Town of Hooksett

February 2020

Prepared by:
Department of Public Works
35 Main Street
Hooksett, NH 03106
(603) 485-8471
REQUEST FOR PROPOSAL

RFP 20-10 – Custodial Support for Town of Hooksett

Acceptance Date: 2:00 PM, Thursday, August 6, 2020

Sealed bid proposals, plainly marked, “RFP 20-10 – Custodial Services for Town of Hooksett” on the outside of the mailing envelope as well as the sealed bid envelope, addressed to the Administration Department, Town Hall, 35 Main Street, Hooksett, New Hampshire, 03106, will be accepted until 2:00 PM, Thursday, August 6, 2020 when all bids will be publicly opened and read aloud.

Bid packages may be obtained from the Town’s web site: www.hooksett.org, or by contacting the Administration Department at the above address, or by calling (603) 485-8472.

The Town of Hooksett reserves the right to reject any or all bids, to waive technical or legal deficiencies, and to accept any bid that it may deem to be in the best interest of the Town.

Background

The Town of Hooksett is home to an estimated 13,000 residents and is located in south-central New Hampshire.

Inquiries

All questions regarding the scope of the work for this job should be directed to the Town of Hooksett Public Works Director Earl LaBonte at elabonte@hooksett.org. Questions received less than seven (7) days prior to the bid opening date may not be answered. Only answers
issued by Addenda will be binding. All addendums will be posted on The Hooksett Town website, www.hooksett.org.

**Competition**

It is the Town’s intent that this RFP shall permit competition. It shall be the respondent’s responsibility to advise the Town Administrator, in writing if any language, requirement, specification etc., or any combination thereof, inadvertently restricts or limits the requirements stated in this RFP to a single source. Such notifications must be received not later than seven (7) days prior to the proposal acceptance date.

**Introduction**

Guidelines to Perspective Firms

1. A **mandatory** Pre-Bid Meeting will be held at The Hooksett Town Hall, Room 204, 35 Main Street, Hooksett, NH 03106 on July 23, 2020 at 1:30 p.m.

2. **INTERPRETATIONS AND ADDENDA** - All questions about the meaning or intent of the Bidding Documents and the Contract Documents shall be submitted in writing to Earl LaBonte, Director Hooksett Public Works via email elabonte@hooksett.org. Interpretations, questions, or clarifications will be considered by the Town and if necessary be responded to by issuance of an Addendum. **All questions are to be received no later than Monday, August 3, 2020 at 3:30 p.m.** Questions received less than seven (7) days prior to the bid opening date may not be answered. Only answers issued by Addenda will be binding. All addendums will be posted on The Hooksett Town website, Hooksett.org.

3. **Sealed bids**, addressed to Town Administrator, 35 Main Street, The Hooksett, New Hampshire 03106, **must be received at the above address no later than August 6, 2020, 2 p.m.** for furnishing all labor, materials, supplies, equipment, licensing, supervision and performing all work necessary to provide custodial services based on the bid documents for Hooksett, New Hampshire. **Bids shall be submitted in sealed envelopes using the blank Proposal forms furnished with this bid package. Sealed envelopes shall be marked in the upper left hand corner as follows: RFP 20-10 – Custodial Services for Town of Hooksett.** No electronic bids or emailed bids will be accepted.

4. All companies bidding on this project must include the information outlined in the **ITEMS TO BE INCLUDED IN BID SUBMITTAL** such as bid bond, statement of qualifications, list of subcontractors, list of equipment, references, list of proposed equipment, licenses, financial statements and other items requested in this bid document.

5. **Proposal must include 3 copies of the proposal one for the Finance Department.**
6. ANY ALTERATIONS, ADDITIONS OR DELETIONS, TO EITHER THE INSTRUCTIONS TO BIDDERS, OR THE PROPOSAL FORM SHALL CONSTITUTE THE BID(S) AS UNACCEPTABLE.

7. Bidder is required to submit three (3) references of current or previous work and projects of similar or like nature.

8. Bid prices shall be firm for 60 days from bid opening.

9. Unit prices shall remain in effect for the Initial Term of the Custodial Services Agreement.

10. If deemed advantageous, The Town reserves the right to make multiple awards. In the event that multiple awards are made, the lowest responsive bidder will be awarded a primary contract. “Secondary” contracts may be awarded based on the pricing order of responsive bids. Multiple awards may be made in order to insure timeliness of response to The Town’s needs. Secondary contracts will be used only when the primary contractor cannot respond in a timely manner.

11. It is understood, that in addition to the items outlined in this bid package, The Hooksett Town’s facilities are continually growing and the successful contractor must be capable of handling contract additions throughout the term of the contract to the same standards, frequencies and expectations outlined herein.

12. No bid bond is required.

13. Within ninety (90) days before the expiration of the Initial Term (June 30, 2021), The Town of Hooksett may give written notice to Contractor of its desire to extend the Agreement (the “Renewal Notice”) for an additional period of time. (the “Renewal Term”). If The Hooksett Town delivers the Renewal Notice, the Parties shall within thirty (30) days from the date of receipt of the Renewal Notice, use good faith efforts to negotiate the terms and conditions of the Renewal Term. Any agreed upon Renewal Terms shall be in writing and executed as a Modification of the Agreement. In the event the Parties are unable to agree upon the terms and conditions for the Renewal Term, then the Agreement shall expire upon the expiration of the current Term or otherwise terminate pursuant to the terms of the Agreement. Renewal Terms will be limited to a maximum of two (2), three (3) year renewal periods.
Services are to include the following:

1. Custodial services for the Hooksett District Court, the Safety Center and the Department of Public Works Admin.

2. Coverage is five days a week, coverage excludes all federal holidays.

3. Facility cleaning for the Hooksett Court House and the Safety Center will take place outside their normal operating hours, Monday – Friday (mornings completed not later than 7 AM, evenings would be after 5 PM. For the Department of Public Works, a time would need to be scheduled.

4. A weekly report is to be provided listing any facility deficiencies.

5. Contractor will supply their own cleaning supplies and equipment to maintain the facility.

6. Contractor will supply any and all materials needed for the bathrooms, breakroom areas, and offices in the facility.

A detailed Scope of Services is set forth as Attachment A. A list of consumables and expenses is attached. The list of cleaning frequency is attached.

INSURANCE REQUIREMENTS
The awarded vendor at their cost will be required to provide certificate of liability insurance before any service can commence naming the Town of Hooksett as additional insured. The following standard insurance shall be required:

**Umbrella Insurance**

*Per Occurrence* $1,000,000

**Commercial General Liability Insurance**

*Each Occurrence Limit* $1,000,000

*General Aggregate Limit* $2,000,000

*Products/Completed Operations Aggregate Limit* $2,000,000

*Personal and Advertising Limit* $1,000,000

**Commercial Automobile Insurance (for Owned, Hired, and Non-owned Autos):**

*Bodily Injury and Property Damage Liability Combined Single Limit (Per Occurrence)* $1,000,000

**Workers Compensation/Employers Liability Insurance**

*Bodily Injury by Accident Each Accident (Coverage B – Employer’s Liability)* $500,000

*Bodily Injury by Disease Aggregate Limit* $500,000
Bodily Injury by Disease- Each Employee  
(Coverage A – Statutory) $500,000

Contractor shall, before the Contract is signed, and at any time following execution thereof at the request of the Town, furnish Town with a certificate and proof of such additional endorsements or other documentary evidence that the aforementioned insurance policies have been procured with such additional endorsements, that premiums have been paid and that such policies remain in place. Such certificate or other evidence shall bear an agreement that the Town will be given thirty (30) days prior written notice by the Insurance Company furnishing the certificate before the insurance is cancelled or changed in any manner or for any reason during the period of coverage as stated on the certificate.

CRIMINAL BACKGROUND CHECKS: All custodial staffing that will be assigned to the The Hooksett Court House and The Hooksett Safety Center shall be properly screened for criminal background information.

LENGTH OF CONTRACT: Contract – this service contract will commence upon the date of contract execution. The service contract will remain in effect until June 30, 2021. Upon the mutual agreement of both parties, the Service Contract may be renewed in one-year increments for a total not to exceed five (5) years. Each additional year is contingent up funding by the Town Council for the next fiscal year. Upon mutual agreement of both parties, the renewable contract rates may be adjusted to account for inflation in accordance with the Consumer Price Index.

SUBMITAL REQUIREMENTS: Proposals shall include the following:

1. Cover Letter describing the history and experience of Firm.

2. Resume of the Service Manager/Supervisor assigned to manage custodial services contracted with the Town or summary of work history and position

3. At least (3) references, including current contact name and phone number for similar contracts; the Town may elect to visit the sites that are named as references.

4. Completed Proposal Form, included in this document.

5. Describe approach to providing custodial service.

EVALUATION CRITERIA: The Town shall select a firm based on the following: Qualifications of Firm/Key Staff, Satisfactory References, and Service Approach (professionalism)

SELECTION: Upon receipt of all Proposals, the Town, at its discretion, may select a contractor outright or select all firms, or a finalist(s) for in-person and/or telephone interviews. The Town intends to enter into an agreement with the top rated firm in substantially the form as attached. If the Town cannot reach agreement with that firm, the Town will entertain a
The Town also reserves the right to make such inquiries regarding the firm’s qualifications and reputation as it deems necessary to evaluate the firm. The firm may be requested to execute releases to obtain information from third parties. Failure to execute a release upon request may result in disqualification.

The Town of Hooksett reserves the right to reject any or all proposals, to waive technical or legal deficiencies, to accept any proposal and to negotiate such terms and conditions of any final agreement as may be in the best interest of the Town.

EVALUATION CRITERIA: The Town shall select a firm based on the following:

- Qualifications of Firm/Key Staff
- Satisfactory References
- Service Approach (professionalism)

SELECTION: Upon receipt of all Proposals, the Town, at its discretion, may select a contractor outright or select all firms, or a finalist(s) for in-person and/or telephone interviews. The Town intends to enter into an agreement with the top rated firm in substantially the form as attached. If the Town cannot reach agreement with that firm, the Town will entertain a proposal from the second rated firm, and so on, until an agreement is reached. Selection shall be subject to a thorough check of references.

The Town also reserves the right to make such inquiries regarding the firm’s qualifications and reputation as it deems necessary to evaluate the firm. The firm may be requested to execute releases to obtain information from third parties. Failure to execute a release upon request may result in disqualification.

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**LATE BIDS WILL NOT BE ACCEPTED**
DATE: ____________________________

MONTHLY CLEANING COST PER FACILITY.

$ ________________________________  $ ________________
Price in Words  Price in Figures

AVAILABLE START DATE:

Signature

_____________________________

Name (Print)

_____________________________

Title

_____________________________

Company

_____________________________

Address

_____________________________

Town, State, Zip Code  Email Address

_____________________________

Telephone Number  Fax Number

_____________________________
ATTACHMENT A

SCOPE OF SERVICES

FRONT ENTRANCE, LOBBY AND OFFICE
- Clean entry door glass. Wipe all sills and ledges.
- Dust all horizontal surfaces including heater vents.
- Empty trash, replace liner, and remove to designated area.
- Vacuum all carpets and move scatter rugs when used.
- Spot clean glass doors as needed.

RESTROOMS
- Clean and sanitize all glass mirrors.
- Clean and sanitize all fixtures to a shine.
- Clean and sanitize sink and counter area.
- Wash and sanitize walls, partitions, and doors.
- Clean thoroughly and disinfect bathroom stalls, toilets and urinals.
- Clean and disinfect all showers.
- Replenish all paper supplies as needed.
- Replenish all soap dispensers as needed.
- Empty all trash containers, replace liners, and remove to designated area.
- Sweep, Wet mop and disinfect all ceramic flooring.

LOCKER ROOMS
- Vacuum carpeted areas.
- Spot clean glass.
- Dry mop and wet mop ceramic flooring.
- Dust lockers.
- Fill all dispensers as needed.
- Empty trash containers daily replace liners.

EXERCISE ROOMS
- Clean glass/ mirrors as needed.
- Vacuum carpet areas
- Dust window ledges
- Fill dispensers when needed
- Dry mop wood floor daily And wash weekly

STAIRS
- Vacuum daily and wash when needed
**MIRRORS**
- Spot clean daily.

Report any deficiencies in our facility to the Facilities foremen by using the Work Request Form provided by the Public Works Department.

**SUPPLIES**
- Contractor will supply their own cleaning supplies and equipment to maintain the facility.
- Contractor will supply any and all materials needed for the locker rooms and bath room dispensers in the facility.
CLEANING FREQUENCY  (All daily unless indicated otherwise.)

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<tr>
<th>Daily</th>
<th>Weekly</th>
<th>Bi-Annually</th>
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**Men's Locker Room - Main Building**
Toilets cleaned  Sinks cleaned  Mirrors cleaned  Trash emptied 
Toilet paper dispensers cleaned and refilled 
Hand towel dispenser cleaned and refilled 
Hand soap dispensers cleaned and refilled 
Shower soap dispensers cleaned and refilled 
Facial tissue dispenser cleaned and refilled 
Carpet floors vacuumed 
Sanitize benches

**Women's Locker Room - Main Building**
Toilets cleaned  Sinks cleaned  Mirrors cleaned  Trash emptied 
Sanitary napkin containers emptied and sanitized 
Toilet paper dispensers cleaned and refilled 
Hand towel dispenser cleaned and refilled 
Hand soap dispensers cleaned and refilled 
Shower soap dispensers cleaned and refilled 
Facial tissue dispenser cleaned and refilled 
Sanitize benches
<table>
<thead>
<tr>
<th>Service Description</th>
<th>Daily</th>
<th>Weekly</th>
<th>Bi-Annually</th>
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<tbody>
<tr>
<td>Men's Bathroom</td>
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<td>Toilets cleaned</td>
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<td>Sinks cleaned</td>
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<td>Mirrors cleaned</td>
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<td>Trash emptied</td>
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<td>Toilet paper dispensers cleaned and refilled</td>
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<td>Hand towel dispenser cleaned and refilled</td>
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<td>Hand soap dispensers cleaned and refilled</td>
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<td>Floor washed</td>
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<td>Women's Bathroom</td>
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<td>Toilets cleaned</td>
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<td>Mirrors cleaned</td>
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<td>Trash emptied</td>
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<td>Toilet paper dispensers cleaned and refilled</td>
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<td>Hand towel dispenser cleaned and refilled</td>
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<td>Floor washed</td>
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<td>Stairwell &amp; Hall</td>
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<td>Vacuum carpet runners</td>
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<td>Wash floors and stairwell</td>
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<td>Lobby Bathroom</td>
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<td>Toilets cleaned</td>
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<td>Sinks cleaned</td>
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<td>Mirrors cleaned</td>
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<td>Trash emptied</td>
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<td>Toilet paper dispensers cleaned and refilled</td>
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<td>Hand soap dispensers cleaned and refilled</td>
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<td>Facial tissue dispenser cleaned and refilled</td>
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<td>Floor washed</td>
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<tr>
<td>Vacuum cob webs</td>
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<tr>
<td>Office, Lobby &amp; Entrance</td>
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<tr>
<td>Carpets vacuumed</td>
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<td>Entrance windows and doors cleaned</td>
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<td>Trash emptied</td>
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<td>Clean Hand railings on stairs</td>
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<tr>
<td>Vacuum cob webs</td>
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CUSTODIAL SERVICES AGREEMENT

THIS AGREEMENT IS MADE THIS _______ day of __________ between ___________________________ and the TOWN OF HOOKSETT (the "Town"), 35 Main Street, Hooksett, NH 03106.

A. DESCRIPTION OF SERVICES. Contractor shall provide all necessary labor, equipment, materials and supplies to complete those custodial services outlined in RFP 20-10 issued by the Town and attached to this Agreement. The Town's Representative for purposes of coordinating the custodial services and responding to questions is Paul Devarenne, Assistant Crew Chief Facilities. In the event that the Town's Representative is not available then the Director of Public Works.

B. TERM. The term of this Agreement shall be from the date of contract execution to June 30, 2022. The parties may, by mutual agreement, extend the term of this agreement for an additional one year term for a total period not to exceed five years. Each additional year is contingent upon funding by the Town Council for the next fiscal year. Upon mutual agreement of both parties, the renewable contract rates may be adjusted to account for inflation in accordance with the Consumer Price Index.

C. PERSONNEL. Contractor has advised that ________________ shall serve as Service Manager/Supervisor for the services described in this Agreement. Contractor shall notify the Town in writing if there is any change in Supervisor. Should the Town have concerns with regard to the performance of any member of the team, the Town reserves the right to request a change in Contractor personnel. Contractor's personnel are expected to be courteous, professional and respectful and follow such policies and practices as made known to them by the Town Representative.

D. PAYMENT. Town shall, upon Contractor's submission of a monthly invoice, Pay Contractor monthly for services performed. Town shall pay such invoice within 30 days of receipt.

E. INSURANCE REQUIREMENTS. Contractor shall maintain commercial general liability coverage in the amount of at least one million dollars per occurrence. The Town shall be named as an additional insured. Contractor shall also maintain workers compensation for all its employees in accordance with the statutory requirements. Contractor shall provide proof of insurance satisfactory to the Town.

F. INDEMNIFICATION. Contractor will indemnify and hold harmless the Town from any and all losses, claims, costs, expenses, actions, causes of action, damages and obligations caused by negligent acts or omissions and/or any violations of applicable law or regulations by Contractor, its officers, employees or agents.
G. INDEPENDENT CONTRACTOR: For purposes of this Agreement, any officers, employees, or agents for Contractor act in an independent contractor and are not officers, employees or agents of the Town.

H. TERMINATION OF AGREEMENT: If through any cause, Contractor or the Town shall fail to fulfill in a timely and proper manner its obligations under this Agreement, each party shall have the right to terminate this Agreement by giving written notice to the other of the causes of such termination and specify the effective date of such termination. The parties shall have all remedies available by law.

Written notice to the Town shall be provided to the Director of Public Works at 35 Main Street, Hooksett NH.

I. AMENDMENTS. The scope of the services described in paragraph A of this Agreement may be amended by a written communication from the Town's Director of Public Works provided the price adjustment does not increase by more than 10% of the monthly price. All other terms of this Agreement may be amended only by written communication executed by both parties.

J. SEVERABILITY. If any provision of this Agreement is held to be invalid, illegal, or unenforceable, the remaining provisions shall remain in force.

K. CONFLICT OF INTEREST. No officer, employee or agent of the Town, or any other person who exercises any functions or responsibilities in connection with the Town, shall have any personal or financial interest, direct or indirect, in this Agreement.

L. GOVERNING LAW. The terms of this Agreement shall be governed by the laws of the State of New Hampshire. Jurisdiction and venue shall lie in Rockingham County Superior Court.

IN WITNESS WHEREOF, the Town and Contractor have executed this Agreement as of the date first above written.

TOWN OF HOOKSETT

By: ________________________________

André Garron
Town Administrator, Town of Hooksett

CONTRACTOR

By: ________________________________

Print Name: ________________________________

Title: