



REQUEST FOR PROPOSALS

FOR

Commercial Cleaning Services

At

Manchester Community College

Issued by the

Community College System of New Hampshire

RFP #MCC25-05

Date of Issue: June 9, 2025

Proposals must be received no later than
3:00 PM on June 27, 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 Manchester Community College with Commercial Cleaning Services for a **34-month** period from September 1, 2025, through June 30, 2028 **with the option to extend the contract with two additional one-year extensions**, if agreed upon by both parties. Square footage is listed below:

Building	Scope	Address	Bldg SF
Automotive Building	Entire Building	1066 Front Street, Manchester, NH, 03102	28,452
Advanced Technology Building	Entire Building	1066 Front Street, Manchester, NH, 03102	24,900
MCC Main Building	Student Center & Child Care Area Only	1066 Front Street, Manchester, NH, 03102	TBD

BIDDER QUESTIONS:

Questions regarding the meaning and interpretation of the RFP, attachments, specifications, etc., shall be requested via email. Answers will be provided by an RFP addendum posted to <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>. Please direct all questions or correspondence regarding this RFP to:

Sean Fitzpatrick, Procurement Manager
CCSNH System Office
(781) 572-1076
sfitzpatrick@ccsnh.edu

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 June 30, 2028.

Manchester 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 Manchester Community College.

SCHEDULE OF KEY EVENTS:

Issue of Request for Proposal	Monday, 6/9/25
Proposal Due Date	Friday, 6/27/25 @ 3:00 PM
Award and Notification to Successful Bidder	Friday, 7/11/25
Contract Start Date	Monday, 9/1/25

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 248 days each year.

Buildings are available to be cleaned between the hours of:

- 10:30 pm and 7:00 am Sunday through Thursday

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. 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.

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. 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 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 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.

Employees of vendor are only permitted in campus buildings listed in the scope of this RFP. Should an employee of the vendor be found in an area outside that of the scope within this RFP, MCC can

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

TASK LIST FOR ALL BUILDINGS:

Common Areas

- Sweep and mop flooring - daily
- Wipe clean desks, tables and chairs - daily
- Empty trash/recycling - daily
- Wipe clean water coolers - daily
- Vacuum air vents - monthly
- Dust/clean light fixtures - monthly
- Clean window glass and windowsills - weekly
- Sweep or vacuum entry way floors - daily
- Clean entry way glass inside and out, remove spider webs - weekly
- Clean walls from floor to 6' high - monthly

Stairwells

- Dust and remove spider webs - daily
- Sweep and wash stairs – daily
- Wash or wipe clean handrails – daily
- Sweep and wash landings - daily

Labs

- Empty trash/recycling – daily
- Sweep and mop floors – daily
- Sweep automotive labs floors (no mop) – daily
- Wash sinks – daily
- Refill soap & paper towels – as needed
- Wipe clean tables, desks & chairs – daily
- Wipe clean countertops – daily
- Vacuum air vents – monthly
- Clean light fixtures (excluding automotive labs) – monthly
- Clean window glass and windowsills - weekly
- Wash whiteboards - daily

Classrooms

- Vacuum carpet – daily
- Sweep and mop non-carpet flooring – daily
- Empty trash/recycling – daily
- Wipe clean countertops – daily
- Wipe clean tables, desks & chairs – daily
- Wash sinks – daily
- Refill soap & paper towels – as needed
- Vacuum air vents – monthly
- Clean light fixtures – monthly
- Clean window glass and windowsills - weekly

- Wash whiteboards - daily

Restrooms

- Sweep and mop flooring – daily
- Wash sinks and countertops – daily
- Wash toilets and urinals – daily
- Refill paper towel, soap and toilet paper dispensers – as needed
- Clean walls from floor to 6' high - monthly

All Spaces

- Wax all rubber flooring – annually

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

If the college 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 MCC pickup.

MCC 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:

Contractor must assign a supervisor to MCC to act as a single point of contact for MCC staff regarding all aspects of service.

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

SITE VISITATION:

Site visitations are encouraged and 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

Manchester 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 local, state and federal regulations are to be followed. Any fines assessed to Manchester 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 Manchester Community College, providing the following information for each person:

Name
Employer's Company Name

Manchester Community College reserves the right to request a criminal background check on any

employee of Contractor. Manchester 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 Manchester 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 Manchester Community College. The certificates are required to name Manchester 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, Manchester 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 **June 27th, 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%

Manchester Community College reserves the right to accept or reject any or all proposals. Manchester Community College reserves the right to waive any and all informalities in its best interest.

EXHIBIT A

PROJECT: Commercial Cleaning Services

COLLEGE NAME: Manchester Community College

BID FORM

Company Name: _____

Address: _____

Telephone Number: _____

Email: _____

Total cost for services itemized by building by month:

Building	Cleaning Services Monthly Cost 2025-2026	Cleaning Services Monthly Cost 2026-2027	Cleaning Services Monthly Cost 2027-2028
Automotive Building	\$	\$	\$
Advanced Technology	\$	\$	\$
Main Building (Student Center & Child Care Only)	\$	\$	\$
Monthly Total	\$	\$	\$

**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: Manchester 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. sqft. serviced _____

NAME OF REFERENCE PROJECT _____

Location of Project _____

Date work performed _____

Name of Owner
Contact Name & Phone Number _____

Description of Project _____

Approx. sqft. serviced _____

NAME OF REFERENCE PROJECT _____

Location of Project _____

Date work performed _____

Name of Owner
Contact Name & Phone Number _____

Description of Project _____

Approx. sqft. serviced _____

EXHIBIT C

PROJECT: Commercial Cleaning Services

COLLEGE NAME: Manchester 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 their 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 MCC while evaluating your bid.
