



REQUEST FOR PROPOSALS

FOR

Commercial Cleaning Services

At

River Valley Community College

Issued by the

Community College System of New Hampshire

RFP #RVC25-02

Date of Issue: March 31, 2025

Proposals must be received no later than
3:00 PM on April 18, 2025

All questions related to the RFP should be submitted via e-mail to:

Sean Fitzpatrick, System Office Procurement at sfitzpatrick@ccsnh.edu

The full content of this Request for Proposals, Attachments, Appendices, Response to Questions and all Addenda via CCSNH website located at:

<https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

The RFP contains specific protocols relating to discussion and other communications regarding this RFP. Any violations of these provisions may result in immediate disqualification of a firm's submission.

Prospective firms are encouraged to promptly notify CCSNH of any apparent inconsistencies, problems, or ambiguities in the RFP.

PURPOSE:

The purpose of this REQUEST FOR PROPOSAL is to provide River Valley Community College’s Claremont and Lebanon Campus buildings with Commercial Cleaning Services for a **three-year** period dated July 1, 2025, through June 30, 2028, with the option for two additional one-year renewals.

VENDOR CERTIFICATIONS:

The vendor who is awarded the contract must either be duly registered as a vendor authorized to conduct business in the State of New Hampshire or if not, will need to submit a completed Alternate W-9 form (no fee) with the contract and must be willing to comply with all terms and conditions of the State of New Hampshire.

NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:

A person or persons conducting business under any name other than his/her own legal name must register with the NH Secretary of State. Businesses are classified as 'Domestic' (in-state) or 'foreign' (out-of-state). See the following website to find out more about the requirements and filing fees for both classifications: <http://www.sos.nh.gov/corporate>.

CONTRACT TERM:

The term of any resulting contract shall end on or before the end of day June 30, 2028.

River Valley Community 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 30 days after satisfactory completion of work invoiced, receipt of the invoice, approval, and acceptance by River Valley Community College.

SCHEDULE OF KEY EVENTS:

Request for Proposal Issued	Monday, 3/31/25
Proposal Due Date	Friday, 4/18/25 @ 3:00 PM
Award and Notification to Successful Bidder	Friday, 5/22/25
Contract Start Date	Monday, 7/1/25

SCOPE OF SERVICES:

Work within this request for proposal (RFP) shall include the following:

Cleaning Schedule:

Campus buildings are to be cleaned year-round, excluding weekends and college holidays for a total of approximately 249 days each year.

Buildings are available to be cleaned between the hours of:

- 6:00 am to 9:00 pm Monday through Thursday
- 6:00 am to 5:00 pm Friday

Bidders may propose their own hourly schedule and number of staff on site to perform tasks. Cleaning staff does not need to remain on site during the entire period of available cleaning hours. Cleaning does not occur on weekends. Vendor must ensure adequate coverage of staff in the event of an employee’s failure to report for their assigned shift.

Building 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.

Cleaning personnel will be issued identification/access cards by the Campus Safety Office and must display the valid ID or have easily accessible at all times while on college property.

Keys will be available to the vendor through a locked key box. Keys 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.

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, RVCC can request that individual not be allowed to return to the campus for work.

Claremont Campus:

1 College Place Claremont, NH 03743

Entrances/Atrium/Vestibules /Lobbies

- ▣ Sweep and mop floor - daily
- ▣ Vacuum mats - daily
- ▣ Clean glass - daily

Restrooms

- ▣ Wash/disinfect sinks, counters, toilets and urinals, and mirrors - daily
- ▣ Wash/disinfect stalls - weekly
- ▣ Clean air vents - monthly
- ▣ Polish plumbing fixtures - daily
- ▣ Sweep and mop floors - daily
- ▣ Wipe clean bathroom stall doors and walls - weekly/as needed
- ▣ Refill soap, paper towels and toilet paper - as needed
- ▣ Empty trash/recycling – as needed

Cafeteria

- ☐ Sweep and clean table tops & chairs – daily
- ☐ Wet mop floor (also under tables) – biweekly
- ☐ Clean table tops & chairs – weekly/as needed

Library and ACT ctr.

- ☐ Vacuum floor - daily
- ☐ Shampoo carpets – twice per year (early May/early December)

Staircases

- ☐ Sweep & wet mop stairs, clean & dust hand rails - Tuesday and Thursday each week

Classrooms 1st and 2nd Floor to include /Labs/Conference Rooms

- ☐ Disinfect - daily/or as needed
- ☐ Sweep and mop floor - daily
- ☐ Wipe clean desk tops and chairs - daily
- ☐ Clean white boards - daily
- ☐ Empty trash/recycling - daily
- ☐ Re-set furniture - daily

Hallways 1st and 2nd Floor

- ☐ Dry mop VCT (tile) on first floor - daily
- ☐ Auto-scrub hallway floors on first floor - Monday, Wednesday, Friday
- ☐ Buff floors – monthly
- ☐ Strip & wax hallway floors first floor – up to twice per year (Christmas/Commencement)

Offices 1st, 2nd Floor

- ☐ Vacuum carpeting or sweep/mop tile floor - weekly or as needed
- ☐ Empty trash/recycling – daily/as needed

Lebanon Campus:

15 Hanover Street Lebanon, NH 03766

Hallways/Common Areas

- ☐ Vacuum - daily
- ☐ Shampoo/clean carpet – twice per year/spot clean as needed

Entrances/ vestibules /sitting area and pool table area

- ☐ Vacuum - daily
- ☐ Vacuum mats - daily
- ☐ Clean glass – weekly/as needed

Restrooms

- ☐ Wash/disinfect sinks, counters, toilets and urinals, and mirrors - daily
- ☐ Wash/disinfect stalls - monthly
- ☐ Clean air vents - monthly
- ☐ Polish plumbing fixtures - daily

- ☐ Sweep and mop floors - daily
- ☐ Wipe clean bathroom stall doors and walls and urinal partitions - weekly/as needed
- ☐ Refill soap, paper towels and toilet paper - daily/as needed
- ☐ Empty trash/recycling - daily

Classrooms 1st and 2nd Floor to include /Labs/Conference Rooms

- ☐ Disinfect - daily/or as needed
- ☐ Sweep and mop floor - daily
- ☐ Wipe clean desk tops and chairs – weekly/as needed
- ☐ Empty trash/recycling - daily

Kitchen

- ☐ Sweep and mop floor (also under tables) clean table tops & chairs – biweekly/as needed

Building glass

- ☐ Windows/interior done – weekly/as needed
- ☐ Windows/exterior done – bimonthly (April – October)

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

If either of the locations is closed for a whole day due to extenuating circumstances (weather, electrical outage, etc.), the cleaning will be cancelled for that day and the contractor will be informed by the relevant college contact listed on the contract. **All items will be billed at the end of each month as they are incurred and will be reviewed before approval of payment. Any additions to services listed in the contract must be approved by a properly executed amendment.**

SCOPE OF SERVICES DEFINITIONS & PROCEDURES:

Vacuuming- Carpeted Areas (to include runner mats): 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.

Sweeping/Dry Mopping/Wet Mopping- all hard floor surfaces: 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.

Dusting: 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.

Clean Computer Keyboards: 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.

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

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

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

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

Clean Toilets and Urinals: 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.

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

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

Clean Windows: 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.

Entry Ways and Stairwells: 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.

Replenish Consumables: 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.

Maintain Custodial Closets: 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.

Trash Removal: 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.

Recycling: Recycling containers must be emptied and cleaned by vendor into appropriate recycling container within hallways or lobbies for RVCC pickup.

RVCC PROVIDED MATERIALS LIST & PURPOSE:

Consumables:

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

Equipment:

Floor machine, buffer, carpet shampooer and associated chemicals.

Cleaning Cart:

Rolling custodial cart, to contain cleaning supplies for ease of transportation.

Prescribed cleaning solutions:

All applications

Equipment:

Vacuum cleaners and other motorized janitorial equipment as needed per above scope.

Wet mops:

Wet mops- general purpose string wet mop,
Mop bucket- general purpose plastic bucket with wringer on wheels, to be utilized with appropriate cleaning solution.

Brooms:

Dry mop- general purpose dry mop,
Corn brooms- general purpose
Dust brooms/butlers- general purpose

Spray Bottles:

General purpose plastic bottles with spray nozzle, varying in size, for usage with cleaning chemicals.

Duster:

General purpose microfiber duster with extendable handle.

Scraper:

General purpose razor blade tool for removal of debris from surfaces when needed.

Step Stool:

All buildings, general purpose ladder style stool.

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.

PERSONNEL:

Vendor is responsible for the on-campus behavior of all its employees. Contractor's employees will abide by all rules and regulations which govern the campuses' employees. Infraction of those rules and regulations may result in RVCC requesting that the individual no longer be employed at the account.

SITE VISITATION:

Site visitations will be scheduled by request on a rolling basis. 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.

Any inquiries regarding site visitations can be directed to Sean Fitzpatrick at sfitzpatrick@ccsnh.edu

ADDITIONAL INFORMATION

River Valley Community College reserves the right to make a written request for additional information from a Contractor/Vendor to assist in understanding or clarifying a Bid Proposal. The responses are to be provided in writing.

If applicable, required Material Safety Data Sheets (MSDS) for material brought on site by the successful bidder must be available on site at all times.

All local, state and federal regulations are to be followed. Any fines assessed to River Valley Community College due to the lack of these regulations being followed will be the responsibility of the successful bidder.

The Contractor who is awarded the contract will need to complete a CCSNH standard contract (sample available upon request) and provide the required Corporate Resolution (corporations/LLC) or Partnership Certificate of Authority or Sole Proprietor Certification of Authority, whichever applies, to show the individual signing the contract is authorized to do so. The Contractor will also need to supply a current Certificate of Good Standing from the Secretary of State dated after April 1, 2015.

Workers' Compensation requirements as outlined in the CCSNH standard contract 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. The Contractor awarded the work is also to submit information as required under RSA 21-I:81 B. This law requires, among other things, the Contractor to provide timely information on employee and subcontractor identity, including all CFOs and principals on a log for this purpose, and for the College to potentially post this information on a publicly accessible website. **(Note: Any exemptions demonstrated by the Contractor can be noted in the contract at Exhibit C.)**

After the Award of Bid, the Contractor shall submit a list of all employees, all subcontractors' employees, and other related personnel who will be physically required to work at River Valley Community College, providing the following information for each person:

Name
Employer's Company Name

River Valley Community College reserves the right to request a criminal background check on any employee of Contractor. River Valley 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 project site.

COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS – EQUAL EMPLOYMENT OPPORTUNITY:

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. If the contract is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States shall issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of a proposed contract.

INSURANCE:

Insurance will be more fully addressed at the time a contract is submitted after the bidding process. The Contractor awarded the contract will need to furnish an insurance certificate which includes 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 State and River Valley Community College, the following insurance: Comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident, or the current statutory cap on the State's liability, and fire and extended coverage insurance covering all property subject to subparagraph 9.2 (P-37) of these general provisions, in an amount not less than 80% of the whole replacement value of the property.

This insurance is in addition to the workers' compensation insurance requirements outlined above in this document. 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 shall contain a clause prohibiting cancellations or modifications of the policy earlier than 10 days after written notice thereof has been received by River Valley Community College. The certificates are required to name River Valley Community College as additional insured.

BOND/SECURITY AND POWER OF ATTORNEY:

NH RSA 447:16 requires contracts for construction, repair or rebuilding of public buildings or other public works (not including design work) over \$35,000 to include a payment bond or other security in an amount equal to 100% of the contract price. Other types of contracts may also have bond/security requirements for payment and/or performance. In such contracts, the bond and power of attorney of the person executing the bond must be included in the contract.

ADDENDUM:

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, River Valley Community College will email addenda to all who have already submitted bids and post any changes to its website. Before your submission, always check for any addenda or other materials that may have been issued, which would affect the RFP.

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 **April 18, 2025, at 3:00 p.m.** If any Addenda to the RFP are issued, please acknowledge in your bid.

Proposals should be emailed to Sean Fitzpatrick, sfitzpatrick@ccsnh.edu. Receipt confirmation will be sent within 24 hours.

Bid responses must include the following Documents:

- Completed Exhibit A – Bid Form
- Completed Exhibit B – References Form
- Completed Exhibit C – Planned Execution Statement
- Bidder's W9
- Bidder's certificate of insurance

AWARD:

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

RFP EVALUATION CATEGORIES	PERCENTAGE
1. Completeness of Proposal	10%
2. Qualifications, Experience, and Past Performance	20%
3. Planned Execution	30%
4. Cost for Services	40%
TOTAL PERCENTAGE	100%

River Valley Community College reserves the right to accept or reject any or all of the proposals.

River Valley Community College reserves the right to waive any and all informalities in its best interest.

EXHIBIT A

PROJECT: Commercial Cleaning Services

COLLEGE NAME: River Valley Community College

BID FORM

Company Name: _____

Address: _____

Telephone Number: _____

Email: _____

The total cost for services itemized by building by year.

Building	Cleaning Services Cost 2025-2026	Cleaning Services Cost 2026-2027	Cleaning Services Cost 2027-2028
Claremont Campus	\$	\$	\$
Lebanon Campus	\$	\$	\$
Yearly Total	\$	\$	\$

Total Scope Cost \$ _____
(Sum of yearly total cells above) (Contract will be awarded on this amount)

**Hourly rate for extra services
outside of above scope** \$ _____/hr

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

PROJECT: Commercial Cleaning Services

COLLEGE NAME: River Valley Community College

REFERENCES

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 New England region.

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	_____

EXHIBIT C

PROJECT: Commercial Cleaning Services

COLLEGE NAME: River Valley Community College

PLANNED EXECUTION STATEMENT

Please attach a separate answer sheet if necessary

1. The work, if awarded to you, will have the resident personal supervision of whom? State his/her name, title, and their special qualifications.

2. (a) Provide a brief history of your firm. (b) Demonstrate that your firm has provided satisfactory work on similar projects.

a)

b)

3. Please describe your staffing plan. i.e., number of personnel per shift for each building

4. How many hours per day do you plan to have staff on site? What time do you plan to begin and end services each day?

5. Please describe your contingency plan to ensure adequate coverage of staff in the event of an employee's failure to report for their assigned shift.

6. Please include any additional information related to your planned execution that you feel may be helpful for RVCC while evaluating your bid.
