

**LEGAL NOTICE  
HILLSBOROUGH COUNTY  
NEW HAMPSHIRE**

**Cleaning Services  
County Complex**

Hillsborough County  
Goffstown, NH

Notice is hereby given that the Hillsborough County Board of Commissioners is seeking proposals from qualified bidders to provide cleaning services at the County Complex located at 329 Mast Road, Goffstown, New Hampshire. Sealed proposals submitted in duplicate, clearly marked "Request for Proposals – County Complex Cleaning Services" must be received in the Commissioners' Office of Administration and Finance, 329 Mast Road, Suite 114, Goffstown, NH 03045 no later than **2:00pm, Tuesday, December 13<sup>th</sup>, 2016**. Fax transmissions or email submissions will not be accepted.

The Request for Proposals may be viewed at the Commissioners' Office of Administration and Finance during regular business hours, Monday through Friday 8:30am to 4:30pm. For further information please contact Chad D. Monier, Deputy Director - Administration, Commissioners' Office of Administration and Finance, 329 Mast Road, Suite 114, Goffstown, NH 03045 [cmonier@hcnh.org](mailto:cmonier@hcnh.org).

The Hillsborough County Board of Commissioners reserves the right to accept or reject any and all bidders or proposals and to waive or disregard minor irregularities, informalities, or deficiencies. The bid award shall be subject to annual funding appropriations. The Hillsborough County Board of Commissioners shall be the sole determining factor as to what constitutes an acceptable bid and bidder.

*This Request for Proposals is presented in accordance with New Hampshire RSA 28:8-e.  
The bid will be awarded consistent with said statute.*

**County of Hillsborough**  
Board of Commissioners  
329 Mast Road  
Goffstown, NH 03045

**Request for Proposal**  
**11/18/2016**

**Cleaning Services**  
**County Complex**

**NOTICE TO BIDDERS**

The Hillsborough County Board of Commissioners (BOC) in carrying out its responsibility for the general management and oversight of the County Complex facilities is soliciting proposals from responsible bidders to provide cleaning services at the County Complex, first floor, located at 329 Mast Road, Goffstown, New Hampshire.

Sealed proposals submitted in duplicate, clearly marked "Request for Proposals – County Complex Cleaning Services" must be received in the Commissioners' Office of Administration and Finance, 329 Mast Road, Suite 114, Goffstown, NH 03045 no later than **2:00pm, Tuesday, December 13<sup>th</sup>, 2016**. Fax transmissions and email submissions will not be accepted. Bid proposals will be opened publicly at that time or after and at that place.

The Request for Proposals may be viewed at the Commissioners' Office of Administration and Finance during regular business hours, Monday through Friday 8:30am to 4:30pm. For further information please contact Chad D. Monier, Deputy Director – Administration, Commissioners; Office of Administration and Finance, 329 Mast Road, Suite 114, Goffstown, NH 03045. [cmonier@hcnh.org](mailto:cmonier@hcnh.org)

The Hillsborough County Board of Commissioners reserves the right to accept or reject any and all bidders and proposals and to waive or disregard minor irregularities, informalities, or deficiencies. The Hillsborough County Board of Commissioners further reserves the right to cancel this Request for Proposals, in whole or in part, at any time. The Hillsborough County Board of Commissioners shall be the sole determining factor as to what constitutes an acceptable bid. The bid award shall be subject to annual funding appropriations.

This Request for Proposals is presented in accordance with New Hampshire RSA 28:8-e. This bid will be awarded consistent with said statute.

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The Hillsborough County Board of Commissioners reserves the right to accept or reject any and all bids and to waive or disregard minor irregularities, informalities, or deficiencies when it is determined to be in the best interest of the County. The Hillsborough County Board of Commissioners shall be the sole determining factor as to what constitutes an acceptable bid.

Hillsborough County reserves the right to amend this Request for Proposals (herein RFP) at any time prior to the time for receipt of bids. Hillsborough County further reserves the right to cancel this RFP, in whole or in part, at any time whenever such an act is deemed in the County's best interest. Bid award shall be subject to funding appropriation.

*The bid will be awarded consistent with New Hampshire RSA 28:8-e.*

## **SCOPE OF SERVICES**

The Hillsborough County Board of Commissioners (herein BOC) is seeking proposals for cleaning services for the County Complex's first floor and stairwell to the second floor. The first floor of the building consists of approximately 22,000 sq. ft. of space. The building houses primarily office space serving the Commissioners' Office of Administration and Finance, Sheriff's Office, Computer Information Systems, County Delegation, Legal Counsel, and the UNH Cooperative Extension and Education Center. The building was constructed in 1896. The building was renovated as office space in 2004. The building is air-conditioned and is heated by hot water units in each office. There are stairways to the second floor and an elevator at the main entrance. Staff typically occupies the building from 7am to 6pm. This is a public building and is in use by the public from 8am to 4pm with occasional evening meetings.

This proposal is to provide cleaning to the County Complex first floor and stairwells as described below.

## **SERVICES TO BE PERFORMED**

The following services will be performed as described below. These services will be performed daily, Monday through Friday, unless otherwise noted.

1. Empty waste baskets and change liners as needed.
2. Dust all areas of the offices and common areas as necessary including, but not limited to: desks, tables, chairs, file cabinets, counters, telephones, books and records, picture frames, walls and partitions, ledges and alcoves, doors, window frames and blinds, radiators and air ducts.
3. Spot clean areas such as light switches and fixtures, door jambs and key plates.
4. Dust and disinfect all conference tables daily on the first floor.
5. Thorough cleaning and disinfecting of all restrooms in their entirety. This task must include cleaning and disinfecting of toilets, urinals, sinks, floors, faucets, mirrors, etc. All trash receptacles must be emptied and disinfected as needed to include feminine hygiene product receptacles.
6. Fill all soap and paper towel dispensers.
7. Wash all tile floors daily
8. Vacuum all carpeting daily
9. Spot clean all carpeting as needed
10. Wash interior windows weekly
11. Clean all glass doors and mirrors
12. Sweep and wash all stairways to second floor
13. Clean or polish all glass doors and mirrors
14. Wash interior and exterior doors at the front and side entrances.
15. Vacuum and dust elevator.
16. Strip, wax and buff all linoleum or tile in the lobby, side door entrances and Sheriff's Office twice a year.
17. Keep storage and janitorial areas organized and cleaned.

The services listed below must be performed on a weekly basis and may be scheduled so to create a consistent timeframe during the course of the employee's work week. (Example"

Interior glass may be broken up into sections that that one fifth of the building is completed each day of the week).

1. All interior glass and office windows must be cleaned.
2. Washing and disinfecting of all surfaces where dirt and dust may accumulate such as fan coil unit surfaces, window blinds, door and window frames, etc.

### **TECHNICAL SPECIFICATIONS**

#### **SUPPLIES**

Hillsborough County will provide necessary hand soap and paper products for bathroom dispensers, as well as trash can liners. All other supplies such as cleaning solutions, glass cleaners, vacuum cleaners, mops and buckets must be provided by the successful bidder. If needed, the successful bidder may arrange for reasonable storage of supplies and or equipment needed to perform this cleaning service on the premises.

#### **SECURITY**

Based on the confidential nature of the work performed in the building, the successful bidder's employees must submit to criminal background checks and be pre-approved to work in the building by the Building Supervisor. The County will perform background checks upon receipt of signed releases from the successful bidders proposed employees. Failure of any employee to successfully pass a criminal background check or pre-approved by the Building Supervisor will preclude that individual from assignment to the county building but will not relieve the bidder of its obligations to performs the contract.

#### **KEY DATES**

November 18, 2016 RFP issue date

December 5, 2016 The Board of Commissioners is offering an optional site visit to all prospective bidders at 9:30am (EST) on Monday, December 5, 2016. Participants should gather in the courtyard at the front entrance to the Bouchard Building, 329 Mast Road, Goffstown, NH. Bidders may contact Chad D. Monier, Deputy Director – Administration with questions regarding the site visit at [cmonier@hcnh.org](mailto:cmonier@hcnh.org).

December 13, 2016 Deadline for receipt of proposals is 2:00pm (EST).

## **GENERAL TERMS AND CONDITIONS**

### **1. Proposals Where Received**

The Commissioners' Office of Administration and Finance, 329 Mast Road, Suite 114, Goffstown, NH 03045, will receive proposals. Proposals must be *received*, in a sealed envelope and marked "Request for Proposal – County Complex Cleaning Services" in the Commissioners' Office of Administration and Finance, 329 Mast Road, Suite 114, Goffstown, NH 03045 no later than **2:00pm, Tuesday, December 13<sup>th</sup>, 2016**. Please allow ample time for receipt of the proposals. Bids received after the stated date and time will not be accepted or recognized. Postmarks do not determine *actual* receipt. Fax transmissions or email submissions will not be accepted.

Proposals will be opened publicly at or after that time and at that place.

### **2. Open Bidding**

Bidding shall be open to any person or legal entity wishing to submit a bid to the County consistent with New Hampshire RSA 28:8-e.

### **3. Incomplete Proposals**

Proposals that are incomplete, not properly endorsed, do not include qualifications of the bidder, or are otherwise contrary to the terms and conditions of the Request for Proposals may be rejected by the Hillsborough County Board of Commissioners as informal.

### **4. Proposal Prices**

Bidders are required to submit an all-encompassing total bid price for all cleaning services on a guaranteed maximum "not to exceed" bid basis.

Proposal quotations shall remain firm for a period of forty-five days (45) after the opening of the bids.

The award of the bid is conditioned upon the availability of sufficient funding.

It is understood and agreed that should any price reduction occur between submission of the bidder's proposal and the delivery of any order or service, the benefit of such reduction shall be extended to Hillsborough County.

## **5. Basis of Award of Contract**

This Request for Proposals and submission of qualifications is presented in accordance with the provisions of New Hampshire RSA 28:8-e. The bid will be awarded consistent with RSA 28:8-e

In addition to price, the following is a partial list of criteria that will be used in the evaluation of each proposal and in the determination of the “lowest responsible bidder”:

- A. The ability, capacity, and skill of the bidder to perform the contract and/or provide the services required;
- B. Whether the bidder can perform the contract and/or service promptly, or within the time specified, without delay or interference;
- C. The character, integrity, reputation, judgment, experience, and efficiency of the bidder;
- D. The quality of performance of previous contracts and/or services;
- E. The previous and existing compliance by the bidder with laws and ordinances relating to the contract and/or services;
- F. The sufficiency of the financial resources and ability of the bidder to perform the contract and/or provide the services;
- G. The quality, availability, and adaptability of the supplies or contractual services to the particular use required;
- H. The ability of the bidder to provide future maintenance and service for the use of the subject of the contract;
- I. The bidder’s experience and future commitment, and
- J. The number and scope of conditions attached to the Proposal and the proposed project schedule.

Consistent with RSA 28:8-e the BOC intends to accept the proposal of and to award the contract to, the “lowest responsible bidder” provided the proposal has been submitted in accordance with the terms, conditions, and specifications of this Request for Proposals. The BOC reserves the right to conduct interviews with, and reference checks on, any and all vendors and to waive or disregard minor irregularities, informalities, or deficiencies when it is determined to be in the best interest of the County. The BOC reserves the right to accept any proposal, to reject any and all proposals, and to withdraw this Request for Proposals when it is deemed in the best interest of the County. The award of this bid is conditioned upon the availability of sufficient funding.

## **6. Interpretation**

Questions regarding interpretations of this RFP shall be in writing. All questions or notifications to the County as provided for herein shall be addressed to:

Chad Monier, Deputy Director - Administration  
Commissioners’ Office of Administration and Finance  
329 Mast Road  
Goffstown, NH 03045  
cmonier@hcnh.org

All inquiries and written responses shall be open to public review. No telephone inquiries will be accepted. Only those inquiries and those responses made in writing will be binding.

Failure of any bidder to receive any addenda shall not relieve such bidder from any obligation under the proposal as submitted. All addenda issued shall become part of these specifications. It is presumed that all bidders will have read and are thoroughly familiar with these specifications and addenda. The failure or omission of any vendor to examine any form, instrument, or document shall in no way relieve the vendor from any obligation with respect to the bid. Complete sets of the proposal documents shall be used in preparing the proposal. The County does not assume any responsibility for errors or misinterpretations resulting from the use of incomplete sets of proposal documents.

#### **7. Determination of an Acceptable Bid**

The BOC shall be the sole determining factor as to what constitutes an acceptable proposal and responsible bidder.

#### **8. Non-Discrimination Statement**

Hillsborough County does not directly or through contractual or other arrangements subject any individual to discrimination on the grounds of race, color, national origin, religion, disability, sex or age.

#### **9. Bidder Certification of Good Faith**

Each proposal submitted must include the following statement properly signed by a duly authorized representative of the bidder. Said signature shall signify that the bidder accepts all Hillsborough County general conditions, contract terms and conditions, all other requirements of the proposal, and that the bidder's proposal complies with all applicable laws. Each copy of the proposal shall be signed by the person or person(s) legally authorized to bind the Bidder to a Contract. A Bid by a corporation shall further give the State of incorporation and have a corporate seal affixed.

*The undersigned certifies under penalties of perjury that this submission has been made in good faith and without collusion or fraud with any other person. In submitting this bid the bidder agrees that no person acting for or employed by the County, has a direct or indirect financial interest in the proposal or in any portion of the profits, which may be derived there from. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals. The undersigned further certifies that he/she has executed this proposal in his/her individual capacity or, where indicated, as a representative of the Bidder duly authorized to bind the Bidder to the terms and conditions of this proposal.*

Bidder hereby agrees to protect, defend, indemnify, and hold Hillsborough County harmless from any and all losses, claims, liens, demands, and causes of action of every kind and character including but not limited to, the amount of judgments, penalties, interests, court costs, legal fees, and all other expenses including claims, liens, debts, personal injuries including injuries sustained by employees of the County, death, or damages to property, including property of the County and without limitation by enumerations, all other claims demands of every character occurring or in anyway incident to, in connection with or arising directly out of Bidder's negligence or willful misconduct. Bidder agrees to investigate, handle, respond to, provide defense for, and defend any such claims, demands, or suit at the sole expense of Bidder.

Bidder agrees to maintain in full force and effect:

1. Comprehensive General Liability insurance on occurrence form, including completed operations coverage, personal injury liability coverage, broad form property damage liability coverage, and contractual liability coverage insuring the agreements contained herein. The minimum limits of liability carried on such insurance should be \$1,000,000 each occurrence and where applicable, in the aggregate combined single limit for bodily injury and property damage liability; \$1,000,000 annual aggregate personal injury liability.
2. Automobile liability insurance for owned, non-owned, and hired vehicles with a minimum limit of liability of \$1,000,000 each accident, combined single limit for bodily injury and property damage.
3. Worker's Compensation insurance as required by law.
4. Professional liability and malpractice insurance with limits of not less than \$1,000,000 per individual occurrence and \$2,000,000 aggregate professional liability and malpractice insurance.
5. Any deductible on the above described insurance policies shall be assumed by the Bidder
6. Bidders shall furnish certificates of the above referenced insurance to the County.

#### **10. Miscellaneous Conditions of Proposal**

- a) Hillsborough County reserves the right to amend this proposal at any time prior to the time for receipt. Hillsborough County further reserves the right to cancel this RFP, in whole or in part, at any time whenever such an act is deemed in the County's best interest.

- b) The award of this bid shall be subject to the appropriation of adequate funding annually.
- c) The terms and conditions of all proposals may be subject to review and approval by the BOC's attorney.
- d) Except as required by applicable law, the Bidder agrees to retain as confidential all information relating to the policies, procedures, and records of the County.
- e) The successful bidder must comply with applicable provisions of federal, state and local law including Equal Employment Opportunity Provisions, Affirmative Action regulations and all state and federal requirements both in its response hereto and in the provision of services.
- f) Any and all expenses incurred by the bidder shall be the bidder's responsibility. The proposed bid shall be all-inclusive. The County will not honor requests for so-called reimbursable expenses.
- g) The terms and provisions of this Request for Proposals document and the Successful Bidder's submission in response thereto shall be incorporated in and become part of the contractual agreement. The agreement with the Successful Bidder may be terminated at any time by either party, with or without cause, upon thirty (30) days prior written notice to the other party.
- h) In submitting a proposal, the bidder shall agree, and so state in its proposal that no person acting for or employed by the County, has a direct or indirect financial interest in the proposal or in any portion of the profit's which may be derived there from.
- i) Each proposal shall include a statement indicating that the company has read and understood all conditions as outlined in the RFP.
- j) The Bidder may not transfer, assign, or otherwise subcontract his rights or obligations under this agreement without prior written consent of the Board of Commissioners.
- k) Wherever, the masculine is used herein it shall include the feminine and where applicable the singular shall include the plural.
- l) The Laws of the State of New Hampshire shall govern the agreement.

**PROPOSAL RESPONSE FORM**

It is requested that the attached Proposal Response Form be completed and submitted with all bid responses.

**HILLSBOROUGH COUNTY  
NEW HAMPSHIRE  
RFP Date: 11/18/2016**

**Cleaning Services  
County Complex**

**PROPOSAL RESPONSE FORM**

TO: Hillsborough County  
329 Mast Road  
Goffstown, NH 03045

The undersigned has reviewed the Request for Proposal, Cleaning Services County Complex, and has become familiar with its terms and conditions, and wishes to submit the following Proposal. The undersigned has also received Addenda Nos. \_\_\_\_\_ (if applicable) and has addressed those provisions in this Proposal.

In submitting this proposal the undersigned acknowledges the right of the County to reject any or all Bids, to accept any Bid, to waive any informality or irregularity in any Bid received, and that award of the Bid is conditioned upon the approval of funding. Furthermore, the undersigned agrees:

1. To hold the Bid open for forty-five (45) after the date of the bid opening.
2. To enter into and execute a contract, if awarded the bid and required by the County, which will incorporate the terms and provisions of the RFP and the Successful Bidder's response, in accordance with the Request for Proposal.
3. To guarantee all services, equipment and accessories provided under this bid to be provided in accordance with the Bid Documents.

This bid encompasses all services described in the Request for Proposal

- a. Bidder agrees to perform all work as listed in the "Scope of Services" section

Yes: \_\_\_ No: \_\_\_ Comments:

- b. Bidder shall provide all supplies necessary for cleaning services for the County Complex's first floor and stairwells to the second floor other than bathroom hand soap, paper products and trash can liners

Yes: \_\_\_ No: \_\_\_ Comments:

- c. Bidder's employees will submit to criminal background checks and pre-approval from the Building Supervisor before assignment to the county building

Yes: \_\_\_ No: \_\_\_ Comments:

The undersigned will provide all services as required by the RFP for the gross maximum price as stated below:

Total Not To Exceed Bid Price: Monthly cost for Year 1: \_\_\_\_\_

Monthly cost for Year 2: \_\_\_\_\_

Monthly cost for Year 3: \_\_\_\_\_

The undersigned certifies under penalties of perjury that this submission has been made in good faith and without collusion or fraud with any other person. In submitting this bid the bidder agrees that no person acting for or employed by the County, has a direct or indirect financial interest in the proposal or in any portion of the profits, which may be derived there from. As used in this certification, the word "person" shall mean any natural person, business, partnership, corporation, union, committee, club, or other organization, entity or group of individuals. The undersigned further certifies that he/she has executed this proposal in his/her individual capacity or, where indicated, as a representative of the Bidder, duly authorized to bind the Bidder to the terms and conditions of this proposal.

DATE \_\_\_\_\_

SIGNED \_\_\_\_\_

\_\_\_\_\_  
Title

SEAL (if proposal by a Corporation)

\_\_\_\_\_  
Business Name and Address

\_\_\_\_\_  
(Telephone Number)