### **REQUEST FOR PROPOSALS**

### HOUSEKEEPING & CLEANING SERVICES

### NHTI - Concord's Community College

#### Bid #CON21-03

### **PURPOSE:**

The purpose of this request for proposal is to establish the requirements and obtain quotes for housekeeping and cleaning services in facilities or sections of facilities as specified within this document at NHTI – Concord's Community College.

### **VENDOR CERTIFICATIONS**

The vendor who is awarded the contract must comply with the terms of the CCSNH Form Contract for Services. Prospective bidders are encouraged to ensure they are able to comply with all terms and conditions and applicable regulations. Compliance regulations are indicated further down in the document under the header COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS.

A completed W-9 form must be submitted with any resulting contract.

### **CONTRACT TERM:**

The term of any resulting contract shall be for 3 years commencing on July 23, 2021 and end on or before June 30, 2024. The College shall have the right to terminate the contract at any time by giving the Contractor a thirty (30) day written notice.

### PAYMENT AND COMPENSATION:

Payment terms: 100% due within 45 days after satisfactory completion of work invoiced, receipt of the invoice, approval, and acceptance by NHTI-Concord's Community College. Partial payments are allowed.

### LIQUIDATED DAMAGES/SET OFF:

In the event that the Contractor fails to perform in part or in whole the tasks required within the terms of this contract, NHTI shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor to proceed promptly with the necessary corrections, CCSNH may withhold any amount necessary to correct all defective work or damages from payments to the Contractor.

### **REPORTING REQUIREMENTS:**

Vendor will complete and deliver nightly quality control reports provided by the College. Failure to do so may constitute an event of default.

Vendor will provide a list of employees that will be on site to complete the work outlined within this RFP. Any change of staff that will be on site must be reported prior to them coming onto college property and confirmed with the NHTI Building Maintenance Supervisor or designated college representative. Criminal background checks and confidentiality forms must have been obtained by the vendor for all their employed staff which will be on college property.

Vendor will ensure compliance check sheets are executed on tasks outlined within this RFP. Compliance check sheets will be provided by NHTI – Concord's Community College and verified by the Building Maintenance Supervisor or designated college representative.

Any hazards, broken equipment or damaged property shall be immediately reported to the Maintenance and Campus Safety departments.

# ACCESS AND SECURITY REQUIREMENTS

Access to college facilities will be granted only to individuals previously identified by the vendor as their employees and have been approved with the Building Maintenance Supervisor or designated college representative. No guest(s), children or pets will be permitted to accompany vendor employee(s) on site.

Vendor staff must display a valid ID or have easily accessible at all times while on college property.

Keys and/or electronic card access will be available to the vendor through a locked key box. Keys and/or electronic card access are required to be picked up and returned daily. The vendor is required to unlock/lock all areas to include doors/windows within the scope of the RFP. Expenses related to the loss or damage to keys, locks, door hardware, etc. will be the responsibility of the vendor and invoiced for replacement through the Campus Safety Office. ID Cards issued to Vendor/employee(s) are expected to be with them at all times. Lost and/or damaged ID Cards will be charged at a rate of \$25 per card. Sharing or piggy backing of ID cards will not be tolerated. Authorization of key and/or card access privileges is at the sole discretion of the College. These privileges will be granted or removed based on business requirements and always in the best interest of the College.

Shirts are required to be worn at all times on the work site, smoking is allowed only in designated smoking areas, no radios or headsets are allowed, food is available for purchase and parking for vehicles and equipment must be cleared through the Building Maintenance Supervisor or designated college representative. Use of cell phones and radios are prohibited while vehicles are in motion. Posted speed limits are to be obeyed. Infractions of rules can result in the offender being asked to leave the campus.

All work shall be performed in such a manner as not to inconvenience building occupants. The Contractor shall take into consideration CCSNH's normal working conditions and activities in progress and shall conduct the work in the least disruptive manner.

All lighting is to be turned off and windows to be closed and secured nightly for areas outlined within the scope of this RFP upon completion.

Should an employee of the vendor be found in an area outside that of the scope within this RFP, NHTI - Concord's Community College can request that individual not be allowed to return to the campus for work.

# **SITE VISITATION:**

Site visitations for all buildings listed in the scope of services of this RFP is a mandatory requirement for bid submission. Bidders are responsible for having ascertained pertinent local conditions, such as equipment, conditions, locations, accessibility, and general character of the site, knowledge of conditions affecting the work. The act of submitting a bid is to be considered as full acknowledgment that the bidder inspected the site and is familiar with the conditions and requirements of these specifications.

Site visitations for all buildings will be held on:

Session 1

Wednesday, July 7th, 2021 at 9:00am

Or

Session 2 Friday, July 9<sup>th</sup>, 2021 at 9:00am

### Prospective bidders should only attend one (1) of the above sessions.

Sign in Address: Campus Safety Office 1 Institute Drive Concord, NH 03301

All bidding contractors will be required to sign in upon arriving to the NHTI campus to record their attendance. Only bid submissions received by contractors who have attended the site visit will be considered complete and eligible for award. Bids received by contractors who have not visited each building will not be reviewed.

Any inquiries regarding site visitations can be directed to Rob Bowen at rbowen@ccsnh.edu

### **SCOPE OF SERVICES:**

Cleaning hours shall commence between the hours of 11:00 am and 7:00 pm, 7 days per week. Vendor must ensure adequate coverage of staff in the event of an employee's failure to report for their assigned shift.

#### Scope #1 - Strout Hall: Housekeeping

#### Duties to be performed are listed below.

#### **Restrooms-**

Daily: \*Clean all sinks, counters, faucets, mirrors, urinals, toilets, stall walls, showers, vinyl shower curtains, floors, windows (interior), heaters, and product dispensers

\* Remove sanitary napkin disposal bags, wash box and replace liner

\*Restock all paper products as needed

\*Remove trash & reline cans

#### Weekly:

\*High dusting, wipe walls

# Lounges, Kitchens, Hallways, Lobby, Foyer, Meeting Room, Porch, Entryways-

Daily:

\*Empty all trash and recycling, replace liners in cans

\*Sweep and wet mop where hard floors are present

\*Vacuum rooms with carpet

\*Wipe down countertops, tables, chairs etc.

\*Dust all surfaces

\*Clean all walls/doors/windows & sills (interior)/including hardware

#### Stairwells-

Daily:

\*Clean stair treads, risers, landings, walls, windows & sills (interior), handrails and lighting

#### Laundry Room-

Daily:

\*Empty all trash, replace liners in trash cans

\*Wipe down washer & dryers

\*Check & vacuum behind all washer & dryers if needed

\*Sweep and wet mop all floors

\*Dust all surfaces

\*Clean all walls/doors/windows & sills (interior)

Other work that may be assigned.....

Please note that other assignments may be assigned within Strout Hall. None of these duties or special assignments will be above or beyond the duties listed above (an example of this would be vacated room cleaning and disinfecting). Traditionally this residence hall is used for (9) month housing, with several rentals throughout the summer.

#### Scope #2 - Langley Hall: Housekeeping

Duties to be performed are listed below.

#### **Restrooms-**

Daily: \*Clean all sinks, counters, faucets, mirrors, urinals, toilets, stall walls, showers, vinyl shower curtains, floors, windows (interior), heaters, and product dispensers

\* Remove sanitary napkin disposal bags, wash box and replace liner \*Restock all paper products as needed \*Remove trash & reline cans

#### Weekly:

\*High dusting, wipe walls

#### Lounges, Kitchens, Hallways, Lobby, Foyer, Meeting Room, Porch, Entryways-Daily:

\*Empty all trash and recycling, replace liners in cans

\*Sweep and wet mop where hard floors are present

\*Vacuum rooms with carpet

\*Wipe down countertops, tables, chairs etc.

\*Dust all surfaces

\*Clean all walls/doors/windows & sills (interior)/including hardware

#### Stairwells-

<u>Daily</u>:

\*Clean stair treads, risers, landings, walls, windows & sills (interior), handrails and lighting

#### **Elevator-**

<u>Daily:</u>

\*Wipe down walls & buttons, wash floor, check & refill sanitizer if needed, vacuum and clean grates as needed.

#### Laundry Room-

Daily:

\*Empty all trash, replace liners in trash cans \*Wipe down washer & dryers \*Check & vacuum behind all washer & dryers if needed \*Sweep and wet mop all floors \*Dust all surfaces \*Clean all walls/doors/windows & sills (interior)

Other work that may be assigned.....

Please note that other assignments may be assigned within Langley Hall. None of these duties or special assignments will be above or beyond the duties listed above (an example of this would be a vacated room cleaning and disinfecting). Traditionally this residence hall is used for (9) month housing, with several rentals through out the summer.

#### Scope #3 - South Hall: Housekeeping

Duties to be performed are outlined below.

#### **Restrooms-**

- <u>Daily</u>: \*Clean all sinks, counters, faucets, mirrors, urinals, toilets, stall walls, showers, vinyl shower curtains, floors, windows (interior), heaters, and product dispensers
  - \* Remove sanitary napkin disposal bags, wash box and replace with clean liner

\*Restock all paper products as needed

\*Remove trash & reline cans

### <u>Weekly</u>:

\*High dusting, wipe walls

### Lounges, Kitchens, Hallways, Lobby, Foyer, Meeting Room, Porch, Entryways-Daily:

\*Empty all trash and recycling, replace liners in cans

\*Sweep and wet mop where hard floors are present

\*Vacuum rooms with carpet

\*Wipe down appliances and range vents daily

\*Wipe down countertops, tables, chairs etc.

\*Dust all surfaces/fixtures

\*Clean all walls/doors/windows & sills (interior)/including hardware

#### Stairwells-

<u>Daily</u>:

\*Clean stair treads, risers, landings, walls, windows & sills (interior), handrails and lighting

### **Elevator-**

<u>Daily:</u>

\*Wipe down walls & buttons, wash floor, check & refill sanitizer if needed, vacuum and clean grates as needed.

#### Laundry Room-

Daily:

\*Empty all trash, replace liners in trash cans \*Wipe down washer & dryers \*Check & vacuum behind all washer & dryers if needed \*Sweep and wet mop all floors \*Dust all surfaces \*Clean all walls/doors/windows & sills (interior)

Other work that may be assigned.....

Please note that other assignments may be assigned within South Hall. None of these duties or special assignments will be above or beyond the duties listed above (an example of this would be vacated room cleaning and disinfecting). Traditionally this residence hall is used for (12) month housing, with several rentals throughout the summer.

#### Scope #4 - Chancellor's Office: Housekeeping

#### Duties to be performed are outlined below:

Daily:

\*Empty all trash in offices and open areas, replace liners in trash cans as needed

\*Vacuum all carpeted areas

\*Clean and disinfect restroom fixtures, and re-stock all supplies

\*Sweep and wet mop restroom floors using a disinfectant detergent

\*Sweep and wet mop kitchenette floors using a disinfectant detergent

\*Clean all glass doors

\*Clean/disinfect kitchen counters & sink

#### Weekly:

\*Dust all horizontal surfaces without moving personal items

\*Dusting of any cobwebs throughout office

### As Needed:

\*Empty recycling bin in kitchen area

\*Clean sidelight glass

### Chancellor's office specific requirements:

\*Cleaning services for the Chancellor's office are to be performed Monday through Friday between the hours of 5:00 pm and 6:00 only.

\*Contractor will provide all cleaning chemicals.

\*Chemicals are not to be used on employee workstation desks.

\*Front reception desk is specifically excluded from the above scope of services.

# **SCOPE OF SERVICES DEFINITIONS & PROCEDURES**

<u>Vacuuming- Carpeted Areas (to include runner mats)</u>: Run vacuum to remove debris from all carpeted surfaces to include corners, under, around and between furniture and other objects such as trash cans, plants, etc.

Vacuuming- Hard Surface Floors- Same as above.

Scrape floors: Use scraper tool to remove items stuck onto floor surfaces such as gum, etc.

<u>Sweeping/Dry Mopping/Wet Mopping- all hard floor surfaces:</u> Using a broom or dust mop, sweep all hard surfaces to remove dust and debris under, around and between furniture and other objects such as trash cans, plants, etc. Wet mopping requires the use of mop, bucket and prescribed cleaning solution. All flooring surfaces are to be wet mopped to remove all stains, marks and debris. Move objects and/or put items and chairs on desks as needed to sweep/mop behind and between them. Return items to their original locations after all prescribed tasks are complete. Utilizing floor scrape tool remove any debris unable to be removed from normal sweeping or mopping.

<u>Dusting</u>: Use microfiber duster to remove dust, cobwebs and debris on windowsills, cabinets, clocks, doorframes, light fixtures, blinds/shades, etc. Vents and diffusers and similar HVAC components will be cleaned by either dusting or vacuuming based on configuration.

<u>Clean Computer Keyboards</u>: Utilizing compressed air can, place spray nozzle on air can then spray compressed air through nozzle directly into keyboard and repeat until debris is removed. Any debris not removed, stuck to keyboard, etc., spray prescribed cleaning solution for the building and application onto cloth, wipe entire surface clean with cloth to remove all marks, dust and debris.

<u>Clean Computer Monitors</u>: Use prescribed cleaning solution for the building and application, wipe entire surface clean with cloth to remove all marks, dust and debris.

<u>Clean Walls</u>: Spray prescribed cleaning solution for the building and application onto wall areas where dirt is visible.

<u>Clean Stall Walls in Restrooms</u>: Spray prescribed cleaning solution for the building and application onto wall areas where dirt is visible, including stall hardware and dispensers.

<u>Clean Sinks</u>: Spray prescribed cleaning solution for the building and application onto entire sink surface to include countertop, faucets and handles.

<u>Clean Toilets and Urinals:</u> Spray prescribed cleaning solution for the building and application onto entire

surface including any handles, sensors, fixtures, etc. Use Jonny mop to remove any debris.

<u>Clean Handrails</u>: Spray prescribed cleaning solution for the building and application onto handrail areas where dirt is visible, wipe wall with clean cloths.

<u>Clean Glass and Mirrors:</u> Spray prescribed cleaning solution for the building and apply onto entire interior surface, wipe clean.

<u>Clean Windows:</u> Pressure wash all exterior windows with cleaning solution provided by vendor and approved by Building Maintenance Supervisor and dry cleaned with a squeegee. Interior windows to be cleaned as outlined under clean glass definition.

<u>Entry Ways and Stairwells</u>: Include all doors (interior and exterior), walls, handrails, windows, sills, lighting and flooring surfaces including stair treads and risers to be cleaned as outlined under Sweeping/Dry Mopping/Wet Mopping.

<u>Replenish Consumables</u>: Ensure all consumables (paper goods, trash bags, etc.) are replenished daily from stock supplied by the College. Vendor is responsible for inventory control and requests for supply replenishment. Vendor will complete and deliver supply request forms at least one week before restocking is required.

<u>Maintain Custodial Closets</u>: Empty & rinse mop buckets, rinse and wring out mop, drape over ringer of mop bucket to dry. Return all equipment to proper place in closet. Remove trash from cans, reline cans with new bags. Keep cleaning cart neat, organized and restock any products used. Place all dust mop heads and wet mop heads in appropriate laundry bags.

<u>Trash Removal:</u> All collected trash should be disposed into location assigned dumpsters. Trash cans must be relined with a new bag and secured properly so the bag doesn't fall into the can. Trash can lid's are to be cleaned.

<u>Recycling</u>: Recycling containers must be emptied and cleaned by vendor into appropriate recycling container within hallways or lobbies for NHTI pickup.

# NHTI PROVIDED MATERIALS LIST & PURPOSE

Prescribed cleaning solutions and applications:

All buildings and all applications, per product usage instructions and/or training by Building Maintenance Supervisor. Other designated NHTI approved product may be substituted and relayed to the vendor and provided for use.

Consumables:

Paper towels- All buildings, general purpose rolled paper towel Trash bags- All buildings, general purpose plastic bags, varying sizes (small, medium, large/clear or black)

Soap/Sanitizer- All buildings, general purpose Compressed Air with nozzle- All buildings, general purpose

### Wet mops:

Wet mops- All buildings, general purpose string wet mop, with removable mop head. All dirty mop

heads to be placed in appropriate laundry bags by vendor and cleaned by NHTI. Mop bucket- All buildings, general purpose plastic bucket with wringer on wheels, to be utilized with appropriate cleaning solution.

# Brooms:

Dry mop- All buildings, general purpose dry mop, with removable mop head. All dirty mop heads to be placed in appropriate laundry bags by vendor and cleaned by NHTI. Corn brooms- All buildings, general purpose Dust brooms/butlers- All buildings, general purpose

# Spray Bottles:

All buildings, general purpose plastic bottles with spray nozzle, varying in size, for usage with cleaning chemicals provided by NHTI.

# Cleaning Cart:

All buildings, rolling custodial cart, to contain cleaning supplies for ease of transportation.

Duster:

All buildings, general purpose microfiber duster with extendable handle.

# Scraper:

All buildings, general purpose razor blade tool for removal of debris from surfaces when needed.

# Step Stool:

All buildings, general purpose ladder style stool.

# VENDOR SUPPLIED MATERIALS

Vendor will provide and maintain any motorized janitorial equipment (i.e. vacuum cleaners, floor machines, etc.). HEPA filter vacuums are required.

Vendor will not use any College owned equipment or materials not identified within this Request for Proposals. If vendor is found using college owned materials or misusing college owned materials the College may invoice the vendor for the replacement costs of such materials and/or the College may require vendor to remove staff member found using college owned materials from the site.

# **INSURANCE**:

All bidders will need to furnish an insurance certificate per the following:

The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, both for the benefit of the College, the following insurance: Comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$1,000,000 per occurrence and \$2,000,000 aggregate.

The certificates shall contain a clause prohibiting cancellations or modifications of the policy earlier than 10 days after written notice thereof has been received by the College.

The policies shall be the standard form employed in the State of New Hampshire, issued by underwriters acceptable to the State, and authorized to do business in the State of New Hampshire. The certificates are required to name the Community College System of New Hampshire as additional insured.

# **ADDITIONAL INFORMATION:**

NHTI - Concord's Community College reserves the right to make a written request for additional information from a vendor to assist in understanding or clarifying a bid proposal. The responses are to be provided in writing.

The College reserves the right to accept or reject any proposals.

Locations may be added to this contract by requesting the Contractor(s) to provide a quotation for that new location. Pricing quotations submitted for new locations shall be in line with the pricing established in this Contract. Locations may be deleted with thirty (30) days written notification.

The vendor who is awarded the contract will need to complete a CCSNH Form Contract for Services (sample available upon request) and a Corporate Resolution (corporations/LLC) or Partnership Certificate of Authority or Sole Proprietor Certification of Authority, whichever applies. The vendor will also need to supply a copy of a current Certificate of Good Standing from the Secretary of State (dated after April 1, 2021). The completed forms and certificates must be presented prior to NHTI issuing a contract.

All local, state and federal regulations are to be followed. Any fines assessed to NHTI-Concord's Community College due to failure to comply with these regulations will be the responsibility of the successful bidder.

Workers' compensation requirements as outlined in the Form Contract for Services and as required by NH law must be followed, and includes, in part, providing proof by the Contractor of workers' compensation insurance coverage for all of its employees on this site.

After the Award of Bid, the Contractor shall submit a list of all employees, all subcontractor employees, and other related personnel who will be physically required to work at the college campus, providing the following information for each person:

# Name Employer's Company Name

NHTI-Concord's Community College reserves the right to request a criminal background check on any employee of Contractor. NHTI-Concord's Community College also in its discretion may decide that anyone with a criminal history, other than traffic violations that have not been annulled, will not be allowed to work at the College.

# **COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS**

In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws.

In addition, the Contractor shall comply with all applicable copyright laws.

During the term of any contract, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

# **ADDENDUM:**

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, NHTI-Concord's Community College will fax addenda to all who have already submitted bids and post any changes to its website (www.ccsnh.edu/about-ccsnh/bidding-rfp/). <u>Before your submission</u>, always check for any addenda or other materials that may have been issued which would affect the RFP by checking this website.

Any change, correction or deviation to this RFP must be addressed in a written addendum. Verbal changes will not be allowed.

# **SUBMISSION OF RFP RESPONSE:**

Proposals are due on or before Friday, July 16<sup>th</sup>, 2021. If any Addenda to the RFP are issued, please acknowledge in your proposal. **Your response must include the total scope and tasks.** 

### Bid responses must include the following:

- Completed Exhibit A Bid Form
- Completed Exhibit B Qualifications to Perform Work Form
- Vendor's certificate of insurance

Proposals should be mailed to the NHTI - Concord's Community College, Attention Melanie Kirby, CFO, 1 Institute Drive, Concord, NH, 03301 or emailed to <u>mkirby@ccsnh.edu</u>, or hand carried to the above address. NHTI - Concord's Community College is not responsible for proposals not received due to equipment failure, mail delays, etc. If you want to ensure your proposal was received please verify by calling 271-6484, x 4225.

### AWARD:

Contract bids will be evaluated and awarded on the basis of price and completeness of proposal including the number of personnel, planned execution of work and references from similar sized organizations. Bids will be evaluated and awarded on a percentage basis and broken out as follows:

Price 50%, vendor personnel 25% and planned execution and references 25%.

Each scope of service may be broken out and awarded to separate vendors.

NHTI - Concord's Community College reserves the right to accept or reject any or all of the proposals.

NHTI - Concord's Community College reserves the right to waive any and all informalities in its best interest.

### **BID RESULTS:**

Bid results may be viewed when available, once the award has been made, on our web site only at: www.ccsnh.edu/closed-bids

For Vendors wishing to attend the bid opening: Only the names of the Vendors submitting responses will be made public.

#### EXHIBIT A

### **PROJECT:** House Keeping & Cleaning Contract

# **COLLEGE NAME:** NHTI – Concord's Community College

#### **BID FORM**

Company Name:	 
Address:	 
Telephone Number:	 
Fax Number:	

#### The total cost for services itemized by building by year.

Building	Cleaning Services 2021-2022 Cost	Cleaning Services 2022-2023 Cost	Cleaning Services 2023-2024 Cost
Scope # 1 Strout Hall	\$	\$	\$
Scope #2 Langley Hall	\$	\$	\$
Scope #3 South Hall	\$	\$	\$
Scope #4 Chancellor's Office	\$	\$	\$

Total	Scon	e Cost	
10000	Deep		

(Sum of all cells above)

\$ (Contract will be awarded on this amount)

Signature:	 	 
Printed Name:	 	 

Date: \_\_\_\_\_

Acknowledging Inclusion of Addendum:

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date:

This bid must be signed by a person authorized to legally bind the bidder.

# **Exhibit B - QUALIFICATIONS TO PERFORM WORK**

Bidders are to provide evidence of qualifications with the bid. List three examples of experience with full responsibility for work of a similar size within the state of New Hampshire

NAME OF REFERENCE PROJECT	
Location of Project	
Date work performed	
Name of Owner Contact Name & Phone Number	
Description of Project	
Approx. Contract value	
NAME OF REFERENCE PROJECT	
Location of Project	
Date work performed	
Name of Owner Contact Name & Phone Number	
Description of Project	
Approx. Contract value	
NAME OF REFERENCE PROJECT	
Location of Project	
Date work performed	
Name of Owner Contact Name & Phone Number	
Description of Project	
Approx. Contract value	