

REQUEST FOR PROPOSALS
Community Campus Cleaning Service
RFP # 17-25
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City of Portsmouth, New Hampshire

RFP #17-25 Community Campus Cleaning Services

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REQUEST FOR PROPOSALS

City of Portsmouth NH
Department of Public Works

INVITATION

REQUEST FOR PROPOSALS”

Sealed Proposals plainly marked “RFP #17-25 Community Campus Cleaning Services” on the outside of the mailing envelope, addressed to the Finance/Purchasing Department, 3rd floor City Hall, 1 Junkins Avenue, Portsmouth, NH 03801 will be accepted until 2:00 p.m. on November 26, 2024.

There will be a mandatory PRE-PROPOSAL site visit on November 13, 2024, at 11 a.m. Proposers will meet at the Community Campus entrance at 100 Campus Drive.

SCOPE OF WORK:

The City of Portsmouth (City) is requesting proposals from qualified Janitorial Services companies to enter into a term service contract for daily cleaning of the Community Campus building at 100 Campus Dr. Services will include Monday through Friday cleaning of offices, restrooms, locker rooms and pool decks.

TERM CONTRACT

The City seeks a three-year contract with potential for two (2) one-year extensions.

Specifications may be obtained on the City of Portsmouth website at www.cityofportsmouth.com/finance/purchasing.htm. Written questions only should be addressed to purchasing@cityofportsmouth.com no later than 4:00 p.m. on November 18, 2024.

Addenda to this proposal, if any, including written answers to questions, will be posted on the City of Portsmouth website by 4:00 p.m. November 20, 2024, under the project heading.

The City 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 proposal that may be in the best interest of the Owner.

**REQUEST FOR PROPOSALS
RFP # 17-25 Community Campus Cleaning Services**

PURPOSE

The purpose of this Request for Proposals (RFP) is to contract with a janitorial service firm that will provide daily janitorial services at the Community Campus building. It is the City's intent to initiate a three-year contract with options for 2 one-year extensions. A list of duties and cleaning frequency for this work is attached as EXHIBIT A.

SCOPE OF WORK

The Janitorial Services company will provide project management, site visits, estimates, supervision, labor, materials, and quality control for work specified by the City under a term service contract agreement.

SPECIFICATIONS

The Janitorial Services company will use EXHIBIT A as a guide to develop a schedule for cleaning work. Tasks required for this proposal include but are not limited to:

- Cleaning: Sweeping, mopping, vacuuming, dusting, and disinfecting surfaces
- Window cleaning: Cleaning interior windows, glass partitions, or glass doors
- Kitchen and break room cleaning: Cleaning and sanitizing kitchen appliances, countertops, sinks, and microwaves
- Bathroom cleaning: Cleaning and supplying restrooms
- Trash removal: Collecting and disposing of trash in the proper manner
- Minor maintenance: Performing minor maintenance on equipment and fixtures, such as switching lightbulbs and unclogging toilets
- Supply restocking: Restocking bathrooms and supply closets
- Facility locking: Ensuring that the facility is locked after business hours
- Cleaning chart: Maintaining a cleaning chart indicating areas that were cleaned and inspected
- Janitorial storage organization: Organizing janitorial storage areas
- Immediately reporting any maintenance issues immediately as they may develop.

GENERAL INFORMATION

1. The City does not guarantee a minimum commitment.
2. The City reserves the right to award multiple entities.
3. Selected firms will provide the requested services in a prompt and timely fashion.
4. The City does not accept travel costs for execution of the work.
5. The City does not accept fuel surcharges.

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6. Invoices must be submitted to dpwinvoices@cityofportsmouth.com

PROJECT SCHEDULE

Contract signing is anticipated to take place within two (2) weeks following the selection of successful firm. The selected firm or firms shall be expected to begin work on February 1st, 2025.

SUBMITTAL REQUIREMENTS

Proposals shall include the following and shall be organized using each of the elements listed below as section headings:

- A. **Firm Description:** Provide a brief description of the firm including firm size and area of specialization, location of headquarters, and location of office proposed to handle this project.
- B. **Project Team:** Provide names, of key staff who will be assigned to the project
- C. **Project Understanding:** Provide a statement summarizing how the janitorial services team is particularly qualified for this project and plan for off-hour work.
- D. **Scope of Services:** Describe the firm's approach and technical plan for accomplishing the work listed herein. The firm is encouraged to elaborate and improve on the tasks listed in the RFP; however, the firm shall not delete any requested scope tasks. Ascertain the variety of tasks the proposed firm has experience with, and exclusions.
- E. **Comparable Projects:** Description of related project experience and role of key staff in each project.
- F. **References:** Three (3) references, including current contact name and phone number for similar projects.
- G. **Cost:** Provide a fee schedule (**EXHIBIT B**) for all personnel intended to be employed in this proposal.

EVALUATION CRITERIA

Proposals will be evaluated according to the following:

- 1. The consultant's understanding of the City's needs, objectives, goals to be achieved, and the work involved in the project. - 20 pts
- 2. The consultant's ability, capacity, and skill to perform within the specified time limits - 30 pts
- 3. The consultants experience reputation, efficiency, judgement, and integrity - 20 pts
- 4. The consultants' proposal has been prepared per the instructions of the RFP, providing a project description and scope of work, schedule, list of similar projects, company profile, personnel to be assigned, and references. Client references should include the names of individuals and telephone numbers. 30 pts

Upon review of all responsive proposals using the criteria outlined above, the City may select up to three (3) firms to interview.

The City 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 the final contract as may be in the best interest of the City. The City reserves the right to undertake such investigation as it deems necessary to evaluate the qualifications of the Contractor and to evaluate their submittal. Firms may be asked to submit releases as part of the investigation and review of qualifications. Failure to provide a release if requested will result in disqualification.

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The City, at its discretion, may select a firm outright or select one or more finalist(s) for in person and/or virtual interviews.

EVALUATION RIGHTS / RULES OF CONDUCT

- A. The City expressly reserves the right to:
 - 1. Reject any and all proposals without penalty.
 - 2. Waive all technicalities, irregularities and deviations of bids from this RFP.
 - 3. To decide whether a proposal does or does not substantially comply with the requirements of the RFP.
 - 4. 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 proposal that may be in the best interest of the City.
- B. The City reserves the right to award a contract without discussion or negotiation if it determines that such an award will result in fair and reasonable prices and would be the most advantageous to the City.
- C. If the awarded Consulting firm refuses to enter into a contract, their proposal will be rejected.
- D. The City will evaluate all proposals against the evaluation criteria listed in this RFP and determine which firm will best meet the needs of the City.
- E. If a contract acceptable to the City cannot be executed with the top firm, the City may eliminate that firm from further consideration. The City may then proceed to conduct negotiations and planning sessions with the firm next preferred among the firms who have not been eliminated. Such processes will be continued until either an acceptable contract is executed, or all proposals have been eliminated.
- F. The City reserves the right to negotiate simultaneously with more than one firm.

EXECUTION OF A CONTRACT

- A. Contract
 - 1. The City will work with the selected Janitorial Service firm's representative to develop a mutually agreeable contract.
 - 2. All terms and conditions will be taken into consideration when developing the contract as will the specific tasks outlined in Scope of Work/Technical Specifications and **EXHIBIT A**.
- B. Contract Terms and Conditions
 - 1. Price Guarantee
 - a. Firms shall guarantee their pricing structure for a specific period. If the pricing changes, the firm must request increase in writing, and increase must be approved by the City, in writing, with a minimum of thirty (30) days' notice.
 - b. Firm will indicate first contract year pricing in **EXHIBIT B** Proposal page for all services and activities to be included and submit with their proposal.
 - 2. Extensions

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- a. The intent to renew or not to renew the contract by either party shall be filed in writing with the City by May 1, 2027, for the succeeding contract year. The City is to be advised if that is not possible.
- b. It is City's intent that the required negotiation and approvals for any extension will be completed by June 1st of the Contract year for the succeeding contract year.

INSURANCE REQUIREMENTS

- A. Within ten (10) business days after the City sends an email, a Notice of Acceptance, Agreement or Purchase Order, or prior to beginning work onsite, whichever is sooner, the successful firm shall deliver to the City the Certificate of Insurance as specified below.
- B. 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 whether such operation by himself or by anyone directly or indirectly employed by the firm.

AMOUNT OF INSURANCE

1. Commercial General Liability: Bodily injury or Property Damage - \$2,000,000 Per occurrence and general aggregate
2. Automobile and Truck Liability: Bodily Injury or Property Damage - \$2,000,000 Per occurrence and general aggregate
3. Coverage requirements can be met with excess policies

Additionally, the Contractor shall purchase and maintain the following types of insurance:

1. Workers' Comprehensive Insurance coverage for all people employed by the Contractor 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.
2. Contractual Liability Insurance coverage in the amounts specified above under Comprehensive General Liability.
3. Product and Completed Operations coverage to be included in the amounts specified above under Comprehensive General Liability.

ADDITIONAL INSURED

All liability policies (including any excess policies used to meet coverage requirements) shall include the City of Portsmouth, New Hampshire as named Additional Insured.

1. The firm's insurance shall be primary in the event of a loss.
2. The Additional Insured endorsement must include language specifically stating that the entity is to be covered for all activities performed by, or on behalf of, the contractor, including the City's general supervision of the firm.
3. The City of Portsmouth shall be listed as a Certificate Holder. The City shall be identified as follows:

City of Portsmouth
Attn: Legal Department

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1 Junkins Avenue Portsmouth, NH 03801

INDEMNIFICATION OF CITY

Firm shall defend, indemnify, and hold harmless the City of Portsmouth, its agents, officials, and employees from and against any and all claims, actions, damages, and losses incurred by Portsmouth arising out of or relating to Contractor's negligence or breach of its obligations or warranties set forth in this Agreement, except to the extent such claims, actions, damages, or losses are caused by the negligent acts or omissions of Portsmouth.

NONDISCRIMINATION

Any entity that enters a contact for goods or services with the City of Portsmouth or any of its boards, agencies and departments and any recipient of City funds shall:

1. Implement an employment nondiscrimination policy prohibiting discrimination in hiring, discharging, promoting, or demoting, matters of compensation, or any other employment-related decision or benefit on account of actual or perceived race, ethnicity, color, religion, national origin, gender, disability, age, military status, sexual orientation, gender identity, gender expression, or marital or familial status.
2. Not discriminate in the performance of the contract on account of actual or perceived race, ethnicity, color, religion, national origin, gender, disability, age, military status, sexual orientation, gender identity, gender expression, or marital or familial status.