

City of Portsmouth
Portsmouth, New Hampshire
Public Works Department

RFP#07-18
Custodial Services for Spinnaker Point Recreational Facility

The City of Portsmouth is soliciting Proposals for Custodial Services at the Spinnaker Point Recreation Facility. **Sealed** Request for proposals, **plainly marked “RFP#07-18 Custodial Services for Spinnaker Point Recreational Facility” on the outside of the mailing envelope as well as the sealed envelope,** addressed to the Finance/Purchasing Department, City Hall, 1 Junkins Avenue, Portsmouth, New Hampshire, 03801, will be accepted until 2:00 p.m., August 31, 2017.

A mandatory pre-proposal meeting will be held at 1:30 p.m., August 23, 2017. Participants will meet in the front lobby of the Spinnaker Point Recreation Facility located at 30 Spinnaker Way, Portsmouth, NH. All individuals or firms interested in submitting a proposal must attend.

The RFP document may be obtained from the City’s web site: <http://www.cityofportsmouth.com/finance/purchasing.htm> or by contacting the Finance/Purchasing Department on the third floor at the above address, or by calling the Purchasing Coordinator at 603-610-7227.

Addenda to this RFP document, if any, including written answers to questions, will be posted on the City of Portsmouth website at <http://www.cityofportsmouth.com/finance/purchasing.htm> under the project heading. Addenda and updates will **NOT** be sent directly to vendors. Questions may be addressed to the Purchasing Coordinator.

The City of Portsmouth reserves the right to reject any or all Proposals, to waive technical or legal deficiencies, and to accept any RFP that it may deem to be in the best interest of the City.

**PORTSMOUTH, NEW HAMPSHIRE
Spinnaker Point Recreational Facility**

The City of Portsmouth is soliciting Proposals from private companies to provide custodial services for the Spinnaker Point Recreational facility.

These services are to include the following:

- 1) Custodial services for a 22,900 sf facility.
- 2) Coverage is seven days a week, 361 days per year, coverage excludes four major holidays.
- 3) Facility cleaning will take place after closing Monday – Friday after 9:00 p.m. and Saturday – Sunday after 5 p.m.
- 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 locker rooms, bathrooms, weight room, and cardio room dispensers 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: As part of the service contract, Contractor will be required to meet the Insurance Requirements included with this RFP.

CRIMINAL BACKGROUND CHECKS: All custodial staffing that will be assigned to the Spinnaker Point Facility 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, 2018. Upon the mutual agreement of both parties, the Service Contract may be renewed in one-year increments for a total not to exceed three (3) years. Each additional year is contingent up funding by the City 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 Boston 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 City or summary of work history and position
3. At least (3) references, including current contact name and phone number for similar contracts; the City 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 City 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 City, at its discretion, may select a contractor outright or select all firms, or a finalist(s) for in-person and/or telephone interviews. The City intends to enter into an agreement with the top rated firm in substantially the form as attached. If the City cannot reach agreement with that firm, the City 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 City 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 City of Portsmouth 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 City.

**PORTSMOUTH, NEW HAMPSHIRE
Spinnaker Point Recreational Facility
Custodial Service
PROPOSAL FORM**

Date: _____

Monthly Cleaning Cost per sq. ft.

\$ _____
Price in Words

\$ _____
Price in Figures

Available Start Date:

Signature

Name (Print)

Title

Company

Address

City, State, Zip Code

Email Address

Telephone Number

Fax Number

Insurance Requirements

Insurance shall be in such form as will protect the Firm from all claims and liabilities for damages for bodily injury, including accidental death, and for property damage, which may arise from operations under this contract by himself or by anyone directly or indirectly employed or engaged by Security Firm.

Amount and Type of Insurance

- A) Comprehensive General Liability:
Bodily injury or Property Damage - \$1,000,000/\$2,000,000
Per occurrence/general aggregate
- B) Automobile and Truck Liability:
Bodily Injury or Property Damage - \$1,000,000/\$2,000,000
Per occurrence/general aggregate
- C) Workers Comprehensive Insurance coverage for all people employed by the cleaning Firm to perform work on this project. This insurance shall at a minimum, meet the requirements of the most current laws of the State of New Hampshire.

Evidence of Insurance

As evidence of insurance coverage, the Owner may, in lieu of actual policies, accept official written statements from the insurance company certifying that all the insurance policies specified are in force for the specified period. The Security Firm shall submit evidence of insurance to the Owner at the time of execution of the Agreement. Written notice shall be given to the City of Portsmouth, New Hampshire at least thirty (30) days prior to cancellation or non-renewal of such insurance coverage.

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.
- Change lamps when needed.

Five (5) 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.
- Vacuum all ceramic flooring
- Wet mop and disinfect all ceramic flooring
- Sanitize both saunas twice weekly

Four (4) 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.

WALKING TRACK

- Check daily.
- Clean and vacuum weekly.
- Wash windows monthly.

BASKETBALL GYMNASIUM

- Clean 3X per week during off season.
- 7X per week during basketball season
- Which includes dry mopping then going over
- With the floor Machine

THREE (3) 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

POOL DECK

- Glass around the pool area
- Wash glass lower windows
- Twice weekly.
- Sanitize steam room on pool deck daily.
- Empty the trash daily.

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, bath rooms, weight room and cardio room dispensers in the facility.

CLEANING FREQUENCY

Men's Locker Room - Main Building	Daily	Weekly	Bi-Annually
Toilets cleaned	X		
Sinks cleaned	X		
Mirrors cleaned	X		
Trash emptied	X		
Toilet paper dispensers cleaned and refilled	X		
Hand towel dispenser cleaned and refilled	X		
Hand soap dispensers cleaned and refilled	X		
Shower soap dispensers cleaned and refilled	X		
Facial tissue dispenser cleaned and refilled	X		
Tile floor washed including stairs to pool deck	X		
Carpet floors vacuumed	X		
Sanitize benches	X		
Sauna area sanitized	X		
Shower walls washed and sanitized	X		
Cleaned toilet and urinal partitions	X		
Replace light bulbs as needed.			
Women's Locker Room- Main Building			
Toilets cleaned	X		
Sinks cleaned	X		
Mirrors cleaned	X		
Trash emptied	X		
Sanitary napkin containers emptied and sanitized	X		
Toilet paper dispensers cleaned and refilled	X		
Hand towel dispenser cleaned and refilled	X		
Hand soap dispensers cleaned and refilled	X		
Shower soap dispensers cleaned and refilled	X		
Facial tissue dispenser cleaned and refilled	X		
Tile floor washed including stairs to pool deck	X		
Carpet floors vacuumed	X		
Sanitize benches	X		
Sauna area sanitized and wet vacuumed	X		
Shower walls washed and sanitized	X		
Cleaned toilet partitions	X		
Replace light bulbs as needed.			

Men's Bathroom - New Building

Toilets cleaned	X
Sinks cleaned	X
Mirrors cleaned	X
Trash emptied	X
Toilet paper dispensers cleaned and refilled	X
Hand towel dispenser cleaned and refilled	X
Hand soap dispensers cleaned and refilled	X
Floor washed	X

Women's Bathroom - New Building

Toilets cleaned	X
Sinks cleaned	X
Mirrors cleaned	X
Trash emptied	X
Toilet paper dispensers cleaned and refilled	X
Hand towel dispenser cleaned and refilled	X
Hand soap dispensers cleaned and refilled	X
Floor washed	X

Stairwell & Hall - New Building

Vacuum carpet runners	X
Wash floors and stairwell	X

Stationary Bike Room - New Building

Vacuum Carpet	X
Clean mirrors	X

Wood Room - Main Building

Wood floor dry mopped	X
Mirrors cleaned	X
Window sills dusted	X

Windows cleaned Inside only		X
Floor wet mopped	X	
Replace light bulbs as needed		
Vacuum cob webs	X	

Lobby Bathroom - Main Building

Toilets cleaned	X
Sinks cleaned	X
Mirrors cleaned	X
Trash emptied	X
Toilet paper dispensers cleaned and refilled	X
Hand towel dispenser cleaned and refilled	X
Hand soap dispensers cleaned and refilled	X
Facial tissue dispenser cleaned and refilled	X
Floor washed	X

Replace light bulbs as needed.

Vacuum cob webs	X
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Foyer before Locker Rooms - Main Building

Vacuum carpet	X
Vacuum stairs leading to track & top floor	X
Clean drinking fountain	X

Wash stairs leading to track	X
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Weight Room - Main Building

Vacuum carpet	X
Empty trash	X
Clean mirrors	X
Hand towel dispenser cleaned and refilled	X
Refill sanitizer bottles	X

Replace light bulbs as needed

Vacuum cob webs	X
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Dust equipment	X
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Cardio Room - Main Building

Vacuum carpet and mats	X
Empty trash	X
Hand towel dispenser cleaned and refilled	X
Refill sanitizer bottles	X

Clean windows Inside only	X
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Replace light bulbs as needed

Vacuum cob webs	X
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Dust equipment	X
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Dust window sills	X
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Treadmill Area - New Building

Vacuum carpet	X	
Empty trash	X	
Hand towel dispenser cleaned and refilled	X	
Refill sanitizer bottles	X	
Clean windows Inside only		X
Replace light bulbs as needed.		
Vacuum cob webs		X
Dust equipment		X
Dust window sills		X

Office, Lobby & Entrance

Carpets vacuumed	X	
Entrance windows and doors cleaned	X	
Trash emptied	X	
Drinking fountain cleaned	X	
Clean Hand railings on stairs	X	
Replace light bulbs as needed.		
Vacuum cob webs		X

Gym - New Building

Dry mop floor	X	
Clean floor with auto scrubber		X

Track - Main Building

Vacuum track floor	X	
Vacuum cob webs	X	
Wash track floor		X
Replace light bulbs as needed.		
Clean windows Inside only		X

Steam Room Pool Deck - Main Building

Clean & sanitize inside steam room	X	
Clean windows on both sides of pool deck		X

All Carpets Washed

X

CONSUMABLES AND EXPENSES

	Monthly Expense
January 2015	
Vacuum bags	\$ 530.47
Toilet bowl cleaner 1 case	
Body & hair foam 3 containers	
Toilet tissue 2 cases	
Paper towels 2 cases	
Hand soap 1 case	
February 2015	\$ 780.52
Toilet tissue 2 cases	
Paper towels 2 cases	
Tilex one case	
trash bags 1 box	
Quat 5L cleaner 5m 1 container	
3H 1 container	
Body & hair foam 3 containers	
Hand soap 1 case	
March 2015	\$ 590.58
Rolled towels 2 cases	
Paper towel 2 cases	
Facial tissue one cases	
Sponges 1 box	
Body and hair foam 3 containers	
Toilet tissue 2 cases	
Toilet bowl cleaner 1 case	
Vacuum bags	
April 2015	\$ 1,092.62
Rolled towels 2 cases	
Quat 5L 1 container	
5H 1 container	
Hand soap a case	
Toilet tissue 2 cases	
Paper towels 2 cases	
Facial tissue 1 box	
Body & hair 3 containers	
Toilet bowl cleaner 1 case	

May 2015 \$ 715.28
 Toilet tissue 2 cases
 Rolled towels 2 cases
 Quat 5L 1 container
 Tilex 1 case
 Neutral cleaner 1 box
 Magic erasers 1 box
 Facial tissue 1 case
 Trash bags 1 box

June 2015 \$ 826.75
 Rolled towels 2 cases
 Hand soap 1 case
 Hand sanitizer 1 case
 Waxed paper bags
 Tilex 1 case
 Paper towels 2 cases
 Body & Hair 1 case
 Clorox 1 case
 Toilet bowl cleaner

July 2015 \$ 731.10
 Body & Hair 1 case
 Toilet tissue 2 cases
 Rolled towels 2 cases
 Rubber maid dust mop 1
 Spray bottles
 Paper towels 2 cases

August 2015 \$ 462.55
 Rolled towels 2 cases
 Toilet tissue 2 cases
 Tilex 1 case
 Toilet bowl cleaner one case
 Hand soap 1 case
 Facial tissue 1 box
 Quat 5L 1 case
 Dust mop

September 2015	\$ 631.17
Body & Hair 1 case	
Tilex 1 case	
Magic eraser 1 box	
Toilet tissue 1 case	
Trash bags 1 box	
Rolled towel 2 cases	
Neutral cleaner 1 case	
Vacuum bags	
October 2015	\$ 722.08
Toilet bowl cleaner 1 case	
Hand soap 1 case	
Body & Hair 1 case	
Paper towels 2 cases	
3 in 1 floor cleaner 1 container	
Rolled towels 2 cases	
Tilex 1 case	
Facial tissue 1 box	
November 2015	\$ 773.34
Rolled towels 2 cases	
Hand soap 1 case	
Toilet bowl cleaner 1 box	
Toilet paper 2 cases	
Facial tissue 1 case	
Tilex 1 case	
Body & Hair 1 case	
December 2015	\$ 821.90
Toilet tissue 2 cases	
Rolled towels 2 cases	
Body & Hair 1 case	
Toilet bowl cleaner 1 case	
Tilex 1 case	
Bleach 1 case	
Vacuum bags	
Wax bags 1 box	
Total	\$ 8,678.36

CUSTODIAL SERVICES AGREEMENT

THIS AGREEMENT IS MADE THIS ____ day of _____ between _____ and the **CITY OF PORTSMOUTH (the "City")**, 1 Junkins Avenue, Portsmouth, NH 03801.

- A. DESCRIPTION OF SERVICES.** Contractor shall provide all necessary labor, equipment, materials and supplies to complete those custodial services outlined in RFP 07-18 issued by the City and attached to this Agreement. The City's Representative for purposes of coordinating the custodial services and responding to questions is Jim Dumont, Facility Foreman. In the event that the City'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, 2018. 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 three years. Each additional year is contingent upon funding by the City 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 Boston 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 City in writing if there is any change in Supervisor. Should the City have concerns with regard to the performance of any member of the team, the City 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 City Representative.
- D. PAYMENT.** City shall, upon Contractor's submission of a monthly invoice, pay Contractor _____ monthly for services performed. City 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 City 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 City.
- F. INDEMNIFICATION.** Contractor will indemnify and hold harmless the City 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 capacity and are not officers, employees or agents of the City.
- H. TERMINATION OF AGREEMENT:** If through any cause, Contractor or the City 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 City shall be provided to the Director of Public Works at 680 Peverly Hill Road, Portsmouth NH and the City Attorney at 1 Junkins Avenue, Portsmouth, NH.

- I. AMENDMENTS.** The scope of the services described in paragraph A of this Agreement may be amended by a written communication from the City'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 City, or any other person who exercises any functions or responsibilities in connection with the City, 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 City and Contractor have executed this Agreement as of the date first above written.

CITY OF PORTSMOUTH

By: _____
John P. Bohenko
City Manager, City of Portsmouth

CONTRACTOR

By: _____

Print Name: _____

Title: _____