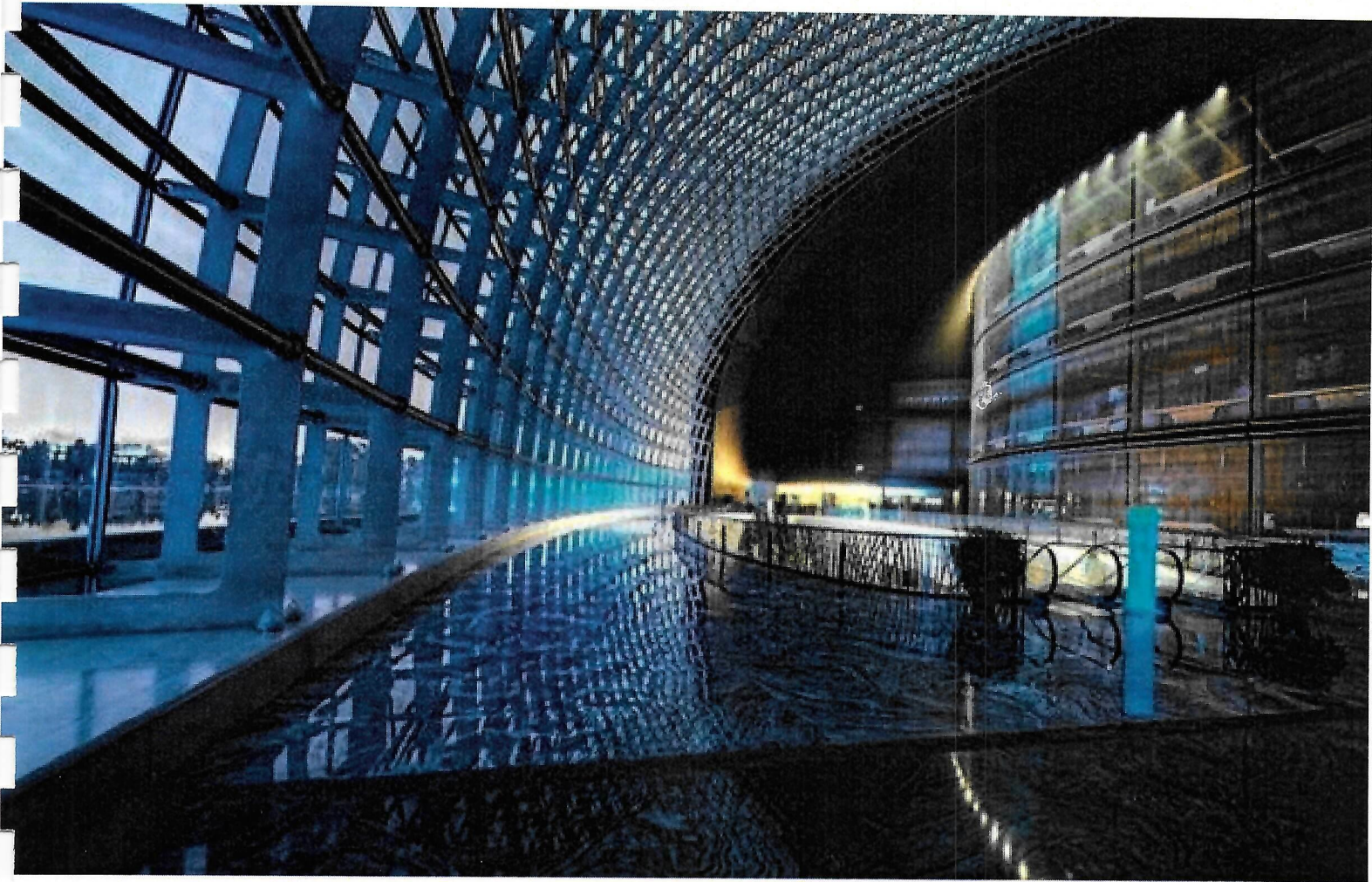


Building *1*ne Facility Services, LLC



Proposal for Cleaning Services

Town of Ledyard

Building ne

Facility Services, LLC

Building One Facility Services

57 Ozick Drive
Durham, CT 06422
800-262-0854

May 07, 2025

Town of Ledyard

Kristen Chapman
741 Colonel Ledyard Highway
Ledyard, CT 06339

Subject: Transmittal of Bid Proposal for Cleaning Services

Dear Kristen,

Building One Facility Services is pleased to submit our proposal in response to the Town of Ledyard's request for bids for cleaning services. Enclosed, please find our complete bid package, which includes all required documentation, service specifications, and pricing details as outlined in the bid solicitation.

We are confident that our experience, dedication to quality, and customized cleaning solutions position us as a strong candidate to meet the needs of the Town. Our team is committed to providing exceptional service that ensures the cleanliness, safety, and professionalism of your facilities.

Should you have any questions or require additional information, please feel free to contact me directly at 800-262-0854 or via email at mary.stanton@buildingonellc.com

Thank you for the opportunity to be considered for this important service. We look forward to the possibility of working with the Town of Ledyard.

Sincerely,

Mary Stanton

President

Building One Facility Services



05-07-2025

Town of Ledyard
741 Colonel Ledyard Highway
Ledyard, CT 06339

RE: Cleaning Services

Thank you for the opportunity to offer our services. We currently service similar facilities in the Tri-State area and would be grateful for the opportunity to provide the same professional service to you.

The Service Specification is included as Exhibit A to the Service Agreement. Our company also provides a variety of additional building services which range from complete re-lamping and restroom remodeling to basic painting touch up work and everything in between. We are confident **Building One Facility Services** will meet your cleaning requirements and expectations.

Our company has hundreds of employees serving a regional client base. Our clients include Fortune 500 companies, a variety of medical concerns, schools, office buildings, hospitals, dialysis clinics, surgical centers, warehouses and distribution centers. With such a broad base of cleaning knowledge, we are confident that can clean your facility the way YOU want it cleaned. The mindset of customer satisfaction has led to our 95% customer retention with twenty clients partnering with us for over ten years and many since our inception. From the small single tenant facility to the entire ESPN Campus in Bristol we strive to make the client's satisfaction a Building One priority.

We appreciate the opportunity to earn your business and look forward to a lasting partnership. Our goal at Building One is to assure your total satisfaction by providing you with quality service at competitive pricing.

Sincerely,

Richard Fifield

Business Development Executive
BUILDING ONE FACILITY SERVICES
richard.fifield@buildingonellc.com / 860-460-9615

I. Executive Summary:	4
II. Organizational Overview:	4
Organizational Chart:	4
Management Team	5
A look into our Book	6
Success is in our Nature	7
III. Our Approach	8
So how do we do it?	8
Quality Control	9
Technology	9
The Latest Equipment:	10
Meeting Exceeding our Customers' Expectations:	10
Training	11
IV. Capabilities	14
Commercial Handyman Services	15
PROPOSAL SUMMARY	16
References	17

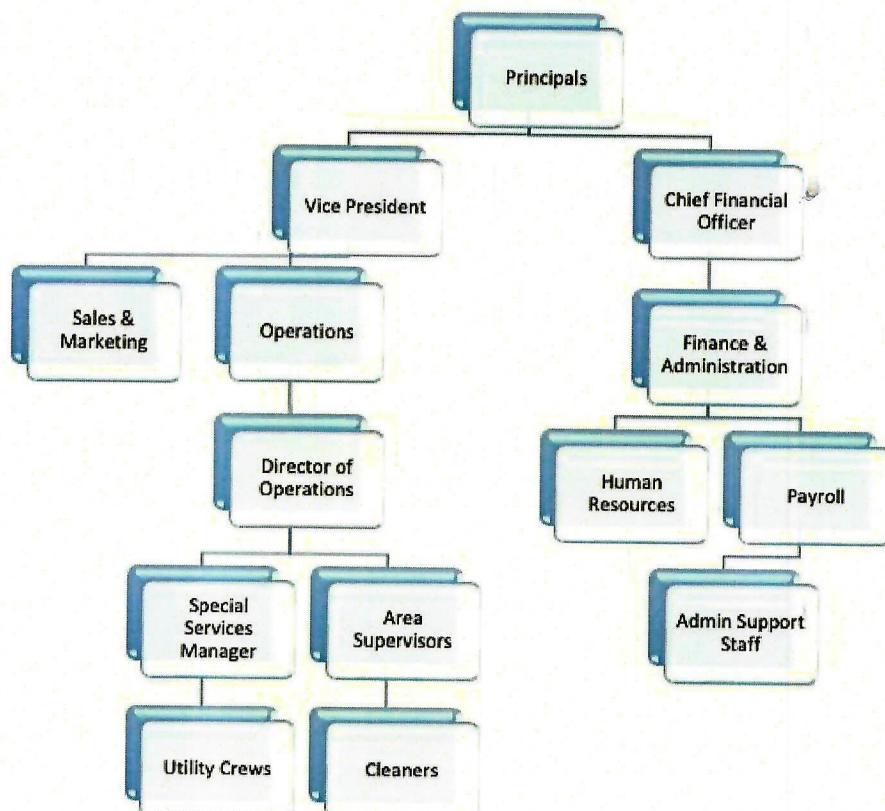
I. Executive Summary:

Building One Facility Services, LLC ("Building One") was founded by Daniel Stanton, who brings 30 plus years of experience in managing the janitorial and outsourced facility service needs, with the utmost attention to quality and detail. The emphasis of quality services is the cornerstone of Mr. Stanton's business philosophy and has never been sacrificed. Our business practices and making our customers' needs a top priority have allowed Building One to be the most trusted cleaning service provider.

II. Organizational Overview:

Building One has been in existence, under its current ownership structure for over 23 years. Building One is a closely held, woman owned, family business, as registered as such with the State of Connecticut, Department of Administrative Services Supplier Diversity Program. Building One currently employs hundreds of employees in the Tri-State area and has the reputation of providing above industry standard wages and labor practices. Furthermore, Building One offers all eligible employees' access to affordable Health Care Coverage and maintains full compliance with the Affordable Care Act.

Organizational Chart:



Management Team

Mary Stanton, President, Mary entered the industry as Dan launched Building One and was instrumental in laying the groundwork around the administrative functions of the company. She also serves as the leader of process change and improvement in supporting the Senior Management team in carrying out their objectives. Prior to Building One, Mary worked in corporate finance at The Walt Disney Company.

Daniel Stanton, Principal, founded Building One in 1997 after gaining a wealth of knowledge from more than 10 years in the janitorial industry in Los Angeles, California. Daniel worked as Operations Manager and Regional Director for large janitorial and franchisee service companies where he managed many large, prestigious properties including Dream Works, CBS Studios, and The Beverly Hilton Hotel. Daniels understanding of the operational side of the business has been the catalyst for the company's meteoric rise in the cleaning business.

David Preste, Vice President, Dave joined Building One in 2010 after eight years as a Sales Manager for an international building service company serving New England and parts of New York. His past experiences include partnership in commercial/industrial real estate appraisal firms in Florida and in Connecticut and principal in a commercial pest control company.

Kurtis Peterson, Chief Financial Officer, Kurt joined Building One having spent his career in a variety of roles most recently as corporate controller for a company in the higher education sector. Prior to this, Kurt worked in senior leadership roles in a variety of industries.

Richard Parillo, AVP of Operations/Healthcare, Rich has over 22 years of proven facility operations experience in hospitals, healthcare, public and commercial buildings. Rich's past positions include Director of Environmental Services for the Columbia Presbyterian Medical Center in New York City, NY.

Anna Fishburne, Director of Human Resources, Anna is an HR professional with over 20 years of experience, specializing in employee recruitment and retention at all levels, staff development, mediation, conflict resolution, benefits and compensation, HR policies development, legal compliance and Safety. Anna is also fluent in Spanish.

Romulo Jacome, Special Projects Manager, Romulo has been with Building One for over seven years. Romulo has been in the commercial building trades for decades and leads our service department handling all types of repairs and building maintenance.

A look into our Book

We are privileged to serve customers of such a diverse universe, ranging from Fortune 500 companies, hospitals, healthcare providers and facilities, clinical laboratories, manufacturing plants, office buildings, public and private schools and warehouse/distribution centers. With such a broad base of cleaning knowledge, we are confident that can clean your facility the way YOU want it and the way it SHOULD be cleaned. We currently service hundreds of customers, with hundreds of locations throughout the Tri-State area.

Our customers hold a high level of trust in Building One, as they should, we seem to never let them down, no matter the circumstance. Each customer to us is equally important, we strive to build value and foster each relationship to be a successful, long-term one. The following statistics will further illustrate how important each and every customer is to us.

Overall Customer Retention Rate: 95%

Average Customer Life Span: 5.5 Years

Customers retained more than a Decade: 20

Customers for 5+ Years: 50

Often time's numbers tell a story, it's very apparent we have a great story to tell. What sets us apart from the competition is the close personal attention of the ownership and management team with each of our accounts. In an industry known for its high turnover of accounts, we are proud to have customers that have been with us since our inception. Building One is large enough to handle millions of square feet, yet small enough so that all levels of management are involved with each of our customers. Every account is important to us, and we take all steps necessary to ensure your total satisfaction.

Success is in our Nature

ESPN

3M

Hartford
HealthCare 



GERBER
SCIENTIFIC



Bozzuto's Inc.
Others Promise. We Deliver.

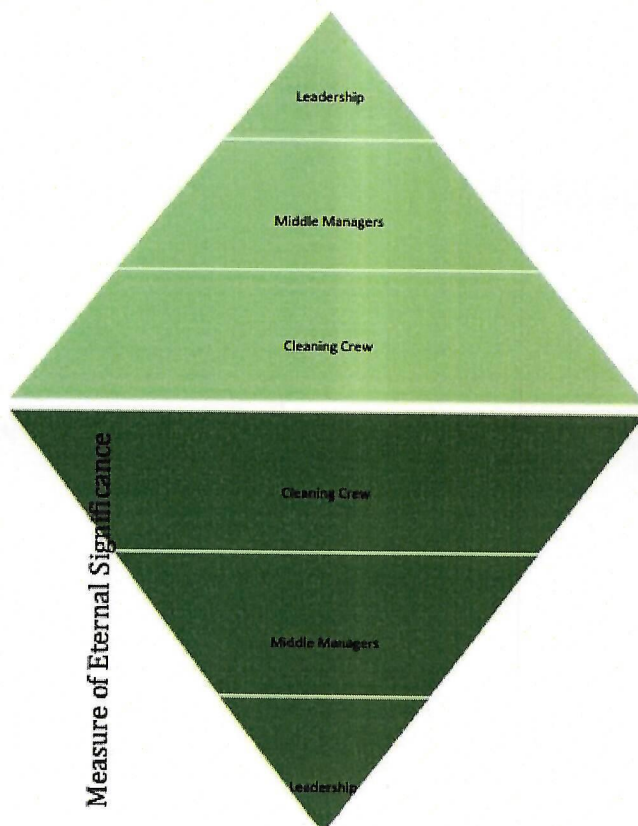
FedEx

JEFFERSON RADIOLOGY

III. Our Approach

So how do we do it?

Our key elements in best serving your needs:



Our People make the difference

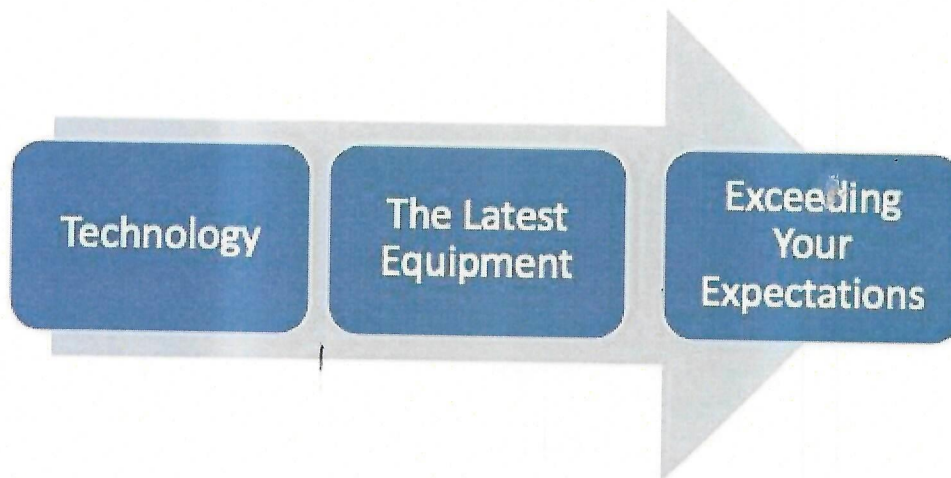
Leadership is a key component to any organization; however, we truly believe our success has everything to do with our front-line employees.

The quality of their work is a direct reflection training, mentoring and tools made available to them as they perform their scheduled tasks.

Our motto is ***"we're only as good as our last night's cleaning"***. We use this phrase as an understanding that we have to prove ourselves to our customers each and every night.

We understand the importance of getting the job done right and that's what we do!

Quality Control



Technology

For our employees:

While the cleaning industry is often considered a low-tech industry, Building One shares a different view. Managing our most important asset, our valued employees, we go to great lengths to ensure accurate and simplistic time reporting and payment options. We use an automated call-in system requiring every employee to call in using our remote, cloud-based timekeeping system with a unique ID for each employee. We realize how important our employees' pay is to them and go through great lengths to make sure they are paid correctly each pay period. Every employee is given their own log on credentials to view our company portal. There, they can review our company handbook; check and print pay stubs and find out the latest information about our company. Our management team is heavily focused on continuous process improvement and technology can often be the solution to any operational issue, whether simple or complex.

For our customers:

At Building One, we believe in having access to the latest tools to streamline our customer enhancement process. All our field supervisors and managers are given iPhones and iPad. We combine these tools with industry specific software allowing us to remotely run our business. Key examples of our remote capabilities are: site inspection reports, sanitary supply order forms and a library of Human Resource forms. All information is synced to cloud storage for review by our office.

The Latest Equipment:

We understand the need to have the right tools for the right job. From HEPA backpack and upright vacuums to ride on auto scrubbers. Having the right tools, chemicals, and support is not a luxury but a necessity to be successful in our business. We use the Diversy (by Johnson & Johnson) chemical dispensing system for all our chemical needs. This can be customized for each customer based on their specific needs from medical and industrial to green cleaning and LEED certified buildings.

Meeting Exceeding our Customers' Expectations:

Service is our foremost objective at Building One. We have been able to grow and foster long-term relationships based on this premise. Our quality control begins and ends with our ownership but also cascades down from our management team to all levels of our service delivery organization.

Our management team will be personally involved in insuring that the quality of service is met continually throughout the contract at your facility. This is accomplished via **routine and/or random** quality control site inspections where we meet with our area and site supervisors to tour your facility. Additionally, unscheduled site inspections are performed by our Director of Operations on a random basis to ensure that continued compliance with all specifications is being adhered to each and every day.

During the quality control site inspection any service deficiencies are identified and documented in a written inspection report. The area or site supervisor is then responsible for correcting the service issue within a reasonable time period. A member of our management team will perform a follow-up inspection to ensure that appropriate action has been taken to resolve all service deficiencies noted.

By taking such a proactive role and making this commitment to provide the highest quality services possible, we are able to eliminate the inconsistency and "peaks and valleys" of service so prevalent in our industry. This is where we feel that our service program is unparalleled and exceeds most customers' expectations. Larger janitorial companies have multi-layered management and supervision that may change throughout the duration of the contract, but we are able to provide the consistency and stability in management personnel that may be lacking with other service companies.

Our continued investment in technology allows the site inspections to be completed in real-time, with photos attached and dispatchable to the customer, upon request. All forms reside in cloud-based storage, which allows them to be accessed at any time for review. We also provide custom tailored inspection reports to meet every need of our customers, regardless of the configuration of their building(s).

Training

Service Staff – Recruiting/Onboarding Process

Our process for onboarding all new employees is as follows:

1. We pride ourselves on hiring and promoting from within. For all open positions we network within our company to find the best candidate(s) for the position.
2. After all applicants from within the company have been interviewed we then look to employee-referred applicants. We seek out mature, stable, work oriented individuals with favorable employment histories and clean backgrounds. Our successful job applicants must exhibit a neat appearance, positive attitude, and a willingness to perform the necessary job requirements.
3. When staffing a new contract, we work closely with our customers to help identify employees that have performed exceptionally well with the prior contractor and, with our customers' permission, we make a similar position available to them with our company.
4. Prior to hiring, all applicants for employment are interviewed and prescreened by a member of our management team. We comply with all provisions on Equal Employment Opportunity/Affirmative Action as mandated by applicable Federal, State and Local laws, rules and regulations.
5. Prior to being on-boarded, employment history is verified and backgrounds checked are run by a third-party vendor.
6. Once a candidate has been offered a position with Building One, we follow all procedures mandated by the United States Immigration and Naturalization Service. We **strictly adhere** to the INS verification process requirements (I-9 Form) for **all** new hires, regardless of situation.
7. After successfully completing the I-9 process, a **New Hire Orientation Packet** is provided as part of our **4-Step Training Program**, which is further explained on the following page.

"Train to Retain"

Our 4 - Step Training Process

- **Step 1 - New Hire Orientation:** All new hires watch a video on safety, the proper use of equipment, chemicals, and cleaning techniques. We also recently partnered with a risk management firm, which allows us to incorporate an entire portal containing our complete Environmental, Health and Safety Program. Company policies and procedures are reviewed and acknowledged. Site-specific emergency and safety procedures are also reviewed. Company identification and uniforms are issued.
- **Step 2 - Assignment of Company Property:** Equipment is assigned, and the employee is provided with the necessary materials and supplies. The supervisor then walks the new employee through their assigned tasks.
- **Step 3 - Worksite Training/Assignment of "Buddy":** New hires are then teamed with our dedicated Trainer for continued guidance and assistance in the practical application of prior training. This "on-the-job" training method has been extremely successful in producing quality service staff. Furthermore, we've implemented a "Buddy System" for new hires who have completed the on-the-job training to have continued access to more experienced staff throughout their employment.
- **Step 4 - Performance Evaluation/Probationary Period:** All new hires are monitored during a 90 Probationary Period, which also includes periodic reviews being conducted by their direct Supervisor and/or the Director of Operations, which is to ensure that the work being performed is at the quality level desired. In the event there appears to be deficiencies in any aspect of the employees' work, the employee will be re-trained to properly resolve the underlying issue.

Security Procedures

Security is a very serious matter, so we take all necessary measures to ensure our customers' peace of mind while cleaning their buildings. At the backbone of this program is employee screening. We utilize a third-party firm to provide a seven-year criminal background check for all new hires.

We will work closely with your personnel to make sure we are in compliance with all lockdown and alarm procedures. Our employees are appropriately instructed in the proper use of keys, locked and/or secured areas, and any special alarm systems or procedures used in your facility.

Emergency Response

Prior to the start of our service, you will be provided with a contact/call list of key management personnel cell phone numbers to contact in the event an emergency should arise. Additionally, our service department is available 24/7 to handle any emergencies or special requests.

In most cases we are able to mobilize staff and equipment within sixty minutes of the initial call. Response services include flood & fire clean-up, snow removal and other special services. The fee for emergency response services will be calculated on a time and materials basis and separately invoiced.

Environmental, Health and Safety Program

Building One is committed to providing a safe environment for all our employees, our customers' employees, and the members of the general public who may enter your facility. We are committed to safety and accident prevention, where each and every one of our employees plays an integral role in making safety matter.

We partner with our customers to develop site-specific safety information and training for our service staff. This safety information and training is used in conjunction with our standard safety training to create a program tailored to your facility. Once the program has been designed, we then pull from our risk management portal any and all resources necessary to support the goals and objective of the established program.

Our Standard Safety Program consists of:

- Safety Overview
- Safety Training Video
- Blood borne Pathogen Training
- MSDS/Right to Know Training
- Full Compliance with all OSHA Guidelines
- Emergency Procedures (site specific)

Our Comprehensive EHS Program addresses:

- Standard Safety Program
- Accident/Injury Reporting
- Emergency Protocols
- Equipment Inspection/Maintenance
- Unsafe Conditions Awareness & Reporting
- Lifting Procedures
- Protective Equipment
- Work Zone Safety



IV. Capabilities

We're not your typical cleaning company, our service capabilities range well beyond that of our competition. While we've built a successful business foundation on cleaning services, our special services is what sets us apart.



Special Services & Other Offerings:

- Carpet extraction
- High speed buffing
- Steam cleaning
- Clean Room's
- Kitchen/Cafeteria deep cleans
- Upholstery
- Disinfection & Sanitization
- Floor Refinishing
- Pressure washing
- Interior/Exterior windows
- Stone restoration & maintenance
- Parking & Grounds Clean up
- Porter & Matron Services
- Construction / Post Construction Clean-Up
- Sanitary Supply Sales
- Commercial Handyman Services (See next page for additional details)



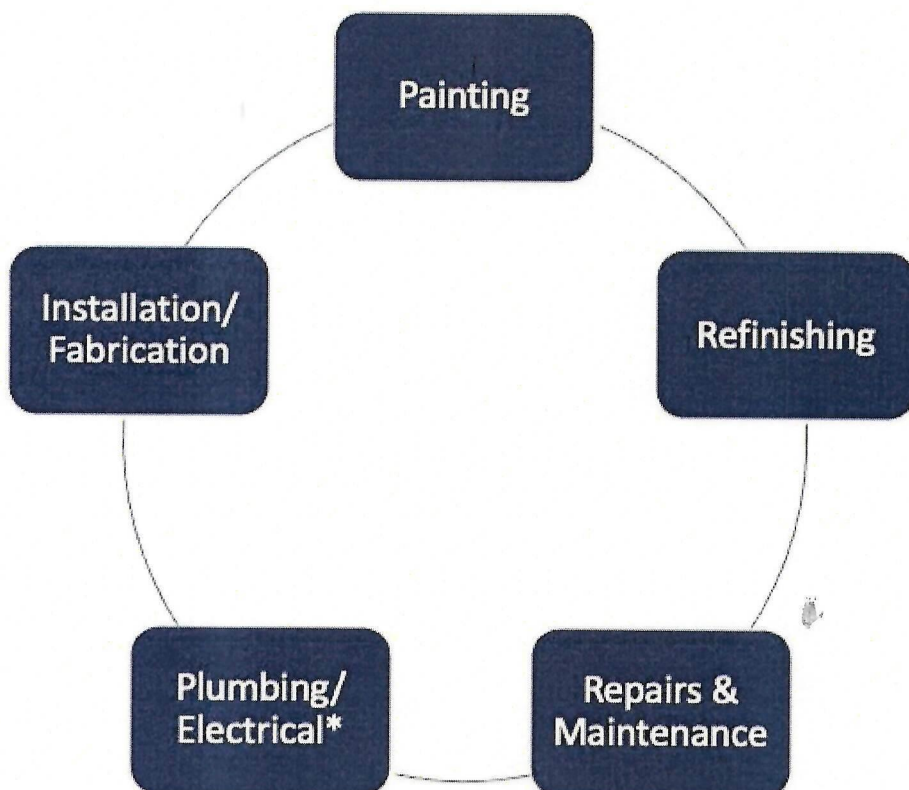
Special Services may be included within the scope of the cleaning services; however, that never limits us from making a critical suggestion for additional services. The suggestion is also a result of our team taking all necessary steps to ensure your facility maintains the most admirable aesthetics.

Often, the use of Special Services can be the difference between a "Clean" and an "Immaculate" facility.

Commercial Handyman Services

Handymen seem to be in heavy supply in the market; however, we've retained staff with the most diverse, yet with the necessary concentration of talent to properly complement our cleaning services.

We offer several options, which are tailored to your needs for Handyman services, which includes: Project Based, Recurring retained hours (at any desired frequency) and Floating "On-Call" hours.



We're happy to offer a tailored Special Services, Handyman or combination program to be included in the cleaning services contract. Let us understand your current and future needs to design a program that will be most cost effective and deliver the results you deserve.

PROPOSAL SUMMARY

05-07-2025

Name and address of premises to be serviced:

Kristen Chapman
Town of Ledyard
741 Colonel Ledyard Highway
Ledyard, CT 06339

SERVICES TO BE PROVIDED: Building One Facility Services, LLC will provide **Janitorial Services** in return for the following service fee:

Janitorial Services 5 times per week

See Bid Form

Please see Exhibit A for Complete Service Specifications

The monthly fee INCLUDES:

All cleaning chemicals, equipment, insurance and labor

The above fees DO NOT INCLUDE:

____ Sales Tax (If Applicable)

*** Specialty Services - - - Available upon request for additional fee**

- **Paper Goods and Sanitary Items Supply**
- **"Green" Products**
- **Painting & Floor Refinishing**
- **Remove and replace ceramic tile grout**
- **Pressure Washing**
- **Disinfection & Sanitization**
- **Office and Restroom Remodeling**
- **Construction Cleaning**

WE HEREBY ACCEPT THE ABOVE SET FORTH PROPOSAL FOR SERVICES, WHEREAS THE TERMS AND CONDITIONS OF THIS PROPOSAL SHALL BE GOVERNED BY A SERVICE AGREEMENT BY AND BETWEEN THE PARTIES.

Name: _____ Title: _____

Preferred Service Start Date: _____

References

The Town of Waterford, CT---Shea Davy ✓
860-444-5842-Direct
Email: bdavy@waterfordct.org

Jefferson Radiology---David Hutchinson ✓
860-878-7718
Email: David.hutchinson@radpartners.com

Hartford Healthcare—EVS Manager—William Gerjes ✓
860-889-8331
Email: William.Gerjes@hhchealth.org

**TOWN of LEDYARD
REQUEST FOR PROPOSAL
#2025-09
JANITORIAL SERVICES**

BID FORM

REQUIRED	
Cost Proposal: Monthly	
Cost Proposal: Annually	

3,416.77
41,001.24 year 1
42,026.67 year 2
43,497.19 year 3

The company whose name and address is designated below, hereby submits two (2) copies of the proposal for your consideration of our firm for appointment to provide Janitorial Services to the Town of Ledyard.

This submission is made, and we represent that there is no conflict of interest with respect to our firm and the Town, and that no person or representative of the Town of Ledyard has been involved with nor been offered any inducement with respect to this submission.

Principal, Partner, or Officer Name	MARY STANTON
Company Name	Building Care Facility SERVICES
Address	57 OZICK DRIVE
	Durham, CT 06422
Telephone	800-262-0854
Signature	Mary Stanton

