



Complete Janitorial Service Since 1955

ORIGINAL



May 30, 2019

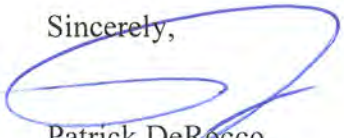
Ehtishamuddin Shami Qazi, Facilities Manager
Bunker Hill Community College
c/o: Facilities Management, Room E-120
250 New Rutherford Ave.
Boston, MA 02129

Re: Janitorial Services at Bunker Hill Community College; #BHCJTRL19

Dear Mr. Qazi,

Pursuant to your request, please find enclosed the bid for the above referenced Janitorial Contract. We have serviced Hood Park next door for over 20 years; including Bunker Hill (H/1, 2, 3). It would be a great fit for us if the numbers are feasible for you. Please feel free to call if you have any questions or need any clarifications.

Sincerely,



Patrick DeRocco
Vice President

PD/nd

Table of Contents

First to Appear following cover letter - **Purchasing Agent's Official Forms**

Section One - Introduction: Vendors Organization Description & Supporting Data

1. Background.....	1
2. Professional Management/Customer Service.....	2
3. Custodial Services Protocol.....	2

Section Two - Vendor Profile

1. Vendor Corporate Overview.....	3
2. Organizational Structure.....	3
3. Key Management Personnel.....	4
4. Work Force Composition.....	5
5. Detailed Staffing Plans & Labor Allocations.....	5,6
6. References.....	7

Section Three - Past Experience, Completed Projects, Additional References & Qualifications

1. Hospital Cleaning.....	8
2. Transportation Industry Cleaning.....	8
3. City & State Buildings Cleaning.....	8
4. Schools/Colleges.....	8
5. Residential/Commercial Properties.....	9
6. Past Performance.....	9

Section Four - Personnel Screening & Emergency Response

1. Quality First Program.....	10
2. Corrective Actions.....	10
3. Quality Assurance Program.....	11
4. Account Management.....	11
5. Employee Background Check & Security.....	12
6. Company Substance Abuse Policy.....	12
7. Contingency Plan Emergency Response.....	12

Section Five - Comparative Evaluation Criteria, Certifications, Addendums & Acknowledgements

1. Experience of the Contractor.....	13
2. Onsite Supervision.....	13
3. Availability of Staff.....	13
4. Verification of Hours Worked.....	13
5. Equipment.....	13
6. Staff Development/Safety Training.....	13
7. Employee Benefit Package.....	13
8. Disaster Recovery Plan.....	13,14
9. Key Performance Indicators.....	14
10. Technology.....	14
11. Pandemic Plan.....	14
12. Transition Plan.....	14
13. Certifications, Equipment Listing, Addendums.....	15-16



BUNKER HILL COMMUNITY COLLEGE

Request For Proposal

BHCJTRL19

Janitorial Services

All Proposals must be delivered to: Ehtishamuddin Shami Qazi
Facilities Manager
Bunker Hill Community College
c/o: Facilities Management, Room E-120
250 New Rutherford Ave
Boston MA 02129
Eqazi@bhcc.mass.edu

Name of Respondent: EMPIRE CLEANING, INC.

Primary Contact: Michael DeRocco

Phone: 781-246-1223

Email: michael@empirecleaning.net

Fax: 781-245-4045

Web Address: 

Mailing Address: 669 Main Street, Suite 1

Wakefield, MA 01880

Signature of Authorized Agent: 

Date: 5/30/19

Bunker Hill Community College
Bid-Contract Cleaning Services
For the Charlestown & Chelsea Campus

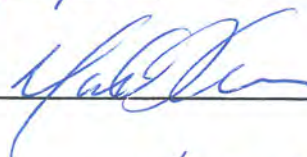
The Following proposal is herewith submitted in response to the requirements & specifications relative to the title bid.

This price includes all increases as follows:

	Contract Price	Annual Cost	Price per Sq.Ft. for Extra Custodial work
1)	7/1/ 2019 thru 6/30/2020	1,388,900	1.53
2)	7/1/2020 thru 6/30/2021	1,437,500	1.58
3)	7/1/2021 thru 6/30/2022	1,487,800	1.63
4)	7/1/2022 thru 6/30/2023	1,539,800	1.68
5)	7/1/2023 thru 6/30/2024	1,599,200	1.73

The following proposal is submitted in response to the requirements and specifications relative to the titled bid

Date 6/14/19

Signature 

Print Name & Title Michael DeRocco (Pres)

Address 669 Main St

City/State/Zip Woburn, Mass

Telephone 781-246-1223

Mass Vendor Code VC6000157974

All bids are to be sealed and marked "Contract cleaning Services, Bunker Hill CC. All bid sheets and other documents required to be completed need to be submitted in triplicate. Evaluation and awarding of Bid will be made within 30 days after bid opening

Exhibit A

Certificate of Non-Collusion

The undersigned certifies under penalties of perjury that this bid or proposal has been made and submitted in good faith and without collusion or fraud with any other person. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity, or group of individuals.



Signature of individual submitting bid or proposal

EMPIRE CLEANING, INC.
Name of business

Exhibit B

Tax Compliance Certification

Pursuant to M.G.L. c. 62C, §49A, I certify under the penalties of perjury that, to the best of my knowledge and belief, I am in compliance with all laws of the Commonwealth relating to taxes, reporting of employees and contractors, and withholding and remitting child support.



Signature of person submitting bid or proposal

EMPIRE CLEANING, INC.

Name of business

BHCC Charlestown Campus

Employee	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Total
Matron: Policing Restrooms, Common Areas	off	off	8am-4:30pm	8am-4:30pm	8am-4:30pm	8am-4:30pm	8am-4:30pm	40
Porter: Exterior Grounds, Common Areas	off	off	9:30am-1:30pm	9:30am-1:30pm	9:30am-1:30pm	9:30am-1:30pm	9:30am-1:30pm	20
Cleaner: Stairwells, Project Work	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Cleaner: Admin. Offices, Library, Classrooms	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Supervisor (Working)	off	off	9am-5pm	9am-5pm	9am-5pm	9am-5pm	9am-5pm	40
Cleaner: Dining Halls, Auditorium	off	off	7pm-11:30pm	7pm-11:30pm	7pm-11:30pm	7pm-11:30pm	7pm-11:30pm	22.5
Cleaner: Lecture Hall, Gymnasium	off	off	7pm-11:30pm	7pm-11:30pm	7pm-11:30pm	7pm-11:30pm	7pm-11:30pm	22.5
Cleaner: Floor Maintenance	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Cleaner: Floor Maintenance	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Cleaner: Floor Maintenance	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Cleaner: Classrooms	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Porter: Restrooms, Cafeteria	off	off	9am-5pm	9am-5pm	9am-5pm	9am-5pm	9am-5pm	40
Evening Supervisor	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Porter: Restrooms, Common Areas	off	off	4pm-9:30pm	4pm-9:30pm	4pm-9:30pm	4pm-9:30pm	4pm-9:30pm	27.5
Cleaner: Classrooms	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Cleaner: Restrooms, Common Areas	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Cleaner: Restrooms, Common Areas	off	off	8pm-4am	8pm-4am	8pm-4am	8pm-4am	8pm-4am	40
Porter: Policing Restrooms	9am-1pm	9am-1pm	off	off	off	off	off	8
Matron: Policing Restrooms	9am-5pm	9am-1pm	off	off	off	off	off	16
Cleaner: Bathrooms, Common, Classrooms	3pm-11pm	3pm-11pm	off	off	off	off	off	16
Cleaner: Bathrooms, Common, Classrooms	3pm-11pm	3pm-11pm	off	off	off	off	off	16

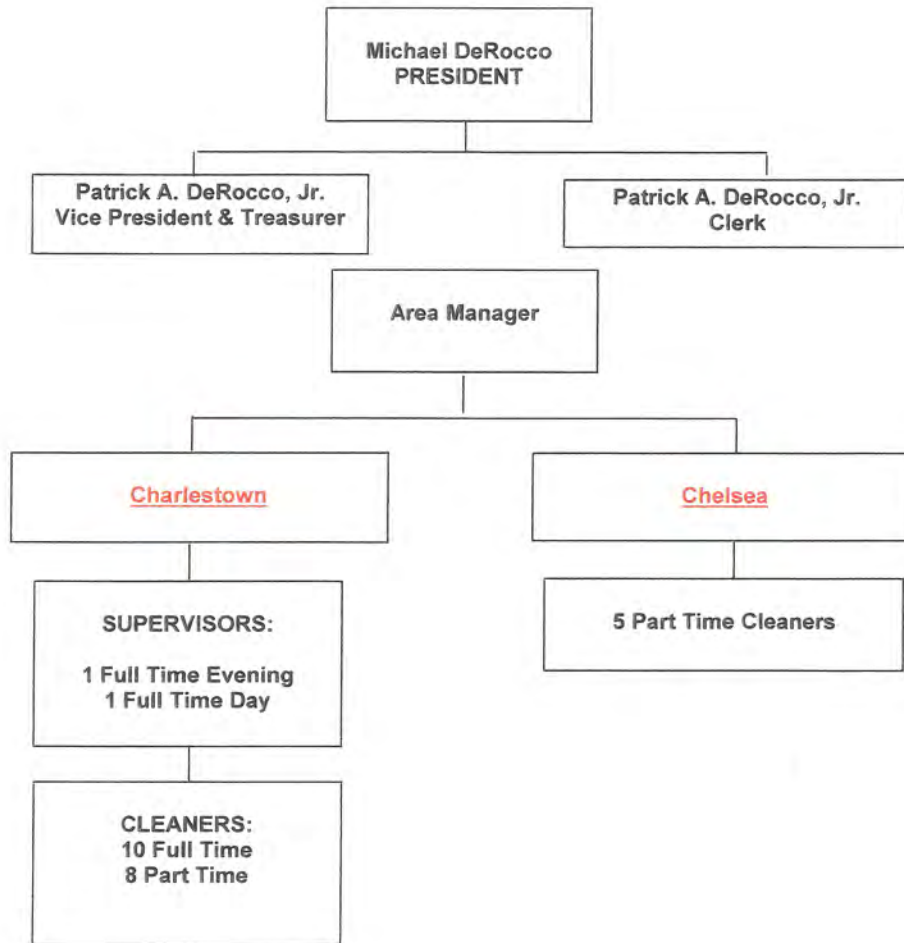
Section Two

Vendor Profile

1. Vendor Corporate Overview

Empire Cleaning, Inc. has been in continuous operation under the same management for the since 1955. 100% of our business is Janitorial & Recycling Services.

2. Organizational Structure



3. Key Management Personnel:

Michael DeRocco

President of Empire Cleaning, Inc, began working for the Company in 1984 under the direction of his predecessor; Patrick DeRocco Senior. As a third generation family member in this business, Michael has worked in all aspects of the Janitorial Service Industry and is currently involved in administrative operations, sales and customer relations, as well as direct involvement in providing the highest quality of service to our customers.

Patrick A. DeRocco, Jr.

Vice President and Treasurer, a graduate of Suffolk University, brings over 28 years of experience to his position at Empire Cleaning, Inc., as customer liaison, financial analyst over special projects, Service Manager for high technology, first-class office spaces. Coordinates green initiatives for all Empire accounts, as well.

Manuel Brea

Employed by Empire Cleaning Inc. with over 27 years experience, including MBTA, Medford High School. Two years supervisory experience at Mass College of Pharmacy and The Kaplan School. Area Supervisor for Boston Area Contracts. Total of twelve years experience at Logan Office Center.

Manuel Galvez

30 years cleaning and supervisory experience at Rapid Transit Lines and Logan Airport; currently supervising multiple facilities for Empire Cleaning. Experience in hazardous material removal and specializes in hospital environment janitorial service, and Biohazard/Blood Borne Pathogen training.

Jose Madrigal

Supervisor. Employed with Empire since 1989. Cleaning and Supervisory experience exclusively at the MBTA, for over 23 years. Jose has supervised the cleaning of virtually every MBTA environment; including: Stations, Pit Cleaning, Buses, Train Cars, Facilities and Garages. Involved in the coordination of snow removal, safety training and identification badges.

4. Work Force Composition

Total Company Work Force

Employment Categories	Total Employees	Total Males	Minority Males	Total Females	Minority Females
Professionals And Managers	11	10	4	2	1
Service Personnel	239	183	132	55	37
Clerical, Office Workers	4	2		2	1
Total Workers	254	195	136	58	38

Numbers of new employees added to the workforce in each of the above categories if we are awarded this contract.

	Full Time	Part Time
Professionals and Managers	2	0
Service Personnel	10	13
Clerical, Office Workers	0	0
Total all categories	12	13

In addition to above staffing - Manuel Brea, Area Manager and Customer liaison Patrick DeRocco

Also see attached chart (page 3) labeled “Organizational Structure”

4. Detailed Staffing Plans & Labor Allocations

Refer to “Purchasing Agent’s Official Forms” Section

Please Note: A district manager will be assigned to this contract in addition to above staffing.

6. References

MBTA: (1,800,000 sq. ft.) Continuous janitorial service of vehicles, facilities and stations since 1980. Providing 24 hour per day services, including pressure washing, snow removal, and all aspects of facility and office cleaning. These projects are performance bonded.

John Warhola

Tel# (617) 939-6703

Hood Business Park: (600,000 sq. ft.) Day Matron and Evening Custodial Services are provided for this first class, Boston area Office Park; including **Bunker Hill Community College (65,000 sq. ft.)** In addition, Empire provides a full time Utility Superintendent to help maintain building systems.

Wendy White

Tel# (617) 592-4292

NBC Universal: (60,000 sq. ft.) The regions premier cable and news provider. Janitorial Cleaning of Administrative Offices, Studios, Data Center and Celebrity “Green Room” areas. Day and evening services provided at this location.

Maria Bono

Tel# (781) 270-7231

Keolis: (250,000 sq. ft.) Complete janitorial and Porter services for the Administrative Offices and Vehicle Facilities for the Massachusetts Commuter Rail.

Roland Cunniff

Tel# (617) 222-6399

Netzh Instruments: (40,000 sq. ft.) Complete evening janitorial; painting, floor refinishing, shampoo and extraction and light maintenance.

Dennis Roache

Tel# (781) 418-1803

Shetland Park: (80,000 sq. ft.) Complete evening janitorial at Registry of Deeds and Probate Office.

Leo Chouinard

Tel# (978) 744-0556

Portland Loo: Janitorial service for the City of Cambridge Public Baths

Paul Lyle

Tel# (617) 439-4318

Quincy Mental Health Center: (150,000 sf) Janitorial service Day and night (7days per week) for the State of Massachusetts

Brad Graham

Tel# (617) 689-2513

Section One

Introduction: Executive Summary. Empire's Organization Description & Supporting Data

1. Background

Empire Cleaning Inc. is a local, independently owned, industrial custodial systems company incorporated in 1955. We have been in continuous operation, under the same management, since our inception. The corporate office is located in Wakefield, MA with branch operation offices throughout the Metropolitan area. Our personnel service approximately three million square feet of floor area per day exclusively in the Greater Boston area. We confine our operations within our immediate geographical area to insure personal attention for our clients. Empire Cleaning Inc. is Dun and Bradstreet rated.

Our customers are provided with trained, courteous personnel utilizing quality *Green Seal Certified* supplies and state-of-the-art equipment. Empire recognizes that our employees are a critical link in representing our company to our clientele. We diligently review employee history and carefully check personal references. Competent and close supervision is provided daily. In addition, our Area Managers are directly and actively involved in the successful performance of all contracts and will make regular day and night inspections of all our projects.

We consider not only management, but also our maintenance staff to be an important element in how customers and community perceive our operation. Empire has always been involved in civic, community, and charitable events and organizations. Some of our current affiliations are *The Building Service Contractors' Association; New England Maintenance Contractors' Association, Dunn & Bradstreet Member, WGBH Public Broadcasting, IREM and the BSCAI, Wakefield Police and Firefighters, Friends of Lake Quannapowitt, The Red Cross, and The West Side Social Club.*

Empire Cleaning Inc. concentrates the efforts of its most experienced management personnel to insure an orderly transition when initializing service. Our area managers and resident supervisors coordinate their efforts effectively. Empire's strong base of long-term customers is certainly testament to this fact.

The quality of janitorial care plays a key role in maintaining the physical office environment and the continued satisfaction of your tenants in their chosen workplace.

For your protection, we have the following insurance in force:

Public Liability	2,000,000
Property Damage	1,000,000
Workmen's' Compensation	as provided by law
Umbrella Policy	5,000,000
Auto Insurance	as provided by law

Area managers are on call 24 hours per day/365 days per year. Overnight managers maintain a contingency plan, including the ability to muster twenty additional janitors for emergencies at any given time.

2. Professional Management

The central contact / customer liaison shall be Mr. Patrick DeRocco (Vice President). All matters pertaining to planning, quality assurance, procurement, financial reporting and personnel administration will pass through this liaison. Mr. DeRocco will monitor day-to-day operations, direction and re-direction of janitorial staffing.

3. Training, Safety and the Care of Our Environment

- a. New janitors are trained in accordance with Empire's video/hands-on program. Labor allocations to the respective buildings shall be fractioned in accordance with the attached staffing plan.
- b. Communication between janitors, management and your facilities management staff shall be carried through email confirmations and Nextel Communications to ensure both instant contact for day-to-day operations and written confirmations for special events and procurements.
- c. OSHA and Right-to-Know information shall be posted centrally on site. All janitors shall have access to Material Safety Data. They shall be briefed on any and all new products and their respective MSDS specifications.
- d. Empire Cleaning, Inc. assures quality through weekly, on-site evaluations with your maintenance staff. A log shall be kept detailing goals for improvement. This log shall be scanned on a weekly basis and copied to the appropriate managers and faculty members.
- e. Empire Cleaning, Inc. performs all of our services using 95% *Green Seal Certified*, EPA approved green products.
- f. Empire Cleaning, Inc. offers recycle programs for paper and aluminum with the cooperation of your population. All facilities can be furnished with strategically placed containers for paper and aluminum. Desk side containers can be provided to administrative staff for convenience. Empire will coordinate with the recycling vendor for pick-up of the material at your desired point.
- g. *Employee Safety and Training Protocol Manual is furnished in the last section of our proposal.* Please feel free to call with any questions. Standards within the manual are implemented on the job, by our highly experienced managers. All custodians receive Biohazard/Blood Borne Pathogen training via *Coastal* DVD and hands-on training. Biohazard kits are placed in each individual facility.

Section Three

Past Experience, Completed Projects, Additional References & Qualifications

1. Hospital Cleaning:

Beth Israel Hospital (125,000 sq. ft.)	8 years
East Boston Neighborhood Health (450,000 sq. ft.)	6 years
Peter Bent Brigham (150,000 sq. ft.)	7 years
Roslindale General Hospital (100,000 sq. ft.)	3 years
Fernald School – Waltham (200,000 sq. ft.)	3 years
Gaebler Childrens Unit (125,000 sq. ft.)	6 years

2. Transportation:

Massport Authority:

Logan Office Center (9 consecutive years 1988- 1997) Terminals C, D & E (19 Years of service being consecutive) – 500,000 sq. ft. 24 hours a day, 365 days a year from 1969 – 2003:

MBTA:

1980 – Present: Facilities, Station Cleaning & Vehicle Cleaning

Airlines – Logan Airport:

TWA – 10 years including departure gates, office and cargo areas.

United Airlines – 8 years including departure gates, office and cargo areas.

3. City & State Buildings:

Cambridge Police (100,000 sq. ft.)	3 years
City of Chelsea (125,000 sq. ft.)	3 years
State House (450,000 sq. ft.)	12 years
McCormack Bldg. (650,000 sq. ft., Data Center 75,000 plus sq. ft.)	8 years
Lindemann (280,000 sq. ft.)	7 years
Hurley (330,000 sq. ft., Data Center 50,000 plus sq. ft.)	4 years
Saltonstall (650,000 sq. ft., Data Center 50,000 plus sq. ft.)	4 years
Nashua Street (225,000 sq. ft.)	2 years
Town of Reading (150,000 sq. ft.)	2 years
Boston Public Library (225,000 sq. ft.)	2 years

4. Schools/Colleges:

Mass College of Pharmacy (325,000 sq. ft.)	3 years
University of Mass. Boston (1,000,000 plus sq. ft.)	3 years
Fall River High School (600,000 sq. ft.)	3 years
Mass Bay Community College (250,000 sq. ft.)	3 years
Medford Public Schools (530,000 sq. ft.)	4 years
Somerville Schools (225,000 sq. ft.)	3 years
Emanuel College (200,000 sq. ft.)	3 years
Kaplan School (65,000 sq. ft.)	2 years
Rets Technical Center (50,000 sq. ft.)	1 year
Emerson College (150,000 sq. ft.)	2 years

5. Residential/Commerical Properties:

Neptune Towers (500 plus units)	10 years
Mission Park (1,000 plus units)	3 years

6. Past Performance

Empire Cleaning, Inc. has never failed to complete a contract commitment in our entire history of operation. Many of our contracts require performance bonds for 100% of the contract worth and are locked between 2-7 years on average. Our bonding provider can confirm our untarnished record of contract completion.

Section Four

Personnel Screening & Emergency Response

1. Quality first Program

Site tours of the facilities we currently service can be arranged in order to demonstrate our quality of work and efficiency. Empire management personnel work harmoniously with our clients Facilities Managers All of our accounts run efficiently and smoothly without repeat problems or personality conflicts. This is due to our relatively small size (around 300 employees). A group of highly experienced, third generation family owners are always accessible. This is the quality assurance component most appreciated by our current clients. Empire obtains competitive quotes from our vendors and their respective competitors once per annum, for everything we purchase, in a continued effort to manage and or lower costs to our client base.

Our Quality Control Protocol is followed on all of the accounts we service, as follows:

- Direct weekly customer contact by Area Managers. A complete site tour and quality assurance check shall be performed on the weekday of your choosing
- Constant, open lines of communication with our customers by phone, E-mail, or two-way radios
- Monthly meetings with Managers and Area Supervisors
- Company Owners, Managers, and Supervisors attending various seminars on safety, new products and cleaning procedures

2. Corrective Actions:

- Employees who fail to perform will be replaced according to Company policy and Union guidelines
- Problem areas are addressed by managerial or supervisory personnel while employees are re-trained to assure that tasks will be performed according to contract specification
- Close monitoring of problematic areas

Empire will provide an Account Manager, who will have a minimum of 15 years experience in various types of commercial and industrial contracts.

3. Quality Assurance Program:

- Weekly inspections shall be conducted by our Area Manager
- Weekly inspections with Shift Supervisor
- Maintain all documentation in reference to project and cycle work, as specified in this contract
- Maintaining and managing inventory of all consumables

4. Account Management:

- Overseeing of all Shift Supervisors
- Management of employees practices
- Interviewing & training of new employees
- Management and reporting of weekly payroll
- On-going safety programs for both job site employees in order to maintain a high level of safety for both customer and employees
- Coordinating special event requests

Empire will also be providing shift supervisors as specified in this contract. Shift Supervisor will have a minimum of five years experience. The job description for these supervisors is as follows:

- Daily communications with Account Manager
- Weekly inspections with Account Manager
- Direct overseeing of employees to insure quality
- Direct customer contact via phone or email to respond to customer requests, emergencies or function/event cleaning.

Empire will provide off-site technical support through the account manager and shift supervisors to assist with any concerns or issues that may arise, including the following:

- Overall management of account
- Facilitate consumables tracking & ordering
- Facilitate additional labor for event & function cleaning
- Provide technical support in reference to maintaining and repairing equipment
- Coordinate project and cycle work scheduling including: window cleaning, high dusting and cleaning, floor stripping, carpet cleaning, etc.
- Provide human resource assistance
- Employee hiring

5. Employee Background Checks and Security

Empire Cleaning, Inc. utilizes The E-verify System to confirm work authorization. Many of our Accounts require high security standards, including federal installations and State Contracts that require nation-wide background checks, including inquiry into the sex offender registry. Empire uses *Crimcheck Inc.* 1 Berea Commons, Suite 209, Berea, OH 44107, Telephone: (440) 816-9920. Empire conducts random drug tests on our custodians if deemed necessary by either Empire Cleaning or our client.

6. Company Substance Abuse Policy

Empire Cleaning, Inc. maintains a zero tolerance policy for any employee who report to work intoxicated. Background checks performed by *Crimcheck, Inc.* give our supervisors advanced insight into any possible illegal substance abuse problem by looking at the employee's history, before hiring. A copy of personnel background checks are provided to all of our customers and are updated annually.

7. Contingency Plan & Emergency Response

Area Managers shall be On Call. 24 hours a day/365 days per year and shall be available on call for overnight emergencies. A contingency crew of twenty per diem employees can be mustered at any time (day or night).

Section Five

Comparative Evaluation Criteria, Certifications, Addendums & Acknowledgements

1. Experience of the Contractor: Empire Cleaning, Inc. has over 60 years superior and proven experience in all facility types and scopes of service. Please see our furnished references and feel free to call on the contacts provided or request a site tour through Patrick DeRocco at (781) 246-1223.

2. On Site Supervision: We shall provide working supervision and on-the-job training during all working hours to assure superior performance of all work. The Supervisor will make sufficient daily routine inspections to insure that all work is performed as required by these specifications. Our working supervisor and staff will understand English and Spanish for translation purposes, and in order to read job instructions, reports, chemical labels, etc. in either language. The working supervisors will have the ability to communicate with all personnel.

3. Availability of Staff: Empire Cleaning staff shall be available twenty-four hours per day, seven days a week to respond to emergency situations such as flood control or restorative cleaning. All staff will be accessible via Nextel and Empire will provide a complete contact list to the coordinator of the facilities. Empire will carry twenty available “contingency” personnel for use in the event of absences.

4. Verification of Hours Worked: Empire shall submit to the Director of Custodial Services weekly, signed timesheets verifying all employee hours worked and will install a time clock if desired.

5. Equipment: We shall furnish all supplies and new equipment needed to perform to specification subject to the approval of the Director of Custodial Services. Virtually all products used are *Green Seal Certified* for our environment. A complete list of new equipment is included in the Proposal.

6. Staff Development/Safety Training: Empire utilizes the following recruitment programs: advertising, on-site job postings and referrals from existing, top performing employees. New Hires are selected based on previous experience/employment history. Empire’s Safety Training is outlined in the Employee Handbook enclosed.

7. Employee Benefit Package: Empire offers an employee benefits package with the following standard benefits, health insurance plan, dental plans, pension programs, and paid holidays. These benefits are provided by Empire through the *SEIU Local 32BJ and are the best custodial benefits program in the State, if not the entire country (see attached Collective Bargaining Agreement).*

8. Disaster Recovery/Security Plan: Empire Cleaning, Inc. shall subcontract all disaster recovery and restoration services to *Belfor Property Restoration*. Belfor has successfully helped recover contents and inventory for all types of establishments including schools and universities, hotels, hospitals, museums, financial institutions, national retailers, grocery stores, clothing manufacturers and even industrial warehouses. Emergency number available 24 hours a day, 7 days per week: 1-800-856-3333.

- Complete packout, storage and relocation
- Inventory service

Complete restoration of physical assets such as:

- Hard-good furnishings
- Soft-good furnishings
- Electronics
- Machinery
- Vital records
- Inventories
- Raw materials
- Fine arts restoration
- Office equipment

9. Key Performance Indicators

Empire Cleaning, Inc. shall provide a statement of all email communications each month in the form of a chart denoting the number of daily communications. Each individual communication shall be assigned a numeric value if there are repeat difficulties in any given area. Your staff shall be furnished with a “month-at-a-glance” chart for quick review of any given period. An annual review shall be provided at the end of each calendar year.

10. Technology

Excel performance spreadsheets, email communications and smart phone shall be utilized.

11. Pandemic Plan

H1N1 actions shall be taken in strict accordance with [CDC Guidelines](#). Empire Cleaning shall not design a plan of its own or implement any plan other than that of the Center for Disease Control.

12. Transition Plan

Empire Cleaning Inc. will handle all delivery and assembly of new equipment with no disruption to functional parts of the facilities. Your current staff will receive orientation upon our arrival on the first day of service and shall receive first right of refusal for the available positions. Empire will schedule this meeting one week in advance of the start date.

Certifications

Please let this section confirm that Empire Cleaning, Inc. is a primary contractor for performance of this contract and that we are not a franchise or a subcontractor. Furthermore, please let this letter confirm that Empire Cleaning, Inc. is not engaged in any litigation proceedings. Empire Cleaning, Inc. has never been involved with any such litigation in our sixty year history with any client in the public or private sector.

Authorized Signature

Equipment Listing

Charlestown:

- 6 Rubbermaid Maid Carts
- 2 – 20 Inch Conventional Floor Machine
- 14 – 35 Quart Mop Buckets/Wringers
- 4– 45 Gallon Trash Barrels/Dollys
- 8 Pro-Team, Super Coach (Hepa) Vacuums
- 2 – 26 Inch Advance Auto Scrubbers
- 1 Hot Water Carpet Extractor
- 1 – 20 Gallon Wet/Dry Vacuum
- 4 – 45 Gallon Dual Trash/Recycle Containers
- 6 – 3 Yard Rubbermaid Trash Hampers

Chelsea:

- 1 Rubbermaid Maid Cart
- 1 – 20 Inch Conventional Floor Machine
- 1 – 45 Gallon Rubbermaid Trash Barrel
- 1 – 45 Gallon Rubbermaid Dual Trash /Recycle Container
- 3 – 35 Quart Mop Bucket/Wringers
- 2 Pro-Team Super Coach (Hepa) Vacuums

**Account Manager shall have access to additional equipment needed to perform cycle work and emergency services.*