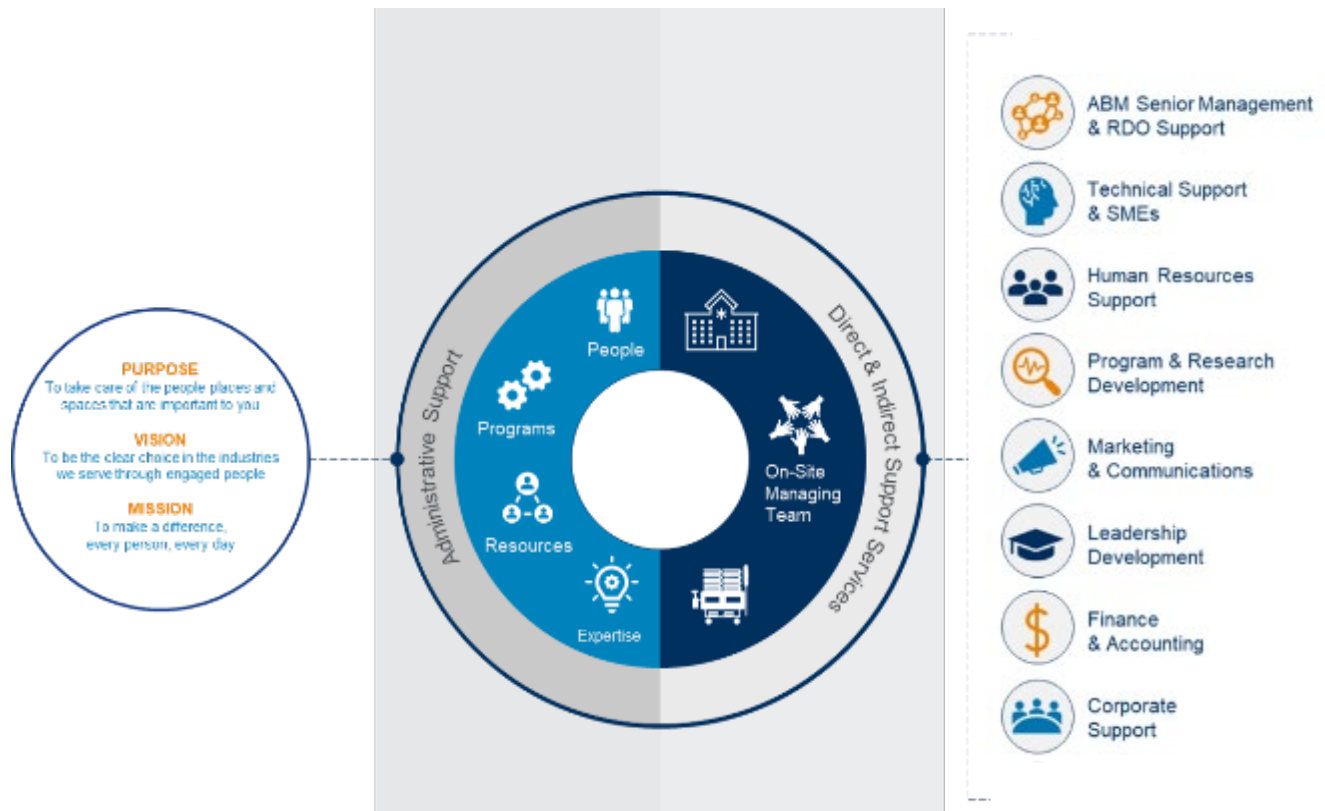
Our education partnerships impact more than the colleges, universities, and school districts we serve. We create clean, healthy, and safe learning environments for over 1,000,000 students who go home to parents, grandparents, aunts, uncles, friends, and other family members who benefit from the quality of our services. We maintain an outstanding reputation in the marketplace due to our breadth of experience, coupled with our account management infrastructure that focuses on ***Making a Difference, Every Day***, all of which enables us to remain focused on consistent service delivery.



CORPORATE SUPPORT AND STRUCTURE

Partnering with ABM Education gives you access to regional and corporate support teams who have extensive experience in managing K-12 and higher education institutions. Our team has worked with everything from small, rural schools to multi-campus, large-scale academic districts, and universities.

We provide ongoing corporate and technical resources to enhance client satisfaction and offer additional valuable services. These resources include:



Technical Support

- Purchasing Programs
- Research and Development
- Facilities Design Support

Human Resources Support

- Training and Development
- Labor Relations
- Recruitment

- Regulatory Agency Monitoring and Compliance Programs

Financial Services

- Capital Budgeting
- Payroll
- Accounting
- Tax Department
- Benefits Program

CERTIFICATIONS

ABM has obtained several industry certifications, below are some examples:

- The ANSI National Accreditation Board (ANAB), a wholly owned subsidiary of the American National Standards Institute (ANSI), has accredited ABM for our EnhancedClean™ Training Program.
- OSHA Certification Compliance
- Several ABM Engineering Services' customer sites are ISO 9001 certified
- Certified by PDA and IEST in:
 - Controlled Space Cleaning
 - Designing a Cleaning and Validation Program Into to GMP
- Green Certifications:
 - Our chemicals are Green Seal certified
 - Our ABM GreenCare® carpet maintenance equipment is certified by the Carpet and Rug Institute
 - Certified Seal of Approval Service Provider by the Carpet and Rug Institute
 - ABM has assisted several customer locations in achieving their sustainability goals. ABM's current LEED statistics are:
 - Over 240 million square feet at more than 480 customer sites are LEED Certified
 - Over 85 million square feet at more than 145 customer sites are LEED Registered
 - Totalling over 370 million square feet at more than 1,000 customer sites of ABM GreenCare® Implementation

ASSOCIATIONS

ABM is an active member and participant in many educational and trade organizations, such as:

- National School Boards Association (NSBA)
- Association of School Business Officials International (ASBO)
- American Association of School Administrators (AASA)
- Association of School Business Officials International (ASBO)
- Building Services Contractors Association International (BSCAI)
- International Facility Management Association (IFMA)
- National Minority Supplier Development Council
- US Green Building Council
- American Society of Heating, Refrigerating and Air Conditioning Engineers



COMMITMENT TO DIVERSITY, INCLUSION, AND BELONGING

Our people continue to be the driving force behind everything we do, and a diverse workforce is essential to our success. We are a stronger company when all team members are respected and valued for their contributions and individual differences. With more than 110,000 team members from all backgrounds and corners of the world, having a diverse and inclusive environment is both a core principle and a vital competitive advantage.

Inviting different perspectives and driving inclusion enables us to connect meaningfully, adapt and innovate. Giving our team members equal opportunities to learn and grow cultivates and retains our talent, reinforces our purpose, and fosters a stronger workplace that elevates the diverse voices of our communities and drives lasting change.

As an industry leader and trusted partner, we are an Equal Opportunity and Affirmative Action employer in compliance with the requirements of the Executive Order 11246 of the Rehabilitation Act of 1973 and the Vietnam Era Veterans' Readjustment Assistance Act.



We are one team

We promote open communication, positive environments and caring communities of engaged team members



Our core values guide us

We value respect, integrity, collaboration, innovation, excellence and trust



We strive for continual growth

We challenge ourselves to do better and be better

IT STARTS WITH US

In 2020, we created our Culture and Inclusion Council, led by team members with diverse backgrounds and experiences. Backed by our executive leadership team, the Council fosters diverse talent to drive meaningful social change and to strengthen our communities. It focuses on turning our values into measurable action, nurturing a culture of belonging - an environment where every team member feels **connected**, **valued**, and **inspired**. We develop inspiring leaders and empower team members from different backgrounds can work together and make a difference.

THE POWER OF PARTNERSHIP

To best address the needs of our clients, we must ensure our demographics and those of our suppliers reflect diverse nature of these communities. We actively foster a diverse and inclusive supplier base, helping develop strong minority firms by mentoring and implementing Tier 1 and Tier 2 contracts.

Our supplier diversity spend has increased more than 164% over the past four years since the inception of our program. We now have over \$156 million in spend with diverse supplier partners. During the 2020 fiscal year, that spend decreased considerably due to COVID-19 impacts on the business. In 2020, 17% of ABM's overall supplier spend was with minority-owned businesses.

To date, our most substantial spend with diversity suppliers is concentrated in California (23% of total diversity spend), Georgia (16%), Illinois (12%) and Texas (11%). These states are also where some of our largest markets are located, meaning the money we spend goes directly back into these communities.

Because diversity and inclusion are just as important at the community level, we thoughtfully developed partnerships with respected organizations focused on building a more equitable society, including areas of advocacy and civil rights, basic human needs, and education and workforce development.

We also create ways to enrich our team members' lives at work and in their communities. Our ABMCares program inspires us to volunteer, donate, and participate in our communities because giving back is a significant part of who we are.

CONTINUALLY LEARNING

Each team member carries the responsibility to create an inclusive culture. We integrated our core philosophy and responsibilities into our Learning and Development programs, including:

- Being an Inclusive Manager
- Creating an Inclusive Workplace
- Identifying Unconscious Bias
- Bullying in the Workplace
- Diversity in the Workplace
- Racism in the Workplace
- Preventing Racial Discrimination
- Speaking Up

THE POWER OF PARTNERSHIP | Supplier Diversity

We believe that, to address the diverse needs of the communities we serve, we must ensure the demographics of our suppliers reflect those of our customers. Our goal is to foster an inclusive and sustainable supply base to strengthen our communities and create lasting value.



Our Focus and Commitment

Valuing diverse suppliers

Actively foster a diverse and inclusive supplier base

Inclusive partnership

Work with and develop diverse suppliers in the procurement and subcontracting process

Supporting businesses

Procure high quality, competitively priced goods and services

Leading with integrity

Ensure compliance in quality control, employee background checks and local, state and federal laws

Fueling underserved markets

We help develop strong minority firms by implementing Tier 1 and Tier 2 contract and goal alignment



We were asked to join the Governor's Mentor and Protégé Program in the state of Georgia. This unique program is designed to benefit small minority businesses by pairing them with larger companies like ABM. Georgia recognized us for our leadership in this area, and we continue to augment our network of certified diversity suppliers, forming key relationships with local, regional, and national vendors.

MINORITY PARTNERSHIPS

Being an industry-leading facility services company affords us the resources necessary to provide service in all learning communities of New Haven and while financial resources are necessary, our human capital is far more valuable. ***We are who we are because of the people who join our team.***

We know that involving small, local businesses and disadvantaged businesses impacts us and our communities beyond the services we provide. When we partner with a school district, we partner with the whole community.

Unlike our competitors, we typically self-perform with our in-house capabilities but often mentor S/M/WBE subcontractors, accountable for every aspect of the program. We leverage our breadth of services, industry expertise and technology-enabled workforce to build value for our partners.

We recognize the importance of supplier diversity and are committed to providing minority, women, and disabled veteran-owned businesses access and opportunity to participate in contracts they otherwise would not qualify for, which fuels economic vitality in the community. It is our mission to:

- Actively foster a diversity base
- Seek diverse suppliers in the procurement and subcontracting process
- Ensure compliance around quality control, employee background checks, and local, state, and federal laws with our diverse suppliers

Our mission – ***to make a difference every person, every day*** – extends to our minority business partners. We offer our MWBE partners assistance in new business development through support and mentoring programs. Our extensive training, introductions to the latest cleaning techniques, supplies and equipment, and supply-pricing advantages have all played a major role in the success stories of our MWBE partners.



We know that involving small, local businesses and disadvantaged businesses impacts us and our communities beyond the services we provide. When we partner with a school district, we partner with the whole community. Approximately 30% of the subcontractors we partner with are minority owned.

We recognize the importance of supplier diversity and are committed to providing minority, women, and disabled veteran-owned businesses access and opportunity to participate in contracts they otherwise would not qualify for, which fuels economic vitality in the community.

Assisting Partners with Diversity Certification

We encourage qualified subcontractors to pursue diversity certification by providing a list of government agencies and private organizations that provide the certification.

LABOR RELATIONS

ABM and its subsidiary companies operate both “union” and “non-union” depending on geographic location and type of services performed. ABM companies are party to more than 250 labor agreements, which expire at different times, and which are renegotiated in the normal course of business.

- Dedicated Labor Relations Department who works closely with our customers and unions (i.e., SEIU, Teamsters, UAW) to ensure the most effective labor utilization under existing agreements
- ABM is party to more than 250 union contracts across the US covering more than 32,000 of our 110,000 employees
- Approximately 50% of union contracts cover specific work sites, and the other 50% are area-wide agreements covering all major janitorial service contractors in a specific city or geographic region
- ABM partners with customers to ensure cost management and increased service quality in union environments



Financial Stability

ABM achieved revenues of approximately \$6.2 billion by faithfully serving over 20,000 nationwide in over 200 metro areas. ABM is Sarbanes-Oxley compliant, so we adhere to strict third-party auditing to safeguard our shareholders and clients from malicious business practices. Therefore, we have an exceptionally transparent balance sheet comprised of a strong cash position, minimal debt, and a solid performance record boasting consecutive quarterly dividends since 1965. ABM is also one of the largest facilities services contractors on the New York Stock Exchange. Our subsidiaries are leaders in their respective fields and are capable of independent growth as well as growth through acquisition. Our size, operational infrastructure and financial strength enable us to offer customers a level of sophistication that translates into savings and peace of mind.

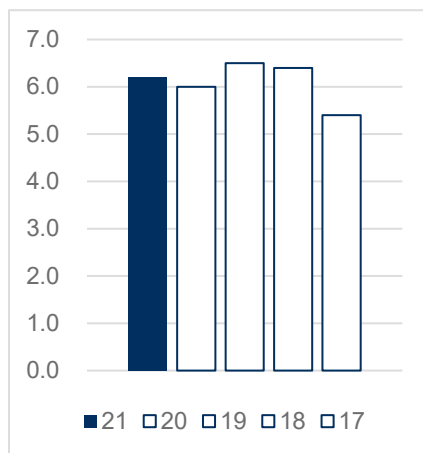
Our Annual Reports are posted online: <https://abm.gcs-web.com/financial-information/annual-reports>

Quarterly press releases can also be referenced at: <http://investor.abm.com/releases.cfm>

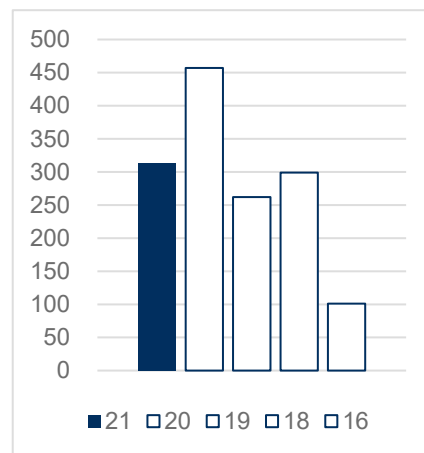
FINANCIAL HIGHLIGHTS

Year Ended October 31,

(\$ in Millions)	2021	2020	2019	2018	2017
<i>Revenues</i>	\$6,228.6	\$5,987.6	\$6,498.6	\$6,442.2	\$5,453.6
<i>Net cash provided by continuing operating activities</i>	\$314.3	\$457.5	\$262.8	\$299.7	\$101.7



Revenues (in billions)



Net Cash Provided by Continuing Operating Activities (in millions)

Certificate of Insurance

AGENCY CUSTOMER ID: _____
 LOC #: _____



ADDITIONAL REMARKS SCHEDULE

Page 2 of 2

AGENCY Willis Towers Watson Southeast, Inc.	NAMED INSURED AMM Industry Groups, LLC an AMM Industries Incorporated Company 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319
POLICY NUMBER See Page 1	NAIC CODE See Page 1
CARRIER See Page 1	EFFECTIVE DATE See Page 1

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM.

FORM NUMBER: 25 FORM TITLE: Certificate of Liability Insurance

INSURER AFFORDING COVERAGE: ACE American Insurance Company NAIC#: 22667
 POLICY NUMBER: WCU C68912064 EFF DATE: 11/01/2021 EXP DATE: 11/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Excess Workers Compensation	EL Each Accident	\$1,000,000
WC-Statutory/CA-S&M SIR	EL Disease-Pol Limit	\$1,000,000
OH, WA, OR, IL, MI - \$500K SIR	EL Disease-Each Empl	\$1,000,000

ADDITIONAL REMARKS:
 ANY PROPRIETOR/PARTNER/EXECUTIVE/ OFFICER/MEMBER are included under Excess Workers Compensation policy #WCU C67454856

INSURER AFFORDING COVERAGE: AIG Specialty Insurance Company NAIC#: 26883
 POLICY NUMBER: CPO 16081985 EFF DATE: 05/01/2021 EXP DATE: 05/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Contractor's Pollution Liability	Each Loss	10,000,000
	Aggregate	10,000,000
	SIR	500,000

INSURER AFFORDING COVERAGE: ACE American Insurance Company NAIC#: 22667
 POLICY NUMBER: DOH C63691188 008 EFF DATE: 11/01/2021 EXP DATE: 11/01/2022

TYPE OF INSURANCE:	LIMIT DESCRIPTION:	LIMIT AMOUNT:
Employee Dishonesty/Fidelity	Each Occurrence	\$5,000,000

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CERTIFICATE OF LIABILITY INSURANCE

Page 1 of 2
 DATE (MM/DD/YYYY)
 11/03/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Willis Towers Watson Southeast, Inc. c/o 26 Century Blvd P.O. Box 305191 Nashville, TN 372305191 USA	CONTACT NAME: Willis Towers Watson Certificate Center PHONE: 1-877-945-7378 FAX: 1-888-467-2378 E-MAIL: acord@willis.com AG.No.: ADDRESS: certificates@willis.com
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INSURER	AFFORDING COVERAGE	NAIC #
INSURER A	ACE American Insurance Company	22667
INSURER B	ACE Property & Casualty Insurance Company	20659
INSURER C	Indemnity Insurance Company of North America	43575
INSURER D	Lloyd's Syndicate 2623 (Beasley Furlong Ltd)	C2166
INSURER E	AIG Specialty Insurance Company	26883
INSURER F		

COVERAGE	CERTIFICATE NUMBER: W22603474	REVISION NUMBER:				
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
INSR	TYPE OF INSURANCE	ADDL SUBR	POLICY NUMBER	POLICY EFF	POLICY EXP	LIMITS
LT#		IND. SUBR		(MM/DD/YYYY)	(MM/DD/YYYY)	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> \$1,000,000 STR <input checked="" type="checkbox"/> XCO GENL. AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PERIOD <input type="checkbox"/> LOC <input type="checkbox"/> OTHER		XSL 072478605	11/01/2021	11/01/2022	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (EX-GRATIA) \$ 2,000,000 MED EXP (Any one person) \$ Excluded PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 6,000,000 PRODUCTS - COMPOUND AGG \$ 2,000,000 OTHER \$
A	<input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED <input checked="" type="checkbox"/> AUTOB ONLY <input checked="" type="checkbox"/> AUTOB ONLY <input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> RETENTION \$ 10,000		18A B29440529	11/01/2021	11/01/2022	COMBINED SINGLE LIMIT (SR INCL) \$ 5,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ OTHER \$
B	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> RETENTION \$ 10,000		XEU 027910865 007	11/01/2021	11/01/2022	EACH OCCURRENCE \$ 10,000,000 AGGREGATE \$ 10,000,000 OTHER \$
C	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE/OFFICER/MEMBER EXCLUDED (Mandatory in NH) If yes, specify code: _____ DESCRIPTION OF OPERATIONS below:	Y/N No	WIA C68912143	11/01/2021	11/01/2022	<input checked="" type="checkbox"/> NEW STATUTE <input type="checkbox"/> OPA <input type="checkbox"/> SER EL EACH ACCIDENT \$ 1,000,000 EL DISEASE - EA EMPLOYEE \$ 1,000,000 EL DISEASE - POLICY LIMIT \$ 2,000,000
D	Sexual Misconduct		W2CNC921001	11/01/2021	11/01/2022	Each Victim \$1,000,000 Total Agg \$3,000,000 SIR - Any One Victim \$250,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Description of Job: ABM Education - Sample Certificate
 SEE ATTACHED

CERTIFICATE HOLDER	CANCELLATION
AMM Industries Incorporated 4151 Ashford Dunwoody Road, Suite 600 Atlanta, GA 30319	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE

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 SR ID: 21799753 BATCH: 2296322

Additional Services

Janitorial

- Green cleaning and recycling
- Carpet and floor care
- Staffing and specialty
- EnhancedClean™ program
- Clean room and GMP cleaning

Energy

- Guaranteed energy savings programs
- Smart building technologies
- EV charging stations
- Renewable energy solutions

Parking

- Revenue enhancement and expense control
- Shuttle and transportation
- Special event and valet parking
- On and off-street parking management

HVAC & Mechanical

- Preventive maintenance
- Repairs, replacements, and retrofits
- Engineering and recommissioning
- Bundled energy solutions

Landscape & Turf

- Golf course maintenance renovations
- Exterior pest and fertility management
- Athletic and sports field maintenance
- Irrigation maintenance and management

Facilities Engineering

- Onsite and mobile technicians
- Preventive maintenance
- Handyman services



Should your facility needs expand, we have a wide range of additional services to meet your needs.

FACILITIES EXPERIENCE

Capital Planning

To create a capital budget that aligns spending with your operational goals, ABM leverages existing capital planning and utilizes our capital planning committee (CPC) to provide New Haven Public Schools with creative solutions to maximize savings.

Facilities Management

At ABM, our facilities management approach improves operating efficiencies, maximizes usage of assets, and control maintenance costs. Our breadth and experience, coupled with our infrastructure and technological abilities, have enabled us to successfully provide cost-effective facilities solutions that improve student experience.

Grounds Management

We provide professional, full-service landscape and turf maintenance to clients nationwide dedicated to delivering aesthetic excellence and superior service to our clients. We partner with dozens of districts, colleges, and universities to provide safe and welcoming grounds tailored to the education environment.

Athletic Fields Management

ABM brings a dedicated athletic field management operation, an on-site team with industry-recognized professionals, a comprehensive off-site support system, and the financial resources to provide NHPS with the best athletic management solutions.

Custodial Management

We service thousands of K-12 sites where we are required to meet specific custodial standards. Our procedures, equipment, and supplies are tailored to the education market. Our cleaning approaches combine daily, variable, and extensive periodic services to perform to your expectations and individual needs.

Emergency Response Management

Having a national reach, ABM employs a Critical Incident Program in response to disasters that may affect the lives and safety of our partners.

Energy Solutions Planning

ABM is committed to preserving the natural environment by reducing the negative impact of operations on ecosystems. To ensure we are conscious consumers, we are an active member of the U.S. Green Building Council (USGBC), which is the world-renowned accreditation organization for LEED certification.

ENERGY SOLUTIONS OVERVIEW



LEED Certification

ABM is committed to preserving the natural environment by reducing the negative impact of operations on the environment. We encourage the LEED accreditation of employees and actively promote sustainable building programs among our clients. While we tailor our operations to meet the needs and objectives of each individual client, we also pursue:

LEED professional accreditation with representatives of our engineering, project management, and operations staff.

LEED accreditation of the buildings we manage on behalf of clients.

We are an active member of the U.S. Green Building Council (USGBC), which is the world-renowned accreditation organization for LEED certification. As member of the USGBC, we manage a wide variety of energy conservation and environmental initiatives across the country, including the following within the designated LEED categories:

Sustainable sites

Water efficiency

Energy & atmosphere

Materials & resource efficiency



ABM Electrical & Lighting provides energy efficient and cost-effective solutions that will enhance both the interior and exterior lighting throughout your facilities.

Our solutions may include:

- Advanced Lighting Controls Installation and Certification
- Electrical Design & Engineering
- Exit/Emergency Lighting Systems
- Group Relamping
- Infrared Thermal Imaging
- Landscape Lighting
- Proactive Lighting Maintenance
- Service Upgrades and Troubleshooting
- Sign Repairs
- Ultrasonic Pole Inspections and Replacement

Lighting Systems

ABM will conduct a detailed, room-by-room lighting survey to assure accurate cost and savings values as well as to clearly understand area-specific challenges. Once we analyze the systems, we may make recommendations for retrofits that will provide energy efficiency improvements while maintaining or improving existing light levels.

Typical lighting retrofits may include:

- **T-8 Fluorescent Retrofit** – Retrofit existing T8 fluorescent fixtures with new LED tube lamps, new electronic ballasts, and reflectors where applicable. 4-Lamp fixtures will be delamped to (3) new lamps where applicable.
- **T-12 Fluorescent Retrofit** – Retrofit existing T12 fluorescent fixtures with new LED tube lamps, new electronic ballasts, and reflectors where applicable. Vapor Tight fixtures will be replaced with new LED fixtures.
- **Compact Fluorescent Retrofit** – Replace existing CFL fixtures with new LED surface mount fixtures.
- **Incandescent Retrofit** – Replace the lamps in incandescent fixtures with appropriate LED screw in lamps. Drum fixtures will be replaced with new LED surface fixtures.
- **Exit Signs** –Exit signs that contain incandescent lamps will be replaced with new LED signs.
- **Metal Halide Retrofit** – Existing metal halide interior fixtures will be replaced with new LED fixtures of similar type.
- **Exterior Lighting Retrofit** – All exterior lighting listed in the scope of work at this facility is planned for replacement LED fixtures. Excluded from the scope are any fixtures that are owned by the utility company.
- **Excluded Retrofits-** ABM will not replace or retrofit existing LED exit signs.

As always with ABM, State and OSHA disposal guidelines will be followed when disposing of any old lamps and ballasts.

Building Envelope Systems

Every building is made up of elements that contribute to the overall building envelope. Any physical barrier between the interior and exterior of a building is considered part of the building envelope. This includes building foundation, doors, windows, walls, roofing, flooring, siding and all forms of masonry that are used to enclose the structure.

In terms of receiving the most benefit when considering energy efficiency upgrades, building envelope is the best place begin. Without a properly secured building envelope, outdoor elements including wind, temperature, humidity levels, and even ultraviolet radiation can have a large impact on how the building is performing overall.

Variables such as occupancy, equipment, lighting and a properly maintained HVAC unit contribute greatly to the overall performance of any building. Although these variables come into play when measuring building performance, ensuring proper insulation throughout a building is good first step to securing the building envelope. Regardless of which energy conservation measures or equipment updates you might be considering if the building envelope is in disrepair these updates will not be able to hold their value.

Evaluation of the building envelope of a facility includes review of:



Insulation



Windows



Doors



Roofing



Gutters



Caulking

ABM has experience with insulation installation, weatherization, roofing modifications to include reflective coatings, roof replacements, tuck-pointing and restoring brickwork, window replacement, and reflective solar window tinting. When evaluating savings, building envelope is an important aspect to address. A lack of in controlling the adverse effects of outside elements that may impact the overall savings generated by.



Unique and Specialized Energy Conservation Measures



Electric Vehicle Charging Stations

ABM installed Electric Vehicle Charging stations at the School Plant Services, Pupil Transportation, and School Administration Annex buildings at Ocean Lakes High School. ABM also provided 3 electric vehicles to Virginia Beach City Public Schools based on the energy and operational savings created from the program.

The Electric Vehicle Charging Station and Electric Vehicle at Ocean Lakes is being used for the Driver's Education "Behind the Wheel" program. This was great for student engagement as students and teachers learned about new sustainable technologies and gained hands on experience with charging and driving an electric vehicle. ABM and Virginia Beach City Public Schools were at the forefront of EV technology in Hampton Roads, leading the way once again in green and sustainable energy. ABM has combined three cutting-edge technologies: electric charging stations, solar and wind turbine technology, and electric vehicles. We have outlined a few of the benefits below:

- Student and community awareness of renewable energy sources.
- Student and community awareness of the importance of reducing our carbon footprint and reliance on foreign oil.
- To our knowledge, the first school division in Virginia that provided student driver education in an electric vehicle powered by sustainable solar/wind power.



Solar Wind Turbines

ABM installed a hybrid energy solution combining Solar P.V. Technology and Vertical Axis wind turbines in one unit and utilized school colors. Power generated by the sun and wind turbine will be used by the school and monitored through the Energy Dashboard. Additionally, there are education materials for including sustainable energy into the science curriculum.

The Vertical Axis provides the following advantages and benefits:

- Designed to operate on a much lower height monopole. This makes them much more conducive to urban/residential areas and codes.
- Designed to maximize the lower height wind means.
- Vertical axis turbines are truly unique in appearance and tend to garner much attention and positive response. They are often called "modern art."

Additionally, there was a large intangible benefit to this project, called Social Return on Investment. Social return on investment deals with public perception. The Solar P.V. and Vertical Axis Wind Turbines are very visible during events held at Ocean Lakes High School. The public recognizes the school as an institution that is taking positive, responsible, and proactive steps to bettering themselves and the environment.



Geothermal System Implementation & LED Lighting Upgrade

Students and teachers at Parkway Elementary School were so excited about the lighting improvements that were made and the improved learning and teaching environment that they created a card for the ABM team. They also benefited from the ABM installed ground source heat pumps (GSHP) to provide a central heating and/or cooling system that transfers heat from the ground. It uses the earth as a heat source (in the winter) or a heat sink (in the summer). This design takes advantage of the moderate temperatures in the ground to boost efficiency and reduce the operational costs of heating and cooling systems.



Parkway Elementary school was conditioned by conventional water source heat pumps (WSHP) where the condenser loop is maintained between 60 – 90° F range by an electric boiler and cooling tower respectively. These McQuay ARQ series console heat pumps were installed in 2008. The outdoor air through these units was completely blocked during that renovation.



Instead of using traditional boiler and cooling tower to maintain the condenser loops temperature, this new measure uses the ground loop for that purpose referred to as geothermal heat pump system. A geothermal heat pump or ground source heat pump (GSHP) is a central heating and/or cooling system that transfers heat to or from the ground.

It uses the earth as a heat source (in the winter) or a heat sink (in the summer). This design takes advantage of the moderate temperatures in the ground to boost efficiency and reduce the operational costs of heating and cooling systems.

This measure includes the addition of a geothermal field, vault, associated pump package, piping, removal of cooling tower, and a new pumping package. ABM also tied in the new system to existing building automation.

EMOBILITY AND ELECTRICAL INFRASTRUCTURE

Capabilities & Clients

eMOBILITY & ELECTRICAL INFRASTRUCTURE

- Airports (EV Parking & Shuttles)
- Parking Facilities
- Auto & Commercial Dealerships
- Hospitals
- Universities
- Distribution & Logistics Facilities



CLIENTS





CLIENTS

EV CHARGING



DAIMLER

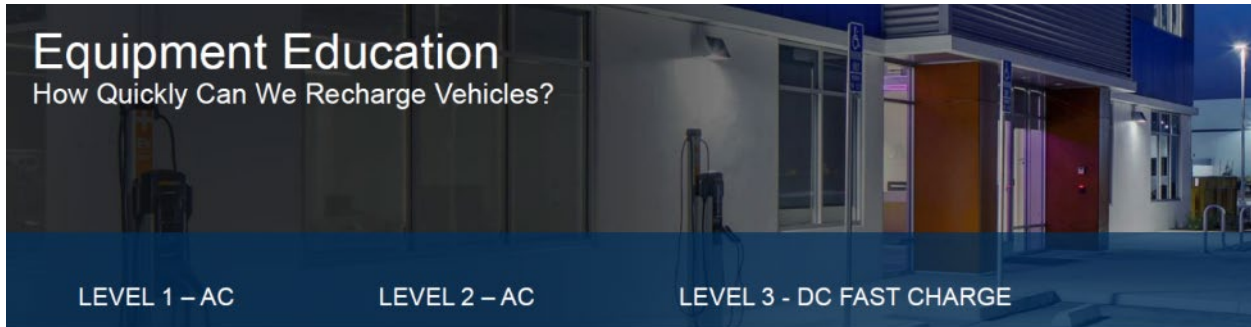


JAGUAR



LAWA
LOS ANGELES WORLD AIRPORTS

New York Power Authority



LEVEL 1 – AC

LEVEL 2 – AC

LEVEL 3 - DC FAST CHARGE

2 - 4 MPH
Standard Home Outlet

20 - 80 MPH
Destination / Workplace
Residential

Low-Mid Power DC
90 - 180 MPH
Fleets / Depot /
Dealerships

High Power DC
180 - 1000 MPH
Long Distance Corridors
for Traveling

** Dependent on Vehicle Capabilities and Plug Type **





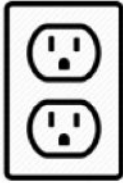
Charger Types



EV Charging
Level 1

Level 1: 1.5-1.9 kW typical

- Cord-set connects to a regular outlet of 120VAC, 15 or 20A.
- This single-phase hookup produces about 1.5kW, and the charge time is 7 to 80 hours depending on battery size.
- Level 1 meets overnight charging needs for e-bikes, scooters, electric wheelchairs and PHEVs not exceeding 12kWh.
- EV driving range 3-6 miles per hour of charge



7



Charger Types



EV Charging
Level 2

Level 2: 7.2 -19.2KW

- Wall or Pedestal mount; 208 - 240VAC single phase, 40-80A two pole circuit breaker
- This single-phase hookup produces about 6.6-19.2 kW, and the charge time is 4 to 24 hours depending on battery size.
- EV driving range 21-57 miles per hour of charge.
- This is the most common home and public charging station for EVs.
- The charge rate is limited by the vehicles' onboard rectifier.



8



Charger Types



Level 3: 22.5-180 KW

- Wall mount; 208 - 240VAC single phase, 100A two pole circuit breaker or 480V (WYE) three phase, 40A three pole circuit breaker
- Pad mounted all in one unit, 480V (WYE) three phase, 80 - 300A three pole circuit breaker
- These units produce about 22.5-180 kW, and the charge time is 1.5 to 5 hours depending on battery size.
- EV driving range 67-500 miles per hour of charge.
- The charge rate is limited by the vehicles' Battery Control Module.



Charger Types

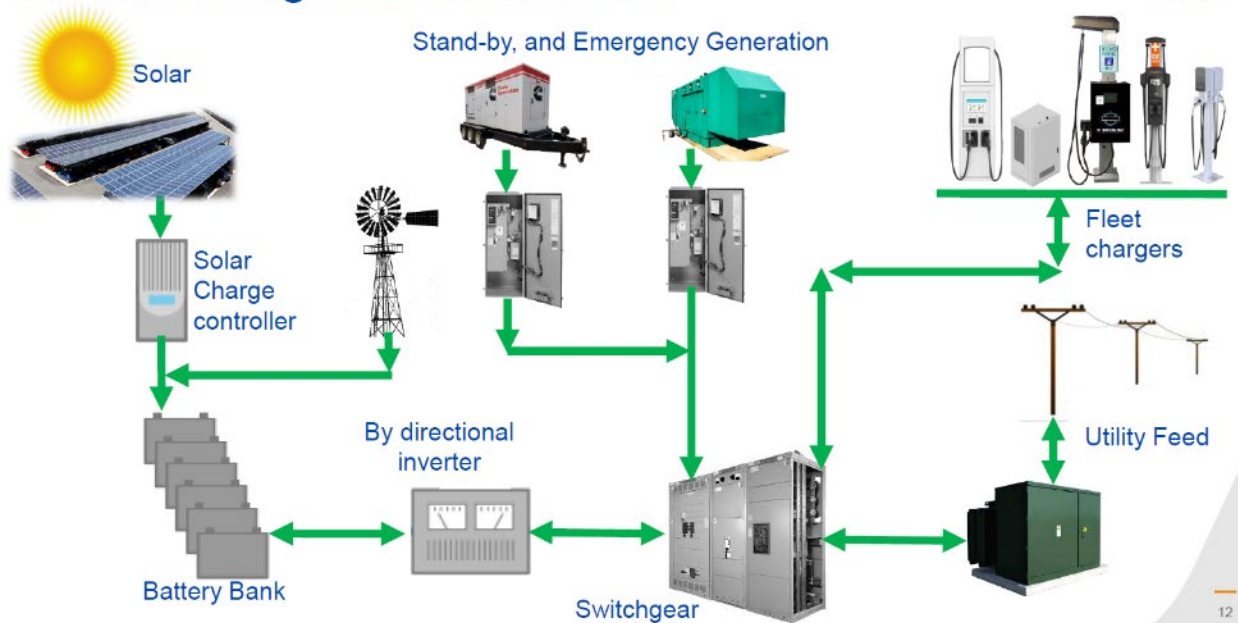


Level 4: 150-500+ KW

- Pad mounted all in one unit, 480V (WYE) three phase, 200 – 300+A three pole circuit breaker.
- These units produce about 150-500+ kW, and the charge time is 1/2 to 2 hours depending on battery size.
- EV driving range 400-600 miles per hour of charge.
- The charge rate is limited by the vehicles' Battery Control Module.



EV Site design considerations



12



WHY HAVE NETWORKED EV STATIONS?

The benefits of maintaining an EV provider network on the charging stations

- The customer has a 24/7 call center to help handle charging issues.
- The owner has a method of monetizing the station.
- The owner has a reporting method for the charging sessions
- The reporting is required for back-up to grant funding.
- The EV manufactures software updates can be pushed to the equipment ensuring compatibility with new EV vehicles.
- Remote trouble shooting of the charging equipment.

Customer Facing Network

Fleet or Back of House (Data plan) Network



11



SMART PARKING

EV CHARGING

SYSTEM INTEGRATION

- **\$23M Contract Value**
- Valet in 7 garages
- 8 existing parking garages
- New 4,700 stall garage
- New 1,000 stall surface lot

- Installed 1,200+ monetized chargers
- Power management system reduces expenses
- Integration with parking & EV technology

- 10-30% off network fees
- Single credit card transaction fee
- Single ticket for EV & Parking charges

LAWA is the largest integrated EV installation of any US airport.



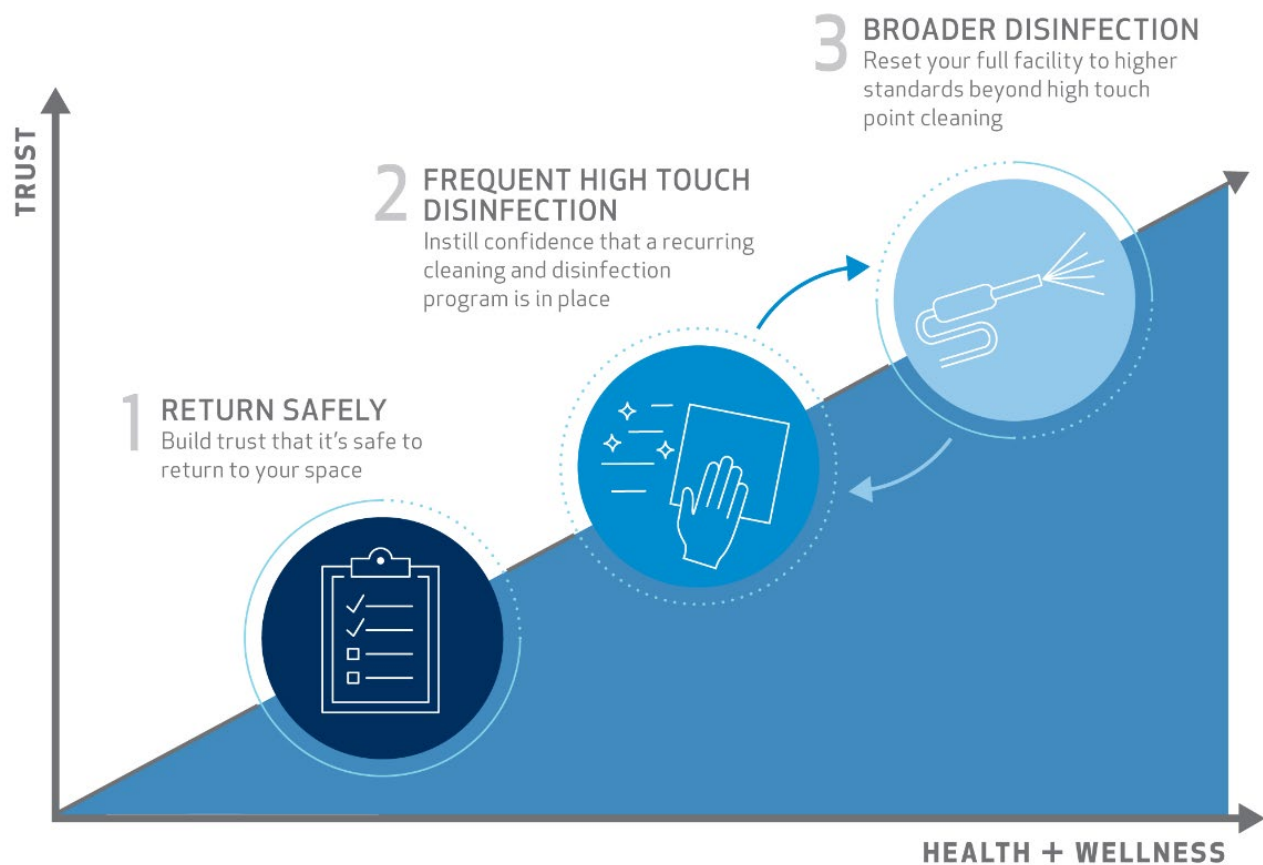
ABM ENHANCEDCLEAN™ PROGRAM

Pathogen control for occupant and building wellness

A holistic approach to creating healthier buildings for your district

ABM is uniquely positioned to help NHPS prevent the spread of pathogens through a three-step approach to building disinfection, backed by an expert-certified disinfection process and training program.

Beyond maintaining cleanliness, the ABM EnhancedClean program can help assure students, teachers and administrators that you're doing your part to create healthier spaces—whether it's upon reopening comprehensively, disinfecting more frequently, or looking at the health of your building more holistically with advanced technologies.



Determining the right approach at the right time

Every building is unique, but what all facilities have in common is the ongoing need for preventative practices and regular disinfection to improve the health and wellness of the building and its students, teachers, and administrators. We can help you meet the evolving challenges of reopening and ongoing facility services, supplemented by broad disinfection technologies to cover every angle of building wellness.

	Suggested Frequency	Methods Employed	Team Members Deployed	Supplies and Equipment
<p>Step 1: Return Safely</p> <p>Build trust that it's safe to return to your space.</p>	Intervals based on reentry	<ul style="list-style-type: none"> • Pre-opening site assessment(s) using reentry checklists to inform return to work strategy • Workforce protocols (i.e. PPE and social distancing procedures) • Implement preventative products strategy • One-time enhanced clean 	Certified disinfection specialists	<ul style="list-style-type: none"> • No touch fixtures, dispensers, and door openers • Centralized trash receptacles • Sensor technologies • Hand-sanitizing stations (based on availability) • Disinfecting wipes for occupants (based on availability) • EPA-registered disinfectants qualified for use against SARS-CoV-2
<p>Step 2: Frequent High Touch Disinfection</p> <p>Instill confidence that a recurring cleaning and disinfection program is in place.</p>	Intervals range from hourly to daily	<ul style="list-style-type: none"> • Site-specific SOW for each facility type based on occupancy levels • Cleaning and disinfection of all high touch point areas in facility 	Certified disinfection specialists	<ul style="list-style-type: none"> • Occupant Communication Kits • EPA-registered disinfectants qualified for use against SARS-CoV-2 • Proper PPE • Microfiber program
<p>Step 3: Broader Disinfection</p> <p>Reset your full facility to higher standards beyond high touch point cleaning.</p>	Intervals range from nightly to quarterly	<ul style="list-style-type: none"> • Large area disinfection 	Certified disinfection specialists	<ul style="list-style-type: none"> • Electrostatic sprayers • Hospital grade EPA-registered disinfectants with faster kill time and broader pathogen spectrum if an outbreak has occurred in your facility <p>Continued product testing:</p> <ul style="list-style-type: none"> • Testing and validation • UV devices and UVC lighting

ABM EnhancedFacility™ Program

Ensure Safer, Healthier Spaces

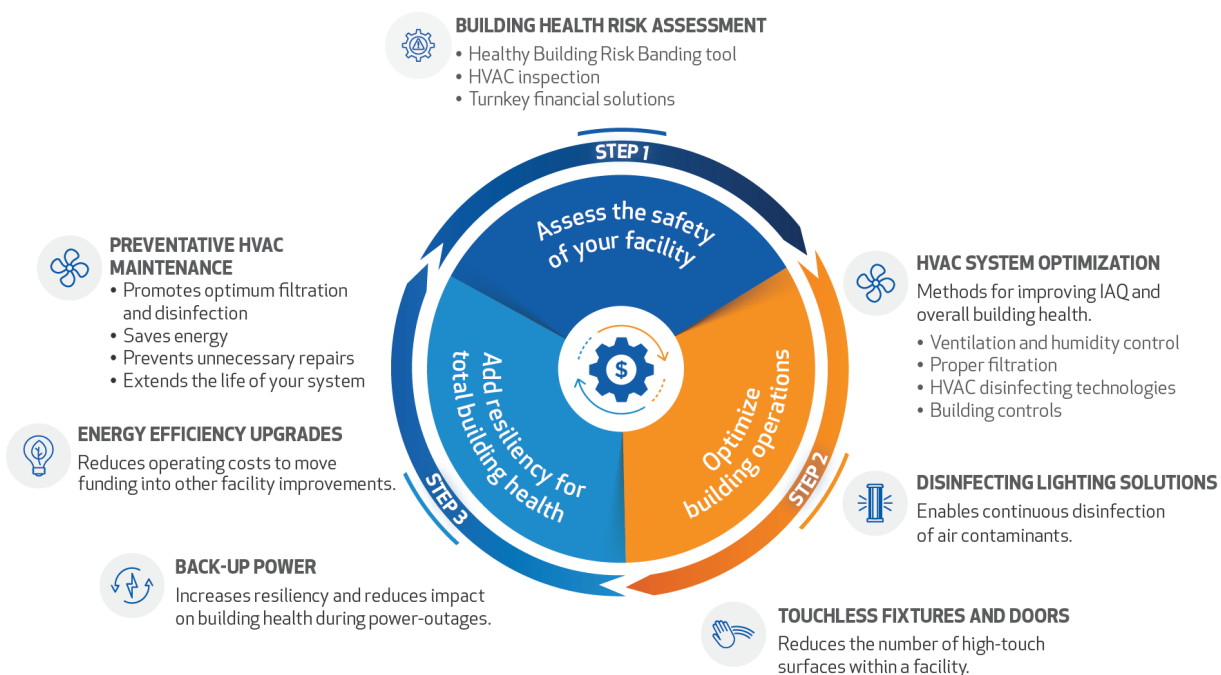
Restore Confidence by Ensuring Healthy Air Indoors

Chances are you took re-opening your district mid-pandemic seriously. You likely have ongoing plans that include protocols for cleaning, surface disinfection, social distancing, hand hygiene and more. However, mounting research suggests that COVID-19 droplets may remain in the air and could be primary sources of transmission. Have you put measures in place to reduce the spread of pathogens in the air? ABM's EnhancedFacility™ program can help.

The EnhancedFacility program provides facility services and solutions focused on improving indoor air quality (IAQ) to foster better occupant well-being through improved building health, safety, and efficiency. We can help you implement effective strategies you need to improve IAQ, therefore reducing viral transmission.

How EnhancedFacility Works

ABM's EnhancedFacility program delivers healthier indoor air and more efficient operations to take care of what's most important – the health and safety of the people in your district.



Our Expert Risk Assessment and Control Banding Process

Using our proprietary Healthy Building Risk Assessment developed alongside our Expert Advisory Council, we can assess and identify IAQ challenges and recommend effective and cost-efficient solutions.



First, your facility's exposure risk is categorized

Using our proprietary Healthy Building Risk Assessment, your facility's overall risk level is identified (low to very high).



Then, the highest priorities to each facility are identified

The most important and effective strategies for your facility's specific risk level are determined.



Lastly, targeted solutions based on risk level are developed for maintenance, lighting, and HVAC systems

A report of fact-based recommendations help you form a comprehensive strategy for reopening and operating more safely.

Healthier Facilities, Healthier Occupants

There are several new and advanced technologies for biohazard disinfection of the air and surfaces that may be effective depending on the unique needs of the facility, including Needlepoint Bipolar Ionization technology within HVAC systems, Dry Hydrogen Peroxide Generation, and Far-UV and UV-C lighting technologies.

These specific recommendations help prioritize budgets to focus on actions that will make the most impact. ABM can also help with funding options. We have access to public and private loan programs which could be paid for by savings realized through an ABM Condition Assessment.



ABM EnhancedFacility™ Services are designed to reduce but not eliminate the risks of spreading infectious disease and viruses. There is no guarantee that the EnhancedFacility Services or any facility or cleaning services will completely eliminate the risks of spreading infectious diseases and viruses.

Restore confidence in the new normal with building health, safety, and efficiency

EnhancedFacility complements the cleaning and disinfection offered in EnhancedClean™ (visit EnhancedClean.com for more information).

Together, they help reduce viral transmission on surfaces and in the air.

Additional services like the installation of touchless fixtures and doors will also lower your facility's risk.

These programs foster greater occupant trust and confidence regarding your commitment to their health and safety, during the pandemic and beyond.



Why Choose ABM?

We Are Your Funding Experts

ABM has comprehensive knowledge of federal and state laws that govern the issuance of tax-exempt debt. We have a thorough understanding of the federal and state law requirements for structuring bond debt and capital leases, as well as federal and local grants and loans.

Many ABM team members have created long-term relationships with banks, bond counsels, and other financial institutions. These relationships are what provide ABM with the best financial outcome for NHPS.

We Help Create General Fund Relief

We Are Your Trusted Advisor

- We are Connecticut Education experts
- We will help you navigate your options
- We will help you avoid potential risks
- We can help educate you on current challenges and potential outcomes

We Offer Innovative Solutions

Our innovative solutions convert guaranteed savings into long-term capital funding programs through the implementation of facility improvements.

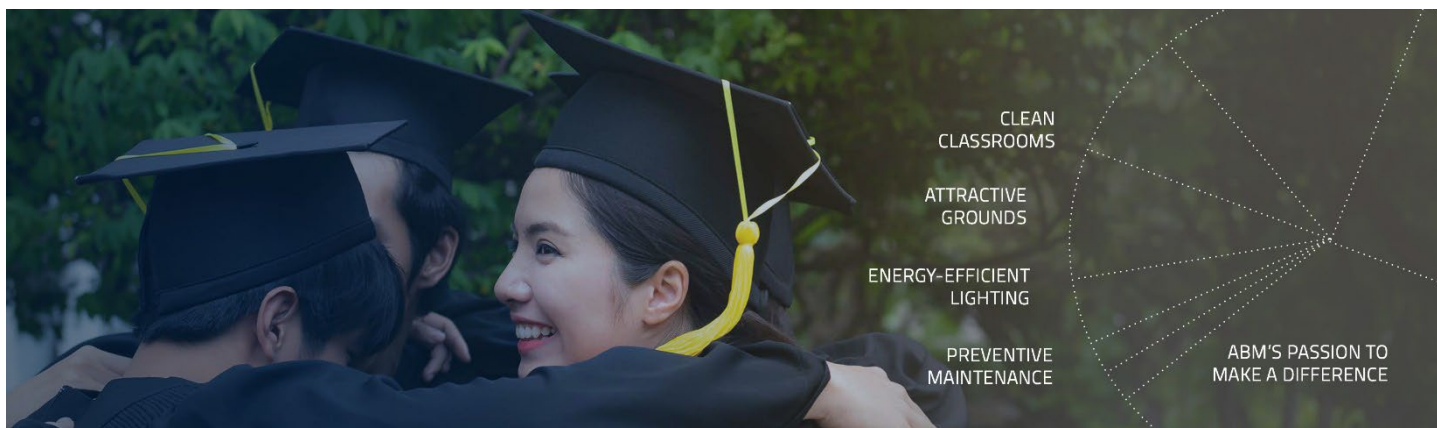
Enhanced Outcomes

Our Enhanced Outcomes offering is a solutions-based program designed to create available General Fund dollars in the short term.

This program ensures long-term sustainable savings and funding streams to fund infrastructure and other needs of K-12 schools, higher education facilities, cities, counties, and government agencies.

Enhanced Outcomes are designed for each client's specific requirements, resulting in:

- Capital Generation for Asset Replacement
- Guaranteed Outcomes and Savings
- Improved Occupant Safety and Comfort
- Increased Health and Productivity
- Reduced Risk



What to Expect from ABM



We are ready to Build Value for NHPS.

ABM provides solutions that lower your operating costs, preserve your assets, and maximize their value.

Service Excellence

With our highly-trained, in-house workforce, you can trust that we'll provide you with services that increase efficiencies and lower your operating expenses—all while maintaining a uniform standard of service excellence.

Breadth of Services

We'll provide you with an unrivaled range of facilities solutions that will keep your properties safe, clean, comfortable and energy efficient.

Deep Industry Expertise

From our national office to our local branches, we've made sure our workforce understands your industry. After all, in over 110 years of service, we've developed the expertise to make our solutions work best for you.


Technology-Enabled Workforce

Your facilities will be serviced with the support of innovative technology solutions that will simplify service delivery and allow for greater transparency.

Guaranteed Sustainability Solutions

We have expertise to support your sustainability goals, including green cleaning, LEED support, bundled energy solutions, and more.

City Forms Signature Page

CITY OF NEW HAVEN New Haven, Connecticut 06510	
City Forms Signature Page (LWI) Over \$150,000	


Bid/Contract Title:	Facilities Maintenance Services
Bid/Contract Number:	RFP# 2022-05-1456
Contractor Name:	ABM Industry Groups, LLC.
Contact Person Signing Below:	Tom Martin, Senior Vice President
Contractor Signatory Email: <small>This is the person that signs the contract.</small>	thomas.martin@abm.com

Attached please find the following City of New Haven forms which are required for this solicitation. Below please Initial to the left of each form and sign in the space below acknowledging that you have read, understood, and comply with these documents. This City Forms Signature Page must be notarized below.

Failure to complete & Submit this form with your bid/proposal will cause rejection of your submission.

Initial	City Form
TM	Ban the Box Agreement
TM	Certificate of Non-Arrearage
TM	Equal Employment Opportunity Agreement
TM	MBE Subcontractor Utilization Agreement
TM	Non-Collusion Affidavit
TM	Wage Rate Form - Living

Signature & Title of person completing this form:	Signature:  Title: Tom Martin, Senior Vice President		
THIS FORM MUST BE NOTARIZED	NOTARY SEAL (if available)		
Signature of Notary:	 		
Subscribed and sworn to, before me on this:	Day of		
	6th	June	2022
My Commission Expires:	February 6, 2023		

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Ban the Box Agreement (Adopted 02/09)</p>	

The City of New Haven is subject to Ordinance #1585 (2/17/2009) which prohibits unfair discrimination in City hiring policies against persons previously convicted and provides a mechanism to ensure that persons and businesses supplying goods and/or services to the City of New Haven have adopted and employ fair hiring policies and practices that are consistent with the City's goal of removing obstacles to the employment of persons with prior convictions.


Accordingly, during the performance of this contract, the Contractor agrees as follows:

(A) Vendors doing business with the City of New Haven shall adopt and employ conviction history policies, practices, and standards that are consistent with City standards further detailed in the attached ordinance. The Vendors' criminal history standards will be part of the criteria to be evaluated by the City as to whether to award a City contract. Further, the City will be able to evaluate a Vendor's execution of the criminal history standards as a part of the performance criteria of said City contract(s); the Awarding Authority, in consultation with the Office of Corporation Counsel and the Community Services Administration, shall consider any Vendor's deviation from these criminal history standards as grounds for rejection, rescission, revocation, or any other termination of the contract.


(B) Under exigent circumstances, an Awarding Authority, by its highest ranking member, in consultation with the Office of Corporation Counsel and the Community Services Administration, may grant a Vendor a waiver of the criminal history standards on a contract-by-contract basis. A written record of the waiver shall be kept on file by the Awarding Authority, the Community Services Administration and the Office of Corporation Counsel, and shall also be submitted to the City of New Haven Commission of Equal Opportunities. The written record shall include, but not be limited to: (a) a summary of the terms of the contract, (b) the details of the Vendor's failure or refusal to conform to the City's criminal history standards, and (c) a brief analysis of the exigency causing the grant of waiver. No waiver may be considered perfected unless the Awarding Authority fully complies with the provisions of this sub-section.

(C) A Vendor may contact the Community Services Administration to report any problems, concerns or suggestions regarding the implementation, compliance and impact of these sections, and the Community Services Administration shall log every comment received with a summary of the comment and shall keep on file any written comments. Subsequent to logging any comment the Community Services Administration shall refer all complaints to the Office of the Corporation Counsel and shall notify the relevant Awarding Authority of the complaint and any further investigation that the Community Services Administration in consultation with the Office of Corporation Counsel deems necessary or appropriate.



<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Certificate of Non-Arrearage</p>	

I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and Neither the Bidder/Proposer, nor its subcontractors are in arrears to the State of Connecticut Second Injury Fund.

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Equal Employment Opportunity Agreement</p>	

During the performance of this contract, the Contractor agrees as follows:

- a. To comply with all provisions of Executive Order 11246 and Executive Order 11375, Connecticut Fair Employment Practices Act, and the contract compliance ordinance of the City of New Haven, including all standards and regulations which are promulgated by the government authorities who established such acts and requirements, and all standards and regulations are incorporated herein by reference;
- b. Not to discriminate against any employee or applicant for employment because of race, color, religion, age, sex, physical disability or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to race, color, religion, sex, age, or national origin and physical handicap. Such action 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 forms of compensation, and selection for training, including apprenticeship;
- c. To post, in conspicuous place available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause;
- d. To state, in all solicitations or advertisement for employees placed by or on behalf of the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, physical disability or national origin;
- e. To send to each labor union representative of workers with whom it has a collective bargaining agreement, or other contract or understanding, a notice advising a labor union or worker's representative of the contractor's commitments under the equal opportunity clause of the City of New Haven, and shall post copies of the notice in conspicuous places available to employees and applicants for employment. The contractor shall register all workers in the skilled trades, who are below the journeyman level, with the Apprentice Training Division of the Connecticut State Labor Department;
- f. To utilize labor department and city sponsored manpower programs as a source of recruitment and to notify the contract compliance unit and such programs of all job vacancies;
- g. To take affirmative action to negotiate with qualified minority contractors for any work which may be proposed for subletting, or for any additional services, or work which may be required as a result of this contract;
- h. To cooperate with city departments in implementing required contract obligations for increasing the utilization of minority business enterprises;
- i. To furnish all information and reports required by the Contract Compliance Director pursuant to section 12 1/2 -1, 12 1/2-19 through section 12 1/2-32, 12 1/2-48 through 12 1/2-52 and to permit access to his books, records and accounts by the contracting agency, the Contract Compliance Officer, and the Secretary of Labor for purposes of investigation to ascertain compliance with the program;

j. If such contractor employs three or more employees to refrain from paying such employees dues and related expense for clubs that restrict membership use of their facilities on the basis of race, color, sex, religion, national origin or ancestry;

k. To take such action, with respect to any subcontractor, as the City may direct as a means of enforcing the provisions of sub-paragraphs (a) through (m) herein, including penalties and sanctions for noncompliance, provided however that, in the event the contractor becomes involved or threatened with litigation as a result of such direction by the City, the City will intervene in such litigation to the extent necessary to protect the interest of the City and to effectuate the City's Equal Employment Opportunity Program, in the case of funded directly or indirectly, in whole, or in part, under one or more Federal Assistance Programs, the contractor or the City may ask the United States to enter into such litigation to protect the interest if the United States;

l. To file, along with his subcontractors, if any, compliance reports with the City in the form and to the extent prescribed in the contract by the Contract Compliance Director of the City of New Haven. Compliance reports filed at such times as directed shall contain information as to the employment practices, policies, programs and statistics of the contractor and his subcontractors, if any;


m. To include the provisions of sub-paragraphs (a) through (m) of this Equal Opportunity Clause in every subcontract or purchase order so that said provisions will be binding upon each such subcontractor or vendor;

n. That a finding, as hereinafter provided, of a refusal by the contractor, or subcontractor, to comply with any portion of this program as herein stated and described, may subject the offending party to any or all of the following penalties:

1. Withholding of all future payments under the involved public contract to the contractor in violation until it is determined that the contractor, or subcontractor, is in compliance with the provisions of the contract;
2. Refusal of all future Bids for any public contract with the City of New Haven, or any of its departments or divisions, until such time the contractor or subcontractor, is in compliance with the provisions of the contract;
3. Cancellation of the public contract;
4. Recovery of specified monetary penalties;

5. In case of a substantial or material violation, or the threat of substantial or material violation of the compliance procedure or as may be provided in for by the contract, appropriate equitable or legal proceedings may be brought to enforce these provisions against contractors, subcontractors or other organizations, individuals or groups who directly or indirectly are not in compliance with the policy herein outlined.

(Ord. of 12-5-77).

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Minority Business Enterprise (MBE) Subcontractor Utilization Agreement (rev. 9/28/2020)</p>	

During the performance of this Contract, the Awarded Contractor agrees to comply with all provisions of the Small Business Enterprise Construction Opportunity Initiative Ordinance section 12-9. (herein referred to as SCD). The City's provisions are as follows:

(a) The City's specific goals for utilization of MBE subcontractors are defined in Section 12-5 of this Ordinance. The City hereby requires that all parties bidding or otherwise seeking to be qualified as a Contractor with respect to a City Construction Contract ("the lowest responsible bidder") shall aggressively make every effort to obtain MBE participation in order to achieve the utilization goals.

(b) The provisions of this section 12 - 9 shall apply to all City Construction Contracts that are over \$150,000.

(c) All bidders shall be required to submit this affidavit signed by a principal or other authorized person of the Contractor and submitted with their bid. If the affidavit is not submitted with the bid, the bidder will be considered a non-responsive bidder, and the bid may be rejected. If a bidder submits more than one non-responsive bid within a 12-month period, that bidder will be disqualified from all future bids within the next 12 months.

(d) The City intends to award City Construction Contracts to the lowest responsible bidder that has achieved or made a good faith effort to achieve the MBE utilization goals. Failure by any awarded Contractor to demonstrate that they have either achieved the utilization goals, or that they have made good faith efforts to achieve the utilization goals as required hereunder, will result in a determination by the Purchasing Agent that the bidder is not a responsible bidder with respect to the City Construction Contract in question.

(e) In order to achieve the MBE utilization goals, a Contractor may award contracts to Subcontractors that are certified as MBEs for the purpose of this program, or may enter into a joint venture (or other commercially reasonable relationship which is satisfactory to the City for the purposes of this program) with one or more MBEs, for the purpose of carrying out the City Construction Contract. The MBE(s) must perform actual construction work (or construction-related work such as site preparation, etc.) and not merely act as a passive conduit.

(f) The Awarded Contractor shall submit signed contracts or letters of commitment with the MBEs that will be utilized by the Contractor in the carrying out such City Construction Contract, together with a list of the respective dollar amounts payable to each such MBE. This list shall be provided by the awarded Contractor to the Small Business Initiative during the Contract award process. For credit to be given, each MBE must be registered as an MBE prior to submittal of such list by the Contractor.

(g) If the awarded Contractor can demonstrate at the pre-award meeting with SCD, that it has successfully achieved the 25% overall MBE utilization goals for subcontracting, the Bureau of Purchases/SCD is not required to evaluate other efforts the awarded contractor made to achieve the goal.

(h) If, however, the awarded Contractor has failed to meet the MBE Utilization goal at the pre-award meeting with SCD, SCD will evaluate and verify if a Contractor has accomplished at least four of the following during their bid preparation process:

- (1) The placing of the subcontracting opportunity on an approved City Construction opportunity website, for at least 10 days. <http://www.newhavencontractorsalliance.org/>

(2) The placing of advertisements in at least two local newspapers and at least one specialist publication aimed at small Contractors not less than two weeks prior to submittal of its bid or proposal, which advertisements shall have described the type of work being solicited, set forth the name, address and telephone number of a contact person at the Potential Contractor with knowledge of the project to which the City Construction Contract relates and stated where appropriate plans and specifications could be obtained.

(3) The mailing of notices (certified mail, return receipt requested) to at least four business associations and/or development agencies which disseminate bid and other construction-related information to businesses within the Greater New Haven area, not less than two weeks prior to its bid or proposal, which advertisements shall have described the type of work being solicited, set forth the name, address and telephone number of a contact person at the Potential Contractor with knowledge of the project to which the City Construction Contract relates and stated where appropriate plans and specifications could be obtained.

(4) Verification of quotes received from subcontractors that were denied because of cost, quality, availability, etc.

(5) Verification of outreach to and collaboration with the Regional Contractor's Alliance.


(6) A detailed description of any attempts made to enter into joint ventures or other such arrangements with MBEs and /or assistance provided to MBEs relative to review of plans and specifications or other documents issued by the City, review of work to be performed, encouragement of other Subcontractors to utilize MBEs, and any other such efforts undertaken to encourage the participation of MBEs and all actions taken by the Potential Contractor with respect to any proposals received from MBEs, including, where appropriate, the reasons for the rejection of any such proposals.

(7) Other efforts as determined in advance by the Purchasing Agent/SCD.


(i) In the event that SCD does not agree that a good faith effort has been made by the awarded Contractor, SCD/Purchasing has the right to reject the contractor. If the Contractor disputes this rejection, a committee composed of a representative from Small Contractor Development, the Corporation Counsel's Office, and the Bureau of Purchases will evaluate whether such good faith effort was achieved in accordance with the provisions of this Ordinance.

(j) If the awarded Contractor has failed to demonstrate a good faith effort in meeting the utilization goals, they will forfeit the award and the contract will be awarded to the next lowest responsible bidder.

(k) If all bidders are non-responsive bidders, the Purchasing Agent will have discretion to reject all bids and to re-bid the project, or to accept the lowest, otherwise-responsible, bidder in accordance with the provisions of this Section.


<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Non-Collusion Affidavit of Prime Bidder/Proposer</p>	

1.	I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and;
2.	I am fully informed respecting the preparation and contents of the attached solicitation and of all pertinent circumstances respecting such Bid/Proposal;
3.	Such Bid/Proposal is genuine and is not collusive or a sham Bid/Proposal;
4.	Neither the said Bidder/Proposer nor any of its officers, partners, owners, agents, members, representative, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder/proposer, firm or person to submit a collusive or sham Bid/Proposal in connection with the Contract for which the attached Bid/Proposal has been submitted or to refrain from Bidding/Proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder/proposer, firm or person to fix the price or prices in the attached Bid/Proposal or of any other Bidder/Proposer, or to fix any overhead, profit or cost element of the Bid/Proposal prices or the Bid/Proposal price of any other Bidder/proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of New Haven or any person interested in the proposed Contract;
5.	The price or prices quoted in the attached Bid/Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder/Proposer or any of its agents, representatives, owners, members employees, or parties in interest, including this affiant; and
6.	That no Alderman or other officer or employee or person whose salary is payable in whole or in part from the City Treasury is directly or indirectly interested in the Bid/Proposal, or in the supplies, materials, equipment, work or labor to which it relates, or in any of the profits thereof.

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Contractors Livable Wage Certification Form</p>	
<p>Internal Audit Division</p>	

I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and I do hereby certify that the company listed above and all its subcontractors will pay all workers on the Bid/Contract listed above the Livable wages as indicated in Article XVII, Section 2-221 et seq. of the Code of the City of New Haven. The Current Livable Wage per hour is detailed in the Project Summary of this solicitation. If your firm's salary schedules are more than this amount, please provide documentation with your response. This may eliminate the need for weekly payroll submittals; however, you may still be subject to spot audits.

Disclosure & Certification Affidavit

CITY OF NEW HAVEN New Haven, Connecticut 06510				DISCLOSURE & CERTIFICATION AFFIDAVIT	
1. EVERY SECTION MUST BE COMPLETED					
Contractor/Vendor Name:		ABM Industry Groups, LLC.			
DBA (if applicable)		If you are a DBA, please be advised you must file a Trade Name Certificate with the CONH City/Town Clerk			
Physical principal place of business:		280 Trumbull St. 21st Floor	Hartford	CT	06103
		Address	City	State	Zip
Mailing Address: (complete only if different from principal place of business):					
		Address	City	State	Zip
Telephone #:		(212) 960-8985			
Email Address:		joe.lops@abm.com			
Contact Person:		Joe Lops, Director of Education Solutions			

For the purposes of this Disclosure and Certification Affidavit, the following definitions apply:	
(a)	"Person" means one (1) or more individuals, partnerships, corporations, associations, or joint ventures.
(b)	"Contract" means any agreement, purchase order, Memorandum of Understanding, or other formal commitment entered into by the city to expend funds in return for work, labor, services, supplies, equipment, materials or any combination of the foregoing, or any lease, lease by way of concession, concession agreement, permit, or per agreement whereby the city leases, grants or demises property belonging to the city, or otherwise grants a right of privilege to occupy or to use said property of the city.
(c)	"City" means any official agency, board, authority, department office, or other subdivision of the City of New Haven "CONH"
(d)	"Affiliate Entity" means any entity listed in sections 5 or 6 below or any entity under common management with the Contractor.
(e)	"DOB" means Date of Birth for individuals

State of Tennessee	County of Knox
I, Tom Martin, Senior Vice President	being first duly sworn, hereby deposes and says that:
<i>Type your name above</i>	
2. I am over the age of 18 and understand the obligations of making statements under oath; I understand that the City of New Haven is relying on my representations herein. (click 2a or 2b)	
2a. <input type="checkbox"/>	I am the corporate secretary or majority owner (including sole proprietorship) of: ABM Industry Groups, LLC.
	<i>Type company name above</i>
2b. <input type="checkbox"/>	Or I am an individual and my name is:
	<i>Type individual name above</i>

3.	Please click the applicable representation(s) regarding taxes or, if none of the below are accurate, attach an explanation of the status of the relevant tax obligations to this Affidavit
3a. <input type="checkbox"/>	As required by Conn. Gen. Stat. §12-41, the Contractor (and each owner, partner, officer, authorized signatory, or Affiliate Entity of the Contractor) has filed a list of taxable personal property with the City of New Haven for the most recent grand list and all taxes are current.
3b. <input checked="" type="checkbox"/>	The Contractor (including any owner, partner, officer, or authorized signatory thereof) is not required to file a list of taxable personal property with the CONH for the most recent grand list and does not owe any back taxes to the CONH, either directly or through a lease or other agreement.
3c. <input type="checkbox"/>	The Contractor or an owner, partner, officer, representative, agent or Affiliate Entity of the Contractor either i) has a PILOT agreement with the City of New Haven or ii) owes back taxes and has executed an agreement with the CONH to pay said back taxes in installment payments. Such agreement is attached and incorporated herein by reference and the payments under said agreement are not in default.
3d. <input type="checkbox"/>	Other than as may be described in section 3a-c above, the Contractor (including any owner, partner, officer, other authorized signatory, or Affiliate Entity) does not have any outstanding monetary obligations to the City of New Haven.

4.	Please click the applicable representation about the Contractor's business registration:		
4a.	<input type="checkbox"/>	Contractor is a Connecticut corporation, partnership, limited liability company or sole proprietorship.	Type State registration # above
4b.	<input checked="" type="checkbox"/>	Contractor is a foreign corporation, partnership, limited liability company or sole proprietorship but is registered to do business in the State of Connecticut.	0005741579
4c.	<input type="checkbox"/>	Contractor is a foreign corporation, partnership, limited liability company or sole proprietorship and is not registered to do business in the State of Connecticut. The Contractor is registered in the State of:	Type State name above
4d.		Contractor has confirmed with the Connecticut Secretary of the State that the services it will provide pursuant to the Contract do not constitute doing business in the State of Connecticut and no registration with the Connecticut Secretary of the State is required. Contractor does otherwise affirm they have and will maintain the following State of Connecticut registrations, certificates, or approvals relevant to the Agreement (attach if Applicable) (if not applicable, state N/A).	

5.	The following list is a list of the names of all persons affiliated with the business of the Contractor who are also affiliated with the City of New Haven. For purposes of this Affidavit, "affiliated with the business of the Contractor" includes any current or former employee (including officers) of the Contractor or any owner, board member or agent of the Contractor, or of any subsidiary or parent company of the Contractor, and "affiliated with the City of New Haven" means any employee, agent, public official, board member, commissioner or any other person serving in an official capacity for or on behalf of the City of New Haven. If none state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Name	City Affiliation Role & Time Frame	Contractor Affiliation Role & Time Frame
5a.	None		
5b.			


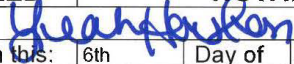
6.	Contractor must disclose all existing and recent contracts with the City. The following list is a list of all contracts in which either the Contractor, any person affiliated with the business of the Contractor or an Affiliate Entity of the Contractor provides, or has provided, services or materials to the City within one (1) year prior to the date of this disclosure. If none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Name of Contractor or Affiliate	Affiliation (if applicable)	Contract Number
6a.	None		
6b.			
6c.			
6d.			

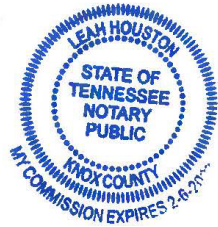
7.	The Contractor possesses an ownership interest in the following business organizations, if none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Organization Name	Address	Type of Ownership
7a.	None		
7b.			

8.	The following persons and/or entities possess an ownership interest in the Contractor. If the Contractor is a corporation, list the names of each stockholder whose shares exceed twenty-five (25) percent of the outstanding stock. If none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Name	Title	% of Ownership
8a.	None		
8b.			

9.	If the Contractor conducts business under a trade name, the following additional information is required: the place where such entity is incorporated or is registered to conduct such business; and the address of its principal place of business, if none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):		
	Trade Name	Place of Incorporation/Registry	Principal Place of Business
9a.	ABM Industry Groups, LLC.	Delaware	One Liberty Plaza, 7th Floor, New York, NY
9b.			

I hereby certify that I am duly authorized to sign this Affidavit and that the person who will sign the Agreement (if required) with the City on behalf of the Contractor will be duly authorized to execute the same. I hereby further certify that the statements set forth above are true and complete on the date hereof and that I, or another authorized individual of the Contractor, will promptly inform the City, in writing, if any of the information provided herein changes or is otherwise no longer accurate at any point during the execution of the referenced Agreement. I understand that any incorrect information, omission of information or failure of the Contractor to update this information, as described in the foregoing sentence, may result in the immediate termination of all agreements the Contractor has with the City of New Haven and disqualification of the Contractor to further contract with the City.

Signature of person completing this form:			
Title of person completing this form:	Tom Martin, Senior Vice President		
Contractor/Vendor Name:	ABM Industry Groups, LLC.		
Date:	06/06/2022		
THIS FORM MUST BE NOTARIZED		NOTARY SEAL (if available)	
Signature of Notary:			
Subscribed and sworn to, before me on this:	6th	Day of	June 2022
My Commission Expires:	February 6, 2023		



Priority Payment Program Application

The City of New Haven's Priority Payment Program

THIS FORM MUST BE COMPLETED & RETURNED WITH YOUR SOLICITATION RESPONSE

The City of New Haven has launched a new initiative called the Priority Payment Program (PPP). The PPP provides its vendors the option to submit invoices electronically and quickly receive payments via direct deposit...in as little as 10-15 days.

Vendors who enroll in the PPP will receive prompt payment of their invoices in exchange for a small discount offered on the goods and/or services they provide to The City of New Haven. Enrolled vendors are given the flexibility of setting the percentage rate they wish to offer The City, based around initiating the payment 10 days after a valid invoice has been submitted.

If payment is released before or after the 10th day of submission, the PPP then utilizes dynamic discounting to determine the appropriate discount. Dynamic discounting is a rebate calculation method that's based on the number of days it takes for an invoice to get paid. This period begins on the date a valid invoice is submitted to The City and ends on the date payment is initiated by the Controller. The quicker The City of New Haven pays an invoice - the higher the discount paid by the vendor. The longer it takes to pay - the lower the discount.

For example, a vendor offering payment terms of 2% / 10 / Net 30 stipulates that if payment of the invoice is initiated on the 10th day after it was received, The City deducts 2% from the total amount of the invoice in exchange for prompt payment. If payment is initiated before day 10, the discount taken will be slightly higher than 2%. If payment is released after the 10th day, the discount amount will be less than 2% and incrementally decrease as each day passes. If The City pays the invoice 30 days after it was received, no discount is taken and the full amount is paid to the vendor.

This table illustrates how dynamic discounts vary based on the time taken before payment is initiated by the City Controller.

Invoice Amount	Net Terms	Targeted Pay Date	Chosen Rate
\$5,000.00	30	10	2.00%

Date Invoice Received	Paid on Day	Discount Calculation	Discount Amount	Net Payment to Vendor
If Paid on: 05/02/18	1	2.90% paid 29 days early	\$145.00	\$4,855.00
If Paid on: 05/03/18	2	2.80% paid 28 days early	\$140.00	\$4,860.00
If Paid on: 05/04/18	3	2.70% paid 27 days early	\$135.00	\$4,865.00
If Paid on: 05/05/18	4	2.60% paid 26 days early	\$130.00	\$4,870.00
If Paid on: 05/06/18	5	2.50% paid 25 days early	\$125.00	\$4,875.00
If Paid on: 05/07/18	6	2.40% paid 24 days early	\$120.00	\$4,880.00
If Paid on: 05/08/18	7	2.30% paid 23 days early	\$115.00	\$4,885.00
If Paid on: 05/09/18	8	2.20% paid 22 days early	\$110.00	\$4,890.00
If Paid on: 05/10/18	9	2.10% paid 21 days early	\$105.00	\$4,895.00
If Paid on: 05/11/18	10	2.00% paid 20 days early	\$100.00	\$4,900.00
If Paid on: 05/12/18	11	1.90% paid 19 days early	\$95.00	\$4,905.00
If Paid on: 05/13/18	12	1.80% paid 18 days early	\$90.00	\$4,910.00
If Paid on: 05/14/18	13	1.70% paid 17 days early	\$85.00	\$4,915.00
If Paid on: 05/15/18	14	1.60% paid 16 days early	\$80.00	\$4,920.00
If Paid on: 05/16/18	15	1.50% paid 15 days early	\$75.00	\$4,925.00
If Paid on: 05/17/18	15	1.50% paid 15 days early	\$75.00	\$4,925.00
If Paid on: 05/18/18	16	1.40% paid 14 days early	\$70.00	\$4,930.00
If Paid on: 05/19/18	17	1.30% paid 13 days early	\$65.00	\$4,935.00
If Paid on: 05/20/18	18	1.20% paid 12 days early	\$60.00	\$4,940.00
If Paid on: 05/21/18	19	1.10% paid 11 days early	\$55.00	\$4,945.00
If Paid on: 05/22/18	20	1.00% paid 10 days early	\$50.00	\$4,950.00
If Paid on: 05/23/18	21	0.90% paid 9 days early	\$45.00	\$4,955.00
If Paid on: 05/24/18	22	0.80% paid 8 days early	\$40.00	\$4,960.00
If Paid on: 05/25/18	23	0.70% paid 7 days early	\$35.00	\$4,965.00
If Paid on: 05/26/18	24	0.60% paid 6 days early	\$30.00	\$4,970.00
If Paid on: 05/27/18	25	0.50% paid 5 days early	\$25.00	\$4,975.00
If Paid on: 05/28/18	26	0.40% paid 4 days early	\$20.00	\$4,980.00
If Paid on: 05/29/18	27	0.30% paid 3 days early	\$15.00	\$4,985.00
If Paid on: 05/30/18	28	0.20% paid 2 days early	\$10.00	\$4,990.00
If Paid on: 05/31/18	29	0.10% paid 1 days early	\$5.00	\$4,995.00
If Paid on: 06/01/18	30	0.00% paid 0 days early	\$0.00	\$5,000.00

Visit <https://www.newhavenct.gov/gov/depts/finance/default.htm> and click on "Priority Payment Program" to read our FAQs and get more details. Questions? Email onboarding@oxygen-finance.com or call us (866) 515-3860

March 2019

RFP 2022-05-1456

Proposal for Facilities Management Services for the New Haven Public School District

Due Date: June 7, 2022 11:00AM



Prepared and Submitted by:
GoTo Services
117 Kendall Street
New Haven, CT 06512
www.gtservu.com



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PROPOSAL SUBMISSION INSTRUCTIONS

Submissions should include information in the sequence requested below. Each submission shall include tabbed sections with the letters indicated below which shall be limited to the information described in each section. Other information may be included in the submission but not included within the tabbed sections. Proposers shall submit one- (1) original and (3) three copies of their proposal.

- Proposer's name addresses and telephone number.
- A detailed description of how the Proposer would meet the requirements of the scope of management services section. In addition, each proposal shall include a description of any other services the proposer would provide as part of the lump sum fee for basic management services.
- A statement of the lump sum fee for the management services described herein submitted in the format requested by the Public Schools and included in this request for proposals for the first one year of a contract. (RFP Submission Form)
- Each proposal shall include a description of the positions the Proposer will supply with the names of key personnel; the responsibilities of each of the positions; and the role each position will perform in interfacing with Public School personnel, tenants, and customers in performing the basic management services. A description of all applicable qualifications, certifications and education of personnel shall be provided or available to meet the management services requirements shall also be provided. An organizational chart shall be provided.
- Other auxiliary services offered by the proposer at a fee in addition to the lump sum fee for the basic services shall also be described in the proposal. Such description shall include the services offered and the respective fees for each service.
- A description of appropriate performance measures should be included in the proposal that would allow the Public Schools to measure the Proposer's performance regarding customer satisfaction and cost effectiveness in accordance with Section 5 of the RFP.
- Five (5) references shall be provided in the proposal. Each reference shall be provided with a description of the relationship and name and telephone number of the key contact. References of clients with experiences similar to the services requested in the RFP will be judged more relevant in the evaluation.
- Each proposal shall identify any additional resources, if any, the Public Schools would have to make available under the proposal including equipment, office space, furniture, etc.

PROPOSER'S CONTACT INFORMATION

GoTo Services
117 Kendall Street
New Haven, CT 06512
www.gtservu.com

Owner: Manuel Gomez
mgomez@gtservu.com
860-883-1954
401-418-0437

Office Manager: Lori Merritt
lmerritt@gtservu.com
(860) 883-1954

GoTo Services is a New Haven based Certified Minority Business Enterprise, qualified by both the State of Connecticut Department of Administrative Services (DAS) and Lil Snyder's New Haven based Minority Business Program.

High level supervision of this contract would be provided from our Connecticut home office, located at 117 Kendall Street in New Haven, CT.

This office will continue to provide:

- Branch manager with at least 12 years of experience in the field of custodial services overseeing all operations.
- Excellent area supervision to ensure regular quality inspections of personnel and performance.
- Mobile support services division available to respond 24/7/365 or emergencies & special projects
- Top of the line and best industry training, technology, and equipment.
- Environmentally Friendly "Green" and specialty cleaning products.
- Human Resources department offering full health & wellness benefits for employees
- Full work competency and safety training program for employees.

RESPONSE TO SCOPE OF SERVICES

Go To is a full-service management company serving all types of clients, including schools, universities, and municipal buildings. Our facilities management team has invaluable knowledge of the schools and assets that make up the New Haven Public School district. We have forged *strong* and *trusted* relationships with Principals, city staff, vendors, trades, and community members alike. Our understanding of the nuance of building equipment, projects and contractors will continue to provide value to the New Haven Public School district. This knowledge can only be accumulated through experience and has taken years to develop. We have managed \$7,000,000+ of in-house construction projects and \$4,000,000 in on-call vendor contracts which has created a deep understanding of every crevice of your district.

Our staff has implemented numerous energy savings initiatives within the New Haven Public Schools. Our staff will continue their efforts to reduced kilowatt hour, natural gas, and heating oil consumption. Our Energy Management Team has been integral in helping the district achieve over 40M+ in energy cost avoidance.

We have a proven record of managing BOE contractors, tradesmen, part-time cleaning contract employees and outside maintenance contractors while holding down costs and improving energy efficiency of school buildings. **Our mission is to save the district money and creatively stretch district budgets to complete the maximum maintenance and repairs as the budget will support.** Understanding that funds are valuable to the district, our company gave back \$25,000 last year from our scheduled contract increase.

Our team will continue to work under the direction of the BOE's designated representative(s) to implement the best, most economical facilities maintenance program possible while respecting strict budgetary and purchasing guidelines. We will continue fostering strong relationships with New Haven's Board of Education, administrative staff, building principals, custodial, trades, union, and facilities maintenance staff to maintain the proper support team for each building that satisfies the individual needs the staff and infrastructure require.

Day-to-Day Supervision, Snow Removal and Emergency Management

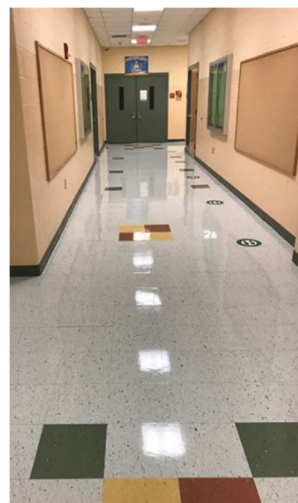
We attend all Emergency Operation Committee (EOC) meetings and serve as a represent of the Board of Education. Additionally, our team collaborates with all departments during all city emergencies and follows up with appropriate FEMA application as required.

In collaboration with the Superintendent and COO, we actively respond to all snow events and emergency situations. We manage the bidding out of each individual school to secure the best possible pricing for the district. We oversee and dispatch the three vendors and local 287 in snow plowing and sanding operations across all zones.

We immediately respond to unforeseen maintenance and vandalism emergencies 24/7/365 by investigating the issue firsthand and assigning repair work to either in-house trades staff or outside vendors. **Having local staff from New Haven enables our team to respond immediately, in person** to address any situation in the buildings. We generate regular vandalism reports to track recurring incidents and report to the security department.

Cleaning and Building Management Services

Our team continually raises the bar when it comes to building maintenance and cleanliness. There are typically 100+ internal and external programs that take place in the buildings each summer. We have developed a tried-and-true deep cleaning and floor maintenance program that ensures that students and staff return to clean and healthy learning environments after summer break. This takes meticulous planning and organization to achieve this around summer building use.



GTS hit the ground running in response to the Coronavirus pandemic. We worked closely with the New Haven Health Department to inspect our facilities and create a plan create the most safe and sterile environment possible within our district. This included the fabrication of numerous isolation rooms (see appendix A) within the schools, a more rigorous filter change program, modifying HVAC scheduling, and daily deep cleaning districtwide. We continued to develop and evolve this program to align with ever changing mandates. We have put in place a monthly inspection policy for all isolation rooms to ensure that all items remain intact in the event of an exposure. See appendix A for pandemic deep cleaning program.



We worked closely with Fuss & O’Neill to meet all HVAC requirements for building occupants to safely return to in person learning. We completed the 125 required measures (100%) across 41 schools effectively and in time to reopen buildings to in person learning. In addition to these 125 required measures, our team completed an additional 152 *optional* measures (64%). The remaining recommendations are capital projects awaiting additional funding to complete. See appendix A for a complete list of these required measures.

Our staffed OSHA trainer maintains a current file of all health and safety records, including COVID-19 disinfection logs.

Work Orders & Permitting

GoTo Services has a great deal of experience with the School Dude platform. We are skilled with submitting, reviewing, assigning, and closing our work orders as necessary. **Our team currently responds to over 11,000 work orders each fiscal year.** We provide maintenance reports as requested by Chief Operating Officer. Our team has an average work order completion rate of 90%-94%. We do our best to accomplish as much work as possible within the budget allowed.

Year over year, we have improved upon the permitting system for the district. It is critical to know who is occupying our buildings at any given time. Each of New Haven's schools must serve as a resource for various community, school and city organizations to hold functions, meetings and other activities. Our staff understands that the school facilities are a precious asset, and that we must be selective with who we allow in our buildings. We have redesigned our application to be a fillable PDF, making it much easier to complete by the requester.

GTS employs a Facility Usage Administrator who is solely responsible for receiving, scheduling and managing permits. This position works closely with the Energy Management Systems Coordinator to ensure that rented spaces are properly heated and cooled only when utilized. This contributes significantly to energy savings.

Our permitting department is vigilant in evaluating organizations and assessing risk before permitting use of any BOE space. They must adhere to the guidelines set forth and comply with all insurance requirements. Although rare, we have had to restrict certain programs from our buildings due to repeated vandalism or not following the district policies.

We follow the district's "tier structure", and review costs with the applicant in advance. Our goal is to continue increasing the revenue generated by the permitting program so that these funds can be diverted to maintaining the facilities. **Since our staff has taken over this position, we have generated \$1,079,581.46 in revenue for the district.**

GTS will consult with New Haven's administrative staff, as well as members of the BOE to create a fair fee schedule that is clearly defined and understood by all parties, the fee structure will be reviewed on an annual basis and will be updated according to increases in cost-of-living standards, energy/utility costs and custodial wages.

A typical week in the New Haven Public School District consists of approximately 200-250 events.

5	6	7	8	9	10	11
AAU Boys Basketball - Vertical Hoops Softball Game & Festival All Access Student Development STREAM Carnival Tia Russell Early Entry Tia Russell Dance Recital	Edgewood Child Care (Morning) Federal Training - CT (Main arena) MASH Pre-K Morning Decision Day Celebration-Atrium/Auditorium Highfliers /ARTE School Psychologist Staff Mtg Special Education Speech & Language Staff meeting 21st Century After School Hillhouse Spring Sports/Athletics Dept Celentano After School Program Hillhouse Spring Sports/Ath Dept Reading Lab After School (F.Haven) Reading Lab After School (Troup) W Cross Spring Sports/Athletics Dept Hooker PTA (afternoon) Hooker PTA (afternoon) 21st Century After School 21st Century After School Boys and Girls Club LEAP (Fall 21-22) Squash Haven 21st Century After School After School Band Practice Boys and Girls Club MASH After School Parks (Rm 314) Career Boys Practice MBA Parks After School Parks Library Bridges of Hope Tutoring Girls Volleyball (parks) Parks & Rec Parks and Rec Parks and Rec orientation Parks Gym Parks Gym Parks Gym Parks (Dismissal) Hooker Talent Show Sound School Parent Meeting (PAC) AAU New Haven Heat Centro San Jose Basketball Co-Op-- Rental-Gateway basketball Special Olympics (Track) WESTMAN	Edgewood Child Care (Morning) Federal Training - CT (Main arena) MASH Pre-K Morning Restorative Circles EELS MR. GIBBONS Highfliers /ARTE 21st Century After School Career Spring Sports/Athletics Dept Celentano After School Program East Rock School Festival Hillhouse Spring Sports/Ath Dept Reading Lab After School (F.Haven) W Cross Spring Sports/Athletics Dept Hooker PTA (afternoon) Hooker PTA (afternoon) 21st Century After School 21st Century After School Boys and Girls Club LEAP (Fall 21-22) Shakespeare Program Squash Haven Yoga Class 21st Century After School After School Band Practice Boys and Girls Club MASH After School Parks (Rm 314) Career Boys Practice MBA Parks After School Parks Library Swim Lessons (Parks) Bridges of Hope Tutoring Bridges of Hope Tutoring Girls Volleyball (parks) Parks & Rec Multilingual Learner Awards Ceremony Parks & Rec Parks and Rec Parks Gym Parks Gym Parks (Dismissal) AAU New Haven Heat Co-Op-- Rental-Gateway basketball Shakespeare PERFORMANCES Young Life/NHPS Basketball Special Olympics (Track) WESTMAN New Haven Chamber Orchestra	Edgewood Child Care (Morning) MASH Pre-K Morning Blood Drive - American Cross Meeting - Jackson (Main arena) Betsy Ross Theatre Rehearsals Gomez/Samalot After School Dance Club Highfliers /ARTE 21st Century After School Wilbur Cross eSports Career Spring Sports/Athletics Dept Celentano After School Program CO-OP Music Rehearsal Hillhouse Spring Sports/Ath Dept Reading Lab After School (F.Haven) Reading Lab After School (Troup) W Cross Spring Sports/Athletics Dept Hooker PTA (afternoon) Hooker PTA (afternoon) 21st Century After School 21st Century After School Boys and Girls Club LEAP (Fall 21-22) 21st Century After School Boys and Girls Club LEAP (Fall 21-22) Shakespeare Program Squash Haven Night-Head Start MASH After School Parks (Rm 314) Beecher School Basketball Practice Career Boys Practice MBA Parks After School Parks Library Bridges of Hope Tutoring Band Concert Girls Volleyball (parks) Parks & Rec Parks and Rec Parks and Rec Parks Gym Parks Gym Parks (Dismissal) Youth and Rec Pool (Soccer/Volleyball) Youth and Rec Pool Parks (Dismissal) Nathan Hale Awards Night Nathan Hale Awards Night Sound School Parent Meeting (PAC) Youth Without Limits AAU New Haven Heat Centro San Jose Basketball Co-Op-- Rental-Gateway basketball Special Olympics (Track) WESTMAN	Edgewood Child Care (Morning) MASH Pre-K Morning Restorative Circles EELS MR. GIBBONS Highfliers /ARTE 21st Century After School Career Spring Sports/Athletics Dept Celentano After School Program Hillhouse Spring Sports/Ath Dept Reading Lab After School (F.Haven) Reading Lab After School (Troup) W Cross Spring Sports/Athletics Dept Hooker PTA (afternoon) Hooker PTA (afternoon) 21st Century After School 21st Century After School Boys and Girls Club LEAP (Fall 21-22) NH Alternative Basketball League (2 Courts) Squash Haven Yoga Class 21st Century After School After School Band Practice Boys and Girls Club MASH After School Parks (Rm 314) Career Boys Practice Parks After School Parks Library Youth & Rec (swim) Bridges of Hope Tutoring Bridges of Hope Tutoring Girls Volleyball (parks) Parks & Rec Parks and Rec Parks and Rec Parks Gym Parks Gym Parks (Dismissal) AAU New Haven Heat Centro San Jose Basketball Co-Op-- Rental-Gateway basketball Edgewood Dance (at BRAMS Hall) Nathan Hale Band Concert (new date) Shakespeare PERFORMANCES Signing Day - Hillhouse (Volleyball) Young Life/NHPS Basketball Wexler Performance (Matilda Jr.)	Edgewood Child Care (Morning) MASH Pre-K Morning OCC Graduation TAG Highfliers /ARTE 21st Century After School Career Spring Sports/Athletics Dept Celentano After School Program Hillhouse Spring Sports/Ath Dept Reading Lab After School (F.Haven) Reading Lab After School (Troup) Hooker PTA (afternoon) Hooker PTA (afternoon) 21st Century After School 21st Century After School Boys and Girls Club Civil Service SETUP (NHFD Promotional) Squash Haven 21st Century After School After School Band Practice MASH After School Parks (Rm 314) 7th Grade Play Rehearsals Career Boys Practice MBA Parks After School Parks Library Bridges of Hope Tutoring FAME Formal Dance Girls Volleyball (parks) Parks & Rec Parks and Rec (games) Parks Gym Parks Gym Parks (Dismissal) AAU New Haven Heat Centro San Jose Basketball Co-Op-- Rental-Gateway basketball Local 287 Meetings Wexler Performance (Matilda Jr.)	Civil Service Exams (NHFD Promotional) Fulton Fitness Competition 328J Shortman Training AAU Basketball (Riot Regime- Sutton) Parks and Rec Parks and Rec (move from Martinez) Career Spring Sports/Athletics Dept Hillhouse Spring Sports/Ath Dept Reading Lab After School (F.Haven) Reading Lab After School (Troup) Hooker PTA (afternoon) Hooker PTA (afternoon) 21st Century After School 21st Century After School Boys and Girls Club Civil Service SETUP (NHFD Promotional) Squash Haven 21st Century After School After School Band Practice MASH After School Parks (Rm 314) 7th Grade Play Rehearsals Career Boys Practice MBA Parks After School Parks Library Bridges of Hope Tutoring FAME Formal Dance Girls Volleyball (parks) Parks & Rec Parks and Rec (games) Parks Gym Parks Gym Parks (Dismissal) AAU New Haven Heat Centro San Jose Basketball Co-Op-- Rental-Gateway basketball Local 287 Meetings Wexler Performance (Matilda Jr.)

Quality Control

GTS staff will maintain and improve the quality control system along with prioritizing, documenting, and responding to matters in the appropriate order of importance and ensures 24/7/365 responding to all facilities issues. We have a well-established and reliable chain of command for responding to emergency situations days, nights, weekends, and holidays. We will provide CMMS performance reports as requested by the Chief Operating Officer or designee. We have key performance indicators and are happy to undergo a quarterly review process.

ENERGY	<p>NEEDS</p> <ol style="list-style-type: none"> Benchmark utility data school by school to compare to national standards Energy Management System control of HVAC usage Create district owned utility data school by school collection system Initiate energy cost avoidance protocols 	<p>EFFICIENCIES</p> <ol style="list-style-type: none"> Enrolled All New Haven Public Schools into "EPA Energy Star Portfolio Manager" Nine Schools have been awarded "Energy Star" certification GTS has reduced run times and reset set points to achieve optimum efficiencies GTS has implemented cogeneration, fuel cell, and photovoltaic and LED projects district wide. 	<p>PLANNED EFFICIENCIES</p> <ol style="list-style-type: none"> Four more schools to receive certification during next fiscal year. Continue scrubbing energy usage & implement strategies to achieve additional cost avoidance Incorporate preventive maintenance stewardship plan to obtain maximum life cycle of major equipment. Continue energy management to affect cost avoidance Continue LED lighting program producing
WORK ORDER SYSTEM	<p>NEEDS</p> <ol style="list-style-type: none"> Create web based work order system Create reports track vandalism & recurring issues Assign & track permitted use of schools 	<p>EFFICIENCIES</p> <ol style="list-style-type: none"> GTS staff implemented web based "School Dude" work order system district wide Reports track # of work orders by school, by trade, by individual% completed Track all cleaning issues, and personnel issues Over 10,000 work orders issued 93% completed 	<p>PLANNED EFFICIENCIES</p> <ol style="list-style-type: none"> Control permits preserving major equipment and allowing stewardship. Collect revenue to be used for stewardship of buildings.
CUSTODIAL	<p>NEEDS</p> <ol style="list-style-type: none"> Contentious work environment Numerous Grievances Absenteeism Archaic work rules Workman's Comp Issues Overtime abuse 	<p>EFFICIENCIES</p> <ol style="list-style-type: none"> Landmark arbitration award annual savings (\$4M) Harmonious relationship with 8 unions currently no grievances Contract management training staff in Green Cleaning protocols. 	<p>PLANNED EFFICIENCIES</p> <ol style="list-style-type: none"> Continue tracking overtime data saving \$1M annually Continue managing Workman's comp malingers cost avoidance (\$1M annually) Track data for school cleanliness
VALUE-ADDS	<p>NEEDS</p> <ol style="list-style-type: none"> Community Involvement School facilities experience Collaboration with BOE and City departments Project and construction management 	<p>VALUES-ADDS</p> <ol style="list-style-type: none"> GTS contract management work with minority contractor program (SCDP) Security Grant (\$4M), Alliance Grant (\$2.68M) and more Numerous Low performing School Grants (\$4M) 	<p>PLANNED VALUE-ADDS</p> <ol style="list-style-type: none"> Diversified staff 52.1% local 53.84% minority Grant applications and implementation Continued coordination of school security and safety plan. Collaboration with all departments, health, human resources, purchasing

As you may know, our staff have been in place with this contract for over a decade. Over this time, we have established **measurable** plans and programs to extend the life of our valuable buildings and create a more economically sustainable operational structure.

When our team began managing this contract, there was a hostile relationship between current management and Local 287. We now share a harmonious relationship with 287 as well as professional management local 3144, municipal employees local 884, janitorial 32BJ, carpenters local 24 painters district 11, electrical workers local 90, plumbing and pipe fitters local 777.

We were instrumental in the landmark arbitration award, which allowed us to achieve cleaner schools while saving the district approximately \$4M per year in overtime costs. The arbitration award allowed trimming of staff with habitual discipline and attendance issues. **Prior to this, over 25% of custodians were out of work daily and significantly more on days surrounding holidays. Workmen's comp liability drastically reduces as staff decreased from 207 FT custodians to 100.**

Our team created the Building Manager and Assistant Building Manager positions to give employees a greater sense of ownership in their buildings, greater familiarity, greater collaboration with school leaders and ultimately greater performance was achieved.

Contracts & Warehousing

GTS will continue to manage all RFP's and bids to ensure fairness and competitive bidding and verify that bids and contracts conform to all purchasing guidelines. We oversee the renewal of over 40 on-call contracts and agreements. Under the direction of COO we will assist in putting together bid specifications if we are qualified to do so.

Preventative Maintenance

Is imperative to identify problems before they become costly emergencies. We believe that these actions extend the life of equipment so that it can function properly as designed. Our belief is that this should be incorporated with an energy management plan/program for optimal reduction of energy consumption/cost. Our main goal is to provide a program of stewardship to extend the lifecycle of all our New Haven schools. With appropriate funding for preventative maintenance programs, we can properly maintain buildings, extend the useful life and save millions of dollars in replacement costs and emergency repairs.

OSHA Training

GoTo will continue to provide all appropriate training and skill development programs to employees to improve their performance, operate in a safe manner and comply with mandated training requirements. We will continue our OSHA training requirements including but not limited to blood borne pathogens, slip trip and fall, harness and lift training, lock out tag out training, AHERA management through documented certified OSHA trainer.

We have on staff a certified OSHA and Environmental Health Services trainer, who provides regular safety training for school personnel, custodial and trades staff to meet OSHA compliance requirements. These training sessions include all of the above listed. The Contractor shall function as the GTS/NHBOE's "Emergency First Responder" for all HazCom situations and shall assist in any required Radon Inspections.

Our EHS employee will schedule all other mandated trainings with authorized Training Personnel. The Contractor shall produce all necessary Work Orders, Info Sheets, Quotes/and Purchase Orders necessary to facilitate OSHA/Health &

Safety compliance. This individual is a first responder to IAQ issues that occur within the building such as mold sightings.

Our designated EHS Coordinator and Trainer manages and performs following:

- ✓ **YEARLY O.S.H.A. AWARENESS TRAINING** FOR FACILITIES, 287 CUSTODIAL, TRADES, ELECTRICIANS, PLUMBERS. UPDATED TRAINING TO INCLUDE “COVID-19 ERA CLEANING” AND GUIDEDANCE ON WORKING SAFELY DURING THE COVID-19 ERA. MAINTENANCE OF ALL CUSTODIAL COVID-19 DOCUMENTS AND CHECKLISTS FOR EACH OF THE SCHOOLS. KEPT ON FILE IN THE EHS OFFICE.
- ✓ **YEARLY OSHA AWARENESS TRAINING** FOR SECURITY STAFF. ARCHIVING OF ALL RELATED RECORDS AND TRAINING MATERIALS.
- ✓ FULL CHARGE OF THE **A.E.D. (AUTOMATED EXTERNAL DIFEBRILLATOR)** PROGRAM, ALL SCHOOLS.
- ✓ YEARLY **COMPLIANCE REVIEW OF ALL TRAINING MATERIALS** FOR UPDATED OSHA, STATE AND LOCAL REGULATIONS. INCLUDING COVID-19 ERA GUIDELINES.
- ✓ FULL CHARGE OF THE EHS MATERIALS ON THE **NHPS WEBSITE**. ADDED THE CHEMICAL HYGIEVE PLAN, THE NHPS USERS MANUAL AND THE “**ONLINE**” **SAFETY DATA SHEETS FOR FACILITIES**.
- ✓ CONDUCT REVIEW OF THE FACILITIES, **SAFETY DATA SHEET BOOK**. THIS PROJECT WAS COMPLETED RECENTLY AND NEW BOOKS WILL BE DELIVERED TO EACH SCHOOL THIS SUMMER.
- ✓ ATTENDANCE AND INVOLVEMENT WITH THE CITY-WIDE **BOE NHPS SAFETY & HEALTH MEETINGS** AS FACILITIES REPRESENTATIVE.
- ✓ ATTENDANCE AND FULL CHARGE OF THE **BOE GOTO/NHPS SAFETY AND HEALTH MEETINGS**. INCLUDES MINUTES OF THE MEETING AND ZOOM PRESENTATION.
- ✓ CONTACT WITH THE SCHOOLS FOR RESPONSE TO CHEMICAL SPILLS, ODORS, MOLD AND/OR OTHER INDOOR AIR QUALITY ISSUES. RECOMMEND CORRECTIVE ACTIONS.
- ✓ CREATE AND MAINTAIN I.A.Q. (INDOOR AIR QUALITY) REPORTS SHOWING THE FACILITES RECOMMENDATIONS AS WELL AS CORRECTIVE ACTIONS. ENTER CORRECTIVE ACTIONS INTO SCHOOL DUDE, AS APPROPRIATE.
- ✓ CONTACT WITH THE SCHOOLS FOR SCIENCE LAB REQUIREMENTS, AS WELL AS ALL EHS RELATED EHS COMPLIANCE ISSUES. FOR EXAMPLE: SCIENCE LABS AND SAFETY DATA SHEETS PROGRAMS.
- ✓ ESTABLISHED YEARLY AIR FLOW TESTING PROGRAM FOR THE CHEMICAL FUME HOODS, WHICH ARE LOCATED IN EACH SCHOOLS SCIENCE LAB. WITH WINGS TESTING, BRANFORD, CT.
- ✓ CONTINUOUS UPDATING OF TRAINING MATERIALS PER CURRENT OSHA CHANGES AS OCCURRED. ATTENDING OSHA TRAINING SESSIONS BOTH THE FREE SESSIONS, AND BY USING THE ALLOWANCE OF \$1,500 PER YEAR WHEN APPROPRIATE.
- ✓ ATTEND TRAINING SESSION FOR ASBESTOS AWARENESS AT ENVIROMED. MATERIALS FOR TRAINING AQUIRED AND REVIEWED.
- ✓ CONDUCT TRAINING FOR BLOODBORNE PATHOGEN PROGRAM AND INTERACT WITH HR DEPT. AS PART OF THE YEARLY HEP B VACCINATION PROGRAM.
- ✓ RESPONDING WITH FACILITIES TEAM TO ALL SCHEDULED AS WELL AS UNSCHEDULED OFFICIAL OSHA COMPLAINT VISITS.
- ✓ CREATING EHS DOCUMENTS AND UPDATING THE YEARLY MANUALS AND CHEMICAL HANDLING PROGRAMS, AS PER OSHA REQUIREMENTS, FOR FACILTIEIS.

- ✓ ARCHIVING OF YEARLY TRAINING MATERIALS. AS WELL AS ARCHIVING AND/OR MAINTAINING OF ALL E.H.S. RELATED MATERIALS.
- ✓ WHEN WORKING FROM HOME I WILL CONTINUE RESPONDING TO EMAILS AND/OR PHONE CALLS EVEN AFTER HOURS.
- ✓ MAINTAIN CONTACT WITH P.M.A. ASSOCIATES, THE RISK MANAGEMENT COMPANY FOR NHPS.
- ✓ ADVISE AND TAKE PART IN ORDERING ALL SAFETY RELATED ITEMS.
- ✓ MEET DAILY/WEEKLY WITH FACILITIES LEADERSHIP TEAM FOR DISCUSSION OF ACTIVITIES AND ACTIONS.
- ✓ TAKE PART IN NEW SCHOOL CONSTRUCTION INSPECTIONS AS NEEDED, AND "KICK THE TIRES" INSPECTIONS IN ACCORDANCE WITH OSHA MANDATED COMPLIANCE.

In 2022, GTS implemented a new layer to our safety inspection program. We have implemented a mobile inspection system, which enables staff to perform inspections and capture photos on-site using iPads. We have integrated this inspection form into a database program that allows us to organize, report and track inspections for equipment such as:

- Filter Changes (date, quantity, side, type, location)
- Fire Extinguishers (verify pressure and tags)
- AED (ensure that alarm sounds when door is opened, light is functioning, pads are present)
- Eye wash station inspections (check gaskets, look for leaks, check for water clarity and runoff buckets)

Unit Type	Unit Location	Unit #	MERV	Type	Size	Qty
RTU	Exterior	1	MERV-13	Box	20 X 20 X 2	24
RTU	Exterior	1	MERV-13	Box	20 X 20 X 2	12
RTU	Exterior	2	MERV-13	Box	20 X 20 X 2	12
RTU	Exterior	3	MERV-13	Box	16 X 16 X 2	4
RTU	Exterior	4	MERV-13	Box	16 X 25 X 2	4
RTU	Exterior	5	MERV-13	Box	16 X 25 X 2	4
RTU	Exterior	6	MERV-13	Box	16 X 25 X 2	8
RTU	Exterior	6	MERV-13	Box	20 X 20 X 2	6

AED Inspection Form
 School Name: Sarah H. Clarke
 Inspected by: Dawn Phelan
 Inspection Date: Tuesday, May 24, 2022

Elements of AED Conditions

- VISIBLE: Confirm the AED is visible, unobstructed, and in its designated location.
- CASE: Visual inspection of case to assure it is free from damage, wear, or weathering.
- STATUS INDICATOR LIGHTS: Open AED lid and observe the status indicator light after five seconds, observe the status indicator light again.
- ADDITIONAL MATERIALS: Check for pads, disposable gloves, necker, gloves, pads, necker, hand sanitizer.
- ELECTRODES/PADS: All electrodes (attached to the AED and extra) are valid for at least the next 60 days.

Is a work order being submitted pertaining to these inspections? No

Inspector's Signature: *[Signature]*

Fire Extinguisher Inspection Form
 School Name: Teacher Magnet School (P-8)
 Inspected by: Dawn Phelan
 Inspection Date: Wednesday, May 25, 2022

Elements of Fire Extinguisher Conditions

- VISIBLE: Confirm the extinguisher is visible, unobstructed, and in its designated location.
- PN SEAL/NOZZLE: Verify the locking pin is intact and the tamper seal is unbroken. Examine the extinguisher for obvious physical damage.
- HOSE: Hose shows no signs of wear and tear, is intact and free of damage (holes, cracks, weathering).
- GUAGE: Confirm the pressure gauge or indicator is in the operable range or position, and lift the extinguisher to ensure it is still full.
- TAG: Check the last professional service date on the tag, initial and date the back of the tag.

Floor #	Identify Area	Status
3rd Floor	304 hallway	Pass
2nd Floor	264 hallway	Pass
2nd Floor	291 hallway	Pass
2nd Floor	207 hallway	Pass
2nd Floor	212 hallway	Pass
2nd Floor	212 custodial	Pass
2nd Floor	222 hallway	Pass
2nd Floor	217 hallway	Pass
2nd Floor	238 hallway	Pass

Eye Wash Station Inspection Form
 School Name: Engineering & Science University Magnet School (9-12)
 Inspected by: Dawn Phelan
 Inspection Date: Friday, May 27, 2022

Elements of Eye Wash Station Conditions

- Is the water clear?
- Are the jets working properly?
- Is the area around the station clear of obstructions?
- Is there a bucket located under the eyewash station to collect run off?
- Is the eyewash free of leaks?

Floor #	Identify Area	Clear Water	Jets	Unobstructed	Bucket	Leak
Select	518	Pass	Pass	Pass	Pass	Pass
Select	520	Pass	Pass	Pass	Pass	Pass
4th Floor	415	Pass	Pass	Pass	Pass	Pass
4th Floor	415	Pass	Pass	Pass	Pass	Pass
4th Floor	403	Pass	Pass	Pass	Pass	Pass
3rd Floor	303	Pass	Pass	Pass	Pass	Pass
3rd Floor	211 x 2	Pass	Pass	Pass	Pass	Pass
3rd Floor	313 x 2	Pass	Pass	Pass	Pass	Pass
3rd Floor	315	Pass	Fail	Pass	Pass	Pass
Select	320	Pass	Pass	Pass	Pass	Pass
2nd Floor	211	Pass	Pass	Pass	Pass	Pass
2nd Floor	205	Pass	Pass	Pass	Pass	Pass
1st Floor	1088	Pass	Pass	Pass	Pass	Pass

AED Inspection Form
 School Name: Sarah H. Clarke
 Inspected by: Dawn Phelan
 Inspection Date: Thursday, May 26, 2022

Is a work order being submitted pertaining to these inspections? No

Inspector's Signature: *[Signature]*

Take a Photo

GoTo Services managed the major life safety project of Automated External Defibrillators (AED's) district wide. 144 AED defibrillators were replaced at all schools, and GTS coordinated \$25,000 in refunds for old equipment for the district.



Compliance

Our team will continue to ensure that the New Haven Public School are in full compliance with all local, state and federal laws and requirements. We will continue to work with the City of New Haven Building Department, and Fire Marshal's Office to ensure local codes are adhered to, including but not limited to, preparing or assisting in the preparation of compliance records for state, local and other appropriate agencies as needed.

Collective Bargaining

GTS will comply with all collective bargaining agreements and are proud to work with the COO of the NHBOE. GTS will actively participate in the collective bargaining negotiations with the trades and custodial unions as requested.

Budgeting, Procurement, and Invoice Approvals

We will continue to develop and explain annual budget requests in support of defined goals and objectives and in accordance with guidelines issued by the Chief Operating Officer and compliance with Public School legal requirements. Our team is highly experienced and capable with accounting programs and the entire Microsoft Office suite.

Under the guidance of the Purchasing Director and COO, GTS will develop bid specifications and RFP's to procure goods and services necessary to support the facility maintenance and custodial operations in a timely fashion using the Public School's purchasing system and comply with all local ordinances and charter requirements pertaining to purchasing goods and services. We ensure compliance with all specifications by developing bids and specifications to meet the strict requirements of the City's Legal and purchasing departments. GTS also works with Lil Snyder to assure registered minority contractors have an opportunity to respond to all bids.

Additionally, we will continue to review and verify vendor invoices for accuracy and ultimately approve or deny them using the electronic system. Our staff will continue to track and backfill custodial callouts and process payroll for 101 employees.

Capital Projects, Project Management and Construction

GTS will identify capital budget projects for incorporation into the School Construction Program and Capital Construction Program. Communicate capital project needs to the BOE and coordinate facility management and custodial management duties as necessary to assist in the completion and long-term maintenance of all capital projects.

GTS and our personnel have a deep history of project management and construction management. Our employees will continue to manage minor capital projects and non-School Construction Program projects such as carpet and floor covering replacement, painting, accreditation projects and minor interior modifications. This will include developing specifications and bids as needed and overseeing contractor performance and project completion. Oversee and coordinate office reallocations and moves. Perform management of Grant projects. GTS personnel assisted in the securing of the "Alliance Grant", which NHBOE has been awarded \$4.68M to help address repairs and maintenance of the NHBOE facilities.

GTS's professional experience as a well-established Certified Small/Minority Business Enterprise with a sound operational foundation in Connecticut ensures that our firm has the ability to identify, estimate, plan and manage capital building projects. GTS will work with representatives of the city's School Construction Program, the state's Bureau of School Facilities (BSF), project architects, engineers, and contractors to ensure that the BOE's goals are met and schools are built as intended. GTS will prepare and present updated reports for the BOE each month. Serving as the BOE's liaison for the capital program, GTS's proposed involvement will cover a broad spectrum of each project from inception to completion.

GTS's employees have managed minor capital projects for the Sound School replacement deck, the MicroSociety replacement roof, the ADA Code Compliance issues at Hillhouse High School, the relocation of Helene Grant School to the Boulevard, Modular classrooms installed at Orchard Street, the relocation of Riverside Academy after Hurricane Sandy, etc.

*May 2022 project managed by GTS for NHPS
Sidewalk at Hooker Elementary*



GTS's team has been instrumental in the application and awarding of over \$9,000,000+ in grant money, including the two-phased security grant totaling \$3.5M and the Alliance Stewardship Grant In the amount of \$4.68M.

Our employees have prepared estimates for the Federal Emergency management Agency (FEMA). The estimates related to damage sustained from Hurricane Irene, Hurricane Sandy and the Blizzard Memo. This has involved assembling cost estimates for district wide damage related to these natural events.

GTS understands and complies with the need to maintain twenty-four hours a day, seven days a week designated duty officer type system and an appropriate communications system to enable constant and rapid communications to all

appropriate levels of maintenance required, including emergency response and coordination. GTS's Executive Director serves as the first point of contact 24/7/365.

We will continue to manage fixed asset inventory for all equipment and furniture in accordance with the Public School's system requirements and policies and procedures. Provide appropriate inventory and security controls over all inventory and warehoused equipment. Provide life cycle replacement program for custodial equipment and BOE vehicles.

GTS will advise in the planning, contracting, construction build out, and furnishing of all leased properties. GTS is hands-on management and prepares all properties for the New Haven school system. Our on-site staff can prepare schools and prepare plans to assist in pulling permits when required. GTS's staff has the unique skills to do all construction on site as needed. Additionally, we will continue to assume the responsibility for training and proactive analysis of Workman's Compensation claims, as well as training, and prevention of job-related injuries that result in Workman's Compensation claims.

GTS staff employees will continue providing proactive data collection and analysis of Facilities related functions to prepare regular timely reports and analysis of operations as requested by the Chief Operating Officer. Appropriate GTS staff will attend Finance and Operation meetings, Board of Education meetings and all other applicable Board, City or other Community meetings as directed by the Chief Operating Officer, Superintendent, or other designee

Energy Management

We continuously examine and identify opportunities for cost savings through energy conservation, work method improvements and contracting methods. Participate in Energy Star Portfolio Management Program. GTS's Management personnel will continuously explore and vet new and energy-saving technologies and management techniques. GTS staff has shown this by helping the NHBOE invest in the right technologies at the right times over the years. These projects have included a fuel cell, several Cogen and solar installations, controls upgrades and many LED installations. Our staff has managed 4.37 million in LED project for the New Haven Public School district, which alone account for an annual cost avoidance exceeding \$500K per year.

Recognition for Energy Conservation

Energy Star



The NHBOE have received Energy Star Certification at nine of our schools:

Truman • Betsy Ross • Nathan Hale • HSC • Wexler Grant • Conte • Ross Woodward
Edgewood • Clinton Ave

Our personnel enrolled the district in Energy Star and created a districtwide portfolio. This portfolio includes detailed specifications of each building along with specific equipment that the building contains. Additionally, every single utility meter has been added and associated with the correct facility. The goal of this process was to identify how well our buildings perform energy-wise compared to similar building in a similar climate. We have utilized this program to achieve Energy Star Certification for 9 of our school buildings.

Our Energy Star endeavors continued and in 2020 we performed a complete audit of our Energy Star portfolio. We worked directly with United Illuminating to create a data link between every meter in the district and the respective utility company. This was tedious, however it provided us with the most current utility data possible.

GTS's staff will provide regular cost and consumption energy reports for Natural Gas and Electric for all NHBOE facilities. As shown below our standard report shows monthly consumption compared to the same month the previous year, as well as the Year-To-Date performance of each building. On a district-wide level, we report regularly on the overall trends of the district's energy consumption and show that using a 5-year comparison.

Once a monthly report is generated, our engineers analyze data and identify anomalies in meters and billing. If a school's monthly electric or gas consumption falls above or below our set tolerance levels, we have a system in place to investigate what is causing the difference. School building use, energy monitoring data, recent equipment repairs and many other factors are taken into consideration.

Our employees have worked closely with our UI representatives to secure \$1,079,000 in LED lighting incentives on behalf on the NHBOE (see appendix A for breakdown).

Beyond ensuring maximum incentives are received, GTS also has staff members that formerly worked at the utility and can get to the bottom of any issues that may arise whether it be a faulty meter or an incorrect billing rate class. We work closely with the committee annually to review the generation rates we are paying. Over the years, this team has had very impressive results. Beyond simple procurement, GTS staff has also kept the Energy Committee informed on innovative efforts to reduce consumption on the Board of Education side. Many methods could be applied to city buildings in the future for additional savings.

GTS has overseen every LED lighting upgrade project completed in the New Haven Public School district. These projects have all been financed interest-free and are being paid through energy savings on the district's United Illuminating bill. Our team applied for and gained approval by the state funded Energize CT program. The program is administered through the United Illuminating Co for the New Haven territory. This provided the GTS facilities management team to upgrade numerous school locations without dipping into limited capital funds by using the on-bill payment option. This no interest financing is paid for by the savings generated by the LED upgrade and added to the monthly bill for a 48-month term. We have incorporated advanced controls on recent LED lighting projects such as occupancy controls, daylight harvesting and peak trimming. After the projects are 100% paid, they come off the bill and the savings are fully realized.

GTS employees will continue to track all building use permits and schedule HVAC accordingly. These management efforts have saved the district millions of dollars per year and are continually being improved and adapted to best fit the school buildings and their evolving and expanding uses. Additionally, GTS has worked closely with whole building and circuit level energy monitoring over the years. These efforts have multiple benefits to the district. First, it allows management to identify anomalies before they become consistent problems. When dealing solely with utility bills, intermittent

problems or spikes can easily go unnoticed; however, with energy monitoring and interval data we are able to look deeper into a building's operations and identify potential problems sooner.

Maybe more importantly is a new effort that GTS has initiated recently with a new generation of our energy monitoring capabilities to manage the district's load profile. These efforts have two goals: to manage the peak demand of each individual building which we pay for all year long and to minimize the district's overall load during the grid's peak capacity.

Also touched on before are GTS's efforts to run the NHBOE's buildings as tightly as possible. This is done through the building controls. GTS has employees who focus on monitoring building equipment and maintaining proper schedules. In addition to monitoring and maintaining the existing building controls, GTS is also constantly evaluating our systems to plan for future upgrades.

Support and engage in retro-commissioning efforts of buildings and systems, audits of building and systems and turn-over of building and systems from construction projects and other capital projects to insure completion of projects, proper usage, maintenance and strategic upgrades and replacement of equipment in order to leverage maximum cost effectiveness and energy efficiency in school buildings and properties while also maintaining acceptable levels of comfort and usability, GTS has qualified energy consultants, who work to evaluate existing buildings either for energy efficiency upgrades or retro commissioning opportunities. Retro commissioning can be thought of as a "tune-up" for your building controls. Through state and utility subsidized programs, GTS staff members have encouraged the district to take advantage of this high value program.

Finally, GTS works closely with Gilbane and City officials to ensure the smooth transition of new school buildings into the management of the Facilities Department. By holding regular meetings to stay up to date on progress during the construction and planning process, GTS can get out in front of issues that might otherwise go unnoticed until after the building is turned over. New buildings come full of new technology, and it takes a trained eye to make sure that these systems are installed properly and function as promised.

GTS will take advantage of a multitude of available funding sources. In this past year alone, the Board of Ed will have benefited from the following financial programs:

- On-bill financing
- up to 50% utility incentives * ZRECs from solar systems * LRECs from fuel cells
- 30% renewable energy tax credit (indirect) * \$4,680,000 of Alliance Grant funding

Custodial, Grounds, Vehicles, Warehousing Management

Provide (3) Full Time Building Manager or Lead Day Supervisor positions and (3) Full Time Assistant Building manager or lead Evening Supervisor positions at Hill Regional Career, Wilbur Cross and Hillhouse/Fieldhouse.

The maintenance at these three schools will be based on an hourly contract as follows: (6) full time employees x 40 hours per week x 52 weeks per year = 2080 hours. Additionally, there are (8) paid holidays and employees earned time off per year: Independence Day, Labor Day, Thanksgiving, Christmas, New Year's Day, MLK Day, President's Day and Memorial Day. (6) Full time employees x (8) hours per day = (48) hours per holiday x (8) holidays per year = (384) Holiday Hours for Full Time Employees.

The New Haven Board of Education at its sole discretion will determine when and how the hours of the contract will be used. The Board of Education intends to utilize the work hours to cover permits and events which may take place on weekend nights or off hours thus providing full coverage of these buildings to need.

GTS agrees to the above schedule of paid time off hours

GTS will continue the maintenance of Schools Grounds, Vehicle, and Warehousing Services shall generally consist of but not be limited to the following:

- Prepare and administer the overall budget for the said service. (Currently in excess of \$26,000,000).
- Manage the purchases of custodial supplies and equipment
- Manage the maintenance and repair of the entire BOE fleet of vehicles.
- Manage the Capital Purchases of BOE vehicles.
- Training of all, Custodial, Warehousing and Fleet Maintenance staff in job specific training as well as OSHA, Federal, State of CT and other regulations required for satisfactory performance of duties.
- Manage all outsourced contracts as it related to Custodial, Ground or Fleet Maintenance.
- Manage Warehouse staff including inventory control, security of assets and distribution control.
- Manage Custodial staff of BOE employees (Custodial 102 FTE) (166-186 PTE) and other staff that may be included from time to time in the Custodial function.
- Manage and coordinate all BOE swimming pools and compliance including staffing, training, chemical purchase and use, repair of mechanical systems, etc.
- Maintain the existing real time budget tracking system including all records, reports, overtime budgets etc. Constantly track actual vs. budgeted expenses. Experience in MUNIS, Excel, Word and related systems is required.
- Work closely with other City Departments including, but not limited to DPW, City Engineering, Department of Health, Food Service, Security, Purchasing, Human Resources, City Economic Development Administration to monitor and maintain environmental and IAQ standards at all school facilities.
- Prepare specifications and analyze bids received for all outsourced services such as grounds landscaping, snow removal with an emphasis on local MBE, WBE Small Contractor Development Program.
- Manage both in house employees and outsourced contractors as it relates to grounds maintenance and snow removal and emergency response.
- Provide home office technical support to assigned personnel where appropriate.
- Review, improve and enhance the current Standards Operational Procedures/User Manual.
- Establish a quality Control Process that is satisfactory to the BOE. QC reports will be issued monthly with a quarterly review and annual report as well.
- Training and proactive analysis of Workman's Compensation claims, as well as training and prevention of job related injuries that result in Workman's Compensation claims.
- Proactive data collection and analysis of Custodial related function so as to prepare timely analysis and reports as requested by the Chief Operating Officer.
- Management and supervision of Warehouse related activities including maintenance of a materials and inventory control system, handing of receipt and disbursement of materials etc.
- Management and oversight of the BOE building use permit system and related audio-visual equipment (lights and sound) and make recommend improvements.

- Manage unfunded State of Connecticut mandates, AED program, AHERA program, Integrated Pest Management Plan, IAQ program, Green Cleaning, Security related support via management and completion of the work orders from the Director of Security or designate.
- Responsible for installation, maintenance and repair of locks and lock systems at and within all Board of Education buildings and facilities. Responsible for cutting keys and assisting in issuance of keys.
- Responsible for identifying materials needed for the operation and provides assistance during bid procedures and to outsider vendors as need be on call for all after hour repairs.

Custodial Supervisor will continue to rigorously manage the facilities warehouse including all custodial cleaning supplies and personal protective equipment (PPE) and distribute accordingly.



ADDITIONAL VALUE-ADDED SERVICES

- Grant management - GTS has collaborated with the BOE and helped secure and implement \$3.8M security grant upgrades to our cameras and card access to schools. We have converted our camera software to the milestone platform that is compatible with the New Haven Police Department.
- Alliance Grant – GTS staff was instrumental in obtaining this stewardship grant of \$2.8M for upgrades to various maintenance issues at (49) schools.
- Commissioner network grants – GTS has completed repairs and upgrades at (6) schools totaling over \$3M. Collaboration with school leadership teams has resulting in improved learning spaces across the District and has had a direct positive impact on academic achievement (Lincoln Bassett, West Rock Authors, Cross, HSC, Hillhouse and others);
- FEMA - GTS represents the Board of Education for all catastrophic storm issues. We have tracked and been reimbursed approximately \$5M for storms Sandy, Irene, Nemo and major snow storms.
- EOC Management - GTS works closely with all city departments as the BOE representative during all crises from snow and other emergency events.
- Snow management – Our team manages all snow operations to ensure schools are open and safe. The hybrid solution of in house and outside snow removal contractors has resulted in \$200K annual savings.
- Construction management – Our team has deep roots in construction and project management. We provide staff in-house that can manage a vast number of projects that would typically require hiring a project manager.

LUMP SUM PRICING

YEAR 1 AND 4 RENEWAL YEARS

	FY 22-23	FY 23-24	FY 24-25	FY 25-26	FY 26-27	Total 5 Year
Lump Sum	\$ 1,574,733.56	\$ 1,653,470.24	\$ 1,736,143.75	\$ 1,822,950.94	\$ 1,914,098.48	\$ 8,701,396.97
Increase Amount (5.0%)	\$ -	\$ 78,736.68	\$ 82,673.51	\$ 86,807.19	\$ 91,147.55	\$ 339,364.92

KEY PERSONNEL

The selected Proposer will be required to specifically identify the key personnel that will staff this project and utilize such key personnel identified in the proposal and subsequently approved by the Public Schools to perform the stated functions. In the event that the personnel named in the proposal are unable to perform due to death, illness or resignation from the employment, the Public School's request for removal or similar reasons, the Proposer will promptly submit the names and qualifications of proposed suitable replacements. No substitution of key personnel will be allowed without the prior approval of the Public Schools. Once a contract is in place, advanced notification of any proposed staff changes will be required. Approved substitution will be made at no increase in proposed fee.

All substitution of employees will be presented for approval. Upon approval of the district, qualified staff will be used to backfill vacant position. Any positions outside of the staffing chart requested will require a separate contract for services.

GTS will work over the course of the contract to promote existing employee, Lisa Hopkins, from Custodial Supervisor to Executive Director. Similarly, we will work to promote qualified GTS personnel to the Trades Manager position as needed.

Current executives in both positions will serve as consultants to ensure a smooth transition of both positions and will backfill positions with qualified staff. This will all be within the GTS structured contract and at no additional cost to the district.

ORG CHART

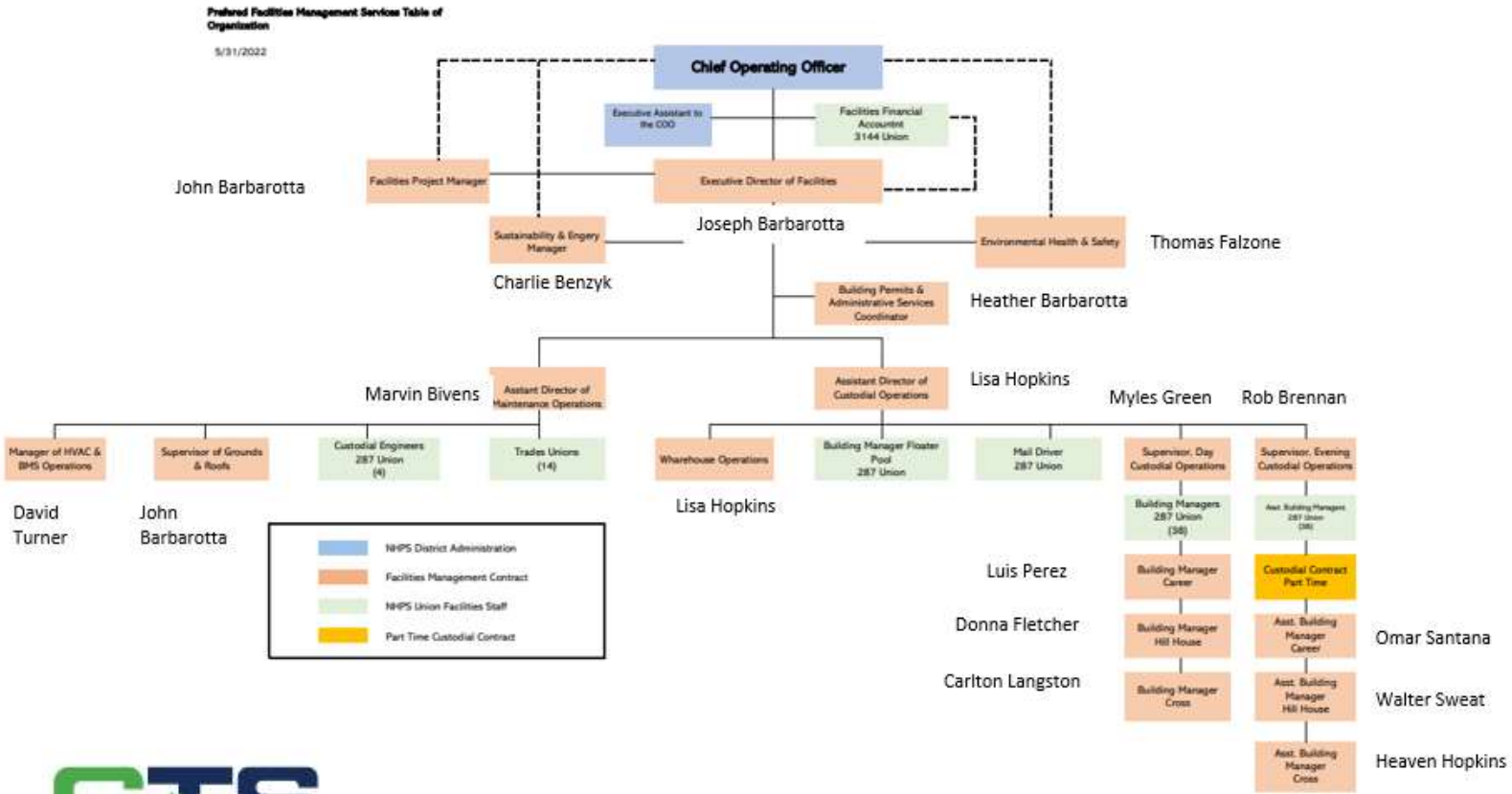


Table provided by Purchasing Department

STAFF & ROLE

Each proposal shall include a description of the positions the Proposer will supply with the names of key personnel; the responsibilities of each of the positions; and the role each position will perform in interfacing with Public School personnel, tenants, and customers in performing the basic management services. A description of all applicable qualifications, certifications and education of personnel shall be provided or available to meet the management services requirements shall also be provided.

Owner

Owner Manny Gomez: The ultimate person in charge of each and every element of the contract. He will be responsible and available on an as-needed basis wherever and whenever his specific skills are needed. He shall attend meetings as requested by the Chief Operating Officer or Superintendent of Schools.

Executive Director of Facilities: Joseph Barbarotta

Responsible for the coordination, planning and management of the Facilities department. Represents the firm at all city-wide and Board of Education meetings including but not limited to FEMA reimbursement meetings with the city, Board of Education meetings, and Finance and Operations meetings. In addition will prepare weekly custodial overtime expenditure reports for the COO. This individual oversees all facilities operations which include financial management (capital and operating budgets), AHERA (Asbestos) Management and planning, BOE representation (local and state) and assistance with facilities-related grants.

Facilities Project Manager: John Barbarotta

Advises on and oversees renovation projects for a variety of reasons, ranging from improving efficiency to ensuring that facilities meet government regulations and health and safety standards. Day-to-day management responsibilities include operations and maintenance activities, communication, quality assessment and facility function. Additionally, through assigned staff, the Facilities Project Manager monitors all locations to ensure that they remain safe, secure, and well maintained. The Director of Facilities will report directly to New Haven's designated representative(s) and the GTS Executive Director.

Sustainability & Energy Manager: Charlie Benzyk

This individual is responsible for the submission and overseeing of energy conservation projects with the United Illuminating Company (UI). The Sustainability & Energy Manager serves as a liaison to electric, natural gas and water companies, and assists with the securing of incentive/ rebate money for each project. This individual is also responsible to propose efficiency and sustainability projects throughout the district. This would include researching and vetting new technologies to reduce the district's overall carbon footprint.

Environmental Health & Safety: Thomas Falzone

This individual provides district-wide training to teachers, administrators and custodial personnel related to current regulations of the Occupational Safety and Health Administration (OSHA). In addition, this position provides training on blood borne pathogens, asbestos awareness, lift/harness training and all required regulatory training. The OSHA/Health and Safety Coordinator responds to district-wide complaints related to indoor air quality concerns. The Coordinator routinely inspects science rooms district-wide for proper chemical storage and ensure that safety systems are in place such as eyewash stations.

Manager of HVAC and BMS Operations

The individual is responsible for overseeing HVAC systems, managing set points and identifying issues within the BMS system. This involves a deep understanding of building management systems at each school location including the Honeywell proprietary systems and Building Optimization System. In addition, the individual is responsible for advising on preventative maintenance measures such as chiller and boiler startups. Additionally, this individual will be responsible to input and schedule HVAC for all permits for building use at the Board of Education facilities.

The job description of the HVAC Management would include the following responsibilities:

- Work with Board of Education steam fitters and HVAC staff to investigate complaints related to heat, air conditioning and condensation leaks;
- Schedule heat and A/C as required for school building permits;
- Issue Preventive Maintenance work orders as generated by the system;
- Communicate with the Building Manager(s) and school principal(s) regarding HVAC issues within their buildings and timeline for repair;
- Work directly with HVAC vendors to obtain information on cause of issues
- Request cost proposals for HVAC repairs and maintenance
- Monitor the Energy Management System for failed and/or unacceptable building performance;
- Coordinate with Honeywell (temperature control), contractors and steamfitters (equipment failures) regarding performance and/or repair
- Analyze and adjust building schedules for cost avoidance;
- Analyze and adjust building schedules and settings to meet existing COVID-19 requirements.

Building Permits and Administrative Coordinator: Heather Barbarotta

This individual will have the responsibility to process applications for (3) classifications of permit holders (Internal BOE, municipal, outside organizations) as follows: Approximately 80-90 permits take place daily within the school district. Individual must work directly with Principals, Administrators, Faculty and Superintendent to schedule school sponsored events and activities taking place at all New Haven Public School locations. Individual must work with Mayor's office, Parks & Recreation, Police & Fire Department to schedule and assist with planning Municipal events.

- ✓ Review Applications/applicants
- ✓ Provide price quotations to applications
- ✓ Generate invoices and receive payments according to district regulations
- ✓ Evaluate program and value to the students in the district
- ✓ Verify insurance, assist with all insurance claims pertaining to permits
- ✓ Approve/decline; provide confirmations
- ✓ Schedule according to web-based platform
- ✓ Coordinate all summer program, both internal and outside organizations
- ✓ Coordinate the scheduling and needs for districtwide events such as graduations

- ✓ Communicate all staffing needs to appropriate departments (security, custodial, IT, Audio visual)
- ✓ Communicate setup requirements to Building Managers (room layout, number of chairs & tables etc...)
- ✓ Work directly with audio visual vendor to ensure all A/V requests requirements are met
- ✓ Generate administrative reports as needed
- ✓ Prepare weekly, quarterly, and annual reports as needed

Assistant Director of Maintenance and Operations: Marvin Bivens

This individual assists the Custodial Manager to manage custodial personnel districtwide; including the development of work schedules, evaluation of job performance, staffing and responding to grievances. The Custodial Supervisor visits school locations on a daily basis to meet with building administrators to assess building cleanliness and to respond to their requests.

The job description of the Operational Manager would include the following responsibilities:

- Supervise assigned Building Managers and custodial staff
- Oversee leased properties
- Maintain and track filter changes/ PM
- Assist with part time staffing
- Work with 287 and trades staff
- Advise on policy and protocol updates for user manual
- Manage/ maintain BOE vehicles
- Provide training to staff to maintain a safe work environment and follow OSHA mandated requirements;
- Provide disciplinary action as needed to the Building Managers and custodial staff
- Provide assistance and documentation for grievance hearings
- Visit school building administrators to review how the building environment can be improved
- Update immediate supervisor of any problems that may exist
- Provide assistance as needed to the Custodial Manager
- Supervise the summer cleaning process and ensure that the cleaning schedule is maintained
- Schedule overtime for building permits as assigned
- Conduct regular building inspections/audits and follow up on deficiencies in a timely manner.
- Review custodial equipment maintenance with building staff on a regular basis
- Follow established protocols and standards operating procedures within the department
- Perform additional duties as assigned
- Grounds and overall curb appeal supervision

Assistant Director of Custodial Operations: Lisa Hopkins

A District Custodial Supervisor exercises direct supervision over a large custodial staff in high, middle or elementary schools within the New Haven Public School District. This individual periodically inspects schools and grounds in accordance with priorities and scheduled assigned. They will submit reports on job performance of custodial staff and the condition of buildings and grounds within jurisdiction.

The Assistant Director of Custodial Operations schedules and supervises periodic inventory of equipment, supplies and materials, reports overages, deficiencies, and replenishment needs. He or she meets with school and other public officials for inspection of school sites and buildings to insure conformance with State and City codes and ordinances.

At times of emergency, provides whatever supervision or assistance is required, received telephone calls from police, fire, or custodial personnel at night or on weekends and holidays concerning break-ins, vandalism and takes appropriate action.

This individual performs the following tasks (but are not limited to):

- Process payroll for city and custodial employees
- Inspects schools and grounds
- Submits reports on findings
- Coordinates repairs and improvements as necessary
- Monitors and approves timecards
- Reports significant issues to Executive Director

Supervisor of Grounds and Roofs: Marvin Bivens

This person will be responsible for supervising tasks and projects pertaining to roofing and grounds. Their responsibilities will include:

- Oversee all projects and tasks pertaining to grounds including moving, snow removal and landscape maintenance and seasonal cleanups.
- Oversee roofing contractors and determine projects in need of repair and maintenance. Track and maintain record of roofing projects and warranties.

Warehouse Operations: Lisa Hopkins

This staff is responsible for the maintaining of the warehouse inventory to include but not limited to receiving and distribution of all custodial and school supplies. (Local 287 Union)

- Manage ordering delivery and distribution of all cleaning, disinfecting and PPE items.
- Maintain a real time count of items currently in warehouse and know when appropriate time to reorder.
- Evaluate and approve/deny requests for replenishment at each school
- Manage drivers to make deliveries as needed

Day Supervisor: Myles Green

This individual assists the Custodial Manager to manage custodial personnel district-wide; including the development of work schedules, evaluation of job performance, staffing and responding to grievances. The Custodial Supervisor visits school locations daily to meet with building administrators to assess building cleanliness and to respond to their requests.

The job description of the **Day Custodial Supervisor** would include the following responsibilities:

- Supervise assigned Building Managers and custodial staff
- Provide training to staff in order to maintain a safe work environment and follow OSHA mandated requirements
- Provide disciplinary action as needed to the Building Managers and custodial staff
- Provide assistance and documentation for grievance hearings
- Visit school building administrators to review how the building environment can be improved

- Update immediate supervisor of any problems that may exist
- Assist as needed to the Custodial Manager
- Supervise the summer cleaning process and ensure that the cleaning schedule is maintained
- Schedule overtime for building permits as assigned.
- Conduct regular building inspections/audits and follow up on deficiencies in a timely manner.
- Review custodial equipment maintenance with building staff on a regular basis.
- Follow established protocols and standards operating procedures within the department.
Perform additional duties as assigned.

Evening Supervisor: Rob Brennan

This individual assists the Assistant Director of Custodial Operations and supervises assigned Building Managers including summer cleaning process and scheduling. Evening Supervisor schedules overtime for building permits, documents incident and accident reports and schedules call outs. Additionally, they perform cleaning inspections, verify inventory of cleaning supplies at each building and pick up timesheets and verify hours worked.

Building Manager (Donna Fletcher, Carlton Langston, Luis Perez)

The Building Manager (BM) is a GTS position with a high degree of responsibility in custodial and building operations. Under direction of management, performs work of considerable difficulty in implementing facilities practices and protocols and coordinating custodial and maintenance activities. Implementing and coordinating the daily activities which include consultation and support of building principals and education staff, technical guidance to subordinates and semi-skilled workers and coordination with any contractors and vendors within the building. This position is responsible for cleanliness and maintenance of school and grounds assuring the safe and efficient operation. The BM is responsible for snow removal around the immediate perimeter of the building. In addition, he may be required to change filters and remove graffiti. The BM will be required to make daily inspections of the building(s) and grounds. This position requires having a vast knowledge of the Work Order System, Energy Management Program and must have good working knowledge of building structures, HVAC and ancillary equipment, including the operation of all utility systems. This position will be responsible to take charge or make appropriate assignments for corrective action and responds to all immediate emergencies requiring skilled maintenance repairs.

Assistant Building Manager (Tito Walter Sweat, Omar Santana, Heaven Hopkins)

The Assistant Building Manager (ABM) is a Board of Education Facilities Department position with a high degree of responsibility in the area of custodial and building operations. Under direction of the management performs work of considerable difficulty in implementing facilities practices and protocols and coordinating custodial and maintenance activities. Implementing and coordinating the daily cleaning activities which include coordination with the Building Manager and other Facilities staff, consultation and support of building principals and education staff, technical guidance to subordinates and semi-skilled workers and coordination with any contractors and vendors within the building. This position is responsible for cleanliness and maintenance of school and grounds assuring the safe and efficient operation. The ABM will be required to make daily inspections of the building(s) and grounds. This position requires having a vast knowledge of the Work Order System, Energy Management Program and must have good working knowledge of building structures, HVAC and ancillary equipment, including the operation of all utility systems. This position will be responsible to take charge or make appropriate assignments for corrective action and response in all immediate emergencies requiring skilled maintenance repairs.

AUXILIARY SERVICES

Service Level Agreement Opportunities

GoTo Services will remain open to engaging in service level agreements should the district seek additional services that our company is qualified to provide and remain outside of the scope of this RFP.

Other auxiliary services offered by the proposer at a fee in addition to the lump sum fee for the basic services shall also be described in the proposal. Such description shall include the services offered and the respective fees for each service.

Since GTS staff has a great deal of experience with Construction Management, we can provide any level of management services related to New Haven's capital building project's program. The following is a listing of the proposed positions and their hourly wages:

PROJECT EXECUTIVE \$175.00 PER HOUR

The *Project Executive* plans, directs and coordinates all aspects of capital building projects to ensure that goals and objectives are accomplished on schedule and within budget. Responsibilities include: review of project proposals or plans to determine estimated job costs, procedures for accomplishing projects, staffing requirements and allotment of available resources to various elements of the project. The Project Executive works closely with employees, owners, external teams and subcontractors in order to coordinate the successful completion of each project phase.

OPERATIONS MANAGER (CONSTRUCTION) \$105.00 PER HOUR

The person assigned responsibility and accountability for the project and is given the necessary authority to undertake that responsibility to coordinate time, equipment, money, tasks and people for all or specified portions of a construction project. An additional *Construction Manager* with specialized Mechanical, Electrical and Plumbing (MEP) expertise can also be assigned to projects on a part-time basis.

PROJECT ESTIMATOR AND SCHEDULER \$95.00 PER HOUR

These two individuals are responsible to coordinate all aspects of cost/resource loaded CPM construction schedule preparation, updating and analysis. This includes the development of detailed schedules using critical path methods (CPM) scheduling techniques. Analyzing project financial information and prepare periodic status, progress and deviation reports for project teams. The Project Estimator and Scheduler also incorporate manpower estimates on CPM schedules and develop manpower, equipment and other resource estimates and analysis to project management.

PROJECT SUPERINTENDENT \$85.00 PER HOUR

This person is assigned the responsibility to supervise the day-to-day activities of a project. Specifically, the Project Superintendent coordinates all subcontractor work, oversees the project's Safety Program, as well as report project progress on a daily basis. In addition, it is imperative for the Project Superintendent to communicate on a daily basis with the owner's representative and/or designee.

ASSISTANT PROJECT SUPERINTENDENT \$75.00 PER HOUR

This person is located at the site to monitor the procedures established by the team's *Project Superintendent*. At the direction of the *Project Superintendent*, the *Assistant Project Superintendent* will implement established project management controls. This includes tracking safety, project progress and subcontractor's quality of work.

For specific projects, GTS can assign a lump sum price as requested by the City of New Haven and/or the New Haven Board of Education.

PERFORMANCE MEASURES

Our team has met or exceeded every metric required in the previous RFP's for Facilities Management Services. See the following key performance indicator supporting data.

Energy cost avoidance: Since our team began managing this contract, we have facilitated \$40M+ in energy cost avoidance through energy efficiency projects, managing set points and run times and more.

Custodial: Staff savings of \$14M over contract life (including groundbreaking hybrid staffing contract) \$1M annual OT savings over last 4 years.

Maintenance: Met challenge of developing online system. Over 100,000 work orders average 92% completed and numerous (dozens) major projects completed;

Grant Support and Collaboration: Approximately \$10M in grant awards collaborated on and implemented as well as statutory stewardship award to mirror our in-house life-cycle maintenance program. Reclaimed over \$5M in FEMA funds related to storms. Independent 3rd party Verification of Success: Recognition includes 3 TAPS winners, sustained positive surveys and evaluations, UI award, CIRMA award, Hartford Business Journal award, EPA National Energy Star Certification (9) schools, data driven and independently verified results, hosting Governor to announce Security Grant award, Stewardship Initiative and serving as State Emergency Plan test location based on completeness of proactive planning consistent with State requirements; Local hiring: GTS staffing and career advancement is reflective of community and includes a strong level of community engagement.

RFP Requirements

1. Work order system via SchoolDude responded to 9,040 issued last year.
2. School Building Permits – This fiscal year, 12,092 events have been scheduled in the schools. Permits generated \$21,632 in revenue, which is drastically lower than pre-COVID years due to grant funding of a tremendous amount of programming.
3. OSHA – all staff including custodians, tradesmen, warehouse and café workers have received “right to know” training blood borne pathogen, slip trip and fall, lock out tag out, personal protective equipment, lift and harness and safe driver training.
4. Workman’s Comp Issues-liability reduced by \$650,000 annually resulting in award from CIRMA.
5. Contract Management- approximate 49 contracts specifications and bids resulting in diversified local opportunities while maintaining best practices and pricing. All BOE contracts are now vetted through the SCDP or include a 25% minority set aside requirement.

Custodial Management

1. Landmark Arbitration award has provided cost avoidance of approximately \$2M annually overtime reduced by \$1M annually was \$1.4M now is \$400,000;
2. Staff Absenteeism – Strategic and data driven analysis was implemented to target and reduce chronic absenteeism. Contract negotiations/award let to ability to backfill with part time cleaners and eliminated absenteeism 25.80% annually as tracked by the weekly negative time report. GTS team and the NHBOE strive to maintain a diverse and

local workforce. The Part Time staff reflect the highest local and minority percentages of any Unionized workforce in the City of New Haven.

3. Revised archaic work rules- and committed to collaboration to staff to need for cost efficiencies.
4. Union Management- currently have a harmonious relationship with (8) locals with zero grievances and monthly meetings with local 287 leadership. GTS's participation in union negotiations provides critical data needed to change work rules to better serve the BOE.
5. Unfunded State Mandates- Green Cleaning, AED's Integrated Pest Program, Indoor Air Quality, Radon Testing, AHERA Management Plan all these programs are unfunded state programs that GTS manages annually and keep the BOE in compliance with all records and regulatory requirements satisfied.

Energy Efficiencies

1. Energy Star Portfolio Manager Program - The EPA national benchmarking program that provides metrics to compare all our school to similar sized schools throughout the country. 9 of our schools have received "energy star certification" for scoring in the top 25% of schools nationally. Additional schools are in the program and are expected to join the list
2. New Haven Schools are ahead of the curve. GTS in collaboration with the COO, Gilbane Construction, City Engineer Giovanni Zinn and the City Energy committee has implemented cogeneration, fuel cell, photovoltaic and LED projects district wide. Project have been independently verified and funded by UI
3. Ten-year cost avoidance for the LED projects \$5,065,310
4. Annual consumption avoidance for LED projects 3,341,361 kWh per year
5. Cost Avoidance-by proactively managing the set points reducing run times and providing preventive maintenance we have basically save one year of utility use every 5 years.

REFERENCES

St. Vincent's Medical Center – Multiple Locations

2800 Main Street, Bridgeport CT

Primary Contact: John Ryan

Ph. 475-210-5523

Email: john.ryan@hhchealth.org

Milford, New Haven, Putnam & Bridgeport Courthouses

Fusco Management

Primary Contact: Laura Carpenter

555 Long Wharf, New Haven CT

Email: lcarpenter@fusco.com

State of Connecticut – Judicial Facilities

Primary Contact: Grace Cyr

90 Washington Street, Hartford CT

Ph. 860-706-5273

Email: grace.cyr@jud.ct.gov

Conn Acoustics – Multiple Previous & Current Projects

Primary Contact: Coby Emshwiller

40 Holmes Road, Newington CT

Ph. 860-666-5631

Email: cemshwiller@connacoustics.com

Community College of Rhode Island – Flanagan Campus

Primary Contact: David Snow

40 Holmes Road, Newington CT


Ph. 401-825-2196

Email: dsnow@ccri.edu

REQUIRED FORMS

1. City Form Signature Page
2. Disclosure & Certification Form
3. Current Workforce Certification
4. Statement of Qualifications
5. (PPP) Priority Payment Program Application

CITY FORM SIGNATURE PAGE

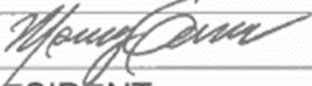

CITY OF NEW HAVEN New Haven, Connecticut 06510	
City Forms Signature Page (LWI) Under \$150,000	

Bid/Contract Title:	
Bid/Contract Number:	RFP-2022-05-1456
Contractor Name:	GO TO SERVICES, LLC
Contact Person Signing Below:	MANUEL GOMEZ
Contractor Signatory Email: <small>This is the person that signs the contract</small>	MGOMEZ@GTSERVU.COM

Attached please find the following City of New Haven forms which are required for this solicitation. Below please Initial to the left of each form and sign in the space below acknowledging that you have read, understood, and comply with these documents. This City Forms Signature Page must be notarized below.

Failure to complete & Submit this form with your bid/proposal will cause rejection of your submission.

Initial	City Form
MG	Ban the Box Agreement
MG	Certificate of Non-Arrearage
MG	Equal Employment Opportunity Agreement
MG	Non-Collusion Affidavit
MG	Wage Rate Form - Living


Signature & Title of person completing this form:	Signature:			
	Title:	PRESIDENT		
THIS FORM MUST BE NOTARIZED	NOTARY SEAL (if available)			
Signature of Notary:				
Subscribed and sworn to, before me on this:	<i>Miles Sudler</i>	Day of <i>18th</i>	<i>May</i>	20 <i>22</i>
My Commission Expires:	<i>06/30/2026</i>			

CERTIFICATE OF NON-ARREARAGE

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Certificate of Non-Arrearage</p>	

I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and Neither the Bidder/Proposer, nor its subcontractors are in arrears to the State of Connecticut Second Injury Fund.

EQUAL EMPLOYMENT OPPORTUNITY AGREEMENT

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Equal Employment Opportunity Agreement</p>	

During the performance of this contract, the Contractor agrees as follows:

- a. To comply with all provisions of Executive Order 11246 and Executive Order 11375, Connecticut Fair Employment Practices Act, and the contract compliance ordinance of the City of New Haven, including all standards and regulations which are promulgated by the government authorities who established such acts and requirements, and all standards and regulations are incorporated herein by reference;
- b. Not to discriminate against any employee or applicant for employment because of race, color, religion, age, sex, physical disability or national origin. The Contractor will take affirmative action to ensure that applicants are employed, and that employees are treated during employment without regard to race, color, religion, sex, age, or national origin and physical handicap. Such action 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 forms of compensation, and selection for training, including apprenticeship;
- c. To post, in conspicuous place available to employees and applicants for employment, notices to be provided by the contracting officer setting forth the provisions of this nondiscrimination clause;
- d. To state, in all solicitations or advertisement for employees placed by or on behalf of the contract, that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, physical disability or national origin;
- e. To send to each labor union representative of workers with whom it has a collective bargaining agreement, or other contract or understanding, a notice advising a labor union or worker's representative of the contractor's commitments under the equal opportunity clause of the City of New Haven, and shall post copies of the notice in conspicuous places available to employees and applicants for employment. The contractor shall register all workers in the skilled trades, who are below the journeyman level, with the Apprentice Training Division of the Connecticut State Labor Department;
- f. To utilize labor department and city sponsored manpower programs as a source of recruitment and to notify the contract compliance unit and such programs of all job vacancies;
- g. To take affirmative action to negotiate with qualified minority contractors for any work which may be proposed for subletting, or for any additional services, or work which may be required as a result of this contract;
- h. To cooperate with city departments in implementing required contract obligations for increasing the utilization of minority business enterprises;
- i. To furnish all information and reports required by the Contract Compliance Director pursuant to section 12 1/2 -1, 12 1/2-19 through section 12 1/2-32, 12 1/2-48 through 12 1/2-52 and to permit access to his books, records and accounts by the contracting agency, the Contract Compliance Officer, and the Secretary of Labor for purposes of investigation to ascertain compliance with the program;

j. If such contractor employs three or more employees to refrain from paying such employees dues and related expense for clubs that restrict membership use of their facilities on the basis of race, color, sex, religion, national origin or ancestry;

k. To take such action, with respect to any subcontractor, as the City may direct as a means of enforcing the provisions of sub-paragraphs (a) through (m) herein, including penalties and sanctions for noncompliance, provided however that, in the event the contractor becomes involved or threatened with litigation as a result of such direction by the City, the City will intervene in such litigation to the extent necessary to protect the interest of the City and to effectuate the City's Equal Employment Opportunity Program, in the case of funded directly or indirectly, in whole, or in part, under one or more Federal Assistance Programs, the contractor or the City may ask the United States to enter into such litigation to protect the interest if the United States;

l. To file, along with his subcontractors, if any, compliance reports with the City in the form and to the extent prescribed in the contract by the Contract Compliance Director of the City of New Haven. Compliance reports filed at such times as directed shall contain information as to the employment practices, policies, programs and statistics of the contractor and his subcontractors, if any;

m. To include the provisions of sub-paragraphs (a) through (m) of this Equal Opportunity Clause in every subcontract or purchase order so that said provisions will be binding upon each such subcontractor or vendor;

n. That a finding, as hereinafter provided, of a refusal by the contractor, or subcontractor, to comply with any portion of this program as herein stated and described, may subject the offending party to any or all of the following penalties:

1. Withholding of all future payments under the involved public contract to the contractor in violation until it is determined that the contractor, or subcontractor, is in compliance with the provisions of the contract;
2. Refusal of all future Bids for any public contract with the City of New Haven, or any of its departments or divisions, until such time the contractor or subcontractor, is in compliance with the provisions of the contract;
3. Cancellation of the public contract;
4. Recovery of specified monetary penalties;

5. In case of a substantial or material violation, or the threat of substantial or material violation of the compliance procedure or as may be provided in for by the contract, appropriate equitable or legal proceedings may be brought to enforce these provisions against contractors, subcontractors or other organizations, individuals or groups who directly or indirectly are not in compliance with the policy herein outlined.

(Ord. of 12-5-77).

NON COLLUSION AFFIDAVIT

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Non-Collusion Affidavit of Prime Bidder/Proposer</p>	

1.	I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and;
2.	I am fully informed respecting the preparation and contents of the attached solicitation and of all pertinent circumstances respecting such Bid/Proposal;
3.	Such Bid/Proposal is genuine and is not collusive or a sham Bid/Proposal;
4.	Neither the said Bidder/Proposer nor any of its officers, partners, owners, agents, members, representative, employees, or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly with any other Bidder/proposer, firm or person to submit a collusive or sham Bid/Proposal in connection with the Contract for which the attached Bid/Proposal has been submitted or to refrain from Bidding/Proposing in connection with such Contract, or has in any manner, directly or indirectly, sought by agreement or collusion or communication or conference with any other Bidder/proposer, firm or person to fix the price or prices in the attached Bid/Proposal or of any other Bidder/Proposer, or to fix any overhead, profit or cost element of the Bid/Proposal prices or the Bid/Proposal price of any other Bidder/proposer, or to secure through any collusion, conspiracy, connivance or unlawful agreement any advantage against the City of New Haven or any person interested in the proposed Contract;
5.	The price or prices quoted in the attached Bid/Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance, or unlawful agreement on the part of the Bidder/Proposer or any of its agents, representatives, owners, members employees, or parties in interest, including this affiant; and
6.	That no Alderman or other officer or employee or person whose salary is payable in whole or in part from the City Treasury is directly or indirectly interested in the Bid/Proposal, or in the supplies, materials, equipment, work or labor to which it relates, or in any of the profits thereof.

CONTRACTORS LIVABLE WAGAE CERTIFICATION FORM

<p>CITY OF NEW HAVEN New Haven, Connecticut 06510</p>	
<p>Contractors Livable Wage Certification Form</p>	
<p>Internal Audit Division</p>	

I am the owner, partner, agent, officer, member or representative, of the bidder/proposer of the submitted solicitation and I do hereby certify that the company listed above and all its subcontractors will pay all workers on the Bid/Contract listed above the Livable wages as indicated in Article XVII, Section 2-221 et seq. of the Code of the City of New Haven. The Current Livable Wage per hour is detailed in the Project Summary of this solicitation. If your firm's salary schedules are more than this amount, please provide documentation with your response. This may eliminate the need for weekly payroll submittals; however, you may still be subject to spot audits.

DISCLOSURE & CERTIFICATION AFFIDAVIT

CITY OF NEW HAVEN New Haven, Connecticut 06510				DISCLOSURE & CERTIFICATION AFFIDAVIT	
1. EVERY SECTION MUST BE COMPLETED					
Contractor/Vendor Name:		GO TO SERVICES, LLC			
DBA (if applicable)					
<small>If you are a DBA, please be advised you must file a Trade Name Certificate with the CONH City/Town Clerk</small>					
Physical principal place of business:		117 KENDALL ST	NEW HAVEN	CT	06512
		<small>Address</small>	<small>City</small>	<small>State</small>	<small>Zip</small>
Mailing Address: (complete only if different from principal place of business):					
		<small>Address</small>	<small>City</small>	<small>State</small>	<small>Zip</small>
Telephone #:		(860) 883-1954			
Email Address:		LMERRITT@GTSERU.COM			
Contact Person:		MANUEL GOMEZ			

For the purposes of this Disclosure and Certification Affidavit, the following definitions apply:	
(a)	"Person" means one (1) or more individuals, partnerships, corporations, associations, or joint ventures.
(b)	"Contract" means any agreement, purchase order, Memorandum of Understanding, or other formal commitment entered into by the city to expend funds in return for work, labor, services, supplies, equipment, materials or any combination of the foregoing, or any lease, lease by way of concession, concession agreement, permit, or per agreement whereby the city leases, grants or demises property belonging to the city, or otherwise grants a right of privilege to occupy or to use said property of the city.
(c)	"City" means any official agency, board, authority, department office, or other subdivision of the City of New Haven "CONH"
(d)	"Affiliate Entity" means any entity listed in sections 5 or 6 below or any entity under common management with the Contractor.
(e)	"DOB" means Date of Birth for individuals

State of	CONNECTICUT	County of	NEW HAVEN
I, MANUEL GOMEZ	being first duly sworn, hereby deposes and says that:		
	<small>Type your name above</small>		
2.	I am over the age of 18 and understand the obligations of making statements under oath; I understand that the City of New Haven is relying on my representations herein. (click 2a or 2b)		
2a.	<input checked="" type="checkbox"/>	I am the corporate secretary or majority owner (including sole proprietorship) of:	GO TO SERVICES, LLC
			<small>Type company name above</small>
2b.	<input type="checkbox"/>	Or I am an individual and my name is:	
			<small>Type individual name above</small>

3.	Please click the applicable representation(s) regarding taxes or, if none of the below are accurate, attach an explanation of the status of the relevant tax obligations to this Affidavit		
3a.	<input type="checkbox"/>	As required by Conn. Gen. Stat. §12-41, the Contractor (and each owner, partner, officer, authorized signatory, or Affiliate Entity of the Contractor) has filed a list of taxable personal property with the City of New Haven for the most recent grand list and all taxes are current.	
3b.	<input type="checkbox"/>	The Contractor (including any owner, partner, officer, or authorized signatory thereof) is not required to file a list of taxable personal property with the CONH for the most recent grand list and does not owe any back taxes to the CONH, either directly or through a lease or other agreement.	
3c.	<input checked="" type="checkbox"/>	The Contractor or an owner, partner, officer, representative, agent or Affiliate Entity of the Contractor either i) has a PILOT agreement with the City of New Haven or ii) owes back taxes and has executed an agreement with the CONH to pay said back taxes in installment payments. Such agreement is attached and incorporated herein by reference and the payments under said agreement are not in default.	
3d.	<input checked="" type="checkbox"/>	Other than as may be described in section 3a-c above, the Contractor (including any owner, partner, officer, other authorized signatory, or Affiliate Entity) does not have any outstanding monetary obligations to the City of New Haven.	

4. Please click the applicable representation about the Contractor's business registration:	
4a. <input checked="" type="checkbox"/>	Contractor is a Connecticut corporation, partnership, limited liability company or sole proprietorship. 0983603 Type State registration # above
4b. <input type="checkbox"/>	Contractor is a foreign corporation, partnership, limited liability company or sole proprietorship but is registered to do business in the State of Connecticut. Type State registration # above
4c. <input type="checkbox"/>	Contractor is a foreign corporation, partnership, limited liability company or sole proprietorship and is not registered to do business in the State of Connecticut. The Contractor is registered in the State of: Type State name above
4d. <input checked="" type="checkbox"/>	Contractor has confirmed with the Connecticut Secretary of the State that the services it will provide pursuant to the Contract do not constitute doing business in the State of Connecticut and no registration with the Connecticut Secretary of the State is required. Contractor does otherwise affirm they have and will maintain the following State of Connecticut registrations, certificates, or approvals relevant to the Agreement (attach if Applicable) (if not applicable, state N/A).

5. The following list is a list of the names of all persons affiliated with the business of the Contractor who are also affiliated with the City of New Haven. For purposes of this Affidavit, "affiliated with the business of the Contractor" includes any current or former employee (including officers) of the Contractor or any owner, board member or agent of the Contractor, or of any subsidiary or parent company of the Contractor, and "affiliated with the City of New Haven" means any employee, agent, public official, board member, commissioner or any other person serving in an official capacity for or on behalf of the City of New Haven. If none state none. Use additional sheet if necessary (must be on company letterhead and notarized):

Name	City Affiliation Role & Time Frame	Contractor Affiliation Role & Time Frame	DOB
5a. NONE			
5b.			

6. Contractor must disclose all existing and recent contracts with the City. The following list is a list of all contracts in which either the Contractor, any person affiliated with the business of the Contractor or an Affiliate Entity of the Contractor provides, or has provided, services or materials to the City within one (1) year prior to the date of this disclosure. If none, state none. Use additional sheet if necessary (must be on company letterhead and notarized)

Name of Contractor or Affiliate	Affiliation (if applicable)	Contract Number
6a. GO TO SERVICES, LLC	NEW HAVEN PUBLIC SCHOOLS	A20-0900
6b.		
6c.		
6d.		

7. The Contractor possesses an ownership interest in the following business organizations, if none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):

Organization Name	Address	Type of Ownership
7a. NONE		
7b.		

8. The following persons and/or entities possess an ownership interest in the Contractor. If the Contractor is a corporation, list the names of each stockholder whose shares exceed twenty-five (25) percent of the outstanding stock. If none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):

Name	Title	% of Ownership	DOB
8a. MANUEL GOMEZ	PRESIDENT	51.0%	
8b.			

9. If the Contractor conducts business under a trade name, the following additional information is required: the place where such entity is incorporated or is registered to conduct such business; and the address of its principal place of business, if none, state none. Use additional sheet if necessary (must be on company letterhead and notarized):

Trade Name	Place of Incorporation/Registry	Principal Place of Business
9a. NONE		
9b.		

I hereby certify that I am duly authorized to sign this Affidavit and that the person who will sign the Agreement (if required) with the City on behalf of the Contractor will be duly authorized to execute the same. I hereby further certify that the statements set forth above are true and complete on the date hereof and that I, or another authorized individual of the Contractor, will promptly inform the City, in writing, if any of the information provided herein changes or is otherwise no longer accurate at any point during the execution of the referenced Agreement. I understand that any incorrect information, omission of information or failure of the Contractor to update this information, as described in the foregoing sentence, may result in the immediate termination of all agreements the Contractor has with the City of New Haven and disqualification of the Contractor to further contract with the City.

Signature of person completing this form:	<i>Young Conner</i>		
Title of person completing this form:	PRESIDENT		
Contractor/Vendor Name:	GO TO SERVICES, LLC		
Date:	05/18/2022		
THIS FORM MUST BE NOTARIZED		NOTARY SEAL (if available)	
Signature of Notary:	<i>Nil SL</i>		
Subscribed and sworn to, before me on this:	18 th	Day of	May 2022
My Commission Expires:	06/30/2026		



STATEMENT OF QUALIFICATIONS



Statement of Qualifications for City

Statement of Qualifications:

Each solicitation response shall include a Statement of Qualifications in the format provided in this Solicitation upon stationary of the responding entity.

All questions must be answered, and the data given must be clear and comprehensive. The respondent may submit any additional information he/she desires.

1. **Name of Vendor/Contractor/Respondent (requires a real person's name)**

Go To Services, LLC / Robert Consla

2. **Permanent main office address**

117 Kendall Street, New Haven, CT 06512

3. **Contact Information: Phone, Fax, E-mail.**

	860-883-1954
	203-624-9645
	lmerritt@gtsservu.com

4. **When organized**

May 24, 2006

5. **Legal form of ownership. If a corporation, where incorporated.**

Limited Liability Corporation

6. **How many years have you been engaged in services, under your present name?**

16 years

7. **Experience in work similar in scope of services and in importance to this solicitation opportunity. Provide three references.**
 - 1
 - **Proposals are currently or previously been provided, include for each client:**

• Previously provided

 - **Name of Organization**

• Burrillville Public Schools

 - **Gross cost of agreement**

• \$12,500/mo

 - **Date services started**

• 09/20/2020

 - **Services being provided**

• Janitorial services
• Emergency Cleaning Services

<ul style="list-style-type: none"> • Light Maintenance Services • •
<ul style="list-style-type: none"> • Responsible official, address, and telephone number of person available as a reference.
<ul style="list-style-type: none"> • Bill Robinson - Facilities Director
<ul style="list-style-type: none"> • 2300 Bronco Hwy, Harrisville, RI 02830
<ul style="list-style-type: none"> • 401-568-1301 ext 1112

2

<ul style="list-style-type: none"> • Proposals are currently or previously been provided, include for each client:
<ul style="list-style-type: none"> • Previously Provided
<ul style="list-style-type: none"> • Name of Organization
<ul style="list-style-type: none"> • RISE Preparatory Academy
<ul style="list-style-type: none"> • Gross cost of agreement
<ul style="list-style-type: none"> • \$5,500/mo
<ul style="list-style-type: none"> • Date services started
<ul style="list-style-type: none"> • 08/01/2021
<ul style="list-style-type: none"> • Services being provided
<ul style="list-style-type: none"> • General Janitorial services
<ul style="list-style-type: none"> • Light Maintenance
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Responsible official, address, and telephone number of person available as a reference.
<ul style="list-style-type: none"> • Kat Waller
<ul style="list-style-type: none"> • 30 Cumberland Street, Woonsocket, RI 02895
<ul style="list-style-type: none"> • 401-765-5127

•

3

<ul style="list-style-type: none"> • Proposals are currently or previously been provided, include for each client:
<ul style="list-style-type: none"> • Previously provided
<ul style="list-style-type: none"> • Name of Organization
<ul style="list-style-type: none"> • Community College of RI - Flanagan Campus
<ul style="list-style-type: none"> • Gross cost of agreement
<ul style="list-style-type: none"> • \$24,600/mo
<ul style="list-style-type: none"> • Date services started
<ul style="list-style-type: none"> • 03/22/201
<ul style="list-style-type: none"> • Services being provided
<ul style="list-style-type: none"> • General Janitorial Services
<ul style="list-style-type: none"> • Light Maintenance
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Responsible official, address, and telephone number of person available as a reference.
<ul style="list-style-type: none"> • David Snow - Purchasing
<ul style="list-style-type: none"> • 400 East Avenue, Warwick, RI 02886
<ul style="list-style-type: none"> • 401-825-2196

8. Have you ever failed to complete any work awarded to you? If so, where and why?

NO

9. Have you ever defaulted on a contract? If so, where, and why?

NO

10. Describe any pending litigation or other factors, which could affect your organization's ability to perform this agreement

NONE

11. Names, titles, reporting relationships, and background and experience of the principal members of your organization, including the officers. Indicate which individuals are authorized to bind the organization in negotiations with the City of New Haven

Manuel Gomez - President
Robert Consla - Vice President

12. Name, title, address, and telephone number of the individual to whom all inquiries about this Proposal should be addressed.

13. Will you, upon request, fill out a detailed financial statement and furnish any other information or sign a release that may be required by the City of New Haven?

14. Tax Identification number(s)

--

15. Are you able to receive Credit Card Payments for your services rendered?

--

16. **Addendums** - notices are sent electronically and are posted to portal. You are responsible for the addendum content whether viewed or not. (See section **Interpretation of Addenda** for details)

WORKFORCE DISCLOSURE

City of New Haven

New Haven, Connecticut 06510
 Current Workforce Disclosure
 page 1 of 2

Racial Demographics

Job Categories	Male								Female								Nonbinary								TOTAL
	B	L	A	I	ME	MR	W	O	B	L	A	I	ME	MR	W	O	B	L	A	I	ME	MR	W	O	
Officials & Managers		2					5								2										9
Professionals	2	5					2		1	2															12
Technicians																									0
Sales Force															1										1
Office & Clerical							1		1	1					2										5
Craftsfolk (skilled)	2	2							2	1															7
Craftsfolk (semi-skilled)	5	4					8																		17
Laborers (unskilled)	4	2					15																		21
Service Workers	12	91				3	20		3	70	2				10										211
Total	25	106	0	0	0	3	51	0	7	74	2	0	0	0	15	0	0	0	0	0	0	0	0	0	

Are you a Disadvantaged Business Enterprise (DBE)	YES	NO	X
Are you a Women's Business Enterprise (WBE)	YES	NO	X
Does your company have an Affirmative action Plan	YES	NO	X
Does your company have a LGBTQ+ inclusive anti-discrimination policy	YES	NO	X

Racial Demographics Key

- B - Black
- L - Latino/a/x or Hispanic
- A - Asian or Pacific Islander
- I - Indigenous or Native American
- ME - Middle Eastern or North African
- MR - Mixed Race
- W - White
- O - Other

MINORITY BUSINESS ENTERPRISE CERTIFICATION

11/13/2020 <https://biznet.ct.gov/SDSearch/Certificate.aspx?recno=45470>

State of Connecticut
Department of Administrative Services
Supplier Diversity Program



This Certifies

GO TO SERVICES, LLC

As a

117 Kendall St New Haven CT 06512
Hispanic American
Small/Minority Business Enterprise
December 22, 2020 through December 22, 2022

Owner(s): Elyse Sadler; Manuel Gomez

Contact: David Berthold **Telephone:** (860) 883-3569 Ext: **FAX:**

E-Mail: dberthold@gtsservu.com **Web Address:** www.gtsservu.com

****Affiliate Companies:** N/A



Meg Yetislofsky
Supplier Diversity Director

Joi Coe
Supplier Diversity Specialist

** A contractor awarded a contract or a portion of a contract under the set-aside program shall not subcontract with any person(s) with whom the contractor is affiliated.

<https://biznet.ct.gov/SDSearch/Certificate.aspx?recno=45470> 1/1

CERTIFICATE OF INSURANCE

		CERTIFICATE OF LIABILITY INSURANCE		KLEBLANC				
				DATE (MM/DD/YYYY) 9/10/2021				
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.								
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).								
PRODUCER AXIA Insurance Services 933 East Columbus Ave Springfield, MA 01105		CONTACT NAME: PHONE (A/C, No. Ext): (413) 788-9000 FAX (A/C, No.): (413) 886-0190 E-MAIL: info@axiagroup.net						
		INSURER(S) AFFORDING COVERAGE		NAIC#				
INSURED GoTo Commercial Cleaning Svcs, LLC 117 Kendall Street New Haven, CT 06511		INSURER A: Arbella Mutual Insurance Company		17000				
		INSURER B: Arch Specialty Ins. Co.						
		INSURER C:						
		INSURER D:						
		INSURER E:						
INSURER F:								
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:				
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.								
INSTR	TYPE OF INSURANCE	ADDITIONAL	SUBROGATED	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS	
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Per Loc Aggregate GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROTECT <input type="checkbox"/> LOC OTHER:	X	X	8500047750	7/1/2021	7/1/2022	EACH OCCURRENCE	\$ 1,000,000
							DAMAGE TO RENTED PREMISES (Per occurrence)	\$ 300,000
							MED EXP. (Any one person)	\$ 5,000
							PERSONAL & ADV INJURY	\$ 1,000,000
							GENERAL AGGREGATE	\$ 2,000,000
							PRODUCTS - COMP/OP AGG.	\$ Included
								\$
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY	X	X	1020020571	7/1/2021	7/1/2022	COMBINED SINGLE LIMIT (Per accident)	\$ 1,000,000
							BODILY INJURY (Per person)	\$
							BODILY INJURY (Per accident)	\$
							PROPERTY DAMAGE (Per accident)	\$
								\$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000	X	X	4620083370	7/1/2021	7/1/2022	EACH OCCURRENCE	\$ 5,000,000
							AGGREGATE	\$
							Aggregate	\$ 5,000,000
A	<input checked="" type="checkbox"/> NON-EMPLOYEES COMPENSATION AND SHORT-TERM DISABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N	4220053554 07	7/1/2021	7/1/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	\$ 500,000
			N/A				E.L. EACH ACCIDENT	\$ 500,000
							E.L. DISEASE - EA EMPLOYEE	\$ 500,000
							E.L. DISEASE - POLICY LIMIT	\$ 500,000
B	Professional Liabil			SPL1000043-01	1/13/2021	1/13/2022	Occurrence	\$ 1,000,000
B	Professional Liabil			SPL1000043-01	1/13/2021	1/13/2022	Aggregate	\$ 3,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedules, may be attached if more space is required) City of New Haven and New Haven Public Schools are listed as Additional Insureds. Waiver of subrogation applies.								
CERTIFICATE HOLDER				CANCELLATION				
New Haven Board of Education 200 Orange Street New Haven, CT 06511				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.				
				AUTHORIZED REPRESENTATIVE				
								
ACORD 25 (2016/03)				© 1988-2016 ACORD CORPORATION. All rights reserved.				
The ACORD name and logo are registered marks of ACORD								

FORM W-9

Form W-9
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

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

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Go To Services, LLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.

Individual sole proprietor or single-member LLC
 C Corporation
 S Corporation
 Partnership
 Trust/estate

Limited liability company. Enter the tax class if at all (C Corporation; S Corporation; Partnership) ▶ _____

Note: Check the appropriate box on the line above for the tax classification of the single member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

Other (see instructions) ▶ _____

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any) _____
Exemption from FATCA reporting code (if any) _____
(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
117 Kendall Street

6 City, state, and ZIP code.
New Haven, CT 06512

7 List account number(s) here (optional)

Requester's name and address (optional)

Part I Taxpayer Identification Number (TIN)

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

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

Social security number

--	--	--	--	--	--	--	--	--	--

or
Employer identification number

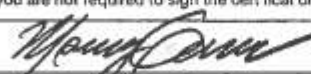
2	6								
		3	2	3	0	6	0	3	

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here
Signature of U.S. person ▶ 
Date ▶ 12/17/2021

General Instructions

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

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

Purpose of Form

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

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

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

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

| APPENDIX

RESPONSE TO COVID-19 PANDEMIC

FUSS & O'NEILL

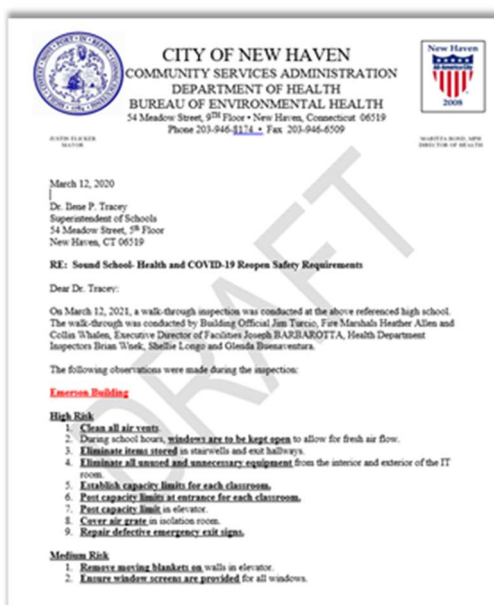
The district came together from all angles to position the students to return to safe and clean buildings. As a steppingstone to this goal, the district contracted Engineering Company Fuss & O'Neill to survey all of the New Haven Public Schools and compile a list of requirements and recommendations to get the buildings in their best possible shape for students to return amidst the COVID-19 pandemic.

The facilities department combed through the 230-page final report, identifying each item that was referenced. We then created a living document in which we would track the progress of each item.

NEW HAVEN HEALTH DEPARTMENT

The Facilities department responded in the same manner to the inspection reports performed by the Health Department, particularly regarding Isolation rooms in every school. Facilities surveyed each school to ensure that the following measures were taken in each isolation room:

Supply vents covered, creating a negative pressure environment



- 13 windows were manually installed into solid doors so those in isolation could be observed without opening the door.
- 37 HEPA filters were ordered, catalogued, and delivered to those isolation rooms with no operable windows
- 57 Cots were delivered to isolation rooms throughout the district
- Ceiling tiles were inspected and replaces where needed
- Signage posted throughout schools and isolation rooms
- All curtains and porous materials removed throughout the district (curtains etc...)

Fuss & O'Neill Required Measures to Reopen after COVID		The GTS team was steadfast in responding to the over 125 measures that were required to safely reopen schools per Fuss & O'Neill		
School	School Type	Requirement	Facilities Notes	Completed
Barnard	Elementary & K-8	Install an exhaust fan in the isolation room to exhaust through the outside wall or window OR portable HEPA filter	Free standing HEPA filter machine delivered to location on 11/4/20	Completed
Barnard	Elementary & K-8	Replace filters in all AHUs and HR-AHUs. Upgrade RA filters and final filters to MERV 13 or better.	Completed	Completed
Barnard	Elementary & K-8	Add individual CO2 sensors to higher-populated rooms, such as conference rooms, not currently equipped with such sensors	Conference room, waiting area and Principal office all have functioning sensors	Completed
Barnard	Elementary & K-8	Replace Room 301 and global CO2 sensors	CT Controls WO# 120096	Completed
Barnard	Elementary & K-8	Upgrade RA filters and final filters to MERV 13 or better.	Completed	Completed
Beecher	Elementary & K-8	Determine if CO2 sensors were installed in return ductwork as shown on the construction drawings. If so, incorporate into the DDC.	Dave Turner -There are no return duct CO2 sensors installed. There are only classroom CO2 sensors	Completed
Beecher	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation rooms' return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If a HEPA-filtered negative air machine is not able to be acquired, block off supply and return grilles to create a passive isolation room appropriate for short-duration occupancy. An exhaust fan through a window or outside wall is recommended in this case and will negatively pressurize the space to prevent cross-contamination with adjacent spaces.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Betsy Ross	Middle	Identify an Isolation room.	Completed	Completed
Betsy Ross	Middle	Implement demand-controlled ventilation using CO2 set point of 600 ppm	CT Controls Vendor WO# 119797	Completed
Betsy Ross	Middle	Configure the BAS to use demand-controlled ventilation for all AHUs. Make all CO2 set points 600 ppm to ensure maximum	Dave Turner	Completed
Betsy Ross	Middle	Identify an isolation room and install a HEPA-filtered negative air machine to the room return duct (seal remaining part of return air grille).	Portable HEPA machine delivered. Supply vents blocked.	Completed
Betsy Ross	Middle	CO2 sensors need to be calibrated and, in some cases, replaced.	CT Controls Vendor WO# 119797	Completed
Betsy Ross	Middle	Replace all AHU filters with MERV 13 filters.	Completed	Completed
Betsy Ross	Middle	Replace filters in all AHUs. If possible, upgrade filters to MERV 13.	Completed	Completed
Bishop Woods	Elementary & K-8	Replace all remaining filters with MERV 13 filters.	Completed	Completed
Career	High School	Identify an Isolation room.	Completed	Completed
Career	High School	Replace all air handling unit filters with MERV 13 filters.	Completed	Completed
Celentano	Elementary & K-8	Set all CO2 setpoints to 600 ppm to ensure maximum outdoor air flow	Dave Turner	Completed
Celentano	Elementary & K-8	Add return air CO2 points to all AHU's and ERV graphic in BAS to monitor ventilation adequacy	CT Controls Vendor. Completed	Completed

Celentano	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation room's plenum return. Reduce supply air to ensure a negatively pressured environment.	Free standing HEPA filter machine delivered to location on 11/4/20	Completed
Celentano	Elementary & K-8	Replace all ERV and pre-filters with new MERV 8 filters or better.	Completed	Completed
Celentano	Elementary & K-8	Replace AHU final filters and return air filters with MERV 13 or better	Completed	Completed
Clarence Rogers	Elementary & K-8	RTU-1, reports return air CO2 of 277 ppm – bad CO2 sensor	CT Controls Vendor	Completed
Clarence Rogers	Elementary & K-8	Identify an Isolation room.	Completed	Completed
Clarence Rogers	Elementary & K-8	Replace all RTUs filters with MERV 13 filters.	Completed	Completed
Clemente	Elementary & K-8	Replace all air handling unit filters with MERV 13 filters.	Completed	Completed
Clinton Ave	Elementary & K-8	Prior to re-opening the building, AHUs should be set to maximize OA capacity as weather and CO2 setpoints allow. Set CO2 to 600 ppm and Min OA to 30%.	CT Controls	Completed
Clinton Ave	Elementary & K-8	Set all CO2 setpoints to 600 ppm to ensure maximum outdoor air flow. Modify AHU schedule to prioritize economizer function.	Dave Turner	Completed
Clinton Ave	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation rooms' plenum return. Reduce supply air to ensure a negatively pressured environment. If a HEPA-filtered negative air machine is not able to be acquired, block off supply diffuser and transfer grille (located above the ceiling) to create a passive isolation room appropriate for short-duration occupancy. An exhaust fan through a window or outside wall is recommended in this case and will negatively pressurize the space to prevent cross-contamination with adjacent spaces.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Clinton Ave	Elementary & K-8	Replace AHU final filters with MERV 13 or better.	Completed where applicable	Completed
Columbus	Elementary & K-8	Modify air handling equipment controls to provide ventilation during the entire scheduled occupancy period. Maximize outdoor air dampers during shoulder seasons and incorporate purge mode. See below.	Dampers set to 30%	Completed
Columbus	Elementary & K-8	Use the existing demand-controlled ventilation in all RTU's equipped with it so that the target CO2 can be used to add extra outside air if necessary. Set CO2 setpoints to 600 ppm during pandemic operation. In units where demand-controlled ventilation is not possible, modify the RTU schedule to prioritize economizer function during temperate OA conditions.	CT Controls#	Completed
Columbus	Elementary & K-8	Install HEPA-filtered negative air machine. Reduce supply air to ensure a negatively pressured environment. If a HEPA-filtered negative air machine is not able to be acquired, block off supply diffuser to create a passive isolation room appropriate for short-duration occupancy. An exhaust fan through a window or outside wall is recommended in this case and will negatively pressurize the space to prevent cross-contamination with adjacent spaces.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Columbus	Elementary & K-8	Replace all filters with new MERV 13 filters or better	Completed where applicable	Completed
Conte	Elementary & K-8	In the two isolation rooms, install a HEPA-filtered negative air machine to the room plenum return (seal remaining part of return air grille).	Portable HEPA machine delivered. Supply vents blocked.	Completed
Conte	Elementary & K-8	upgrade filters in all RTUs and AHUs to MERV 13.	Completed	Completed
COOP	High School	Install a HEPA-filtered negative air machine to the isolation room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If a HEPA filter cannot be obtained, seal off the supply and return grilles to create a passive isolation room appropriate for short occupation. An exhaust fan may be employed to exhaust air to the outdoors.	Portable HEPA machine delivered. Supply vents blocked.	Completed
COOP	High School	Set the AHU outdoor air dampers to allow the maximum volume of outdoor air to enter the building during shoulder season. After the BAS adjustment,	Set to 30%	Completed

		physically inspect damper position for each unit. (30% min open)		
Daniels	Elementary & K-8	Identify an isolation room	Completed	Completed
Daniels	Elementary & K-8	HEPA-filtered negative air machine should be installed in the isolation room's return grille and the supply-side volume damper partially closed to ensure a negatively pressured environment within the isolation room	Portable HEPA machine delivered. Supply vents blocked.	Completed
Daniels	Elementary & K-8	Enable demand controlled ventilation and adjust CO2 set point to 600 ppm to allow for maximum OA to enter space. After the BAS adjustment, physically inspect damper position for each unit	Dave Turner	Completed
Daniels	Elementary & K-8	Upgrade AHU filters to MERV 13 if possible	In House	Completed
Davis	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If possible, install an exhaust fan through the outside wall or window.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Davis	Elementary & K-8	Use existing demand-controlled ventilation in all RTUs but set the target CO2 range to 600 ppm in order to maximize outdoor air.	Dave Turner	Completed
Davis	Elementary & K-8	Replace or re-calibrate outdoor air temperature and CO2 sensors in RTU-1 and 9.	CT Controls 120145. 30% meets requirement	Completed
Davis	Elementary & K-8	Upgrade filters in all RTUs and ERVs from MERV 8 to MERV 13.	Completed where applicable	Completed
East Rock	Elementary & K-8	Prior to re-opening the building, AHUs should be set to maximize OA capacity as weather and CO2 set points allow without freezing coils and compromising occupancy comfort.	CT Controls	Completed
East Rock	Elementary & K-8	Set all CO2 set points to 600 ppm to ensure maximum outdoor air flow. Modify AHU schedule to prioritize economizer function	CT Controls(Tridium)	Completed
East Rock	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation rooms' plenum return. Reduce supply air to ensure a negatively pressured environment. If a HEPA-filtered negative air machine is not able to be acquired, block off supply diffuser and return grille to create a passive isolation room appropriate for short-duration occupancy. An exhaust fan through a window or outside wall is recommended in this case and will negatively pressurize the space to prevent cross-contamination with adjacent spaces.	Portable HEPA machine delivered. Supply vents blocked.	Completed
East Rock	Elementary & K-8	Replace AHU final filters with MERV 13 or better and ensure no filter alarms remain.	Completed where applicable	Completed
Edgewood	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation rooms' plenum return. Reduce supply air to ensure a negatively pressured environment. If a HEPA-filtered negative air machine is not able to be acquired, block off supply diffuser and return grille to create a passive isolation room appropriate for short-duration occupancy.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Edgewood	Elementary & K-8	Replace AHU and RTU final filters with MERV 13 or better	Completed	Completed
ESUMS	High School	Close off isolation room supply diffuser and transfer grille. Install a portable HEPA filter unit within the room	Portable HEPA machine delivered. Supply vents blocked.	Completed
ESUMS	High School	Continue the upgrade of filters in all DOAUs and AHUs to MERV 13	Completed	Completed
Fair Haven	Elementary & K-8	Install free standing HEPA machine or block off supply diffuser	Portable HEPA machine delivered. Supply vents blocked.	Completed
Fair Haven	Elementary & K-8	Reduce demand controlled ventilation CO2 setpoint to 600 ppm to maximize OA.	Dave Turner. Server down. CT Controls to tap inWO #120146. Tucker to go to RTU's WO 120218 for local economize. Tucker on-site today 1/12 with hopeful completion by EOD. Completed	Completed

Fair Haven	Elementary & K-8	If possible, upgrade filters in all RTUs and AHUs to from MERV 8 to MERV 13.	Completed	Completed
Hooker (K-2)	Elementary & K-8	Install free standing HEPA machine or block off supply diffuser	Portable HEPA machine delivered. Supply vents blocked.	Completed
Hooker (K-2)	Elementary & K-8	Set demand controlled ventilation CO2 setpoint to 600 ppm to allow for maximum OA to enter space. After the BAS adjustment, physically inspect damper position for each unit.	Dave Turner	Completed
Hooker (K-2)	Elementary & K-8	Replace all AHU filters and upgrade to MERV 13 where possible.	Completed	Completed
Hooker Middle (3-8)	Elementary & K-8	Isolation room recommendations include the installation of a motorized damper on the return duct to FC-7 (located just downstream of the isolation room return) to allow the control of return air recirculation back to the spaces served by FC-7. This new damper may be open during times when the isolation room is not occupied. The existing motorized outdoor air (OA) damper should be maintained fully open. A HEPA-filtered negative air machine should be installed in the room's return grille and the supply-side volume damper partially closed to ensure a negatively pressured environment within the isolation room.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Hooker Middle (3-8)	Elementary & K-8	The Honeywell BAS system is due for repairs during the week of November 2, 2020. Ensure that all control points are working properly and damper actuators reflect accurately within the BAS. Replace CO2 sensors that read below nominal outdoor measurements (400 ppm), as sensors tend to fall out of calibration due to age. Set BAS CO2 set points to 600 ppm to maximize outdoor air damper positions. Schedule the RTUs and AHU to prioritize economizer operation.	CT Controls #120148	Completed
Hooker Middle (3-8)	Elementary & K-8	Replace all AHU filters and upgrade to MERV 13 where possible.	Completed where applicable	Completed
HSC	High School	Confirm with the Department of Health that the room arrangement selected as the isolation room is acceptable	Completed	Completed
HSC	High School	Install HEPA-filtered negative air machine to the room return duct (seal remaining part of return air grille).	Portable HEPA machine delivered. Supply vents blocked.	Completed
HSC	High School	Replace any dirty or damaged filters in all RTUs and ERV. If possible, replace RTU RA filters with MERV 13 filters.	Completed	Completed
James Hillhouse	High School	No exhaust in women's bathroom in staff room on 3rd floor. Required by code.	Requires additional ductwork	Completed
James Hillhouse	High School	Recommend replacement of all AHU and RTU filters with MERV 13 filters per ASHRAE	Completed	Completed
James Hillhouse	High School	RT-AH1 filters are blown out due to debris. Replace with MERV 13 filters.	Completed	Completed
Jepson	Elementary & K-8	Confirm with the Department of Health that the room arrangement selected as the isolation room is acceptable.	Completed	Completed
Jepson	Elementary & K-8	Re-calibrate all CO2 sensors to allow for confident use of demand-controlled ventilation. Set CO2 sensors to 600 ppm to maximize outdoor air intake once completed.	CT Controls	Completed
Jepson	Elementary & K-8	Install a HEPA-filtered negative air machine to the room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If a HEPA filter cannot be obtained, seal off the supply and return grilles to create a passive isolation room appropriate for short occupation. A portable HEPA filter is recommended to clean the air within the room during and after occupation.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Jepson	Elementary & K-8	Upgrade final filters in AHU-1 and 2" filters in all other AHUs to MERV 13	Completer where applicable	Completed
John Daniels	Elementary & K-8	Identify an Isolation room. (Tell F&O which room)	Completed	Completed
John Daniels	Elementary & K-8	Replace all AHU filters with MERV 13 filters.	Completed	Completed
Katherine Brennan	Elementary & K-8	Some RTU filters observed to be dirty/damaged. Replace all with MERV 13 filters.	Completed	Completed

King Robinson	Elementary & K-8	Identify an isolation room (Room 214)	Completed	Completed
King Robinson	Elementary & K-8	In isolation to room, install a HEPA-filtered negative air machine to the room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If a HEPA filter cannot be obtained, seal off the supply and return grilles to create a passive isolation room appropriate for short occupation.	Portable HEPA machine delivered. Supply vents blocked.	Completed
King Robinson	Elementary & K-8	Reduce demand-controlled ventilation CO2 setpoint to 600 ppm to allow for maximum OA to enter space.	Dave Turner	Completed
King Robinson	Elementary & K-8	Troubleshoot or replace room CO2 sensors with readings less than 300ppm or greater than 1000ppm.	CT Controls 120149	Completed
King Robinson	Elementary & K-8	Upgrade filters in all AHUs to MERV 13.	Completed where applicable	Completed
Lincoln Bassett	Elementary & K-8	A HEPA-filtered negative air machine should be installed in the isolation room's return grille and the supply-side volume damper partially closed to ensure a negatively pressured environment within the isolation room.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Lincoln Bassett	Elementary & K-8	Set CO2 setpoints to 600 ppm to maximize ventilation.	Ct Controls 112150 completed. Now Tucker to check economizer and verify 30% manual. Tucker on-site today 1/12 with hopeful completion by EOD.	Completed
Lincoln Bassett	Elementary & K-8	If possible, upgrade filters in all RTUs and AHUs to MERV 13.	Completed	Completed
Martinez	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If a HEPA filter cannot be obtained, seal off the supply and return grilles to create a passive isolation room appropriate for short occupation.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Martinez	Elementary & K-8	Enable demand controlled ventilation and adjust CO2 set point to 600 ppm to allow for maximum OA to enter space. After the BAS adjustment, physically inspect damper position for each unit. Changing to Tridium. Cannot communicate.	CT Controls wo# 120151	Completed
Martinez	Elementary & K-8	Replace all AHU filters and upgrade to MERV 13 where possible	Completed	Completed
MBA	High School	Install a HEPA-filtered negative air machine to the room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If a HEPA filter cannot be obtained, seal off the supply and return grilles to create a passive isolation room appropriate for short occupation. A portable HEPA filter is recommended to clean the air within the room during and after occupation.	Portable HEPA machine delivered. Supply vents blocked.	Completed
Montessori	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation rooms' return duct. If a HEPA-filtered negative air machine is not able to be acquired, block off return grille to create a passive isolation room appropriate for short-duration occupancy. An exhaust fan through a window or outside wall is recommended in this case and will negatively pressurize the space to prevent cross-contamination with adjacent spaces	Portable HEPA machine delivered. Supply vents blocked.	Completed
Montessori	Elementary & K-8	If possible, replace RTU final filters with MERV 13 or better.	Completed where applicable	Completed
Nathan Hale	Elementary & K-8	Confirm designated isolation room	Completed	Completed
Nathan Hale	Elementary & K-8	Shut down RTU-5, 6, and 13 and check heat exchangers for leaks. If a leak is found, replace the unit. Do not re-open the building until these units have been shut down and inspected.	Bosveirt WO 119107 RTU 6 & 13 repaired. **Parts still being manufactured for RTU 5. Ordered on 12/10/20. Secondary RTU for gym (RTU 6) has been repaired and is fully operating** Factory closed for two weeks causing delays due to covid** Fuss & O'Neill has	Completed

			<i>confirmed that RTU 6 provides sufficient ventilation for occupancy in gym up to 70 people.</i>	
Nathan Hale	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If a HEPA filter cannot be obtained, seal off the supply and return grilles to create a passive isolation room appropriate for short occupation. A portable HEPA filter is recommended to clean the air within the room during and after occupation.	<i>Portable HEPA machine delivered. Supply vents blocked.</i>	Completed
Nathan Hale	Elementary & K-8	Replace air handling equipment RA final filters with MERV 13 or better	<i>Completed where applicable</i>	Completed
New Haven Academy	High School	Install a HEPA-filtered negative air machine to the isolation room's return grille. Reduce supply air to ensure a negatively pressured environment. If a HEPA-filtered negative air machine is not able to be acquired, block off supply diffuser to create a passive isolation room appropriate for short-duration occupancy. An exhaust fan through a window or outside wall is recommended in this case and will negatively pressurize the space to prevent cross-contamination with adjacent spaces.	<i>Portable HEPA machine delivered. Supply vents blocked.</i>	Completed
New Haven Academy	High School	Replace air handling equipment RA final filters with MERV 13 or better	<i>Completed where applicable</i>	Completed
Riverside	Elementary & K-8	Replace all air handling unit filters with MERV 13 filters.	<i>Completed</i>	Completed
Ross Woodward	Elementary & K-8	Install a HEPA-filtered negative air machine to the isolation rooms' return grilles. Reduce supply air to both rooms to ensure a negatively pressured environment. If a HEPA negative air machine is not able to be acquired, block off supply diffuser to create a passive isolation room appropriate for short-duration occupancy. An exhaust fan through a window or outside wall is recommended in this case and will negatively pressurize the space to prevent cross-contamination with adjacent spaces.	<i>Portable HEPA machine delivered. Supply vents blocked.</i>	Completed
Ross Woodward	Elementary & K-8	Replace air handling equipment RA final filters with MERV 13 or better	<i>Completed</i>	Completed
Sound School	High School	Identify an Isolation room. (Tell F&O which room)	<i>Completed</i>	Completed
Sound School	High School	Install a HEPA-filtered negative air machine to the isolation room return duct (seal remaining part of return air grille). Reduce supply air to ensure a negatively pressured environment. If possible, install an exhaust fan through the outside wall or window.	<i>Portable HEPA machine delivered. Supply vents blocked.</i>	Completed
Sound School	High School	Replace all RTU filters with MERV 13 or greater.	<i>Completed where applicable</i>	Completed
Troup	Elementary & K-8	Close off isolation room supply diffuser to create a negative pressure isolation room during occupation. Install a portable HEPA filter unit within the room.	<i>Portable HEPA machine delivered. Supply vents blocked.</i>	Completed
Troup	Elementary & K-8	If possible, upgrade filters in all RAHUs and AHUs to MERV 13.	<i>Completed where applicable</i>	Completed
Truman	Elementary & K-8	Replace all RTU and AHU filters with MERV 13 filters.	<i>Completed</i>	Completed
Wexler	Elementary & K-8	A HEPA-filtered negative air machine should be installed in the isolation room's return grille.	<i>Portable HEPA machine delivered. Supply vents blocked.</i>	Completed
Wexler	Elementary & K-8	Restore unit ventilator outdoor air damper operation to ventilate classrooms	<i>Completed. Ct Controls wo 119865</i>	Completed
Wexler	Elementary & K-8	upgrade filters in all RTUs and AHUs to MERV 13. Replace UV filters.	<i>Completed</i>	Completed

DEEP CLEANING & ISOLATION ROOMS

Standardized cleaning procedure ensuring accountability

NEW HAVEN PUBLIC SCHOOLS FACILITIES DEPARTMENT
COVID-19 DEEP CLEANING & DISINFECTION PROTOCOL FOR COMMON TOUCH POINT SURFACES

This checklist is to be used to deep clean and disinfect all common touch point surfaces, or for an entire facility.

CHECKLIST INSTRUCTIONS:

- Cleaning staff are required to initial the appropriate box for areas that they have sanitized.
- Checklists must be copied and filed on-site then submitted by Building Managers to Supervisors weekly.
- Supervisors are required to approve each form by printing and initialing the top right of each form.
- Supervisors will provide a copy of each form to Environmental Health & Safety Trainer & Coordinator (E.H.S.). The E.H.S. will then file electronic and hard copies.
- See sample of completed form (Fig. 1)

Products used: Hilliard Q.1[®] Plus 24 Arsenal or Hilliard Re-Jzz-Nal[®] (EPA Reg # 33539-100-1056). These are CDC approved products for the treatment of surfaces contaminated by the COVID 19 virus. See links below for SDS sheets.

<https://7sh.hilliard.com/products/detail/index.gpf?wsm:PD-HIL0082490>
<https://7sh.hilliard.com/products/detail/index.gpf?wsm:PD-HIL0081600>

CLEANING STEPS:

- Apply eye protection and gloves
- Clean and wipe surface
- Disinfect with backpack sprayer utilizing "ready to use" Hilliard Q.1[®] Plus 24 Arsenal or Re-Jzz-Nal[®] solution.
- Allow product to remain on surface for 10 minutes of contact time
- Dispose of Supplies in Designated Container

Fig. 1

SCHOOL NAME	WEEK ENDING							SUPERVISOR INITIAL
BUILDING MANAGER SIGNATURE _____								
ASSISTANT BUILDING MANAGER SIGNATURE _____								
GYM	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
	End of Day	End of Day	Deep Cleaning	End of Day	End of Day	As Needed	As Needed	
Switches/Plates								
Bleachers								
All Athletic Equipment								
All Locker Room Areas								
Mats								
Apparatus								
KITCHEN / CAFE	End of Day	End of Day	Deep Cleaning	End of Day	End of Day	As Needed	As Needed	
Appliances / Utensils								
Sinks / Faucets								
Counters								
Switches/Plates								
Tables / Prep Tables								
Seats								
LIBRARY	End of Day	End of Day	Deep Cleaning	End of Day	End of Day	As Needed	As Needed	
Computers / Mouse								
Counters								
Switches/Plates								
Tables								
Seats								
AUDITORIUM	End of Day	End of Day	Deep Cleaning	End of Day	End of Day	As Needed	As Needed	
Seats								
Microphone / Podium								
Handles								
Switches/Plates								

SCHOOL NAME	WEEK ENDING							SUPERVISOR INITIAL
BUILDING MANAGER SIGNATURE _____								
ASSISTANT BUILDING MANAGER SIGNATURE _____								
CLASSROOMS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
	End of Day	End of Day	Deep Cleaning	End of Day	End of Day	End of Day	End of Day	
Door Handles, Pull/Push Plates								
Chair Hand Rests/Rails								
Tabletops, Desks/Top & Edges								
Light Switches								
Stair and Mezzanine Railings								
Handicapped Chair Lifts and Rails								
File & Storage Cabinet Handles								
Equipment Buttons/Handles								
Phones and Handsets								
Computer, Keyboard, Mouse								
Handles, Buttons, Panels								
All Seats								
Countertops								
Faucets & Sinks								
Doors and Door Windows								
Towel Dispensers								
Trash Can Lids								
TEACHER'S LOUNGE	End of Day	End of Day	Deep Cleaning	End of Day	End of Day	End of Day	End of Day	
Appliances/Utensils								
Counters								
Switches/Plates								
Tables/Counters								
Seats								
Vending Machines								

SCHOOL NAME	WEEK ENDING							SUPERVISOR INITIAL
BUILDING MANAGER SIGNATURE _____								
RESTROOMS	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY	
	Early Mid EOD	Early Mid EOD	Deep Cleaning	Early Mid EOD	Early Mid EOD	Early Mid EOD	Early Mid EOD	
Sanitary Dispensers								
Sinks & Faucets								
Handles & Knobs								
Toilets & Urinals								
Trash Cans								
Towel Dispensers								
Hand Dryers								
HALLWAYS	Early Mid EOD	Early Mid EOD	Deep Cleaning	Early Mid EOD	Early Mid EOD	Early Mid EOD	Early Mid EOD	
Elevators								
Wall Panel/Buttons								
Control Panel/Buttons								
Lockers								
Water Fountains								
All Handles/Plates								
Sanitizing Dispensers								
Vending & Dispensers								
Railings								
Security Desks								
NURSE'S OFFICE	Early Mid EOD	Early Mid EOD	Deep Cleaning	Early Mid EOD	Early Mid EOD	Early Mid EOD	Early Mid EOD	
COTS								
Chairs								
Doors								
Restroom Area								

Isolation Room Identification, Inspections and Fabrication

ISOLATION ROOMS

The Facilities team, in conjunction with the New Haven Health Department, took numerous steps to identify and equip isolation rooms in every school throughout the district.

Thursday, January 14, 2021		ISOLATION ROOM CHECKLIST HIGH SCHOOLS											
KEY		FINAL INSPECTION ROUND #	F&O REQUIREMENTS COMPLETED	Vents Covered	Window in Door/line of sight	Operable window	HEPA Air Purifier Machine	Sink in Nurse's Office	Cot(s)	Divider Needed if more than 1 Cot	Ceiling Tiles	Signage	Curtains Down
IN PROGRESS	N/A												
COMPLETED													
High Schools	Addresses												
Adult Ed	580 Ella Grass		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
COOP	177 College St.		Completed	Completed	Completed	N	Completed 1	Y	Completed 2	Completed 1	Completed	Completed	Completed
ESUMS	500 Boston Post		Completed	Completed	Completed	N	Completed 1		N/A	N/A	Completed	Completed	Completed
HSC	175 Water St.		Completed	Completed	Completed	Y	N/A	Y	Completed 1	Completed	Completed	Completed	N/A
Career	140 Legion		N/A	Completed	Completed	N	Completed 4	N	Completed 2	N/A	Completed	Completed	Completed
Metropolitan Business	115 Water St.		N/A	Completed	Completed	N	Completed 1	N	Completed 1	N/A	Completed	Completed	Completed
New Haven Academy	444 -448 Orange		Completed	Completed	Completed	N	Completed 1	Y	Completed 1	N/A	Completed	Completed	Completed
Riverside	103 Hallock Ave		N/A	Completed	Completed	N	Completed 3	N	Completed 2	N/A	Completed	Completed	Completed
Hillhouse	480 Sherman		Completed	Completed	Completed	Y	Completed 1	N	Completed 1+2	N/A	Completed	Completed	Completed
Cross	181 Mitchell		N/A	Completed	Completed	Y	N/A	Y	Completed 1+2	N/A	Completed	Completed	Completed
Sound	60 Water St.		N/A	Completed	Completed	Y	N/A	N	Completed 1	N/A	Completed	Completed	Completed





GTS has implemented monthly isolation room inspections to ensure that rooms remain as they were set up for maximum safety and to minimize the spread of COVID-19.

Isolation rooms must be inspected by maintenance staff on a monthly basis. Please verify that the following are in place if applicable:

- * Supply vents are covered
- * Windows are operational
- * Hepa machine(s) operational & filter is clean
- * Cot(s) are in room
- * Partitions are in tact
- * Adequate sanitizer in room
- * Signage is still up
- * No ceiling tile stains

	Inspected By	Date
Aug-21		
Sep-21		
Oct-21		
Nov-21		
Dec-21		
Jan-22		
Feb-22		
Mar-22		
Apr-22		
May-22		
Jun-22		

A work order MUST be submitted if any issues need to be addressed

A copy of this sheet is required to be posted in each designated isolation room throughout the district



COVID-19 Modifications (Schools & Meadow Street)

- The facilities department has utilized in-house trades staff to install plexi-glass shields at meadow street and district
- We continue to make modifications as requests arise



Comprehensive List of LED Lighting Projects

		Total Cost	Incentive	Annual Dollars Saved	Annual kWh Saved	Total LED tubes/fixtures installed
Barnard	Exterior	\$55,294	\$8,771	\$4,108	33,949	18
Barnard	Interior	\$138,109	\$34,589	\$17,012	127,041	116
Benjamin Jepson	Exterior	\$31,468	\$8,842	\$3,242	29,472	57
Betsy Ross	Interior/Exterior	\$115,496	\$36,359	\$16,031	123,320	1,488
Central Kitchen	Interior/Exterior	\$48,984	\$13,879	\$6,428	49,452	507
Clarence Rogers	Interior	\$105,608	\$21,395	\$10,679	71,315	513
Columbus	Exterior	\$47,879	\$10,873	\$5,074	36,244	94
Conte	Exterior	\$27,676	\$8,569	\$4,570	28,564	58
COOP	Interior	\$171,079	\$73,680	\$27,630	184,200	8,055
COOP	Exterior	\$15,854	\$2,626	\$2,159	15,420	91
Edgewood	Exterior	\$7,283	\$3,192	\$1,197	7,981	8
Fair Haven	Interior	\$294,404	\$132,482	\$57,263	381,758	14,875
Fieldhouse	Interior	\$156,680	\$62,672	\$39,861	265,741	120
Hill Central	Exterior	\$18,827	\$3,877	\$1,809	12,923	35
Hillhouse	Exterior	\$114,292	\$40,266	\$18,791	134,220	187
Hillhouse	Interior	\$422,398	\$152,097	\$70,979	506,991	16,622
Katherine Brennan	Interior	\$122,665	\$31,139	\$15,569	103,796	527
King Robinson	Interior	\$275,601	\$110,500	\$47,801	158,682	5,040
King Robinson	Exterior	\$19,740	\$5,549	\$2,589	18,495	73
Lincoln Bassett	Interior	\$55,827	\$17,585	\$10,035	77,191	564
Maura Sheridan	Exterior	\$12,956	\$5,589	\$2,096	13,973	23
Nathan Hale	Interior (gym)	\$14,391	\$3,692	\$4,308	23,323	24
New Horizon	Interior/Exterior	\$83,983	\$28,928	\$13,613	98,232	551
Quinnipiac	Exterior	\$10,442	\$4,177	\$2,266	20,598	19
Quinnipiac	Interior	\$54,148	\$18,989	\$9,494	57,879	3,404
Ross Woodward	Exterior	\$212,254	\$46,738	\$23,369	155,793	56
Sound School	Exterior	\$29,440	\$8,747	\$4,989	45,762	21
Truman	Interior	\$289,123	\$57,398	\$28,699	191,327	2,132
Wexler Grant	Interior	\$92,337	\$37,550	\$14,081	93,874	4,669
Wexler Grant	Exterior	\$53,077	\$8,630	\$4,027	28,767	133
Wilbur Cross	Interior	\$274,305	\$98,031	\$36,762	245,078	16,926
Totals		\$3,371,621	\$1,097,411	\$506,531	3,341,361	77,006

ENERGY EFFICIENCY PROJECTS


NEW HAVEN PUBLIC SCHOOLS
WEXLER GRANT
BEFORE

GTS
GoTo | SERVICES

AFTER





NEW HAVEN PUBLIC SCHOOLS

FAIR HAVEN
BEFORE



AFTER





NEW HAVEN PUBLIC SCHOOLS

COOP
BEFORE



AFTER





WILBUR CROSS
BEFORE



AFTER



HVAC PROJECTS MANAGED BY GTS SINCE PANDEMIC

Boisvert & Tucker Mechanical	
· Wilbur Cross HS – Add Glycol to Heat/Cool system	\$31,768.46
· King Robinson – Replace VFD’s on AHU-3 and AHU-4	\$7,771.10
· Hooke (on Canner St.) – Replace VFD’s and breakers on AHU-1 and AHU-2	\$8,570.56
· John Daniels – Replace Hot Water pump	\$4,170.01
· Wilbur Cross HS – Replace heating coil on RTU-A2	\$7,671.76
· Wilbur Cross HS – Replace heating coil on RTU-B3	\$9,364.25
· Wilbur Cross HS – Replace heating coil on RTU-F1	\$10,326.20
· John Daniels _ Repair leaking pipes	\$4,289.41
· Clemente – Replace VFD on ERV-1	\$11,199.66
· Wilbur Cross HS – Replace heating coil on RTU	\$9,028.47
· John Daniels – Replace booster pump	\$4,170.01
· Bishop Woods – Replace return and supply fan motors on RTU-2	\$15,713.34
· Bishop Woods – replace VFD’s on RTU-2 and RTU-3	\$14,043.50
· Riverside – Repair split unit room 4	\$10,175.68
· Riverside – Replace 2 compressors on AHU-1	\$22,795.74
· Clinton – Replace return fan motor and VFD	\$5,190.50
· Lincoln Bassett – Replace motor on RTU-6	\$7,805.87
· Truman – Replace compressors on RTU-5	\$6,885.79
· Celentano – replace supply fan motor	\$10,182.94

· Sound School – replace compressor on RTU-1	\$5,168.45
· Katherine Brennan – repairs to all exhaust fans	\$22,444.00
· Beecher – Make repairs to chiller	\$22,893.00
· Conte – repairs to exhaust fans	\$4,048.00
· Columbus – repairs to exhaust fans	\$6,776.00
· Ross Woodward – repairs to exhaust fans	\$4,092.00
· Wexler – repair exhaust fans	\$3,509.00
· Daniels – replace VFD on AHU-2	\$6,094.00
· Hill Regional – replace VFD on RTU-11	\$4,202.00
· Wexler – replace motor on RTU-1	\$5,646.00
· Fairhaven Middle – replace supply fan motor on RTU-3	\$6,004.00
· Wexler – replace (36) failed valves and actuators on VAV's	\$12,320.00
· Martinez – replace chill water pump 9	\$6,678.00
· Sound School (Aqua) – Replace tandem compressors on AC-2	\$49,373.00
· Jepson – replace return fan motor	\$6,168.00
· Sound School (Aqua) – make various repairs to AC-2	\$8,195.00



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Facility Maintenance Services.**



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SERVICE COVERAGE



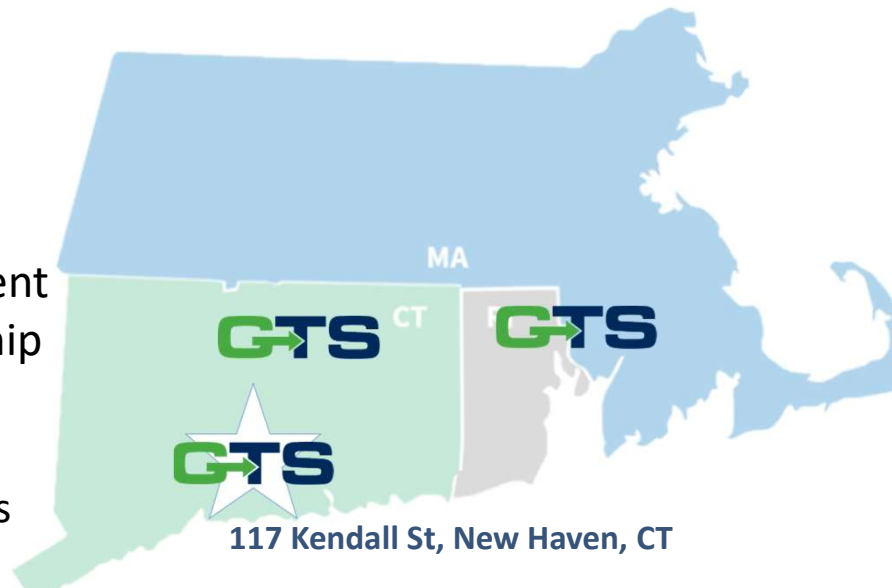
Three Regional
Branch Offices



Local Management
& Local Ownership



Comprehensive
Support Resources



Servicing
CT, RI &
MA

Corporate Support

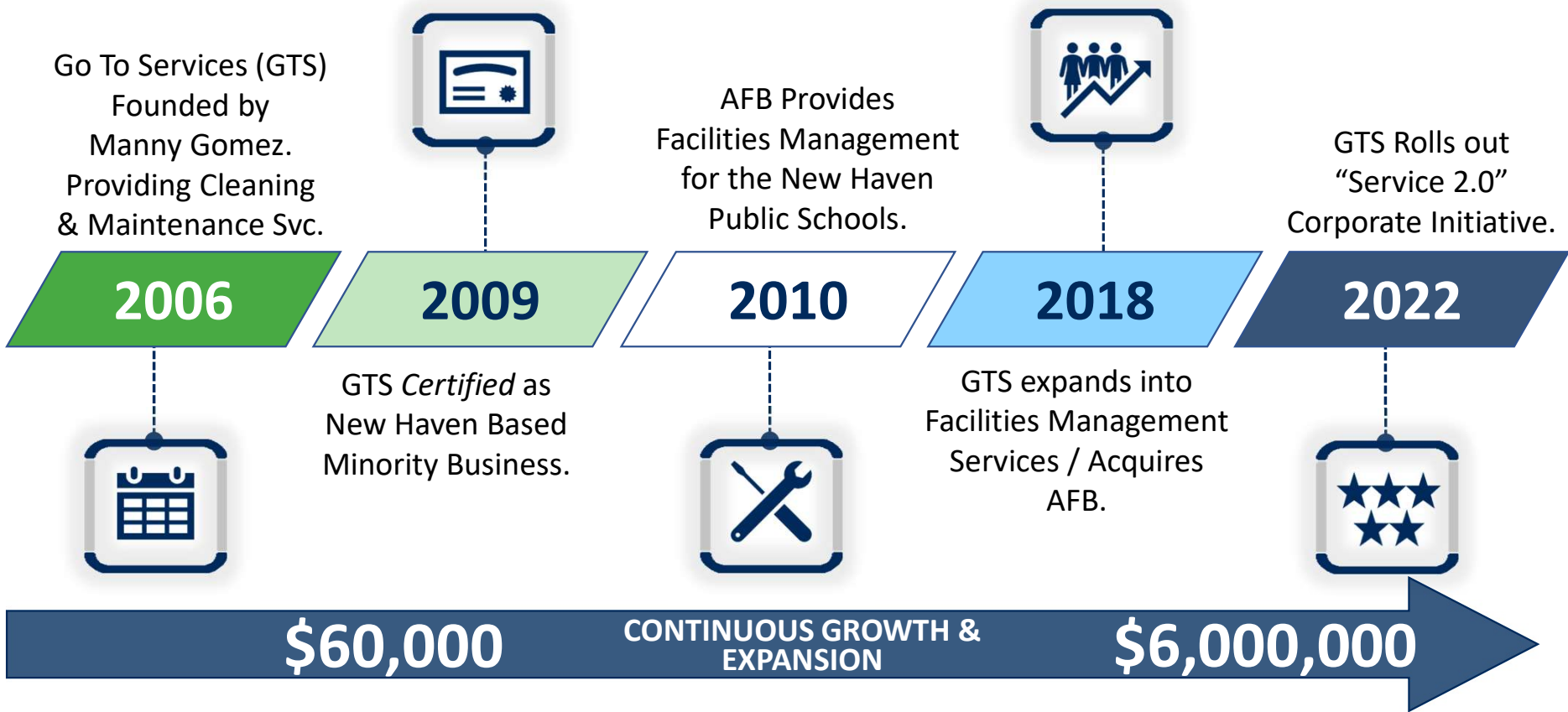
HR, Payroll, Purchasing, Claims & Administrative Support.
Mobile support services division on call 24/7/365 for emergencies & projects.
Proficiency & Safety training and support.
Resource solutions for technology, equipment, chemicals etc.

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COMPANY TIMELINE



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CORPORATE EXPERIENCE

Cleaning Management

St Vincent's Medical Centers
25+ buildings
10 years

CT Judicial Courthouses
4 Locations
12 years

State of CT Judicial Facilities
6 buildings
12 years

Conn Acoustics
10 locations
4 years

Facilities Management

Stamford Public Schools
18 years

Trumbull Public Schools
15 years

New Haven Public Schools
11 years

West Haven Public Schools
8 years

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PROJECT MISSION

“To work collaboratively with the NH BOE in delivering the most effective and economical facilities maintenance program possible to protect and enhance the city’s assets while meeting or exceeding budgetary goals and fostering strong relationships with principals, administrative staff, custodians, trades, unions, maintenance staff and the communities we all serve.”

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THE GTS ADVANTAGE

**NEW HAVEN BASED
Certified Minority Business**

**Locally Based Management
Close by | Fast Response times**

**Strong Relationships with NH Staff,
Unions, Vendors, Trades & Community**

**Deep Understanding on Day 1
of Schools, Programs & Needs**

NH Schools = 28.33% of all GTS \$\$

**Hands-On Ownership Personally
Vested in NH School's Success**



NEW YORK, NY

Help Wanted!

Trial & Error

"Learning Curve" Required

NH Schools = 00.03% of all \$\$

CEO? / Board of Directors?

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LOCAL & EXPERIENCED

**Executive Director of Facilities:
JOSEPH BARBAROTTA**

**25 Years'
Experience**

Branford, CT

**City Parks Director City of Stamford 7 yrs,
BOE Executive Director Stamford 7 yrs,
Executive Director NHPS 11 yrs**

**Facilities Project Manager:
JOHN BARBAROTTA**

**25 Years'
Experience**

Trumbull, CT

**25 years construction and project
management experience (Trumbull Public
Schools, West Haven Public Schools, NHP)**

**Ass't Director of Maintenance
& Operations:
MARVIN BIVENS**

**30 Years'
Experience**

Hamden, CT

**Head Custodialn 21 yrs, NHPS Building
Manager 1 yr, Operations Superviros NHPS
10 yrs (promoted)**

**Supervisor of Grounds
& Roofs:
MARVIN BIVENS**

**30 Years'
Experience**

Hamden, CT

**Head Custodialn 21 yrs, NHPS Building
Manager 1 yr, Operations Superviros NHPS
10 yrs (promoted)**

**Building Permits &
Administrative Coordinator:
HEATHER BARBAROTTA**

**10 Years'
Experience**

Cheshire, CT

**Comptroller and Executive Assistant 6 yrs,
Director of Permitting NHPS 4 yrs**

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LOCAL & EXPERIENCED

**Sustainability & Energy Manager:
CHARLIE BENZYK**

**15 Years'
Experience**

Stamford, CT

Energy Manager Stamford Public Schools 6 yrs, ELM Energy Consulting 3 yrs, Energy Manager NHPS 6 yrs

**Mgr of HVAC & BMS Operations:
DAVE TURNER**

**47 Years'
Experience**

Essex, CT

Honeywell HVAC systems 26 yrs, HVAC corp controls automation 15 yrs, NHPS HVAC management and response 6 yrs

**Environmental Health & Safety:
THOMAS FALZONE**

**25 Years'
Experience**

Branford, CT

Safety trainer at Medtronic 20 yrs, EHS safety trainer NHPS 5 yrs

**Warehouse Operations:
LISA HOPKINS**

**11 Years'
Experience**

New Haven, CT

4 years building manager NHPS, 4 years Night Supervisor NHPS, 3 Years districtwide custodial supervisor NHPS

**Ass't Director of Custodial Ops:
LISA HOPKINS**

**11 Years'
Experience**

New Haven, CT

4 years building manager NHPS, 4 years Night Supervisor NHPS, 3 Years districtwide custodial supervisor NHPS

PROJECT FACILITATOR

****VALUE ADD – NEW POSITION****

Works with all departments to support development, implementation and administration of program enhancements & projects. Cross-trains with all department heads for backup and collaborative support.

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LOCAL & EXPERIENCED

**Day (Custodial) Supervisor:
Myles Green**

**11 Years'
Experience**

New Haven, CT

**Building Manager Yale 5 yrs, Evening
Supervisor NHPS 6.5 yrs**

**Evening (Custodial) Supervisor:
Rob Brennan**

**7 Years'
Experience**

Branford, CT

**Building Manager 3 yrs NHPS, Night
Supervisor 4.5 yrs NHPS**

**Building Manager (Hillhouse HS):
Donna Fletcher**

**7 Years'
Experience**

New Haven, CT

**Assistant Building Manager NHPS 3
yrs, Building Manager NHPS 4.5 yrs**

**Building Manager (Wilbur Cross HS):
Carlton Langston**

**6 Years'
Experience**

New Haven, CT

**Assistant Building Manager NHPS 2
yrs, Building Manager NHPS 4.5 yrs**

**Building Manager (Career HS):
Luis Perez**

**7 Years'
Experience**

Hamden, CT

Building Manager NHPS 7 yrs

Assistant Building Managers:

Walter Sweat, Omar Santana, Heaven Hopkins

New Haven, CT

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FACILITIES MANAGEMENT

DEPARTMENT OVERVIEW



- Coordinate/manage daily operations of custodians, tradesmen & outside vendors.
- Successfully manage labor relations and grievances with multiple unions.
- Process, prioritize and complete daily work orders.
- Coordinate & administer permitted building use & events.
- Ensure training & full program compliance for green cleaning, AHERA, IAQ, integrated pest management (IPM), and OSHA.
- Full administration of health and safety program with in-house OSHA authorized trainer (training, inspections, investigations, remediation, document compliance..)
- Monitor & service all mechanical & HVAC systems.
- Project management of capital improvements, repairs, department relocations, building fit outs including solicitation of RFQ's/RFP's.
- Track and ensure budgetary compliance across all departments/trades.
- Support grant funding efforts for the district.

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FACILITIES MANAGEMENT

ACCOMPLISHMENTS



- ➡ Successfully process approx. 10,000 work orders annually to 90%+ on time completion.
- ➡ Enhanced App-Based Safety Inspections (eye wash, Fire extinguisher, AED).
- ➡ Digitized WO Automation of filter replacements - scheduling & completion.
- ➡ Implemented daily “huddles” to prioritize and assign work orders.
- ➡ Annual publication & digitization of the NHPS User Manual & Faculty Reference Guide.
- ➡ Managed \$7M+ of in-house construction projects and \$4M in on-call vendor contracts.
- ➡ Systematic cost savings and budgetary compliance across all departments/trades.
- ➡ Rebate of \$25,000 FY 2021-2022 from scheduled GTS contract increase.
- ➡ Implemented & refined permitting program generating \$1M+ revenue to date.
- ➡ Replaced 144 AED units throughout district (secured \$25K refund for old units).
- ➡ Approximately \$10M in grant awards & Reclaimed over \$5M in FEMA funds.
- ➡ Replaced and installed 5 playgrounds, Coordinated relocation of Facilities Headquarters, 3 schools and Head Start

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PLANNED ENHANCEMENTS



- ➡ Conduct a District-Wide major equipment asset inventory & life cycle assessment.
- ➡ Implement an electronic (web-based) asset management PM tracking WO system.
- ➡ Annual WO System (“School Dude”) comprehensive re/training for building managers.
- ➡ Monthly “wrap up” meetings w/ vendors and in house tradesmen of all WO’s.
- ➡ Daily Provide weekly WO reports to COO by trade and location.
- ➡ Reduce work order closeout time by 15%.
- ➡ Digitize all school blueprints and drawings for the district.
- ➡ Market expansion of building use permitting program (\$170K/yr projected revenue).
- ➡ Strategic maximization of grant funding for greatest ROI (e.g. \$15M in IAQ ESSER II)
- ➡ Enhanced focus on HVAC cycle optimization and efficiency upgrades.
- ➡ Expansion of Site Safety Program (Web-Based Inspections, “tool box talks” etc.)
- ➡ Enhancement of School Security & Safety Plan.
- ➡ Accomplish 2 major auditorium sound and lighting upgrades each year



FACILITIES MANAGEMENT

DATA-DRIVEN PROGRAMS



- Energy Reports
- Permitting process
- Honeywell “CARE” system
- EBI/Tridium front end system
- Energy Star portfolio manager
- Overtime Reports /Negative Time
- Hillyard CMS QA Inspection System
- Jot Form safety inspection program
- School Dude Facility Scheduling & Maintenance Direct

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ENERGY MANAGEMENT

DEPARTMENT OVERVIEW



- Track and analyze utility data.
- Identify anomalies and trends to mitigate us and identify opportunities.
- Develop scope of work for energy conservation projects.
- Work with utility company to capitalize on incentives & rebates.
- Attend meetings such as City Energy Committee and relevant bid meetings.
- Advise on preventative maintenance plan.

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ENERGY MANAGEMENT

ACCOMPLISHMENTS

- ➔ Helped achieve over 40M+ in total energy cost avoidance.
- ➔ Completed 31 LED lighting projects yielding \$500k+/year cost avoidance.
- ➔ Initiated Energize CT program Audits - Received 42% incentive.
- ➔ Benchmarked all schools for Energy Star.
- ➔ Energy Star Certified 20% of schools.
- ➔ Projects Independently verified by UI.
- ➔ Received DEEP's Green Circle award for sustainable school construction.

PLANNED GOALS

- ➔ Expansion of energy management plans for continuous reductions in KW hours, natural gas, and heating oil.
- ➔ Expansion of cost neutral energy-saving initiatives: LED Conversions, Solar, Cogeneration, Fuel Cell, Photovoltaic, HVAC cycle optimization, Utility Rebates etc.
- ➔ Energy Star certification for an additional 20% of the district's schools
- ➔ Support the Student Proposed Climate Emergency Resolution.
- ➔ Research available programs/certifications to promote NHBE sustainability efforts.

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CUSTODIAL MANAGEMENT

DEPARTMENT OVERVIEW



- Oversee All Local 287 Custodial Staff, GTS Custodial Staff & Custodial Supervisors.
- Manage 180+ Third party part-time cleaners.
- Enforce work rules and administer disciplinary action as needed.
- Manage labor relations and grievances with multiple unions.
- Schedule staffing to cover all school events &
- Facilitate coverage of daily custodial call-outs.
- Run payroll for Union custodians and trades.
- Strategize and execute summer cleaning plan working around summer programs.
- Continuous support of COVID-19 cleaning and disinfection program.
- Oversee 6 Drivers connected to the Warehouse/Mail Room.
- Accurately order, maintain and distribute warehoused supplies.
- Respond to all WO requests in a timely and efficient manner.

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CUSTODIAL MANAGEMENT

ACCOMPLISHMENTS

- ➔ Reduced labor costs & increased building cleanliness.
- ➔ Implemented groundbreaking hybrid staffing plan with \$14M savings over contract life.
- ➔ \$1M annual OT savings over last 4 years.
- ➔ Corrected habitual discipline and attendance issues.
- ➔ Successfully restored positive working relations with multiple unions.
- ➔ Reduced workers comp by \$650K/yr.
- ➔ Created app-based QA inspection system – with periodic performance reports.
- ➔ Effectively met COVID-19 response requirements.

PLANNED GOALS

- ➔ Digitize supply inventory and usage reports by school to potentiate reduction initiatives.
- ➔ Implement Integrated Chemical Management Plan to reduce costs & chemical footprint.
- ➔ Systematically Audit job assignments for potential efficiencies.
- ➔ Propose/Implement Autonomous Floor Care Equipment for further labor reductions.
- ➔ Provide monthly overtime reports and analytical CMS QC reports to COO.
- ➔ Manage “support service” cleaning team to address daily contingencies and critical needs.

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GTS “SERVICE 2.0” INITIATIVE

**SYSTEMATIC OPTIMIZATION OF PROCEDURES,
MEASURABLES & EXPENDITURES ACROSS ALL
DEPARTMENTS.**

REQUIRED FOR ALL GTS ACCOUNTS/SITES

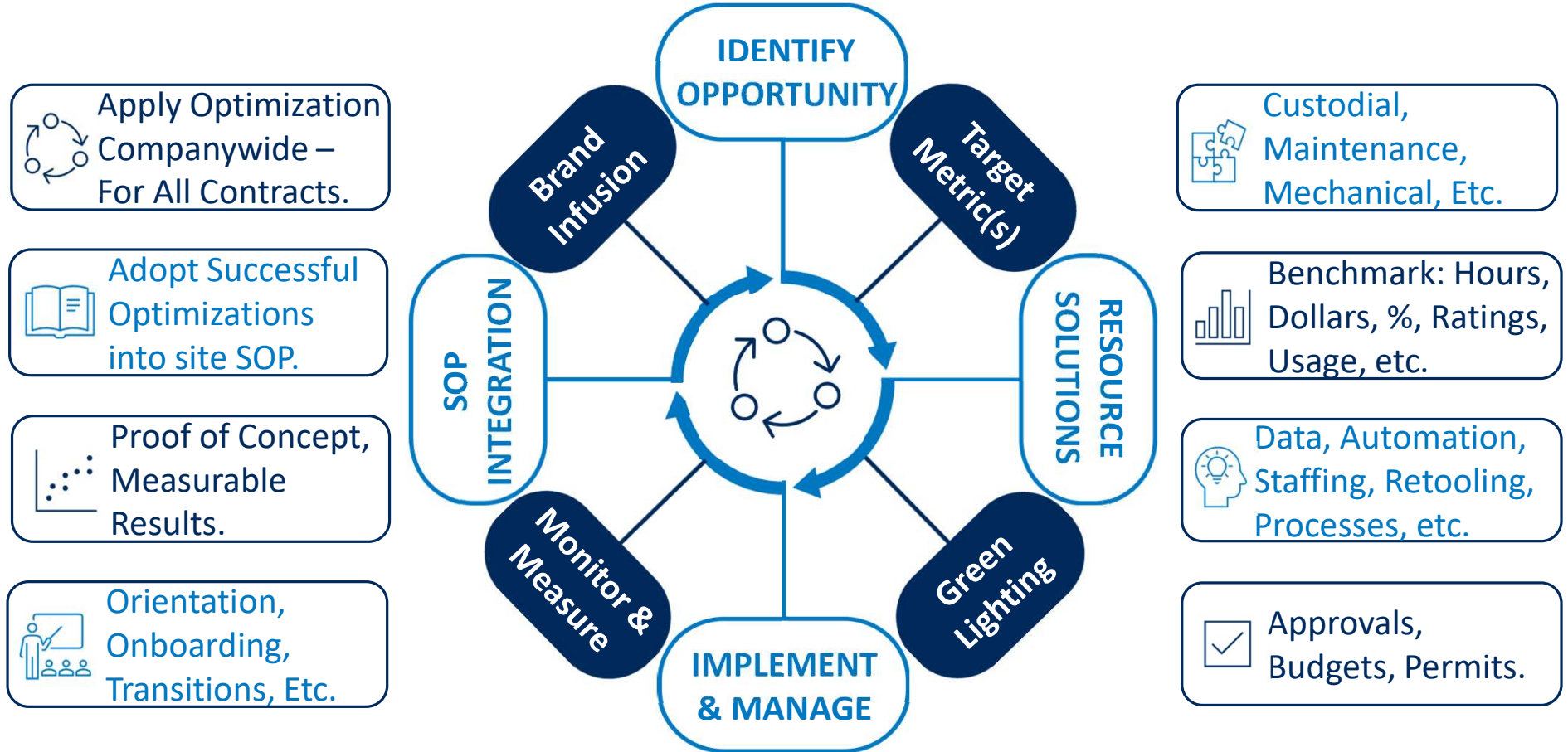
SCHEDULED QUOTAS MUST BE MET

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GTS "SERVICE 2.0" INITIATIVE



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WHY GTS?

COST
EFFECTIVE

PROFESSIONAL

RELIABLE



**A TRUE PARTNER WHO CAN ADAPT
TO MEET YOUR CHANGING NEEDS.**



**LOCAL MANAGEMENT THAT IS PRO-ACTIVE,
RESPONSIVE & ON SITE REGULARLY.**



**COMMITTED TO CONTINUOUS IMPROVEMENTS
IN PROCEDURES, METRICS & COST SAVINGS.**



**A PROVEN TRACK RECORD OF PROBLEM SOLVING,
COST SAVINGS, EFFECTIVE ADMINISTRATION & INNOVATION**



**NEW HAVEN BASED CERTIFIED MINORITY COMPANY
THAT GENUINELY CARES ABOUT YOUR BUSINESS.**

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QUESTIONS & ANSWERS

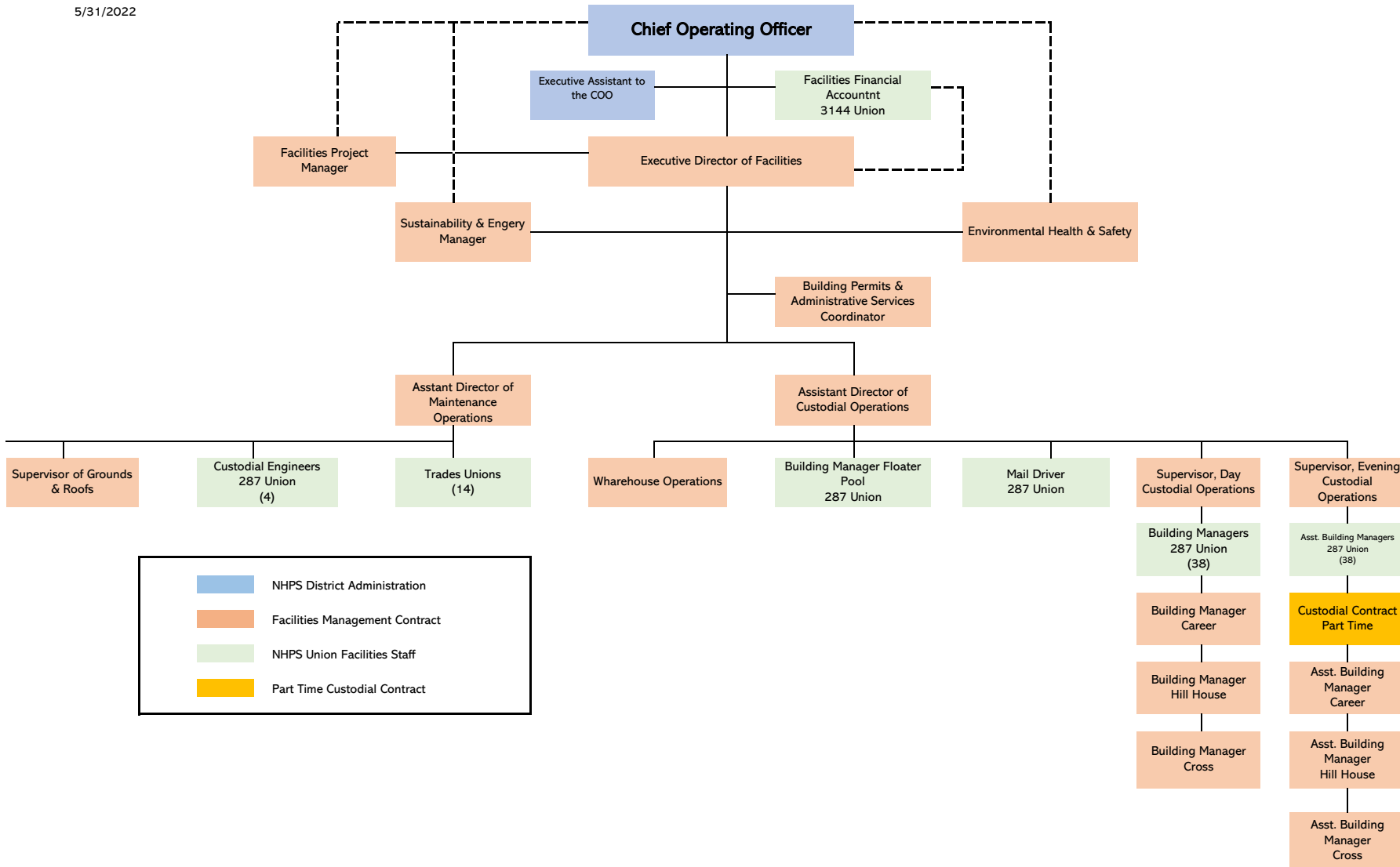
THANK YOU FOR YOUR TIME!



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Preferred Facilities Management Services Table of Organization

5/31/2022



 NHPS District Administration
 Facilities Management Contract
 NHPS Union Facilities Staff
 Part Time Custodial Contract

	Year 1	Year 2	Year 3	Year 4	Total Contract
Go2 Solutions	\$ 1,574,733.56	\$ 1,653,470.24	\$ 1,736,143.75	\$ 1,822,950.94	\$ 6,787,298.49
ABM	\$ 1,776,051.00	\$ 1,847,093.00	\$ 1,920,977.00	\$ 1,997,816.00	\$ 7,541,937.00
Difference	\$ 201,317.44	\$ 193,622.76	\$ 184,833.25	\$ 174,865.06	\$ 754,638.51
Year over Year Increase					
Go2 Solutions		\$ 78,736.68	\$ 82,673.51	\$ 86,807.19	\$ 248,217.38
ABM		\$ 71,042.00	\$ 73,884.00	\$ 76,839.00	\$ 221,765.00
% increase Year over Year					
Go2 Solutions		5.00%	5.00%	5.00%	3.66%
ABM		4.00%	4.00%	4.00%	2.94%

NEW HAVEN REQUEST FOR PROPOSALS

NEW HAVEN PUBLIC SCHOOLS FACILITIES MANAGEMENT SERVICES

Brief Overview of Project:

The New Haven public schools has engaged the services of a private company to manage and direct its facilities management services. The current contract expires on June 30, 2022. The New Haven Public Schools desires that a private company continue to provide these services and herewith seeks proposals from such firms interested in providing these services.

PROPOSAL REQUIREMENTS

INTRODUCTION

The New Haven Public Schools has engaged the services of a private company to manage and direct its district, facilities management, custodial services, energy management, and environmental health and safety. The current contract expires on June 30, 2022. The New Haven Public Schools desires that a private company continue to provide these services and herewith seeks the Proposals from such firms interested in providing these services.

It is anticipated that the selected Proposer will have a reporting relationship to the New Haven Public Schools through the Chief Operating Officer and the Superintendent of schools or such other designee as shall be appointed. The selected Proposer would serve as a designee of the Chief Operating Officer to perform day to day responsibilities in the management and direction of the existing New Haven Public School employees and all other contracts with private vendors for goods and services. Existing employees would remain employees of the New Haven Public Schools respectively and would be subject to existing collective bargaining agreements. The Public Schools seek the services of a private firm for the development and management of:

1. Facilities Operating and Capital Budgets
2. Skilled Trade Staff
3. Custodial Management and building cleaning programs
4. Building Stewardship and development of the Capital Plan
5. Equipment and Building Life Cycle Reporting
6. Indoor Air Quality Program
7. Green Cleaning Program
8. School Building Use Permit program
9. Building corrective maintenance and CMMS program monitoring
10. Indoor Air Quality Program
11. Building turnover form Construction and Design Team

12. Closing of buildings and preparation to turn building over to City of New Haven
13. Lease space preparation and turn over to landlord at end of lease term
14. District building and equipment preventative maintenance program
15. Energy management and Sustainability program
16. Audio visual services
17. Environmental health and safety including OSHA services
18. Warehouse management
19. Project management including the management of permits with the City of New Haven Building Department.
20. Seeking of grant funding for capital and non-capital projects
21. Agreement and contract management including the creation of requests for proposals, requests for qualifications and bids for service.

It is anticipated that customer satisfaction be improved and the existing level of services currently provided by the incumbent contractor be at a minimum maintained but it is desirable that these services be enhanced and additional cost savings realized and improvement to the level and quality of services provided be obtained over the length of the contract.

SCOPE OF MANAGEMENT SERVICES

FACILITIES MAINTENANCE MANAGEMENT

The New Haven Public Schools is seeking proposals from qualified firms to provide school district with facilities management services:

Such management services would include, but are not limited to, managing the following major program areas:

1. Facilities Operating and Capital Budgets
2. Building corrective maintenance and CMMS program monitoring
3. Planned reduction of deferred maintenance
4. Skilled Trade Staff
5. Building Stewardship and development of the Capital Plan
6. Equipment and Building Life Cycle Reporting
7. Custodial Services Operations program
8. School Building Use Permit program
9. Indoor Air Quality Program
10. Building turnover form Construction and Design Team
11. Closing of buildings and preparation to turn building over to City of New Haven
12. Lease space preparation and turn over to landlord at end of lease term
13. District building and equipment preventative maintenance program
14. Energy management and Sustainability program

15. Audio visual services
16. Environmental health and safety including OSHA services
17. Warehouse management
18. Project management including the management of permits with the City of New Haven Building Department.
19. Seeking of grant funding for capital and non-capital projects
20. Agreement and contract management including the creation of requests for proposals, requests for qualifications and bids for service.

Continuous improvement in the day-to-day supervision and direction of New Haven Public Schools facility maintenance staff in meeting the short and long-term needs of the district in accomplishing stated goals and objectives. Manage and perform as assigned snow plowing, snow clearing and removal, sanding services. Participate in emergency management planning and response as needed including staffing at the Emergency Operation Center during events and coordinating as needed with Board of Education and City staff in response to all forms of emergencies, weather related issues and unforeseen maintenance, vandalism and all other potential issues that may occur related to buildings, property and infrastructure.

Continuous improvement in the cleaning and building management services to produce clean, healthy learning environments. Development, improvement, and management of summer deep cleaning program that includes:

1. District Floor care program (Floor waxing, stripping, buffing, burnishing etc.)
2. Deep cleaning program related cleaning of all school buildings

Develop, maintain and improve the existing CMMS system of School Dude for work orders, building use permit applications, and project management. Demonstrate staff capacity and familiarity with online work order and inspection systems. Currently in excess of 12,000 preventative maintenance and corrective maintenance work orders are completed annually. Provide to the Chief Operating Officer regular review and inspections reports including photos, of existing conditions and will be further developed and expected to continue.

Develop, maintain and improve a system of quality control to ensure optimal performance and quality of contracted and in-house services. Categorize service requests into identifiable priority areas in order to document and track appropriate levels of response to such categories as life/safety, emergencies, routine repairs, etc. Provide CMMS performance reports at regular intervals as determined by the Chief Operating Officer or designee. The development of key performance indicators will become part of the quarterly review process that measures performance of services provided.

Analyze service and supply contracts as well as warehousing arrangements and make recommendations for improvement and cost savings. Compose RFP and Bid documents. Work with the City of New Haven Purchasing Department to manage On Call contracts.

Develop, maintain and improve a comprehensive preventative maintenance program to ensure optimal life expectancy and operational performance of equipment. Demonstrate

the ability to track and report regularly on all preventive maintenance initiatives for all operational equipment and proactively engage in life-cycle and stewardship planning. Building systems shall be maintained to manufacturer specifications for frequency and type of preventative maintenance required.

Provide appropriate training and skill development programs to employees to improve their performance, operate in a safe manner and comply with mandated training requirements. Maintain OSHA training requirements including but not limited to blood borne pathogens, slip trip and fall, harness and lift training, lock out tag out training, AHERA management through documented certified OSHA trainer.

Ensure that the New Haven Public Schools are in full compliance with all local, state and federal laws and requirements. Work with the City of New Haven Building Department, and Fire Marshals Office to insure local codes are adhered to, including but not limited to, preparing or assisting in the preparation of compliance records for state, local and other appropriate agencies as needed.

Administer and comply with all collective bargaining agreements and personnel rules covering the facility maintenance employees and administer a comprehensive human resource program for employees in conjunction with the School's Human Resource offices and legal counsel. Actively participate in collective bargaining negotiations with the trades and custodial unions as requested to support the goals of the New Haven Public Schools.

Develop, maintain and improve upon a real time budget and accounting process through which data reports and regular accountability systems as it pertains to the facility maintenance capital projects, energy and operations are reported to the . Develop and explain annual budget requests in support of defined goals and objectives and in accordance with guidelines issued by the Chief Operating Officer and compliance with Public School legal requirements. Demonstrate experience and capability in MUNIS, EXCEL and similar data systems utilized by the Board of Education and City Finance Departments.

Develop specifications and procure all goods and services necessary to support the facility maintenance and custodial operations in a timely fashion using the Public School's purchasing system and comply with all local ordinances and charter requirements pertaining to purchasing goods and services. All contracts with vendors for goods and services will be between the Public Schools and vendors. The Proposer will be responsible for administering all contracts for goods and services and ensuring compliance with all specifications.

Review and recommend approvals of all vendor invoices for payment and prepare appropriate required paperwork to authorize payments utilizing New Haven Public Schools accounting systems and processes. Process or assist in the process as appropriate for all invoices for payment in accordance with the Public Schools policies and procedures.

Prepare and approve all payroll-processing requirements in accordance with collective bargaining agreements and payroll processing time frames. The Public Schools will maintain existing employees on its own payroll.

Interface and coordinate with other vendors providing long term services to New Haven Board of Education; such as, food services, custodial services, performance contracts, real time energy management services, and school construction program etc.

Develop long-range facility maintenance management plans for all New Haven Public-School buildings both owned and leased including space analysis and program needs; capital improvement and investment needs; and maintenance and upkeep.

Identify capital projects for incorporation into the New Haven Public School district Capital Plan. Communicate capital project needs to the BOE and coordinate facility management and custodial management duties as necessary to assist in the completion and long-term maintenance of all capital projects.

Provide project management for minor capital projects and non-School Construction Program projects such as carpet and floor covering replacement, painting, accreditation projects and minor interior modifications for the replacement of mechanical, electrical, plumbing building systems or components. This will include development or obtaining bid specifications as needed and overseeing contractor performance and project completion. Oversee and coordinate office reallocations and moves. Perform management of Grant related projects.

Maintain a twenty-four hours a day, seven days a week **DESIGNATED DUTY OFFICER TYPE SYSTEM** and an appropriate communications system to enable constant and rapid communications to all appropriate levels of maintenance required including emergency response and coordination of required support at all times.

Develop, maintain and improve fixed asset inventory for all equipment and furniture in accordance with the New Haven Public School's district requirements, policies and procedures. Provide appropriate inventory and security controls over all inventory and warehoused equipment. Provide life cycle replacement program for custodial equipment and BOE vehicles.

Advise in the planning, contracting, construction build out, and furnishing of all leased properties.

Training and proactive analysis of Workman's Compensation claims, as well as training, and prevention of job-related injuries that result in Workman's Compensation claims.

Proactive data collection and analysis of Facilities related functions so as to prepare regular timely reports and analysis of operations as requested by the Chief Operating Officer including weekly status meeting and a quarterly review of contract deliverables and review of agreed upon contract Key Performance Metrics (KPI's).

Attend Finance and Operation meetings, Board of Education meetings and all other applicable Board, City or other Community meetings as directed by the Chief Operating Officer, Superintendent or other designee.

ENERGY MANAGEMENT

Develop, maintain, and improve upon a plan for the New Haven public school district to examine and identify opportunities for energy and utility, conservation, work method improvements and contracting methods. Participate in Energy Star Portfolio Management Program.

Provide regular energy and utility reports by school/building isolating cost, demand and usage. Review monthly utility bills and consumption in order to track and identify trends and anomalies and remedy as necessary.

Demonstrate staff experience and ability to work with utilities, the City Energy Committee and other available partners to strategically apply for and maximize incentives and reimbursements where appropriate.

Develop, maintain and improve energy cost avoidance measures, life-cycle and stewardship planning on a 24/7 basis. Trouble shoot make improvements and upgrades to the Building Management System (BMS). Manage centralized HVAC controls and settings and local controls and online or remote controls in a cost effective and proactive manner designed to run all buildings as cost effectively and efficiently as possible while maintaining comfort for all users consistent with building design and expectations.

Develop, maintain, and improve upon retro-commissioning efforts of buildings and systems, audits of building and systems and turn-over of building and systems from construction projects and other capital projects to insure completion of projects, proper usage, maintenance and strategic upgrades and replacement of equipment in order to leverage maximum cost effectiveness and energy efficiency in school buildings and properties while also maintaining acceptable levels of comfort and usability.

Explore emerging technologies, grants, projects and practices which can be utilized to expand or supplement past and current projects such as the LED replacement project, the boiler replacement project, Co-Gen, solar, fuel cell and other alternative energy or cost positive programs.

CUSTODIAL GROUNDS, VEHICLES, WAREHOUSING, MANAGEMENT SERVICES

Provide (3) Full Time Building Manager or lead day supervisor positions and (3) Full time Assistant Building Manager or lead evening supervisor positions and Hill Regional Career, Wilbur Cross and Hillhouse.

The maintenance at these three schools will be based on the observance of New Haven public school holiday calendar as observed each year.

The New Haven Public Schools at its sole discretion will determine when and how these positions will be used. The New Haven Public Schools intends to utilize the work hours to cover building use permits and events which may take place on weekends, nights or off hours thus providing full coverage of these buildings to need.

Maintenance of Schools Grounds, Vehicle, and Warehousing Services shall generally consist of but not be limited to the following:

- Prepare and administer the overall budget for the said service. (Currently in excess of \$26,000,000).
- Manage the purchases of custodial supplies and equipment
- Manage the maintenance and repair of the entire BOE fleet of vehicles.
- Manage the Capital Purchases of BOE vehicles.
- Training of all, Custodial, Warehousing and Fleet Maintenance staff in job specific training as well as OSHA, Federal, State of CT and other regulations required for satisfactory performance of duties.
- Manage all outsourced contracts as it related to Custodial, Ground or Fleet Maintenance.
- Manage Warehouse staff including inventory control, security of assets and distribution control.
- Manage Custodial staff of BOE employees (Custodial 102 FTE) (166 PTE) and other staff that may be included from time to time in the Custodial function.
- Manage and coordinate all BOE swimming pools and compliance including staffing, training, chemical purchase and use, repair of mechanical systems, etc.
- Maintain the existing real time budget tracking system including all records, reports, overtime budgets etc. Constantly track actual vs. budgeted expenses. Experience in MUNIS, Excel, Word and related systems is required.
- Work closely with other City Departments including, but not limited to DPW, City Engineering, Department of Health, Food Service, Security, Purchasing, Human Resources, City Economic Development Administration to monitor and maintain environmental and IAQ standards at all school facilities.
- Prepare specifications and analyze bids received for all outsourced services such as grounds landscaping, snow removal with an emphasis on local MBE, WBE Small Contractor Development Program.
- Manage both in house employees and outsourced contractors as it relates to groundsmaintenance and snow removal and emergency response.
- Provide home office technical support to assigned personnel where appropriate.
- Review, improve and enhance the current Standards Operational Procedures/User Manual.
- Establish a quality Control Process that is satisfactory to the BOE. QC reports will be issued monthly with a quarterly review and annual report as well.
- Training and proactive analysis of Workman's Compensation claims, as well as, training and prevention of job related injuries that result in Workman's Compensation claims.
- Proactive data collection and analysis of Custodial related function so as to prepare timely analysis and reports as requested by the Chief Operating Officer.
- Management and supervision of Warehouse related activities including maintenance of a materials and inventory control system, handing of receipt and disbursement of materials etc.
- Management and oversight of the BOE building use permit system and related audio visual equipment (lights and sound) and make recommend improvements.
- Manage unfunded State of Connecticut mandates, AED program, AHERA program,

Integrated Pest Management Plan, IAQ program, Green Cleaning, Security related support via management and completion of the work orders from the Director of Security or designate.

- Responsible for installation, maintenance and repair of locks and lock systems at and within all Board of Education buildings and facilities. Responsible for cutting keys and assisting in issuance of keys.
- Responsible for identifying materials needed for the operation and provides assistance during bid procedures and to outsider vendors as need be on call for all after hour repairs.

PROVISION OF ADDITIONAL SERVICES

It is understood that firms responding to this RFP may have capacities to provide additional services to the Public Schools above those required in Section 1. It is the intent of the Public Schools to clearly understand what services will be provided by responding firms above and beyond what is requested in Section 1. Responses should detail these additional services into two categories as described in the proposal submission instructions: those services that would be provided as part of the base fee and those services that would be provided at an additional cost to the Public Schools.

TERM & RENEWAL OPTION

The intent of the Public Schools is to enter into an agreement for an initial one-year period, which would include a mutually agreeable renewal option for annual renewals up to four (4) options.

PERFORMANCE REVIEW AND GOALS

As part of the proposal award, the New Haven Public Schools shall utilize performance measurement factors to be used to evaluate the awarded Proposer's performance over the contract period. These factors will measure customer (tenant and users) satisfaction, operational performance and cost effectiveness. These factors will be benchmarked for existing performance prior to the selected contractor engagement and will be measured semi-annually throughout the contract. The selected Proposer will be evaluated based upon achieving the following goals:

- To strengthen and enhance the current maintenance and custodial operation.
- To reinforce and improve employee skill levels.
- To continuously upgrade and improve appropriate management support systems.
- To maintain and improve current energy management efforts and cost savings.
- To identify deferred maintenance and modernization and develop a systematic life-cycle and stewardship plan to resolve these problems.
- To improve the current customer satisfaction and relationships.
- To improve the current the cost effectiveness of the maintenance operations resulting in hitting all budget targets or achieving budget savings.
- To preserve the capital assets of the Public Schools with a particular emphasis on buildings renovated or constructed through the School Construction Program.
- To enhance the image and reputation of the New Haven Public Schools as a professional well-run organization.

REPORTS

The selected Proposer shall produce, at a minimum, reports containing the following information:

An annual detailed work plan towards achieving the goals outlined in the RFP; semi-annual detailed updates of progress and achievements in accomplishing the work plan; and monthly work plan updates.

Semi-annual reports on customer satisfaction and performance measurement indicators as agreed upon in the contract award and a work plan to improve those indicators during the ensuing six months.

Timely, rapid and detailed reports and analysis of all facilities, custodial, grounds and warehouse related activities in a format as requested by the Chief Operating Officer which is currently accomplished through weekly meeting and data review.

COMPENSATION

The Public Schools intend to award a contract that reimburses the contractor a lump sum amount payable in equal monthly installments. This lump sum amount will be fixed for the first year of the contract based upon the response to the RFP. Proposers should include a proposed fee structure for each of the four (4) potential renewal options. Such structure should be based on factors such as increases in the Consumer Price Index (CPI), scope adjustments and available budget.

TERMINATION

Following the award from this request for proposals, should the New Haven Public Schools find that the proposer has failed in any material respect to perform its obligations under this agreement; the Public Schools may cancel this agreement. The Public Schools shall notify the Proposer in writing of its failures and permit the Proposer to correct its failures within thirty (30) days. If after the thirty (30) day period the Proposer fails to correct its failures to the satisfaction of the Public Schools, the agreement will be canceled effective thirty (30) days. The Proposer will be expected to continue to perform the requirements of the RFP and contract during that thirty-day period. The proposer shall be liable for damages from such breach including reasonably foreseeable incidental and consequential damages. Any compensation due the Proposer will be paid only in accordance with the compensation section of this RFP.

KEY PERSONNEL

The selected Proposer will be required to specifically identify the key personnel that will staff this project and utilize such key personnel identified in the proposal and subsequently approved by the Public Schools to perform the stated functions. In the event that the personnel named in the proposal are unable to perform due to death, illness or resignation from the employment, the Public School's request for removal or similar reasons, the Proposer will promptly submit the names and qualifications of proposed suitable replacements. No substitution of key personnel will be allowed without the prior approval

of the Public Schools. Once a contract is in place, advanced notification of any proposed staff changes will be required. Approved substitution will be made at no increase in proposed fee.

TAXES

New Haven Board of Education are a qualified tax-exempt institution and as such is not liable for any federal, state, or local excise, sales, use, property or other taxes that Proposer may incur as a result of this agreement. The successful Proposer will be obligated to pay property taxes to the City Of New Haven with respect to any of the Proposer's taxable personal property, motor vehicles or real estate within New Haven which may be used in conjunction with the performance of this agreement.

INDEMNIFICATION

The successful Proposer shall release defend, indemnify and hold harmless the City of New Haven and the New Haven Board of Education, their respective boards and commissions, officers, officials, employees, agents, representatives, and servants from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments of any name or nature for injuries or alleged injuries to person (including sickness and death) or to property, or financial losses, sustained or alleged to have been sustained by any person or concern, including officers, agents, servants, employees, contractors and subcontractors of the City and New Haven Public School or the successful Proposer arising or alleged to have arisen out of the negligent, grossly negligent, reckless or intentional performance or failure to perform any part of this agreement by the Proposer or by anyone acting under the supervision of the Proposer. This indemnity shall not be affected by other portions of this agreement relating to insurance requirements.

The successful Proposer shall release, defend, indemnify and hold harmless the City of New Haven and the New Haven Board of Education, New Haven Public Schools and their respective boards and commissions, officials, officers, employees, agents, representatives, and servants from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments that may arise out of the failure of the successful Proposer, its officers, agents, employees, contractors, subcontractors, or anyone directly or indirectly employed by them to comply with any laws, statutes, ordinances, codes, and rules and regulations or the United States of America, the State of Connecticut, the City of New Haven, or their respective agencies. This indemnity shall not be affected by other portions of the agreement relating to insurance requirements.

COMPLIANCE WITH LAWS

Proposer shall operate and maintain all properties and perform all of the services required in the RFP in full compliance with all appropriate federal, state and local laws and regulations.

NON-DISCRIMINATION

The Proposer in performing under this agreement shall not discriminate against any workers, employee or applicant or any member of the public because of race, creed, color, religion, age, sex, marital status, national origin, mental retardation or physical disability, including but not limited to blindness, unless it is shown by Proposer that such disability prevents performance of the work

involved, in any manner prohibited by the laws of the United States or the State of Connecticut, nor otherwise commit an unfair employment practice. Proposer will take affirmative action to insure that applicants are employed and that employees are treated during employment without regard to their race, creed, color, religion, age, sex, marital status, national origin mental retardation or physical disability, including but not limited to blindness, unless it is shown by Proposer that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or the State of Connecticut, nor otherwise commit an unfair employment practice. Proposer agrees that this non-discrimination clause will be incorporated in all contracts entered into by it with suppliers of services or materials, contractors and sub-contractors and all labor organizations furnishing skilled, unskilled and craft unions skilled labor or whom may perform any such labor or services in connection with this agreement.

CONTRACT FOR SERVICES

The New Haven Board of Education and Proposer expressly agree that this is an agreement for the provision of the specific services herein described; that Proposer is to perform those services for the term set forth herein and pursuant to the provisions of this agreement; that the Proposer(s) are independent contractors, not employees of the New Haven Board of Education, for these purposes and as such neither they nor their employees are entitled to any Public Schools employment benefits, including without limitation, life and health insurance, vacation and sick leave, pension rights or workers compensation.

PUBLIC INFORMATION & OWNERSHIP OF DOCUMENTS

All proposals submitted and information included therein or attached thereto shall become public records upon their delivery to the New Haven Board of Education. All documents created by the Proposer during the completion of their contract requirements shall become the property of the Public Schools, including any databases and information systems that are created.

EXAMINATION OF DOCUMENTS

Proposers shall thoroughly examine and be familiar with these proposal documents. The failure or omission of any Proposer to examine these documents shall in no way relieve any Proposer of obligations with respect to this Request for Proposals. The submission of a proposal shall be taken as prima facie evidence of compliance with this paragraph. The response and the Request for Proposals shall become part of any agreement by reference.

SELECTION PROCESS AND EVALUATION CRITERIA

After receipt of proposals, the Public Schools will use the following criteria in evaluating the proposals and selecting a provider of services:

WeightCriteria

- 10 points: Responsiveness to the RFP and substantiation of representations regarding the provider's capabilities and professional competence to accomplish the required services.
- 10 points: References of current clients of similar size and scope being provided with comprehensive facilities management and custodial management services as described in this RFP.
- 10 points: Proposed concepts for improvements and additional service, which will enhance the current operations.
- 10 points: Previous experience with a school system of equal or larger size as measured by square footage, number of School buildings, number of students, staff as well as overall budget.
- 20 points: Qualifications and experience of Key personnel to be assigned to the specific service areas for this contract as described in the RFP.
- 20 points: Confidence in the capacity of each firm to provide a comprehensive state of the art data driven facility, energy management and custodial management strategy and the firm's understanding of what is needed to deliver such a strategy for New Haven taking into account all of its buildings, facilities, systems and foundation elements.
- 20 points: Costs: Upon receipt of the proposals, a Selection Committee will review the proposals relative to the RFP requirements and evaluation criteria described in this section. Higher rated proposal(s) will be invited to make an oral presentation to the Selection Committee to explain their proposal and answer questions. At the conclusion of such discussions, the Public Schools may enter into negotiations with the Proposer deemed professionally qualified and whose proposed services are deemed most meritorious.

100 Total maximum score

PROPOSAL SUBMISSION INSTRUCTIONS

Submissions should include information in the sequence requested below. Each submission shall include tabbed sections with the letters indicated below which shall be limited to the information described in each section. Other information may be included in the submission but not included within the tabbed sections. Proposers shall submit one- (1) original and (3) three copies of their proposal.

Proposer's name addresses and telephone number.

A detailed description of how the Proposer would meet the requirements of the scope of management services section. In addition, each proposal shall include a description of any other services the proposer would provide as part of the lump sum fee for basic managementservices.

A statement of the lump sum fee for the management services described herein submitted in the format requested by the Public Schools and included in this request for proposals for the first one-year of a contract. (RFP Submission Form)

Each proposal shall include a description of the positions the Proposer will supply with the names of key personnel; the responsibilities of each of the positions; and the role each position will perform in interfacing with Public School personnel, tenants and customers in performing the basic management services. A description of all applicable qualifications, certifications and education of personnel shall be provided or available to meet the management services requirements shall also be provided. An organizational chart shall be provided.

Other auxiliary services offered by the proposer at a fee in additional to the lump sum fee for the basic services shall also be described in the proposal. Such description shall include the services offered and the respective fees for each service.

A description of appropriate performance measures should be included in the proposal that would allow the Public Schools to measure the Proposer's performance with regard to customer satisfaction and cost effectiveness in accordance with Section 5 of the RFP.

Five (5) references shall be provided in the proposal. Each reference shall be provided with a description of the relationship and name and telephone number of the key contact. References of clients with experiences similar to the services requested in the RFP will be judged more relevant in the evaluation.

Each proposal shall identify any additional resources, if any, the Public Schools would have to make available under the proposal including equipment, office space, furniture, etc.

Facilities Maintenance and Custodial Management Exhibits

- Exhibit A: Collective Bargaining Agreements for Locals 287, 3144, and Trades
- Exhibit B: 2022 / 2023 School Calendar
- Exhibit C: Fiscal Year 2021 / 2022 Custodial and Operations of Plant general fund budget
- Exhibit D: Capital Budget
- Exhibit E: New Haven School District Building Inventory and Square Footage
- Exhibit F: Maintenance and Trade Union Job Classifications
- Exhibit G: Custodial and Office Staff Job Classifications

Exhibit G

Building Manager:	Reports to the District Custodial Supervisor. Works in conjunction with the District Custodial Supervisor to assist in supervision of the Assistant Building Managers and contracted part-time Custodial Staff to insure a clean and safe building. (Local 287 Union)
Assistant Building Manager:	This position is a manual semi-skilled worker in the care, custody, cleaning, maintenance and minor repair of New Haven Public Schools school buildings, grounds, facilities and equipment. (Local 287 Union)
Custodial Engineer:	Responsible for replacement of HVAC Air Filters in all New Haven Public School building. Conducts inspections of building systems, Fire Extinguishers, exit lighting, eye wash stations and Fume Hoods throughout the School District. (Local 287 Union)
Warehouse Staff:	This staff is responsible for the maintaining of the warehouse inventory to include butnot limited to receiving and distribution of all custodial and school supplies. (Local 287 Union)
Accountant IV	This staff is responsible for engaging in fiscal oversight and data entry related to contracts, purchase orders, payroll, capital and maintenance expenses and support compliance with City Fiscal Systems and protocols while service as a liaison with the Chief Operating Officer and Budget Offices of the City and Board of Education. (3144 Union).

*The Board reserves the right to modify the titles and duties and to expand or contract the number of employees based on the needs of the Board and applicable collective bargaining agreement provisions.