



August 19, 2014

Mr. Joseph Dougherty  
Director of Operations  
Holyoke Community Charter School  
2200 Northampton Street  
Holyoke, MA 01040

**RE: Renewal**

Mr. Dougherty,

Please find enclosed our response for the renewal of contract cleaning services at the Holyoke Community Charter School.

S. J. Services Inc. appreciates the partnership we have had with Holyoke Community Charter School, and look forward to continuing it.

Due to the amount of schools that we service, S. J. Services Inc. has been certified by the Massachusetts Criminal History Systems Board to have speedier and more direct access for background checks of our employees. We use the CORI and SORI background checks as well as other background checks to assure that responsible people are in place at all of the schools that we clean.

We are very experienced in ~~Open~~ cleaning programs and will partner with the school in these efforts, which will bring extra value and a healthier indoor environment for the **Holyoke Community Charter School**.

Sincerely,

A handwritten signature in cursive script that reads "David J. Shea".

David J. Shea  
President  
S. J. Services Inc.  
dshea@sj-services.com  
(978) 360-1229





**Holyoke Community Charter School  
Proposal for Cleaning Services**

**Experience Statement**

Our Mission Statement:

*"S. J. Services Inc. is a leading building service contractor providing excellent building services to our clients while providing to our associates a safe, honest and healthy work place."*

S. J. Services Inc. is a full service contract cleaning company with over 31 years of continuous operations and day-to-day management by the founding principals. Our management team has more than 120 years of combined experience managing cleaning and maintenance programs for our clients.

We provide contract-cleaning services in many types of facilities but the majority of the accounts in our client portfolio are schools in Massachusetts. We have been providing professional cleaning services to schools for 22 years. On a daily basis, we clean over 100 schools including Tabor Academy, Town of Danvers, Brimmer and May School and the Winchendon School, as well as several other schools in Massachusetts. Our accounts have been repeatedly renewed.

On a daily basis, we employ over 1,200 cleaners cleaning in over 30 million sq. ft. of floor space. Our cleaners receive several benefits including scheduled raises, paid holidays and sick days, vacation time and other items. This benefit package allows us to recruit and retain quality employees.

As a leader in our industry within the Northeast region, we maintain one of the best contract retention rates in the industry as a result having a productive, cost effective and consistent program of service. We believe our strong client satisfaction levels are a direct result of our (time tested) comprehensive training skills and continual training programs.

As a result of the many schools that we clean, S. J. Services Inc. has been certified by the Massachusetts Criminal History Systems Board to receive CORI information. We have been doing this for many years and have designated our Director of Operations, Ricardo Pereira, as our CORI officer. All employees undergo these checks including all cleaners, managers, executive staff and special service crews.

S. J. Services' maintains four emergency service crews that are available 24 hours a day, 7 days per week to respond to virtually any cleaning situation. We can be on site at the Holyoke Community Charter School within one hour.





**Memberships in Professional and Related Associations**

S. J. Services Inc. is a member of the following organizations;

- ISSA
- Building Services Contractors Association International (BSCAI)
- Maintenance Contractors of New England Association





**Holyoke Community Charter School  
Proposal for Cleaning Services**

**Employee Training**

S. J. Services Inc. places a strong emphasis on training throughout the company. We recognize the value for all involved as a properly trained employee has far less safety and QC issues than an untrained cleaner.

ALL employees in the company receive both initial and on-going training through in-house programs, off-site seminars and on-line training including; general business, environmental, facilities management, and the latest innovations within the janitorial industry. Specific subjects include on the job training on new equipment, new Green Cleaning Procedures, new MSDS sheets and safety refresher training.

**Training Highlights**

- Safety training
  - OSHA, environmental, general
  - WPS emergency protocols
  - Wet floor training, use of wet floor and other signage
  - Personal Protective Equipment (PPE) use
  - Hazcom (hazard communication)
  - Proper use of extension cords
  
- Equipment and Product training
  - Proper use, care and storage of all tools, equipment and cleaning agents
  - Green Seal cleaning products and systems
  - Anti-microbial
  - Equipment repair
  
- Procedures training
  - Methodology and assignments
  - Blood borne pathogens
  - Communication
  - Cross-contamination
  - Restroom sanitation
  - Carpet care
  
- Other
  - Sexual harassment





**Holyoke Community Charter School  
Proposal for Cleaning Services**

**Green Cleaning**

S. J. Services Inc. has a very strong commitment to Green Cleaning and to eliminating "cross-contamination" because we recognize the benefits it provides to the students, faculty, administrators and the building environment and greater environment.

Our standard program includes Green Seal Certified cleaning products and equipment that are environmentally sensitive and prevent cross contamination as a result of janitorial procedures. Research shows occupants of buildings with environmentally sensitive cleaning programs, which help to improve Indoor Air Quality, are more productive and health related issues are decreased in the long run.

- Green Seal certified cleaning products
- Automatic Dispensing Control Units to provide proper chemical dilution and improved inventory control
- Continued staff training and education in the proper use and application of equipment and cleaning solutions.
- Color-coded wet mop system so, for example, mops that are used in restrooms are not used in other parts of the schools.
- Participate in all school recycling programs.
- Make evaluations and recommendations for use of recycled paper products.

**We shall maintain this program at Holyoke Community Charter School and the costs of this program are included in our pricing so there is no added charge.**





**Holyoke Community Charter School  
Proposal for Cleaning Services**

**Employee Screening: CORI / SORI**

S. J. Services Inc. conducts comprehensive screening of all applicants. We use the following procedures for all applicants.

We are certified the Massachusetts Criminal History System Board for conducting CORI/SORI background checks.

We have been doing this for many years and have designated our Director of Operations, Ricardo Pereira, as our CORI officer. All employees undergo these checks including all cleaners, managers, executive staff and special service crews.

**Other screening procedures:**

1. All applicants must fill out a written application.
2. All applicants must present original documents including photo identification from recognized government agency and Social Security Card.
3. Social Security numbers checked with Social Security Administration.
4. An S. J. Services manager personally interviews all candidates.
5. All work and personal references are checked.
6. Federal I-9 and W-4 forms must be filled out.





**Holyoke Community Charter School  
Proposal for Cleaning Services**

**Insurance**

S. J. Services agrees to abide by all insurance requirements in this contract. We have attached an illustration of our current coverage.



# ACORD CERTIFICATE OF LIABILITY INSURANCE

PRODUCER (978) 745-6464

DATE (MM/DD/YYYY)  
05/08/2014

Rose Insurance  
66 Loring Avenue  
O. Box 958

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.

Insured: 1em MA 01970-

S. J. Services, Inc.  
20 Locust Street  
Suite #202  
Danvers MA 01923-

INSURERS AFFORDING COVERAGE

NAIC #

INSURER A: Argonaut

INSURER B:

INSURER C:

INSURER D:

INSURER E:

## COVERAGES

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. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR ADD'L LTR INSRD	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS
A X	GENERAL LIABILITY <input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR	TAN9378456	05/06/2014	05/06/2015	EACH OCCURRENCE \$ 1000000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300000 MED EXP (Any one person) \$ 5000 PERSONAL & ADV INJURY \$ 1000000 GENERAL AGGREGATE \$ 2000000 PRODUCTS - COMP/OP AGG \$ 2000000 NONE
	GEN'L AGGREGATE LIMIT APPLIES PER: POLICY <input checked="" type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/>				
	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS				COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
	GARAGE LIABILITY ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN AUTO ONLY: EA ACC \$ AGG \$
	EXCESS/UMBRELLA LIABILITY OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$ \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Yes, describe under SPECIAL PROVISIONS below OTHER				W/S (AV-TOBY LIMITS) <input type="checkbox"/> <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
TION OF OPERATIONS/LOCATIONS/VEHICLES/EXCLUSIONS ADDED BY ENDORSEMENTS/SPECIAL PROVISIONS					

CATE HOLDER

### CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES.

AUTHORIZED REPRESENTATIVE  
*Mary R. Oen*

For S.J. Services Inc.'s records





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
5/8/2014

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 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).

<b>PRODUCER</b> Strategic Resource Group 27 Water Street, Suite 107 Wakefield MA 01880	<b>CONTACT NAME:</b> Kerri Bowden <b>PHONE:</b> I/C No. Ext: (781)246-9002 <b>E-MAIL ADDRESS:</b> kbowden@strategicresourcegroup.net <b>FAX:</b> (781)246-9007
<b>INSURED</b> S.J. Services Inc. 20 Locust Street Danvers MA 01923	<b>INSURER(S) AFFORDING COVERAGE</b>
	<b>INSURER A:</b> Travelers Insurance Company <b>INSURER B:</b> Torus National Insurance Co. <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>

**COVERAGES** **CERTIFICATE NUMBER:** CL145601178 **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 LTR	TYPE OF INSURANCE	ADDL SUBR INSR	WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>GENERAL LIABILITY</b> <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO. <input type="checkbox"/> LOC <b>AUTOMOBILE LIABILITY</b> <input checked="" type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS <input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$ <b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y/N N/A			BA-6E029320	5/6/2014	5/6/2015	EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$ COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ 100,000 BODILY INJURY (Per accident) \$ 300,000 PROPERTY DAMAGE (Per accident) \$ Uninsured motorist BI split limit \$ 100/300 EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$ WC STATUTORY LIMITS OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
				TBD	5/6/2014	5/6/2015	
				5B979654	5/6/2014	5/6/2015	

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

<b>CERTIFICATE HOLDER</b>	<b>CANCELLATION</b>
	<p>SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.</p> <p>AUTHORIZED REPRESENTATIVE</p> <p>Jody Crowther/MROSE <i>Jody A. Crowther</i></p>

25 (2010/05)

Holyoke Community Charter School

School Cleaning Services Contract

Cost Page

	Year 1 (8/25/14-8/24/15)	Year 2 (8/25/15-8/24/16)	Year 3 (8/25/16-8/24/17)	Option Year 1 (8/25/17-8/24/18)	Option Year 2 (8/25/18-8/24/19)
<b>Part I</b>					
181 days of cleaning & 20 Fri/Sat extra cleanings	\$65,077.	\$66,476.	\$68,010.	\$69,498.	\$71,009.
<b>Part II</b>					
3 vacation break cleaning projects	\$14,079.	\$14,386.	\$14,726.	\$15,055.	\$15,387.
<b>Part III</b>					
Summer break cleaning projects	\$14,421.	\$14,731.	\$15,072.	\$15,403.	\$15,737.



**Holyoke Community Charter School  
Proposal for Cleaning Services**

**Specifications**

S. J. Services, Inc. shall provide the services detailed in the attached specification from our current cleaning program, as well as providing these services to the new addition of the school.



Hartford, CT

26 Locust Street  
Suite 202  
Danvers, MA 01922  
351.201.9276  
[www.sj-services.com](http://www.sj-services.com)

Manchester, NH

of the assigned tasks for this period must be completed prior to the opening of the new school year.

### **Format of Bid Specifications**

Listed below you will find areas identified within our facility. Examples of this would be Classrooms, Kitchen etc.. You will also find the type of cleaning and the frequency of such cleaning identified.

### **Bid Specifications**

#### **Part One**

##### **Scope of Services:**

###### **Daily:**

###### **Gym Area (Daily)**

1. Sweep and wet mop floor
2. Dust all of the equipment on the floor including but not limited to the basketball hoops, carts and any other items which are located in our gym area.
3. Machine scrub floors

###### **Kitchen & Cafeteria**

###### **Area (Daily)**

1. Sweep and wet mop floor

###### **Cafeteria Suites (4 offices) (Daily)**

1. Dust all furniture
2. Inspect Vents for cleanliness and clean when needed.
3. Sweep and wet mop floors
4. Empty all trash receptacles and remove trash to designated areas.
5. Clean all windows in Partition Panels
6. Machine scrub floors throughout

###### **Classrooms and Offices: (Daily)**

1. Empty all trash receptacles.
2. Clean and sanitize sinks and counters.
3. Empty pencil sharpeners and chalk trays.
4. Clean/wash chalk trays
5. Dry & Wet mop floors or vacuum floors if carpeted.
6. Clean glass in entrance doors polish door handles and kick plates

7. Fill Soap Dispenser & Paper Towel Dispensers if rooms or offices are so equipped
8. Wash all white boards
9. Inspect Vents for cleanliness and clean when needed

**Hallways & Stairwells: (Daily)**

1. Dry mop & Wet mop floors.
2. Clean and sanitize drinking fountains.
3. Vacuum all entrance mats.
4. Machine scrub Hallways three times a week at a minimum
5. High speed burnish hallways at least twice a week
6. Locker tops dusted on a daily basis
7. Re-dry mop floors following the high speed burnish
8. Sweep stairs & wet mop
9. Inspect Vents for cleanliness and clean when needed

**Nurses Office: (Daily)**

1. Empty all trash receptacles.
2. Clean and sanitize all surfaces.
3. Wash mirrors.
4. Refill dispensers (soap, towels, tissue and liners) Liners etc will be supplied by Holyoke Community Charter School.
5. Dry & Wet mop floors
6. Wet mop floors using a disinfectant cleaner and deodorizer.
7. Inspect Vents for cleanliness and clean when needed

**Restrooms: (Daily)**

1. Empty all trash receptacles.
2. Clean and sanitize all sinks, urinals, toilet bowls and dispensers.
3. Wash mirrors.
4. Spot clean walls as necessary
5. Remove graffiti from all surfaces
6. Inspect Vents for cleanliness and clean when needed
7. Disinfect all equipment as needed
8. Urinals & Toilets are to be stoned cleaned as needed to prevent staining of bowls.
9. Refill dispensers for soap, paper towels, toilet paper, and waste basket liners.
10. Disinfectant & deodorizer all surfaces.
11. Wet Mop floors