



REQUEST FOR PROPOSALS

FOR

Commercial Cleaning Services

At

Great Bay Community College

Issued by the

Community College System of New Hampshire

RFP #GBC25-01

Date of Issue: May 12, 2025

Proposals must be received no later than
2:00 PM on May 26, 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 Great Bay Community College's Portsmouth campus with Commercial Cleaning Services for a ~~three-year~~ period dated July 1, 2025, through June 30, 2028, with the option to extend for two additional one-year terms.

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 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, with the option to extend for two additional one-year terms.

Great Bay 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 Great Bay Community College.

SCHEDULE OF KEY EVENTS:

Request for Proposal Issued	Monday, 5/12/25
Proposal Due Date	Monday, 5/26/25 @ 3:00 PM
Award and Notification to Successful Bidder	Friday, 5/30/25
Contract Start Date	Tuesday, 7/1/25

SCOPE OF SERVICES:

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

Cleaning Hours:

Cleaning of all buildings shall commence between the hours of:

- 8:00 am to 9:30 pm Monday through Thursday
- 8:00 am to 6:00 pm Friday

Vendor must ensure adequate coverage of staff in the event of an employee's failure to report for their assigned shift.

Building Access:

Cleaning personnel shall pick up building keys and/or card access badges from Campus Security upon arrival to campus daily and return shall return keys and/or badges to Campus Security upon completion of each shift.

Portsmouth Campus:

320 Corporate Drive Portsmouth, NH 03801

135,000 square feet

50% tile 50% carpet

Main Building**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 - 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

Cafeteria

- ☐ Sweep and mop floor (under tables) clean table tops & chairs - daily
- ☐ Strip and wax floor – up to twice per year (Christmas/Commencement)

Library

- ☐ Sweep and mop floor - daily
- ☐ Shampoo carpets – once per year

Staircases

- ☐ Vacuum & wet mop stairs, clean & dust hand rails - Tuesday and Thursday

Classrooms 1st, 2nd, 3rd & 4th Floors to include /Labs/Conference Rooms

- ☐ Vacuum carpeting - daily/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 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)

Hallways 2nd, 3rd & 4th Floors

- ☐ Vacuum - daily

- ☐ Empty trash/recycling - daily
- ☐ Re-set furniture – daily
- ☐ Shampoo carpets – once per year

Offices 1st, 2nd, 3rd & 4th Floors

- ☐ Vacuum carpeting - weekly or as needed
- ☐ Empty trash/recycling - daily

Student Center Area

Hallways/Common Areas

- ☐ Dry mop hallway floors - daily
- ☐ Auto-scrub hallway floors - Monday, Wednesday, Friday

Entrances/ vestibules /sitting area and pool table area

- ☐ Vacuum - daily
- ☐ Vacuum mats - daily
- ☐ Clean glass - daily

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

Fitness Room

- ☐ Vacuum - daily
- ☐ Wash floors – twice a week – Wednesday and Friday

Fitness Locker Rooms

- ☐ Sweep floors - daily
- ☐ Wash floors - daily
- ☐ Wash/disinfect sinks, counters, toilets and urinals, and mirrors - daily
- ☐ Wash/disinfect stalls - monthly
- ☐ Polish plumbing fixtures - 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
- ☐ Wash showers twice a week – Tuesday and Friday

Multi-Use Room

- ☐ Dry mop floor - daily
- ☐ Wash floor three times a week - Monday, Wednesday and Friday

Gymnasium

- ▣ Dry mop floor – daily
- ▣ Wash floor - once a week – Wednesday

Gymnasium Locker Rooms

- ▣ Sweep floors - daily
- ▣ Wash floors - daily
- ▣ Wash/disinfect sinks, counters, toilets and urinals, and mirrors - daily
- ▣ Wash/disinfect stalls - monthly
- ▣ Polish plumbing fixtures - 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
- ▣ Wash showers twice a week – Tuesday and Friday

Laundry Room

- ▣ Wash floors – once a week - Tuesday
- ▣ Empty trash - daily

Other

- ▣ Furniture in the Main Building Atrium, Library and Student Center, complete extraction twice per year (Christmas/Commencement)
- ▣ Clean/wash All windows, to include both interior and exterior windows (Twice a year prior to commencement and prior to the start of the fall semester)
- ▣ Wipe clean horizontal surfaces monthly
- ▣ Wash walls when and where necessary
- ▣ Pandemic related cleanings as needed per CDC guidelines and the demands of the campus
- ▣ Additional tasks as needed

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

If the location 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 GBCC pickup.

GBCC 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.

VENDOR SUPPLIED MATERIALS

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 GBCC requesting that the individual no longer be employed at the account.

SITE VISITATION:

Site visitations are optional.

Site visitations can be requested by bidders and will be scheduled 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 a full acknowledgment that the bidder inspected the site and is familiar with the conditions and requirements of these specifications.

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

ADDITIONAL INFORMATION

Great Bay 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.

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

All unused material brought on site by the successful bidder must be removed by the bidder.

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

If applicable, vendor is responsible for calling Dig Safe System, Inc., a private locating service. A private locating service is needed as with the exception of natural gas, all utilities on the campus of Great Bay Community College are privately owned. Any fines, damages, etc. assessed to Great Bay Community College due to failure to obtain a Dig Safe permit and to have utilities located by a private company will be the responsibility of the successful bidder.

Shirts are required to be worn at all times on the work site, smoking is not allowed on campus grounds, no radios or headsets are allowed, food is available for purchase at vending machines located at the College and parking for vehicles and equipment must be cleared through the Maintenance Department. 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.

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 Great Bay Community College, providing the following information for each person:

Name
Employer's Company Name

Great Bay Community College reserves the right to request a criminal background check on any employee of Contractor. Great Bay 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 Great Bay 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 Great Bay Community College. The certificates are required to name Great Bay Community College as additional insured.

ADDENDUM:

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, Great Bay 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 **May 26, 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
- Vendor'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 and broken out as follows:

RFP EVALUATION CATEGORIES	PERCENTAGE
1. Completeness of Proposal	10%
2. Qualifications, Experience, and Past Performance	20%
3. Planned Execution	20%
4. Cost for Services	50%
TOTAL PERCENTAGE	100%

Great Bay Community College reserves the right to accept or reject any or all of the proposals.

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

EXHIBIT A

PROJECT: Commercial Cleaning Services

COLLEGE NAME: Great Bay Community College

BID FORM

Company Name: _____

Address: _____

Telephone Number: _____

Email: _____

Total cost for services by year:

Building	Cleaning Services Cost 2025-2026	Cleaning Services Cost 2026-2027	Cleaning Services Cost 2027-2028
Portsmouth 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: Great Bay 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 _____

NAME OF REFERENCE PROJECT _____

Location of Project _____

Date work performed _____

Name of Owner _____

Contact Name & Phone Number _____

Description of Project _____

NAME OF REFERENCE PROJECT _____

Location of Project _____

Date work performed _____

Name of Owner _____

Contact Name & Phone Number _____

Description of Project _____

EXHIBIT C

PROJECT: Commercial Cleaning Services

COLLEGE NAME: Great Bay 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 GBCC while evaluating your bid.
