



Request for Proposal Janitorial Services

General:

The City of Claremont, NH (hereafter referred to as the “CITY”) invites qualified firms to submit proposals for Janitorial Services (hereafter referred to as the “CONTRACTOR”). Details of the project will be covered in the scope of work section of this document.

Instructions:

Proposals must be submitted in a sealed envelope no later than 12:00 PM on September 13, 2021, c/o City Manager’s Office, City Hall, 58 Opera House Square, Claremont NH 03743. Envelope must be clearly marked “Janitorial Services”. Proposals will be opened publicly at that time. **Unsealed, late, emailed, or faxed proposals will not be accepted.**

The city highly recommends any interested CONTRACTOR contact William Willette to complete walk through and explanation of the City Hall/Opera House complex, and any other facilities they deem necessary. CONTRACTORS submitting proposals are responsible for being totally familiar with the City of Claremont and required services. The contact person for this project is:

William Willette
58 Opera House Square
Claremont, NH 03743
wwillette@claremontnh.com
(603)542-7006

Proposal specifications are available on the City’s web site,
<https://www.claremontnh.com/procurement>

Guidelines:

All Proposals become the property of the CITY and will therefore be considered a public document which will be open to public viewing, after the bid opening. CONTRACTOR’S Proposal, if accepted, will become a legally binding addendum to the eventual contractual agreement with the CITY. This Request for Proposal in no way commits the CITY to make an award or reimburse any CONTRACTOR for any expense incurred in responding to this request.

The successful CONTRACTOR will be required to provide proof of General Liability, Motor Vehicle, Worker's Compensation and Excess Liability (an "umbrella" policy) insurance, identifying the City of Claremont as an additional insured, and must be submitted to the CITY upon signing a contract for services. The policy must be issued by a carrier that is duly licensed to do business in the State of New Hampshire. Any subcontractors will be subject to the same insurance requirements (which will be detailed as a part of the SCOPE OF WORK).

Evaluation Criteria:

All proposals received in response to this RFP will be evaluated to determine if they are complete and meet the requirements specified in this RFP. The vendor will be chosen based on who will provide the "best value" taking into consideration the most beneficial combination of qualifications, services and cost and who has met the requirements of this RFP. Only proposals judged to be responsive to the submission requirements set forth in this RFP will be evaluated.

Staff will review, analyze and evaluate all proposals and score them in accordance with the criteria described below. If needed, additional information may be requested from one or more CONTRACTORS.

The CITY reserves the right:

- to accept or reject any or all bids in whole or in part and to accept other than the lowest price proposal;
- to waive any technical defect, qualification, omission, informality, or irregularity in any proposal received;
- to amend, modify, or withdraw this Request for Proposal;
- to require supplemental statements or information from a CONTRACTOR;
- to extend the deadline for responses to this Request for Proposal;
- to waive or correct any irregularities in proposals received.

The CITY may award a contract based upon the proposals received without discussion of such proposals with proposers. Each proposal should therefore be submitted with the most favorable terms the proposer can make to the CITY.

The Request for Proposal documents and Notice of Award shall be the agreement between the CITY and successful proposer with respect to the matters dealt with herein, and such shall supersede all other oral and written proposals, representations, understandings, and agreements previously made or existing with respect to any such matter.

Qualification of Bidders:

Each CONTRACTOR must be prepared to present satisfactory proof of their capacity and ability to successfully complete the requirements of this solicitation.

Proposals shall include a brief summary of similar services provided (at least 3), including:

- The date(s) of service
- The point of contact with name and telephone number of such clients.

The CITY reserves the right to make whatever investigations or inquiries necessary to determine the competency and ability of any CONTRACTOR to complete the requirements of this solicitation. A review may include, but not be limited to, inspection of the CONTRACTOR'S facilities and equipment, references, or previous contract performance.

Award will not be made solely on the basis of the cost of services. Evaluation factors to be considered in addition to cost shall be:

- The CONTRACTOR'S reputation based on past work experience with the CITY and other references.
- Quality of service provided to others
- Adequate financial resources or the ability to obtain such resources as required to complete the performance of the project.
- Adequate experience, organization, technical and professional qualifications, personnel, skill, equipment, and ability.
- The ability to comply with the time frames proposed.

Scope of Work:

The City of Claremont is soliciting pricing for janitorial services at four City buildings:

1. Visitors Center at 14 North Street
2. Fiske Free Library at 108 Broad Street
3. Public Works building at 8 Grandview Street
4. City Hall Complex/Opera House at 58 Opera House Square (does not include Police or District Court areas).

The bid is for cleaning services, with the CITY providing paper products and cleaning chemicals.

On the bid sheet, we have added a pricing section to bid each building separately or all four buildings together as one contract. The City reserves the right to use these prices for decision making purposes, and may award janitorial services on a per building or total project basis to one or more bidders.

Areas to be cleaned:

- Visitors Center at 14 North Street
- Fiske Free Library at 108 Broad Street
- Public Works building at 8 Grandview Street.

Twice Weekly -

- Empty all trash
- Clean all sinks, toilets, plumbing fixtures, grab rails, mirrors, etc.
- Re-supply tissues, toilet paper, soap, etc.
- Vacuum
- Mop floors
- Wipe all counters, tables, desks, etc.

Quarterly –

- Wash windows

Semi-Annually –

- Clean all ceiling vents and exhaust vents
- Wash and deep clean all carpets

Janitorial Services for City Hall/Opera House at 58 Opera House Square (does not include the Police area or the Circuit Court area)

Daily -

- Empty trash and recycle bins in the atrium by soda machine and in the staff kitchen, and all bathrooms.
- Clean bathrooms (Ladies, Men's, ADA, and Welfare)
 - Wipe down and disinfect fixtures and toilets
 - Check paper products
 - Clean mirrors, sweep and mop floors, as needed

Weekly –

- Vacuum
- Wash floors
- Empty individual offices' trash, recycling and shredder bins
- Wash and clean interior glass doors and entryways (offices, front entry, side entry, atrium foyer, etc.) as needed
- Wipe down door fixtures
- Dust, as needed

Monthly –

- Any weekly services that need more attention
- Clean and dust all offices, hallway, lobby, kitchen and meeting areas (including walls, door sills, blinds, switch plates, file cabinets, shelves, mantels, baseboard, tables, appliances, etc.)
- Opera House Stage
- Opera House Administration areas

Yearly -

- Wash walls
- Vacuum registers, vents, and windows

Opera House – special cleaning for events

- Clean staircases
- Orchestra lobby
- 4 Opera House bathrooms
 - Wipe down and disinfect fixtures and toilets
 - Check paper products
 - Clean mirrors, sweep and mop floors, as needed
- Opera House seating area including balcony
- 3 Dressing rooms
- Atrium

1. The CONTRACTOR agrees to maintain during the contract period the following insurance (as a minimum):

Comprehensive General Liability, including Completed Operations Coverage - \$1,000,000 per occurrence/ \$2,000,000 Aggregate – City of Claremont must be named as an additional insured.

Motor Vehicle Liability - \$1,000,000 combined single limit – City of Claremont must be named as an additional insured. Coverage must include all owned, non-owned and hired vehicles.

Worker’s Compensation on all workers providing services under this Agreement; Employer’s Liability with limits in an amount no less than statutory limits.

All Subcontractors, as agents of CONTRACTOR under this Agreement, are subject to the same insurance requirements as the CONTRACTOR.

Excess Liability in the minimum amount of \$3,000,000 per occurrence – City of Claremont must be named as an additional insured.

Proposals will be accepted that deviate from the Scope of Work, but all such submissions must specifically state exceptions to the Scope of Work on their own page labeled “Exceptions.” The CITY will also entertain proposals that will make the project more cost effective.

Revisions:

Any questions or inquiries must be submitted in writing and received by William Willette no later than seven (7) calendar days prior to the proposal due date. Answers to all questions or information given to a CONTRACTOR in response to a formal request of a substantive nature will be posted on the City’s Procurement Opportunities page on the City of Claremont, NH website (<https://www.claremontnh.com/procurement>) no later than five (5) calendar days prior to the due date.

Only such amendments, when issued by the CITY, will be considered as being binding on the CITY. Verbal explanations or instructions given by a CITY employee to a CONTRACTOR in regard to this solicitation shall not be binding on the CITY, and shall be considered informal unless confirmed in writing by the CITY. CONTRACTORS should note that all clarifications and exceptions, including those relating to the terms and conditions of the contract, are to be resolved prior to the submission of a proposal.

Contract:

The final contract will involve, at a minimum, the terms and conditions set forth in this Request for Proposal including the general conditions, and may include those reflected in the specific proposal submitted. The content shall be the exclusive source of the CONTRACTOR’S rights

and remedies and shall supersede any and all prior writings, negotiations or agreements of any kind.

The CITY is exempt of all taxes.

All CONTRACTORS must comply with all applicable Equal Employment Opportunity laws and regulations.

Deadlines:

Option 1- Three copies of your proposal can be delivered or mailed in, and must be received by the Municipality no later than 12:00 PM EST on August 13, 2021. Proposals received after this deadline will not be eligible for consideration.

Proposals should be delivered to:
Claremont City Manager
Re: Janitorial Services
58 Opera House Square
Claremont, NH 03743
(603)542-7002

Option 2- 1 copy of the proposal can be uploaded to:
<https://www.dropbox.com/request/yM1FqMpIOkPu71sxeY85>

**Bid Proposal Submission Form
Janitorial Services**

Please fill out the Bid Proposal Submission Form below. The City of Claremont reserves the right to reject any and all proposals and act in the best interests of the City.

Contact Name _____
 Address: _____
 Telephone () _____ Fax () _____
 E-mail _____ Web _____
 Employer ID Number _____ or Social Security Number _____

Circle one: Corporation or Partnership Individual

Signature of Authorized Representative _____
 Print Name _____
 Title _____
 Date _____

Provide a list of three (3) references where you have recently completed projects of this nature. (Please submit with your bid)

The city will provide all paper products and cleaning chemicals.

Location	Monthly Amount	Yearly Total
Visitors Center		
Fiske Free Library		
Public Works Building		
City Hall/Opera House		
Total Project Cost		
	Per Cleaning Amount	
Opera House Special Cleaning		

Anticipated Start Date: _____

Proposals should be delivered to:
Janitorial Services, City of Claremont, City Manager's Office, 58 Opera House Square, Claremont, NH 03743
by 12:00 PM September 13, 2021