



RFP # 2025-12-23

Janitorial Services

PROPOSAL BY:



6565 N. MACARTHUR BLVD. #225, IRVING, TX 75039

PH:214-624-5233 FX:214-624-5101

EMAIL: lorena.noguera@ctjmaintenance.com

LORENA NOGUERA-RIVELLO

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EXECUTIVE SUMMARY

CTJ Maintenance Inc. appreciates the opportunity to submit a proposal for **RFP # 2025-12-23 Janitorial Services**.

CTJ Maintenance Inc. was incorporated in 1996 and is a full service janitorial and facilities maintenance organization locally owned and operated. We have over 30 years of continuous experience and unlike our competition, we specialize and only serve government and municipal customers. Our areas of expertise include Janitorial and Custodial Services, Flooring Cleaning and Maintenance, Window Washing, Landscaping Services, Pressure Washing, Disinfection Services, and Maintenance Technician support.

CTJ is dedicated to improve our customer focus, invest in technology and our people, and to deliver exceptional quality in all that we do. Our portfolio of highly satisfied clients includes Tarrant County, Denton County, the City of Fort Worth, the City of Arlington, the City of Farmers Branch, and DART to name a few. While we have several new customers, our broader customer base includes contracts and tenure that span 18 or more continuous years of service in the municipal space, demonstrating our focus on quality, reliability, stability, and efficiency.

CTJ Maintenance differentiates itself from the competition in several ways including:

1. 30 years of superior performance with a sole focus on Government clients – we know this space better than most.
2. Experience with complexity – We currently clean all DART area buildings and the entire Fleet of buses and LRVs daily – An operation spanning 725 sq miles, over 40 locations, over 160 LRVs and 550 buses, and a staff of over 115 associates operating 7 days a week, 52 weeks per year... DART has been our customer since 2015.
3. Use of innovative tools and methods to improve safety, quality, and efficiency including the SWEPT App – cloud based time management, materials management, and quality suite including task lists by location and inspection reporting.
4. Our greatest asset – a stable workforce with a high level of overall satisfaction as evidenced through a low turnover rate and a growing list of referrals including an ALL LOCAL leadership team.

Again, we appreciate the opportunity to submit this proposal and look forward to the opportunity to partner with the City of Hutchins in the future!

Sincerely,



Lorena Noguera-Rivello, President and Owner

Appendix B – Proposal

Submittal Checklist: (To determine validity of proposal)

- Appendix B must be included in the proposal submittal
- Appendix C Conflict of Interest form must be included in the proposal submittal
- Form 1295 Certificate of Interested Party must be submitted with the Texas Ethics Commission and included in the proposal submittal.

Confidentiality/Non-Disclosure Agreement

Question 14 answered on January 5th indicated this form would be provided. We have not seen it provided but would gladly execute such document when provided.

All proposals submitted to the City of Hutchins shall include this page with the submitted proposal.

RFP Number: RFP 2025-12-23

Project Title: City of Hutchins Janitorial Services

Submittal Deadline: Jan 21st, 2026

Proposer(s) Legal Name: C T J Maintenance, Inc.

Address: 6565 N. MACARTHUR BLVD., Suite 225

City, State & Zip: IRVING, TX 75039

Federal Employers Identification Number: 75-2647936

Phone Number: 214-624-5233

Fax Number: 214-624-5101

E-Mail Address: lorena.noguera@ctjmaintenance.com

Proposer's Authorization

I, the undersigned, have the authority to execute this Proposal in its entirety as submitted and enter into a contract on behalf of the Proposer(s).

Printed Name and Position of Authorized Representative: Lorena Noguera-Rivello, President

Signature of Authorized Representative: 

Signed this 19th day of January, 2026.

I. REQUIRED PROPOSAL INFORMATION. IN ORDER FOR A PROPOSAL TO BE CONSIDERED COMPLETE, AND TO BE EVALUATED FOR A CONTRACT AWARD BY THE CITY, PROPOSER(S) MUST SUBMIT ALL OF THE FOLLOWING INFORMATION:

1. Proposed Products and/or Services

- a) Product or Service Description: Proposer should utilize this section to describe the technical aspects, capabilities, features and options of the product and/or service proposed in accordance with the required Scope of Services as identified in Appendix A. Promotional literature, brochures, or other technical information may be used.
- b) Additional Hardware Descriptions: Proposer should also include in this section a detailed description of what additional hardware and/or software, if any, would be required by the City in order to fully utilize the goods and/or services proposed.
- c) Guarantees and Warranties: Each Proposer shall submit a complete copy of any warranties or guarantees provided by the manufacturer or Proposer with the Proposal submitted.
- d) Project Schedule/Delivery Date: Proposer must provide a project scheduling noting all projected completion dates for segments of the Project, from start-up to completion, and all delivery dates for goods covered by the RFP. The Proposal must show the number of days required to deliver and install the product or equipment after the receipt of the City's Purchase Order.

2. Cost of Proposed Products and/or Services

Complete the fee column on the next page with the desired bid amount.

Base Bid

Building Name	Square Ft	Cleaning Schedule*	Monthly Fee	Cost of Additional Clean Beyond Cleaning Schedule (if requested by City)
Public Safety Building 550 W Palestine	18, 040	Five days per week	\$2,300.00	\$20.31/hr*
Library 300 N Denton	1,628	Five days per week	\$887.00	\$20.31/hr*
Community Center 500 W Hickman	2,512	Five days per week	\$887.00	\$20.31/hr*
City Hall 400 N JJ Lemmon Rd	20,684	Five days per week	\$2,432.00	\$20.31/hr*

*Daytime cleaning is strongly preferred.

*4 hour minimum

3. Term of Contract and Option to Extend

Any contract resulting from this RFP shall be effective for two (2) years from date of contract. The City anticipates that the contract may be renewed pursuant to the availability of funds and at the discretion of the City. The following clauses shall be included in the contract:

- a) **Option Clause:** It is agreed that the City will have the option to extend the contract for up to two (2) years additional annual terms. To exercise this option, the City shall serve notice thirty (30) days prior to contract termination or to the end of any one-year term. The Option to Extend will not be considered if funding is unavailable or if the contractor's past performance is not within the industry standard.

4. Proposer's Experience/Staff

- a) **Project Team:** Identify all members of the Proposer's team (including both team members and management) who will be providing any services proposed and include information which details their experience.
- b) **Employee Standards:** All employees working on this RFP must be able to pass a background check to gain entry into secure areas of the facilities and to maintain the integrity of the Surety Bond.
- c) **Removal or Replacement of Staff:** If an assigned staff person must be removed or replaced for any reason, the replacement person must be approved by City prior to joining the project.

- d) Business Establishment: State the number of years the Proposer's business has been established and operating. If Proposer's business has changed names or if the principals operating the business operate any similar businesses under different names, or have operated any other businesses or changed the legal status or form of the business within the last five (5) years, all names of predecessor business names, affiliated entities, and previous business entities operated by the principals, if different than present, must be provided.

State the number of years' experience the business has: 30 years; and the number of employees: 450

- e) Project Related Experience: All Proposals must include detailed information that details the Proposer's experience and expertise in providing the requested services that demonstrates the Proposer's ability to logically plan and complete the requested project.

5. References

Proposer shall provide four (4) references where Proposer has performed similar to or the same types of services as described herein.

Reference #1:

Client/Company Name: Tarrant County, Texas

Contact Name: Anthony Black

Contact Title: Support Services Director

Phone: 817-905-7479

Email: ADBlack@tarrantcountytexas.gov

Date and Scope of Work Provided: Janitorial and Maintenance Technician Services since 4/2008

Reference #2:

Client/Company Name: Denton County, Texas

Contact Name: Austin Wells

Contact Title: Facility Division Manager

Phone: 940-349-2970

Email: Austin.Wells@dentoncounty.gov

Date and Scope of Work Provided: Janitorial Services since 2018

Reference #3:

Client/Company Name: Dallas Area Rapid Transit

Contact Name: Chad Jeffrey

Contact Title: Director Facility & Support Services

Phone: 214-828-8503

Email: cjeffrey@dart.org

Date and Scope of Work Provided: Janitorial and Fleet Cleaning Services since 2015

Reference #4:

Client/Company Name: City of Arlington, Texas

Contact Name: Jack Choi

Contact Title: Custodial Service Administrator

Phone: 817-475-0536

Email: jack.choi@arlingtontx.gov

Date and Scope of Work Provided: Janitorial Services since 2023

6. Emergency Business Services Contact Notice

During a natural disaster, or homeland security event, there may be a need for the City to access your business for products or services after normal business hours and/or holidays. The City may request City employee pick up or vendor delivery of product or services.

For this purpose, a primary and secondary emergency contact name and phone number are required. It is critical the Proposer's emergency contact information remains current. The City shall be provided in writing with any change to a contract name or phone number of these emergency contacts.

All products or services requested during an emergency event are to be supplied as per the established contract prices, terms and conditions. The Proposer shall provide the fee (pricing) for an after-hours emergency opening of the business, if any. In general, orders will be placed using a City procurement card or City issued Purchase Order. The billing is to include the emergency opening fee, if applicable.

The Proposer shall provide the names, phone numbers and fee (pricing), if any, for an after-hours emergency opening of the business listed below.

Business Name: CTJ MAINTENANCE, INC.

Contract #: 214-624-5233

Description: Office
Primary Contact (Name): Matthew Rivello
Primary Contact Phone Numbers: Home: _____ Cell: 281-702-7953
Secondary Contact (Name): _____
Secondary Contact (Name): Lorena Noguera-Rivello
Secondary Contact Phone Numbers: Home: _____ Cell: 407-432-8362

II. CONTRACT TERMS AND CONDITIONS. EXCEPT WHERE PROPOSER MAKES SPECIFIC EXCEPTION IN THE SUBMITTED PROPOSAL, ANY CONTRACT RESULTING FROM THIS RFP WILL CONTAIN THE FOLLOWING TERMS AND CONDITIONS, WHICH PROPOSER HEREBY ACKNOWLEDGES, AND TO WHICH PROPOSER AGREES BY SUBMITTING A PROPOSAL:

1. Delivery of Products and/or Services

- a) Payment Terms: Unless otherwise specified in the Scope of Services or otherwise agreed to in writing by the City, payment terms for the City as Net 30 days upon receipt of invoice.
- b) Warranty of Products and Services: All products furnished under this contract shall be warranted to be merchantable and good quality and fit for the purposes intended as described in this Proposal, to the satisfaction of City and in accordance with the specifications, terms, and conditions of the Scope of Services, and all services performed shall be warranted to be of a good and workmanlike quality, in addition to, and not in lieu of, any other express written warranties provided.
- c) Late Delivery or Performance: If Proposer fails to deliver acceptable goods or services within the timeframes established in the Project Schedule, the City shall be authorized to purchase the goods or services from another source and assess any increase in costs to the defaulting Proposer, who agrees to pay such costs within ten (1) days of invoice.
- d) Title to Goods and Risk of Loss: For goods to be provided by Proposers hereunder, if any, the title and risk of loss of the goods shall not pass to City until City actually receives, takes possession, and accepts the goods and the installation of such goods, has tested the system, and determined that it is in good and acceptable working order.

2. Miscellaneous

- a) Independent Contractor: Proposer agrees that Proposer and Proposer's employees and agents have no employer-employee relationship with City. Proposer agrees that if Proposer is selected and awarded a contract, the City shall not be responsible for the Federal Insurance Contribution Act (FICA) payments, Federal or State unemployment taxes income tax withholding, Workers Compensation Insurance payments, or any

CONFLICT OF INTEREST QUESTIONNAIRE

FORM CIQ

For vendor doing business with local governmental entity

This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.

This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).

By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.

A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.

OFFICE USE ONLY

Date Received

1 Name of vendor who has a business relationship with local governmental entity.

CTJ MAINTENANCE, INC.

2 Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)

3 Name of local government officer about whom the information is being disclosed.

NONE

Name of Officer

4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.

A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?

Yes No

B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?

Yes No

5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.

6 Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).

7 Lorena Noguera-Rivello

Name of signatory

Signature

1/20/2026

Date

CERTIFICATE OF INTERESTED PARTIES

FORM 1295

1 of 1

Complete Nos. 1 - 4 and 6 if there are interested parties.
 Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.

OFFICE USE ONLY CERTIFICATION OF FILING

Certificate Number:
 2026-1410805

Date Filed:
 01/20/2026

Date Acknowledged:

1 Name of business entity filing form, and the city, state and country of the business entity's place of business.
 C T J Maintenance, Inc
 Irving, TX United States

2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed.
 CITY OF HUTCHINS

3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract.
 RFP# 2025-12-23
 JANITORIAL SERVICES

4	Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)	
			Controlling	Intermediary

5 Check only if there is NO Interested Party.

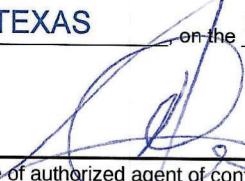
6 UNSWORN DECLARATION

My name is Lorena Noguera-Rivello, and my date of birth is 12/11/1982.

My address is 6565 N. MacArthur Blvd., Suite #225, Irving, TX, 75039, USA.
(city) (state) (zip code) (country)

I declare under penalty of perjury that the foregoing is true and correct.

Executed in DALLAS County, State of TEXAS, on the 20th day of January, 2026.
(month) (year)



 Signature of authorized agent of contracting business entity
 (Declarant)

COMPANY PROFILE

CTJ Maintenance, Inc. is a Texas Corporation based in the DFW Metroplex and was incorporated in March, 1996. In our more than 30 years of experience we have served Tarrant County, Denton County, the City of Fort Worth, the City of Carrollton, the City of Arlington, the North Central Texas Council of Governments (NCTCOG) and many others. We currently clean and maintain over 8 Million Square Feet of government space daily in the greater DFW Metroplex and Waco, TX areas alone. Our highly trained staff and leadership have repeatedly demonstrated our ability to serve local and county governmental facilities of all types:

- Courthouses
- Precinct Centers/Town Halls
- Municipal Service Areas/Waste and Recycling/Water Treatment
- WIC/Health Departments/Medical Examiners
- Senior Centers
- Parks/Outdoor Recreation Areas
- Recreation Facilities
- Law Enforcement/Public Safety Buildings
- 911 Call Centers
- Probation Centers
- Libraries
- Universities/Schools

We are a locally headquartered Texas Corporation who prides itself on having 100% of our leadership living in the municipalities we serve. Our organization is broad enough to ensure coverage is never missed yet intimate enough that our leadership is always in the field working hand-in-hand with our customers.

We genuinely appreciate the opportunity to submit this proposal!

COMPANY PROFILE, CNTD

CTJ is a certified Minority Owned Business and family owned janitorial and disinfection services business with over 30 years' experience. Our corporate officers are Lorena Noguera-Rivello, President and Matthew Rivello, Vice President/Chief Operating Officer with each over 30 years' experience.

- Incorporated in 1996
- Corporate office located in Irving, Texas
- Over 450 associates on current staff
- Currently servicing 35 active customers and over 8 million square feet of commercial and government space
- Certified as SBE, MBE, DBE and HUB

Highlights:

- ❖ 7 day/24 hour servicing of facilities ranging from single buildings to campuses to multiple locations (medium to large facilities) – generally high-traffic – both for private and public customers
- ❖ Seasoned Management Staff with over 200 years combined experience in the janitorial and facility maintenance industry
- ❖ Experience servicing high-security and high traffic buildings including universities, sports/athletic arenas, criminal processing centers, police stations, courthouses, military installations, etc.

Expertise includes:

- ✓ Disinfection, Sanitation, and Deep Cleaning (COVID and others)
- ✓ Servicing Hard Surface floors and Carpet Cleaning
- ✓ Operation and use of state-of-the-art equipment
- ✓ Servicing LEED Certified Facilities
- ✓ Use of Eco-Friendly – Green Seal certified – cleaning products and materials



EXPERIENCE – WORK HISTORY

CTJ has more than 30 years of continuous business operational performance specializing in janitorial and maintenance services for Municipal and other government clients. CTJ has serviced a variety of clients and facilities over our 28-year history who were all highly satisfied with our workmanship including:



PROPRIETARY AND CONFIDENTIAL

EXPERIENCE – WORK HISTORY, CNTD

DISINFECTION PROGRAM EXPERIENCE

CTJ Maintenance, Inc. has performed Day Porter Disinfection Services and Electrostatic Deep Cleaning Disinfection Services even before the onset of COVID-19. Our current customers include Denton County, Dallas Area Rapid Transit, and the North Central Texas Council of Governments (among others) representing an extent of over 1.8 Million Square Feet of Disinfection service area in the DFW Metroplex. Our highly trained staff and leadership have repeatedly demonstrated our ability to serve local and county governmental facilities of all types including medical grade facilities.



We use only CDC Recommended/EPA List-N approved products:

- Virex II 256 (EPA #70627-24)
- Oxivir Five Disinfectant Cleaner (EPA #70627-58)
- Alpha (Phato 1:64) (EPA #70627-62)
- Lysol Multi-surface Cleaner (EPA #777-89)
- Comet Disinfecting Bathroom Cleaner (EPA #3573-54)

The general process includes 1) ensuring the surfaces are clean, 2) applying approved disinfectants, 3) waiting the required dwell time (1-10 min depending on the disinfectant) and wiping off excess afterwards.



EXPERIENCE – GOVERNMENT CONTRACT HISTORY

HIGHLIGHTED EXPERIENCE

CTJ Maintenance has over 30 years of experience serving local government municipalities and agencies. This is not only our center expertise; it is our sole focus as a business. Below is a chart highlighting areas of expertise from current customers and our contract history/years of service demonstrating our ability to meet and exceed the City’s needs:

SAMPLING OF <u>CURRENT</u> GOVERNMENT CUSTOMERS TO HIGHLIGHT EXPERIENCE	Includes Bldgs > 50,000 sq ft	Libraries	Gymnasiums	Rec Centers/Aquatic Centers	Animal Shelters	Wastewater/Water treatment	Health/Hospital Grade	Jails/Law Enforcement	Fleet Facilities	High Security Areas	High Traffic Public Facilities	EVENT SERVICES	SQFT	Original Contract Start Date	Years of Service
TARRANT COUNTY	X									X	X		2,405,000	10/1/2008	17
DENTON COUNTY	X						X	X	X	X	X	X	1,075,000	5/1/2018	7
City of Denton	X	X	X	X	X	X		X	X	X	X	X	725,000	10/1/2022	3
City of Arlington	X	X	X		X	X	X	X	X	X	X		618,000	12/1/2023	2
Dallas Area Rapid Transit			X					X	X	X	X	X	356,000	1/1/2015	10
City of Carrollton	X	X	X	X	X	X		X	X	X	X	X	355,000	4/1/2013	12
City of Farmers Branch	X	X	X	X	X			X	X	X	X	X	255,000	5/1/2024	1
Town of Addison			X	X	X	X		X	X	X	X	X	171,000	12/1/2021	4
City of Fort Worth	X					X				X	X		104,725	10/1/2010	5
Town of Little Elm		X	X	X	X			X	X	X	X	X	95,000	2/1/2023	2
North Central Texas Council of Governments						X				X			80,000	10/1/2019	6
City of Corinth				X				X	X	X	X		73,000	1/1/2022	3
Brazos River Authority						X				X			34,500	10/1/2016	9
Town of Justin		X							X	X	X		19,250	1/1/2024	1



PROPRIETARY AND CONFIDENTIAL

EXPERIENCE – STAFFING

RECRUITMENT AND STAFFING

Our HR team has a proven track record of completing successful transitions and start-ups for both large and smaller scale operations, and in difficult labor markets.

By augmenting non-traditional recruiting techniques to those more traditional, we are able to achieve our start-up hiring target which is 20% above the required staffing level, while positioning ourselves to successfully maintain candidates in the recruiting pipeline.

Tool/Platform	Purpose	Notes
Indeed / ZipRecruiter	Job postings and broad exposure	Include keywords like "janitorial," "day shift," etc.
Facebook Jobs	Community-based hiring	Great for reaching local candidates
Company Website	Direct applications + branding	Add a careers page with photo testimonials
Referral Program	Encourage internal recruitment	Offer bonuses for successful referrals
Flyers/Posters	Old-school but effective locally	Distribute at local businesses and city centers
Job Fairs	In-person recruitment	Partner with local workforce boards
Workforce Agencies	Contract-to-hire options	Great for scaling large teams quickly

SCREENING

CTJ Maintenance requires a current form of identification (Driver’s License, Passport, Military ID, etc.), Social Security Cards, I-9 forms, DHS Work Permits, Permanent Residency, etc. to positively identify all employees and to ensure they have clean criminal backgrounds and the right to work the U.S. We conduct the following to ensure a fully compliant employee staff for all current contracts: Reference checks, Drug testing, and Universal background checks. Additionally, CJIS background checks are provided for all employees working in designated high security areas/facilities (i.e. Police, Jails, Juvenile Probation/Adult Probation, County Courthouses, etc).



CTJ Maintenance now uses E-Verify, a service provided by the Department of Homeland Security to ensure all associates are fully authorized to work in the



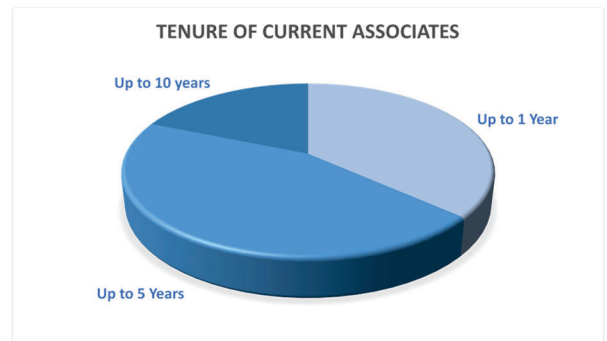
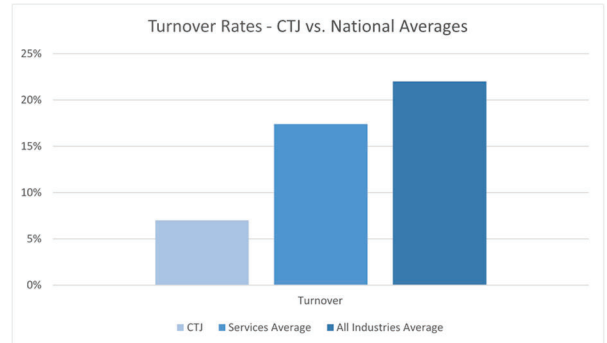
CTJ Maintenance now uses IdentoGo to process all fingerprinting and background checks for all associates. Their expansive database ensures that all our associates have clean records at the local, State and Federal levels.

EXPERIENCE – EMPLOYMENT STATS

EMPLOYMENT STATISTICS

At CTJ our associates are our greatest asset vigilantly maintaining a high level of quality in all that they do and high focus on customer satisfaction.

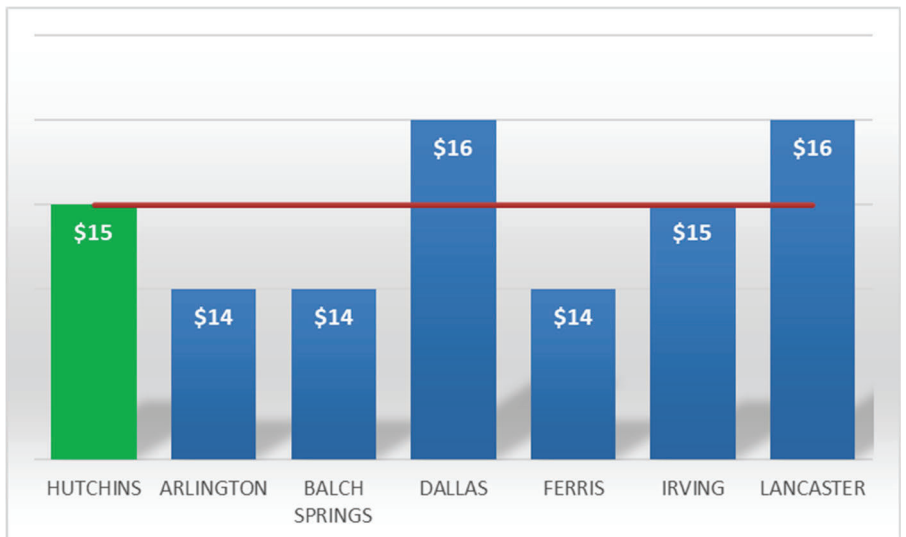
- Over 450 associates currently on staff
- Management staff with over 200 years of experience in the industry
- Average tenure of associates is 5 years of service – with years of service ranging from 1 to 15 years
- Annual Turnover Rate is 6% – Better than Industry (17.4%) and National Averages (22%)



COMPETITIVE PAY

CTJ Maintenance is the current janitorial service provider to many DFW Metroplex municipalities including Tarrant County, Denton County, the City of Arlington, the City of Denton, City of Farmers Branch, as well as, DART. We have a very good handle on the current labor market and what it takes to staff and manage multisite contracts in this broad and diverse area. The charts below obtained from Indeed.com offer an excellent comparison of the City of Hutchins to neighboring municipalities...

Our proposal includes a base starting wage of \$15.00 per hour for Cleaners which is both competitive in the broader DFW market and comparable to what is currently offered to our employees in surrounding municipalities and at DART. We believe that any proposals offering less than this amount will continue to feel pressure from turnover and an unstable workforce.



***Data from Indeed.com (<https://www.indeed.com/career/janitor/salaries>)

QUALIFICATIONS – ORG STRUCTURE

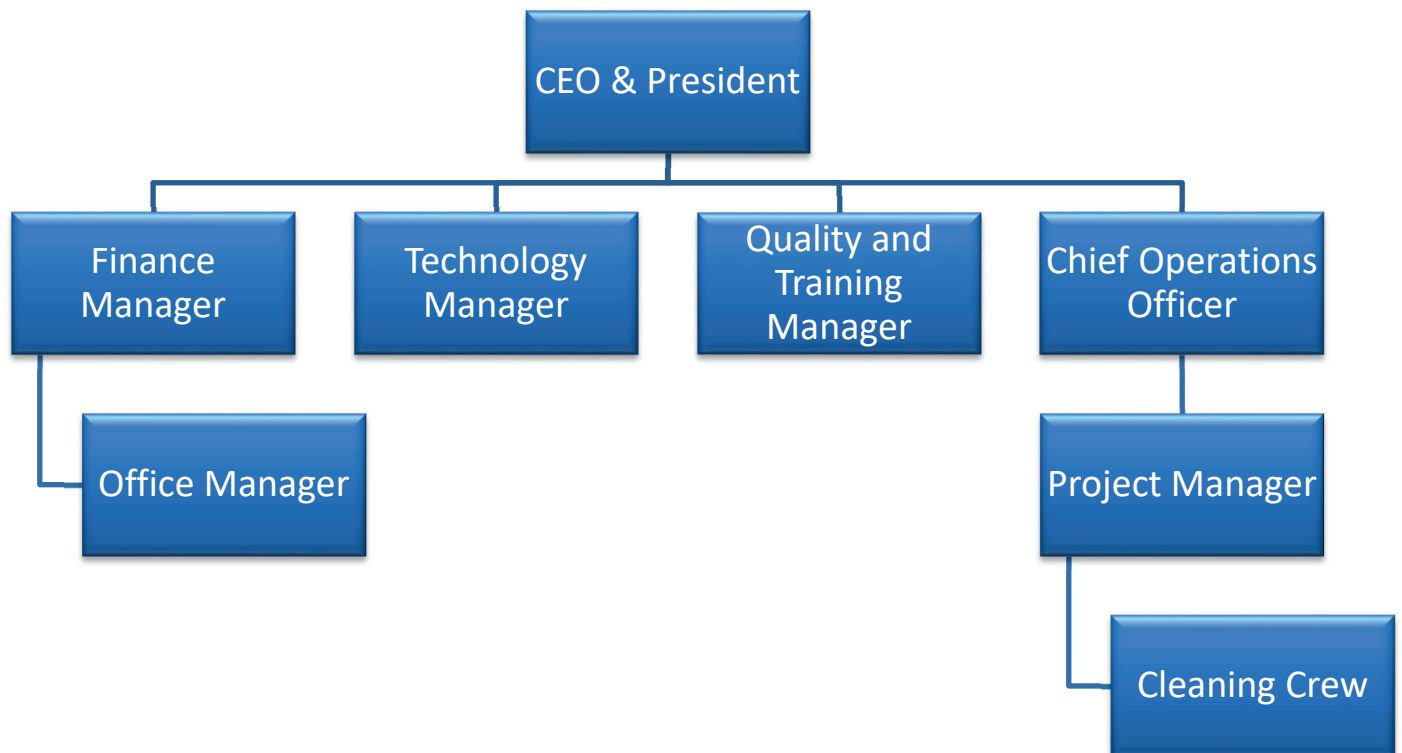
ORGANIZATION STRUCTURE

Our leadership and staff are all local. Below is a high-level diagram displaying our leadership structure including our proposed Project Manager and staffing organization.

Our assigned Project Manager will continue to have overall purview of the scope of work with the City. She will have up to 4 cleaners assigned on staff to ensure all shifts are completely covered and to ensure the scope of work is completed.

The Project Manager can pull staff from benchstrength we have in neighboring municipalities to cover Paid Time Off and Sickness. All buffer staff shall go through the complete background check and processing for the City of Hutchins before being deployed.

Our specialized flooring team is comprised of full-time, in-house CTJ resources supported by a full-time dedicated Supervisor with over 30 years' experience. We have found this arrangement works best to ensure the delicate work of flooring maintenance is done right the first time.



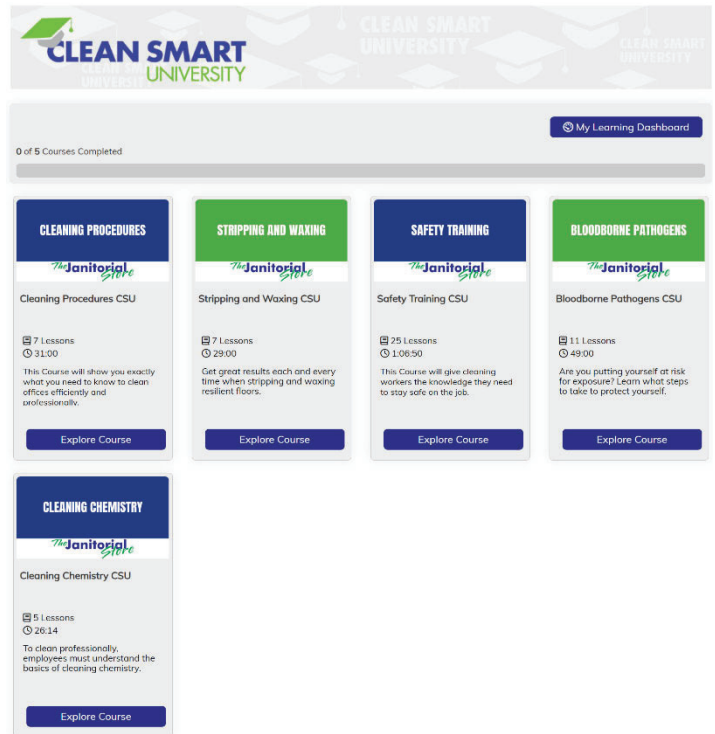
QUALIFICATIONS – TRAINING PROCEDURES

TRAINING PROGRAM OVERVIEW

CTJ employs managers and cleaning staff that are experienced, competent and fully qualified to perform their assigned duties/tasks. We conduct various formats of training including:

- Online courses
- Video coursework
- In person training in classroom
- In person on the job.

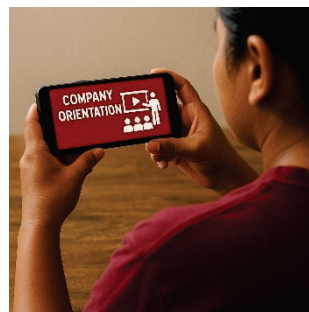
We use the Clean Smart University to provide online and video training resources – these classes were designed and developed by ISSA – the cleaning standards organization.



NEW HIRE ORIENTATION

All newly hired associates go through a foundational course to acquaint themselves with company and workplace standards:

- Company rules, regulations and safety policies, OSHA regulations (including blood borne cleanup)
- Company dress code requirements
- OSHA, EEOC, Wages/Hour rules, guidelines and laws
- Pay, timekeeping, payroll records and related HR items
- Discipline and employee rights



QUALIFICATIONS – TRAINING PROCEDURES, CNTD

Below is the outline of our standard curriculum for new hires and transfers:

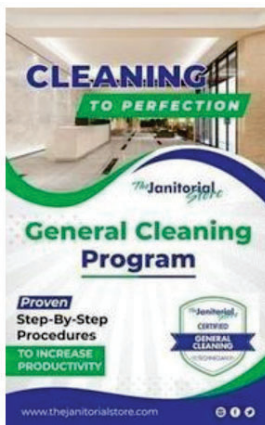
On-the-Job Training: (New Hire and Transfers Orientation)

CTJ employs a qualified Quality Manager that conducts a training program for all employees assigned to the new project. The items covered include, but are not limited to the following:

- General Safety topics including proper lifting
- Hands on demonstration of proper and approved cleaning techniques
- Restroom disinfectant cleaning procedures
- Vacuuming / Spray Buffing / Carpet spot cleaning and other floor maintenance techniques
- MSDS reviews and proper use of cleaning chemicals and supplies
- Task and Space Assignments. "Space Assignment": Each employee is assigned an area of responsibility, tasks required to clean the area satisfactorily and timeframes for completion
- Proper use, procedures, and maintenance of tools and equipment
- Highlighting of common mistakes and avoidance techniques
- Green Cleaning policies including Recycling and Waste diversion responsibilities
- Dress Code (including ID badge, uniform, proper foot wear, proper ID, etc.)
- Proper use of cell phones and other electronic devices/accessories
- Smoking restrictions
- Any location specific training: Safety, Access, and Security

On-Going Training (Recurring):

- Semi-Annual Equipment Maintenance Review
- Annual Safety training and Health & Environmental Protection
- Account and Project managers receive annual training on the OSHA standard 29 CFR 1910.1200 (Occupational Exposure to Bloodborne Pathogens) and the Texas Hazard Communication Act (Texas Health and Safety Code, Chapter 502)



QUALIFICATIONS – SUPERVISORS/LEADS TRAINING

SUPERVISOR TRAINING PROGRAM OVERVIEW

CTJ Maintenance prefers to promote from within to generate excitement in recruits looking to move up, learn more skills and eventually get into leadership. In many cases these individuals are really good at cleaning and other janitorial tasks however lack the skills needed to effectively make the jump to those front line leadership roles. We bridge the gap by allowing high potential employees to attend Supervisory Training.

SUPERVISOR TRAINING CURRICULUM

This training program provides supervisors with essential skills for managing people, resources, and customer expectations in a professional service environment. Participants begin with a self-assessment to understand strengths and areas for improvement, followed by an overview of why supervisors struggle and the traits that define effective leadership—such as communication, accountability, and approachability.



- **Core responsibilities** are covered in detail, including daily job duties, security awareness, supply and equipment control, budgeting, planning, and legal and safety compliance. Emphasis is placed on strong communication with both management and frontline teams.
- **Customer relations** training focuses on understanding client expectations, handling complaints, and applying Total Quality Management (TQM) principles to support consistent service quality. Supervisors learn how to perform quality inspections and address service issues proactively.
- **Leadership development** includes navigating the transition from “buddy to boss,” motivating employees, understanding generational and cultural differences, and fostering loyalty through engagement and trust-building strategies. The program also explores communication styles—written, verbal, and non-verbal—and reinforces the importance of active listening to avoid costly misunderstandings.
- **A 5-step process** provides Supervisors with structured guidance on training employees, managing performance, resolving conflict, and applying fair and effective disciplinary procedures. The curriculum concludes with strategies for introducing workplace changes, involving employees at the right time, and understanding how change impacts individuals and team dynamics.



QUALIFICATIONS – SAFETY PROCEDURES

SAFETY PROGRAM AND TRAINING – New Hires and Recurring

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

Safety - General Reporting

Employees are instructed to report the following conditions to supervisors as part of the safety training:

- Report the use of unsafe or misused equipment
- Report the use of unsafe Chemicals / mislabeled Chemicals
- Report anyone under the influence of drugs, alcohol or any mind-altering chemical
- Report any area in the facility deemed unsafe
- Report all Injuries related to the workplace

Safety - Orientation Training

As part of the Orientation training, employees are trained on the following:

- Proper handling of equipment, ladders, floor machines, etc.
- Proper maintenance of Supplies/chemical storage in janitorial closets
- Proper wearing of gloves when using harsh chemicals
- Wearing protective gear when handling hazardous material
- No horseplay allowed in the facility
- No working if impaired by fatigue, illness or medication



Safety - Proper Floor Care

Employees used for floor care receive training on safety of customers, proper use of chemicals and equipment:

- Floor crew shall wear closed toe shoes with low heels that are slip-resistant.
- Floor crew should take proper precautions when working on wet soapy floors to avoid slip-fall accidents
- Proper signage should be used in areas frequented by the public, signs shall be posted warning all people in the area of WET FLOORS
- All employees will know where the MSDS book is kept and reviewed when appropriate

Safety - Electrical Equipment

When operating electrical equipment, employees are trained on these safety methods:

- Operate vacuums, floor machines and all equipment per manufacturer's instructions
 - Inspect all equipment before and after use, report any unsafe conditions to supervisor, do not use any equipment until repaired
 - Make sure all switches are in the OFF position before plugging in equipment or releasing the handles
 - Unplug all equipment before making adjustment or repairs
 - Equipment will be cleaned nightly before put away, stored in janitor's' closet neat and orderly
- PROPRIETARY AND CONFIDENTIAL

QUALIFICATIONS – SAFETY PROCEDURES, CNTD

Safety - High Work

Employees used for high work area cleaning will receive proper training for handling ladders, scaffolding and step stools:

- No work over ten feet high without proper instruction from supervisor
- Scaffolding and ladders will be properly checked prior to use
- Ladders to be used on level surfaces and inspected for cracks, excessive play at joint, worn or loose screws, etc.
- Extension ladders should not be used without supervisor present.



Safety – Biohazard Services Training

CTJ employees receive initial and annual training on the symptoms and transmission of bloodborne pathogen diseases. Our training program covers:

- A copy and explanation of the OSHA bloodborne pathogen standard including what constitutes an exposure incident
- An explanation of the procedure to follow if an exposure incident occurs, including the method of reporting the incident and the medical follow-up that will be made available
- An explanation of the type, uses, location, removal, handling, decontamination and disposal of personal protective equipment
- Each location is supplied with a clean-up kit for bloodborne spills



In addition, CTJ employees receive annual training on the OSHA standard 29 CFR 1910.1200 (Occupational Exposure to Bloodborne Pathogens) and the Texas Hazard Communication Act (Texas Health and Safety Code, Chapter 502), they are responsible for:

- Maintaining, reviewing and updating the ECP annually, or when necessary to include new or modified tasks, or procedures
- Provide and maintain all necessary personal protective equipment, labels and red bags
- Maintaining all OSHA records
- Post exposure evaluation and follow-up



QUALIFICATIONS – EVALUATIONS AND CERTIFICATIONS

INSTRUCTORS QUALIFICATIONS

CTJ Maintenance vets all supervisors and leadership before they may be used as trainers. The corporate Quality Manager is responsible to ensure standards are met and only certified leaders are used. Typical qualifications include:

- Minimum 5 years experience in Janitorial Services
- Certified in all basic skills and any specific skills needed as trainer
- Recognized leader in area of expertise with a minimum of 3 years experience in that skill
- Meets or exceeds all quality and service level expectations over a 12 month period.

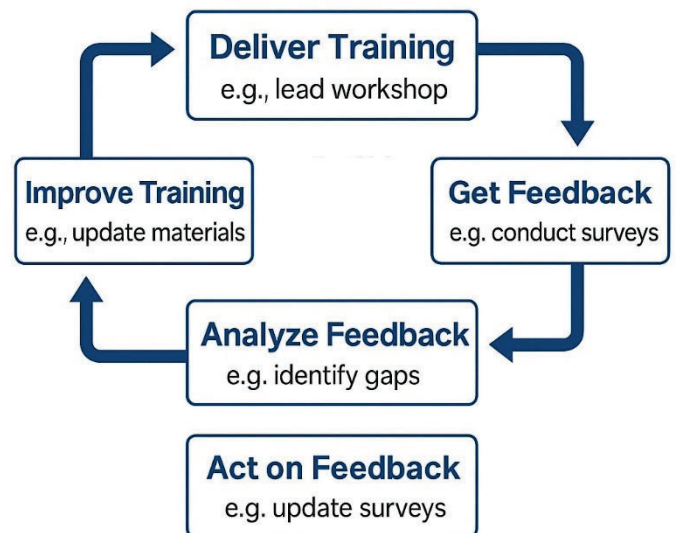
EVALUATION AND CONTINUOUS IMPROVEMENT

CTJ Maintenance uses a feedback cycle to ensure training and certifications are always aligned with quality and service expectations. The Quality Manager is responsible for this assessment and ensuring compliance with all expectations both internal and external.

Surveys are conducted internally and externally to gauge effectiveness and training materials and curriculum will be updated as appropriate.

TRAINING FEEDBACK LOOP

IMPROVE TRAINING EFFECTIVENESS



CERTIFICATIONS

CTJ Maintenance issues certifications to all associates who complete the various training programs we offer. These certifications are tracked on a cross-training matrix and reviewed biannually to ensure all associates are maintaining expected standards as well as to determine which associates are ready to be trained in higher-level curriculum or as supervisors.

WORK PLAN – QUALITY CONTROL METHODS

Our quality assurance program structure is designed around both the CIMS and ISO 9001 standards to ensure our team adequately performs all work delivery services. These standards provide an Integrated Management System tied into our cloud-based SWEPT Application for real-time management.



We are currently CIMS and ISO 9001 Compliant* meaning CTJ Maintenance has demonstrated that it meets the requirements outlined in the specific standard developed by both ISSA and ISO and is ready for a full audit. Audits to achieve both certifications will be scheduled in 2026.



Below are some highlights of our Integrated Management system:

QUALITY PROGRAM TOOL	
Work Task Tool	This tool is used to assign <u>detailed</u> tasks to an employee. The employee records date/time each task was completed. This allows the inspector to monitor if/when the employee completed the task and ensures all work is accomplished correctly and timely.
Work Timeline Tool	This tool is used to monitor the location of each employee. Daily the employee performs each task at a specific location/time. This allows the inspector to always locate an employee and inspect each task in real-time.
Work Supplies/ Equipment Tool	This tool is used to inventory equipment and supplies to ensure adequate cleaning and maintenance of equipment daily.
Daily Inspection Tool	This tool is used by the project managers to inspect the facility. Leadership inspects each area of the facility and provides a pass/fail for the employee. Unsatisfactory inspections result in on-the-job training or employee corrective action.
Daily Corrective Action Tool	This tool is used for corrective action purposes to ensure immediate feedback in response to issues, changes in processes or one-time request for service.
QUALITY PROGRAM METHODS	
Method for Staffing/Schedules	We provide minute-by-minute cleaning schedules to all employees for time management and quality assurance.
Method for Efficient Equipment	The use and maintenance of all equipment is part of the daily inspection for our management staff. We currently use Green Seal products that are environmentally friendly. The leadership will also make sure that all equipment meets OSHA requirements and properly maintained.
Method for Daily Inspections	Our leadership inspect buildings on a daily basis. They provide immediate feedback to workers to ensure each building meets the highest level of cleanliness.
Method for Real-Time Management Feedback	Our Project Manager will be responsible for overall problem resolution and will have the full authority to act on behalf of CTJ at any time. They will be available to the Facility Manager twenty-four hours a day, seven days a week, to respond to any issue that may arise.
QUALITY PROGRAM MEASURES	
Real-Time Measures	All immediate tasks are resolved within 30 minutes of reporting. These requests are reported directly to project managers and considered satisfactorily completed within the 30 minute time of inspection.
Daily Measures	Supervisors/Project Managers inspect facilities daily, all inspections are rated as excellent or unsatisfactory. All unsatisfactory inspections result in training or employee corrective action.
Weekly Measures	Project Managers are required to report all building deficiencies and re-training request to the contract manager on a weekly basis. All unsatisfactory reports are analyzed by project team for proactive review. The project team is tasked to provide proactive recommendations to prevent future deficiencies.
Monthly Measures	All daily, weekly measures are reported to the project manager for the Monthly Report Card. This monthly report provides the team with a score (1 to 5). Each team is rewarded or corrected based on this monthly report card.
Annual Measures	The annual measures are designed for hiring, training and floor support. The annual report documents the hiring, retention and rewarding of employees and the quality of our floor team.

WORK PLAN – THE SWEPT APP

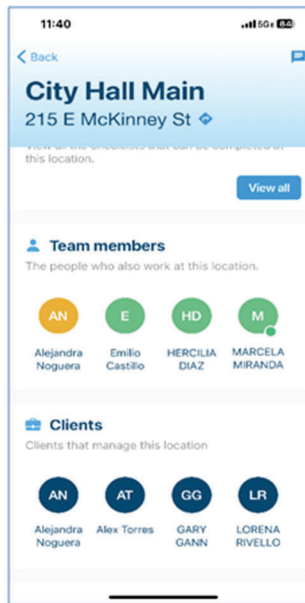
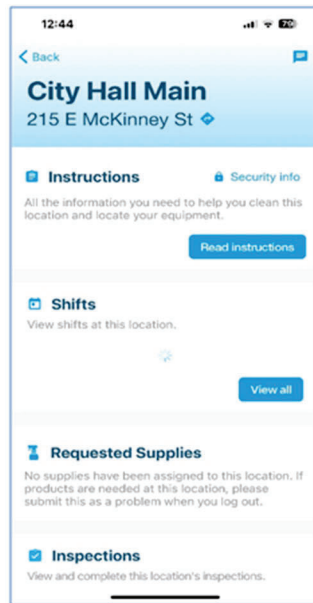
CTJ is a proud user of the SWEPT App – a one-stop mobile solution for Quality Control and Training through task management, supply management, inspections, and real-time problem solving. This tool effectively integrates our entire quality system into an easy-to-use, mobile App-based solution provided real-time and proactive measures to ensure tasks are completed and a high level of quality is maintained.

Our Project Manager will conduct weekly inspections which will be made available in real-time to Cleaners, Management, and the City. Inspections will cover all aspects of the contract from regular daily, weekly, monthly tasks to floor maintenance, window cleaning and any other service CTJ provides.

Instructions can be updated in real time with an automatic note to all cleaners assigned.

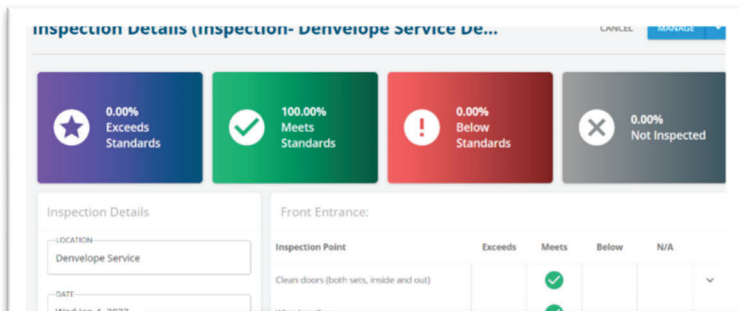
Cleaning shifts are identified and a cleaner may only “clock in/out” during the assigned schedule.

Cleaners update inventory and equipment needs in real-time. Alerts go immediately to the Project Manager to ensure buildings do not run out of supplies and Cleaners always have the tools needed to complete tasks.



Cleaners are assigned to each location. Accountability is reinforced using a “Geofence” that tracks when the cleaner enters

Clients and Management have full access to Cleaner time/attendance reporting, Inspection Reporting, and can send messages to relay feedback.



Printed on Jan 29, 2023 for CTJ Maintenance, Inc. **swept**

Inspection Report

Inspection Name	Location	Date	Completed By	Exceeds	Meets	Below	N/A	Sent to Client
Inspection-Denvelope Service Denton City	Denvelope Service	Jan 04, 2023	Olga (Manager)	0.00%	100.00%	0.00%	0.00%	Yes
DME-MODULAR Inspection	DME-Modular y Field System Ops	Jan 03, 2023	Olga (Manager)	0.00%	92.15%	0.00%	7.85%	Yes
DME-FIELD SYSTEM OPS Inspection	DME-Modular y Field System Ops	Jan 03, 2023	Olga (Manager)	0.00%	98.03%	0.00%	1.97%	Yes
Inspection Civic Center Denton City	PARD Civic Center	Jan 03, 2023	Olga (Manager)	0.00%	96.61%	0.00%	3.39%	Yes
Inspection-DENIA REC Denton City	PARD Denia Rec	Jan 03, 2023	Olga (Manager)	0.00%	83.33%	0.00%	16.67%	Yes

Reports >> Time Entry Report

Time Entry Report

All Time Entries

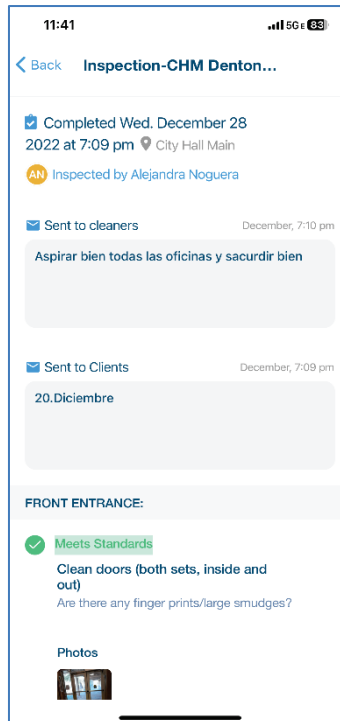
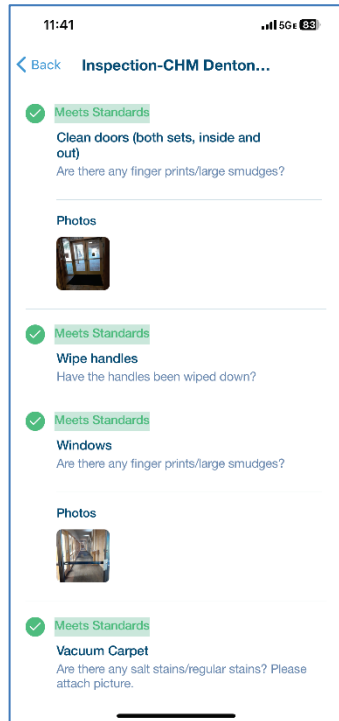
		Totals		6,011h 11m		
Location Name	Cleaner Name	Date/Time In	Date/Time Out	Logged	Status	
LIBRARY-South Branch	MONICA GONZALEZ	Jan 29, 2023 06:48 AM	-	-	IN PROGRESS	
PARD-GOLF CENTER	Miguel Robles	Jan 29, 2023 12:58 AM	Jan 29, 2023 01:32 AM	0h 33m	COMPLETED	
LIBRARY-Emily Fowler	Humberto Sanchez	Jan 28, 2023 07:47 PM	Jan 28, 2023 09:47 PM	2h 0m	COMPLETE	

WORK PLAN – THE SWEPT APP, CNTD

Inspections can be customized per location or area based on the specific cleaning needs.

The Project Manager will complete Inspections weekly or monthly depending on the cleaning schedule of the location.

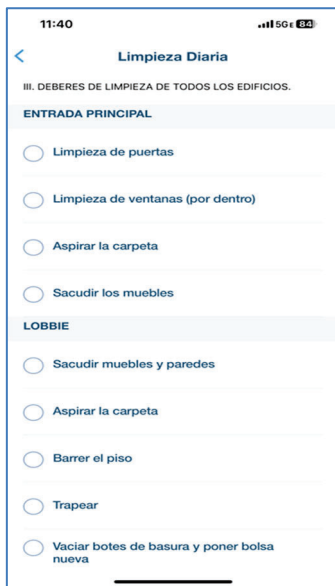
The Inspection records a Rating for each element. Notes can be made and pictures attached.



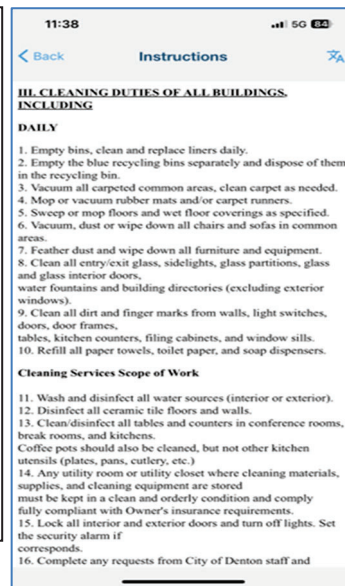
Nonconformances are reported to the Cleaner upon “clock in” by the SWEPT App and the Cleaner can provide corrections.

Notes can be sent directly to the City showing all the details including corrective actions.

This way there is full transparency and accountability.



Check lists in the App allow the Cleaner to ensure they clearly understand all requirements in their native language. These lists are updated automatically when a new task is added and SWEPT will auto translate. These checklists correlate to the Inspection template for each location so there is always a continuous feedback loop to the cleaners.



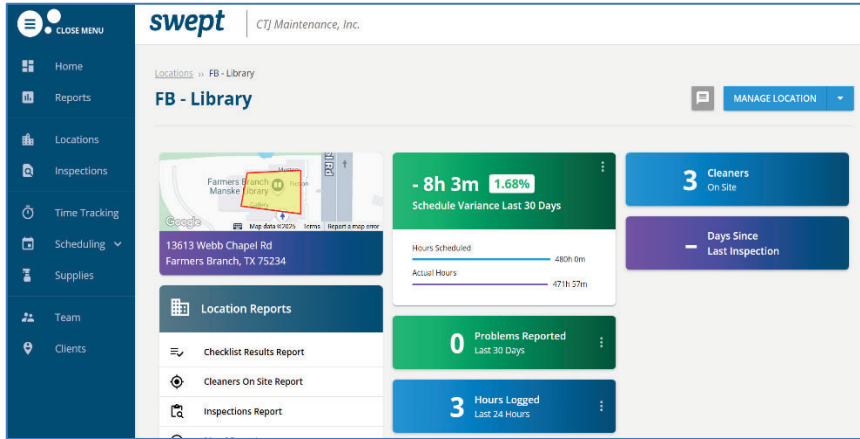
This cutting-edge tool is a perfect ensemble of support to our associates to complete their work effectively, as well as, an excellent tool to communicate status and progress to our clients.

Swept supplies our employees all the information they need to do their best work and in their native language. While allowing for easy time tracking, problem reporting, supply requests, and location alerts.

WORK PLAN – TIME MANAGEMENT

TIME KEEPING

As discussed before, CTJ Maintenance uses the SWEPT Application to track when cleaners have started and ended their shifts. Every location will have its own profile as seen below:



Locations are assigned with a fixed “geofence” which is a designated area within the facility that will allow cleaners to clock in/out. Cleaners cannot clock in/out outside the geofence thus maintaining the fidelity of the time keeping data. Project Managers can check in real time how many cleaners are working on shifts in each location and can adjust/move staffing as necessary.

Reporting time entry data is available on demand at any time and will be included in invoicing as requested.

The Time Entry Report is generated per location. Each line of the report includes 1) Location Name, 2) Cleaners Name, 3) Date/Time In, 4) Date/Time Out, and 5) Hours. A summary of Total Hours per location is displayed at the bottom of the report making it easy to determine if the location was serviced the correct number of hours.

Printed on Apr 01, 2025 for CTJ Maintenance, Inc. **swept**

Time Entry Report

Date Range: "Mar 29, 2025 - Mar 31, 2025" > Locations: "FB - Aquatics Center"

Location Name	Cleaner Name	Date/Time In	Date/Time Out	Hours Logged
FB - Aquatics Center	Alicia Beltran	Mar 31, 2025 - 08:30:48 PM	Apr 01, 2025 - 12:33:02 AM	4h 2m
FB - Aquatics Center	Laura Castro	Mar 31, 2025 - 08:29:47 PM	Apr 01, 2025 - 12:33:43 AM	4h 3m
FB - Aquatics Center	Angelica Mora	Mar 31, 2025 - 01:01:09 PM	Mar 31, 2025 - 03:28:07 PM	2h 26m
FB - Aquatics Center	Jacqueline Benitez	Mar 31, 2025 - 07:59:46 AM	Mar 31, 2025 - 10:00:05 AM	2h 0m
FB - Aquatics Center	Alicia Beltran	Mar 30, 2025 - 09:07:18 PM	Mar 31, 2025 - 01:02:50 AM	3h 55m
FB - Aquatics Center	Rafael Mendoza	Mar 30, 2025 - 08:28:18 PM	Mar 31, 2025 - 12:28:25 AM	4h 0m
FB - Aquatics Center	Rafael Mendoza	Mar 29, 2025 - 08:35:40 PM	Mar 30, 2025 - 12:34:08 AM	3h 58m
FB - Aquatics Center	Alicia Beltran	Mar 29, 2025 - 08:12:20 PM	Mar 30, 2025 - 12:10:01 AM	3h 57m
Total				28h 21m

WORK PLAN – TASKS AND COMMUNICATION

MAINTAINING CLEANLINESS

CTJ Maintenance will use approved Task Lists based on the specifications provided by the City to ensure we meet or exceed quality expectations. The Daily, Weekly and Other tasks will be transcribed into the SWEPT App by location and will become our starting point of specific areas and tasks to be inspected. We will generate custom Inspection Reports for each location and conduct weekly inspections to ensure we meet or exceed these standards. As new tasks are added to our requirements or new locations are added, it takes seconds to update the SWEPT App to include new tasks, new locations and new inspection reports.

DAILY COMMUNICATION

Communication is key and CTJ will ensure contact numbers (cell phone) are provided for our Project Manager. We will ensure we are in constant contact, solving problems, flexing labor, etc.

You will have full access to leadership through text, email and/or cell phone throughout the life of the contract.

COMMUNICATION PLAN

Communication Form/Forum	Recipients	Responsibilities	Format	Frequency
Daily Task Checklists	Project Mgr	Cleaners	SWEPT App	Daily
Urgent Corrective Actions	POC City	Project Manager	Verbal & Written	Within 2 hours
Corrective Actions	POC City	Project Manager	Verbal & Written	Within 24 hours
Internal Quality Inspections	CTJ Leadership	Project Manager	SWEPT App	Weekly
Monthly Quality Inspections	POC City	Project Manager	SWEPT App or other City Approved Format	Monthly

WORK PLAN – EQUIPMENT

EQUIPMENT IN-PLACE

This list includes our proposed equipment for all groups based on the Scope of Work and experience. We will further evaluate and deploy additional equipment as needed throughout the contract term.

Proposed Equipment	QTY	Brand/Type
Commercial vacuum cleaners- as described or better. 12” vacuum, with heavy duty hood. w/HEPA	4	Lavex 457LAVHEPA12
Back pack vacuum with tool kit and waist band (quiet operation for public areas) w/HEPA	1	Proteam#107119
Splash Guard Mop Bucket/Wringer, 6.50 Gallon Capacity, Yellow	4	Genuine Joe GJO60466
24 oz antimicrobial mop w/handle (1 Bathroom and 1 General each)	8	ABCO RM32024; BBP 600005-1
Minimum 44-gallon capacity trash container (gray), mounted on caster base, caddy bag (yellow)	4	Lavex FG264360GRAY; 274TCDOLLY; IMP 7705 CB
Rolling work carts; 3 tier; Vinyl bag	2	Lavex 274JC3BK
36" Dust Mop; Wire Frame; Wood Handle	4	Abco 1406-NB, BH-24536WF, DMTL-13536W
Commercial Floor Broom	4	Lavex 697FRG12KT
Lobby Dustpan with Broom set	4	Rubbermaid 6906374PBKIT
Duster Hi-Rise 3' extending rod	4	360 EX Lanbwool
Toilet Brush	4	BBP Euro Style 280211
Window squeegees 12”	4	ULINE H-1349; H-1920 Squeegee + Pole as needed
51" Overhead Dusting Tool	2	Rubbermaid FGT12000GY00
Caution Wet Floor Sign	4	Lavex Janitorial 25"

EQUIPMENT REPLACEMENT

Employees will evaluate the condition of all equipment prior to shift start and at shift end. Replacements will be ordered directly by the Supervisor or Project Manager. As per quality plan – All equipment will be evaluated and replaced if determined to be faulty.



TARRANT COUNTY
DEPARTMENT OF FACILITIES MANAGEMENT

DAVID PHILLIPS
DIRECTOR

March 25, 2020

To Whom It May Concern:

CTJ Maintenance has provided custodial services to Tarrant County since April 2008.

CTJ has serviced the majority of our buildings throughout Tarrant County; providing cleaning to our offices, training rooms, restrooms, break rooms and public areas. Collectively our buildings total over 3 million square feet, with our downtown campus accounting for 2.25 million square feet.

Tarrant County is a government entity that provides services to its citizens and the general public. It is essential that our facilities are maintained properly. CTJ Maintenance has met our expectations for custodial services. Their staff has been professional and responsive to our request.

I would recommend CTJ Maintenance to anyone in need of custodial maintenance services for their facilities.

Sincerely,


Robert Carter

Assistant Director-Support Services



Recommendation Letter

To whom it may concern,

CTJ Maintenance has held Denton County's janitorial contract since 2017. In this time they have overcome many challenges and have maintained well-staffed teams and serviced over 30 government buildings. CTJ Maintenance cleans over 1 million square feet of Denton County facilities, servicing public spaces, restrooms, courtrooms, offices and high traffic areas. CTJ maintenance also provides a wide variety of floor care and specialty cleaning upon request.

The management team for CTJ maintenance excels in responsiveness and professionalism. CTJ has consistently provided excellent janitorial service for Denton County. During the height of the pandemic CTJ maintained staff and materials, being able to continue contracted service without interruption. CTJ works to customize any task list that best services the customer's needs. The management team is able to resolve issues in a timely manner, and their billing is consistently accurate.

I recommend CTJ Maintenance for janitorial service or any specialty cleaning that your organization needs.

Austin D. Wells
Facility Division Manager - Administration
Denton County
Office: 940-349-2970
Cell: 817-688-9101

A handwritten signature in black ink, appearing to read "Austin D. Wells".

6/13/22



Dallas Area Rapid Transit
P.O. Box 660163
Dallas, TX 75266-0163
214-749-3278

July 12, 2024

Subject: Letter of recommendation for CTJ Maintenance Inc.

To whom it may concern:

CTJ Maintenance has provided custodial services to DART since July 2015. CTJ is currently executing their fourth contract with DART.

CTJ has serviced our operational buildings throughout DART, providing cleaning to our offices, training rooms, restrooms, break rooms and employee maintenance areas. Collectively we have 15 buildings total over 311,000 square feet, spread out over 8 campuses. Most operations run 24 hours/7days per week and services must be maintained throughout.

DART is a regional transportation agency that provides public transportation and services to its citizens and the general public. It is essential that CTJ Maintenance meet our expectations for custodial services. Their staff has been professional and responsive to our request and continues to exceed our expectations.

I would recommend CTJ Maintenance to anyone in need of custodial maintenance services for their facilities.

Sincerely,

Chad Jeffrey
Director of Passenger Amenities
Dallas Area Rapid Transit
cjeffrey@dart.org
214-205-4506



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

12/22/2025

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).

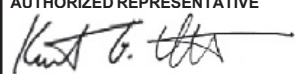
PRODUCER Hotchkiss Insurance Agency, LLC 4120 International Parkway Suite 2000 Carrollton TX 75007	CONTACT NAME: PHONE (A/C, No, Ext): 800-899-3750		FAX (A/C, No): 972-512-7799
	E-MAIL ADDRESS: Certs@hiallc.com		
INSURER(S) AFFORDING COVERAGE			NAIC #
INSURER A : National American Insurance Company			23663
INSURER B : Markel American Insurance Company			28932
INSURER C :			
INSURER D :			
INSURER E :			
INSURER F :			

COVERAGES **CERTIFICATE NUMBER:** 718611037 **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 INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PRO-JECT <input checked="" type="checkbox"/> LOC <input type="checkbox"/> OTHER:			MP53130042	9/22/2025	9/22/2026	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
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 checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY			MP53130042	9/22/2025	9/22/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 0			MB76300042	9/22/2025	9/22/2026	EACH OCCURRENCE \$ 4,000,000 AGGREGATE \$ \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y / N <input checked="" type="checkbox"/> N / A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	Professional/ Pollution			ECPENV06473	12/12/2025	9/22/2026	Each Occ: \$2,000,000 Gen Agg: \$2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 The general liability policy includes a blanket additional insured endorsement (NA CG 23A 03/21) when required by written contract.
 The general liability policy includes a blanket waiver of subrogation endorsement when required by written contract - per (NA CG 23A 03/21).
 The general liability policy includes a special endorsement with Primary and Noncontributory wording as required by written contract, (NA CG 23A 03/21).
 The auto policy includes a blanket additional insured endorsement when required by written contract per (NA CA 09 01/21).
 The auto policy includes a blanket waiver of subrogation endorsement when required by written contract - per (NA CA 09 01/21)
 The umbrella/excess will follow the underlying liability coverage forms, subject to the policy terms and conditions.
 See Attached...

CERTIFICATE HOLDER *** Information Only	CANCELLATION 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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November 12, 2025

C T J Maintenance, Inc.
6565 N. MacArthur Blvd., Ste. 225
Irving, TX 75039

Re: Bond Reference Letter – C T J Maintenance, Inc.

To Whom It May Concern:

Please accept this letter as verification of the fine standing that C T J Maintenance, Inc. has with our agency and Merchants Bonding Company. C T J Maintenance has demonstrated a proven ability to deliver quality projects on time and within budget. They are a well-managed, progressive company with a reputation for providing quality construction services in an expeditious manner.

From a bonding perspective, C T J Maintenance' financial position and superior qualifications allow them to qualify for bonded jobs in the \$5mm single and \$10mm aggregate range with Merchants Bonding Company a rated A (Excellent) IX by AM Best and is listed on the U.S. Treasury Department's Listing of approved Sureties with an underwriting limitation of \$29,377,000.

We anticipate providing any performance and payment bonds once the project in question is agreeable to both parties, proper contracts are in place, and normal underwriting occurs. We assume no third-party liability if for any reason we do not execute such bonds as bonding is a matter between C T J Maintenance, Inc and Merchants Bonding Company. Please note that this letter does not replace or constitute any type of bid bond or guarantee. As such, it is for informative purposes only and not contractually binding.

We know that if you use C T J Maintenance, Inc. you will be very pleased with the excellent quality of work performed within the contract guidelines. The professionalism displayed by this firm is well known and has become a trademark of their company. We at AssuredPartners consider it a privilege to work with such a fine organization. We highly recommend C T J Maintenance, Inc. without reservation.

Best Regards,

Merchants Bonding Company

A handwritten signature in blue ink that reads 'Russ Frenzel'.

Russ Frenzel
Attorney-in-Fact
AssuredPartners