

REQUEST FOR PROPOSAL
October 11, 2016

CUSTODIAL SERVICES
For
GILFORD PUBLIC LIBRARY
And
GILFORD POLICE DEPARTMENT

For the
Department of Public Works
55 Cherry Valley Rd.
Gilford, NH

Please direct all questions concerning this proposal to:

Peter Nourse PE, Director
Department of Public Works
55 Cherry Valley Road
Gilford, NH 03249-6843
Telephone: 603 527 4778

1. INFORMATION FOR PROPOSERS:

1.01 Proposals will be received at the Town of Gilford Public Works Department (hereafter referred to as the Town), 55 Cherry Valley Road, Gilford, NH 03246 until **2:00pm on Friday November 4, 2016**. Any proposal not received prior to the time set in the request, or an addendum, shall be disqualified. Fax and email proposals will not be accepted.

1.02 All proposers are required to attend a mandatory pre-proposal meeting set for: Thursday, October 27th at 12:00pm. The areas of work at the Library and Police Department will be toured. All proposers are to meet at the Department of Public Works, 55 Cherry Valley Road.

1.03 Proposals will be opened and evaluated by the Department of Public Works after the final date set for receipt. Additional information may be requested from companies considered for award.

1.04 Failure to submit any required data may be cause for rejection. Proposers may submit such other data as they deem appropriate.

1.05 The Town reserves the right to reject any and all proposals and to waive any informality in connection with the proposals received.

1.06 Notice of Award is anticipated to be issued by the Town on or before October 31st, 2016. Selection will be made on the "best qualified" basis. Criteria for selection will include, but not be limited to technical merit, cost, compatibility, experience, references, support and reliability as determined solely by the Board of Selectmen. It should be noted that the Town will compare the fees proposed with the estimated cost to do the same work using Town labor.

1.07 Contracted work shall commence work no more than fourteen days following issuance of Notice of Award.

1.08 Contract shall consist of the contract instrument as awarded, the request for proposal, the selected contractor's proposal as accepted by the Town and the project description.

2. GENERAL INFORMATION:

2.01 The work to be performed under this agreement consists of the contractor furnishing two contract custodians to execute custodial duties at two Town sites: the Library and the Police Department. Each work site will have assigned one contract custodian. Each contract custodian shall perform the work specified herein at each site within no more than twenty-five hours per week per site.

2.02 The contractor selected shall be required to sign a contractual agreement that consists of (1) this Request for Proposal, (2) the contractor's proposal as submitted, and (3) the Town's notice of award. These three documents shall be the entire basis of the agreement between the parties.

2.03 The Town of Gilford will supply all equipment, cleaning material and supplies to include all paper products, liquid soap for dispensers, batteries, and trash bags that are necessary for the contractor to perform the scope of services herein. Contractor is responsible for coordinating all cleaning supplies/materials and equipment needs with the Head Custodian. The contractor will be responsible for all other expendable supplies and incidentals. Contractor is responsible for maintaining the use Town supplies, material and equipment in a clean, efficient and respectful manner.

2.04 All work is to be performed during periods when the Library is closed to the public. The Library is currently open Mondays, Wednesday and Fridays 9am-6pm, Tuesdays & Thursday 9 am-8pm, and Saturdays 10am-2pm. One key to the premises and a set of alarm codes will be provided to the contractor.

2.05 All personnel assigned by the contractor to do work in the Library and Police Department shall be identified (name, address, date of birth, and social security number) to the Town's Project Manager prior to doing any work inside the buildings and they shall be subject to a criminal background investigation. Personnel assigned to the Police Department will in addition require fingerprinting. The Town reserves the right to refuse access to any person with a criminal background or police record using its sole discretion.

2.06 Contractor shall provide contract custodians to continuously satisfy the work schedules herein for the duration of the contract. Contractor shall ensure he/she has adequate qualified personnel (including criminal background check and finger printing as required) to replace any contract custodians assigned to the Town, which are removed from the service of the Contractor. Additionally contractor shall ensure that adequate, qualified backup contract custodians are available to cover Town cleaning duties when assigned contract custodians are not available due to illness or other temporary absences. Such contract custodians shall be replaced by replacement qualified contract custodians in time to commence work within three shifts.

2.07 The Town's Project Manager in charge of all aspects pertaining to the work contemplated under this Request for Proposals is the Director of Public Works. In addition, the work performed by the contract custodians shall be monitored by the Town's Buildings & Grounds Head Custodian. The contractor shall identify its Project Manager who shall be directly responsible for the two contract custodians and for all communications with Town personnel regarding the work to be performed and who has authority to act for the contractor upon all matters pertaining to this contract. Contractor's Project Manager shall be available to the Buildings and Grounds Head Custodian by telephone during all times. In addition, each party shall promptly inform the other of any personnel changes.

2.08 The contractor shall diligently undertake and perform all of the work required by this agreement. The contractor agrees to devote the level of effort necessary to perform and complete the work per the schedule herein. All work will be performed to the highest professional standards and will reflect the thoroughness, attention to detail, and application of specific knowledge expected of the field.

2.09 It shall be expressly understood that the contractor is not an employee of the Town of Gilford and no employer-employee relationship exists between the contractor and/or any agents of the contractor and the Town. Furthermore, all agents of the contractor that are engaged in performing services under this agreement shall be employees of the contractor. No subcontractors shall be allowed to perform any work on behalf of the contractor under the terms of this agreement.

2.10 Public Liability & Property Damage Insurance: The Contractor shall take out and maintain during the life of this contract such insurance as shall protect him and any sub-contractor performing work covered by this contract, from claims for personal damages, which may arise from operations under this contract, whether such operations by himself or by any sub-contractor, or by anyone directly or indirectly employed by either of them.

INSURANCE SHALL BE IN THE MINIMUM AMOUNT OF TWO MILLION (\$2,000,000.) DOLLARS.

Contractor shall not commence work under this contract until a certificate of insurance has been received and approved by the Town.

Prior to commencing work or performing any phase of the work, the contractor shall furnish the Town with a completed W-9 form and a certificate(s) of insurance as proof of liability and worker's compensation coverages that lists the Town of Gilford as "additional insured". The expiration of insurance coverage without proof of renewal shall be deemed a breach of contract and shall result in the immediate termination of this

agreement without any requirement for notification by the Town. In addition, the contractor, for itself and its heirs, agents and assigns, does hereby agree to indemnify, hold harmless and release the Town of Gilford and its agents from any claims, liability, injuries and damages that may result from the contractor's performance of the work contemplated herein, to include any claim that may result from being on Town property by all persons in the employ of the contractor.

2.11 The contractor shall at its expense carefully protect from injury all property within the Library and Police Department public or private, which may be affected by the work. The contractor shall be liable for any damage done through its fault or that of its employees and shall restore any damaged property to the same or better condition as it was prior to contractor's interference as may be determined solely by the Town.

2.12 The Town reserves the right to order changes in the work within the general scope of the project. The Director of Public Works or his designee shall order any changes to the contract in writing. If the Contractor encounters circumstances that it believes warrants a change in the price, quality, quantity, or method of performing work it shall notify the Director of the circumstances in writing. No change in work shall be undertaken until authorized in writing by the Director of Public Works or designee. Contractor's responsibility is to notify the Town in advance in writing of any work that it considers changed or extra. Failure to provide such documentation for approval prior to processing work shall waive any claim for additional payment.

2.13 The Town shall have the right to terminate this agreement for convenience at any time prior to completion. Written notice of such termination shall be mailed to the contractor at its address on file with the Town of Gilford. Termination shall be effective ten (10) days from the date notice is mailed. Upon receipt of notice, the contractor shall immediately cease performing the work set forth in this agreement, however the contractor shall be entitled to receive payment for all work performed up to the termination date.

2.14 The contractor shall not permit any lien or claim to be filed or prosecuted against the Town on account of any labor or materials furnished.

2.15 The initial term of this agreement shall be for the period December 1, 2016 through December 31, 2017. Thereafter the parties may extend the agreement upon written documentation under such terms and conditions as may be mutually acceptable.

2.16 All trash collected and soiled cleaning materials shall be removed by the contractor from the buildings and placed into Town containers as directed. All recycling materials shall be removed from the buildings and placed into Town recyclables containers.

2.17 Payments made by the Town shall be on a monthly basis, net 30 days, upon invoice. Payment will only be for work completed.

2.18 The Town of Gilford is not responsible for any costs associated with the submission of proposals, nor will the Town pay any fees towards the cost incurred by any contractor that submits a proposal.

3. PROPOSAL REQUIREMENTS:

3.01 Proposals shall include the following minimum information:

- (a) The name of the contractor, the Project Manager's name, company address, telephone number, website and email (if applicable), and a list of tentative employees;
- (b) A statement of qualifications with a list of previous/current clients & three municipal or commercial references;
- (c) A monthly fee for each period in the term of the agreement;
- (d) A copy of all insurance policies with coverage limits that will be in effect during the term of the agreement;
- (e) A list of all exclusions and limitations on the work to be performed;
- (f) Any additional information as may be deemed appropriate;

3.02 All proposals, written inquiries, and other documentation related to this RFP shall be subject to the NH Right to Know Law, (RSA 91-A). There should be no expectation of privacy or privileged information whatsoever regarding this process.

4. WORK DESCRIPTION:

4.01 Work Requirements - Library:

4.01.01 Daily Tasks (Monday – Friday):

- (a) Inspect, clean, and disinfect all (4) bathrooms, (1) kitchenette behind the main circulation desk & (1) kitchen on the lower level; to include: sweeping & washing floors; replenish paper dispensers; replenish soap dispensers; wash & disinfect walls, step stools, diaper changing stations, mirrors, soap dispensers, sinks, faucets, stall dividers, toilets, urinals, appliances (fridge, microwave, stove top, oven, & dishwasher), and stainless steel surfaces; empty all interior trash receptacles, women's sanitary boxes, and diaper genies;
- (b) Inspect and clean floors; to include: sweeping, dust mopping and washing of non-carpeted surfaces in the entry ways, stairwells, and first floor meeting room; carpets in Teen Room and Children's Area and black mats are to be vacuumed. Clean carpets of any debris or stains as needed;
- (c) Inspect and clean walls; to include the removal of any unauthorized markings; all railings must be disinfected; all door hardware must be polished; fingerprints and other stains are to be removed from all door surfaces and glass cleaned;
- (d) Inspect and clean desks, tables, benches, and chairs; to include wiping down all surfaces, removing gum or foreign objects, and erasing any marks as needed;
- (e) Inspect and clean book shelves; to include removal of foreign objects, dust, fingerprints, smudges, etc;
- (f) Inspect and clean computer terminals; to include: display screens, keyboards, mice, and processors;
- (g) Inspect and clean upholstered furniture as needed;
- (h) Wash and disinfect drinking fountain;
- (i) Clean teen room floors, windows, walls, and furniture as needed;
- (j) Routine inspections to include reporting of malfunctioning light bulbs, safety defects, broken objects, alarms, plumbing leaks, or any hazards that may be observed to assigned DPW/Library personnel;

(k) Empty trash receptacles to include compiling rubbish in a designated location for removal by DPW staff. There are (19) trash receptacles on the top floor and (15) trash receptacles on the bottom floor; all trash containers are to be wiped clean as needed. Recyclable containers need to be emptied daily;

(l) A security inspection shall be performed at the time of departure, to include a check of all doors and windows and re-activation of the alarm system;

4.01.02 Bi-Weekly Tasks (Twice a Week)

(a) Vacuum all carpets and air vents;

(b) Clean elevator; wipe down walls & railings, vacuum carpet, polish stainless steel surfaces;

(c) Wash interior windows so that each floor is done every other week. (Example: Tuesday of week 1 wash 50% of 1st floor windows; Thursday of week 1 wash remaining 50% of 1st floor windows; Tuesday of week 2 wash 50% of 2nd floor windows, Thursday of week 2 wash remaining 50% of 2nd floor windows.);

(d) Wipe & disinfect toys in Children's Room;

(e) Dust & polish all surfaces; including the main circulation counter & children's library circulation counter, shelves, other counter tops, workstations, tables, computer screens, desks, chairs, fireplace glass, and cabinets;

(f) Empty recycling bins to include removal of rubbish and compiling all recyclable products in a designated location for removal by DPW staff. [There are (6) recycling bins on the top floor and (4) recycling bins on the bottom floor];

4.01.03 Semi-Weekly Tasks (Twice a Month)

(a) High dust light fixtures, upper window sills, fanlight windows above doors, tops of book shelves, and exposed truss beams; remove all cobwebs;

(b) Wipe and sanitize telephones & office equipment (printers, fax machine, copy machine, etc.);

(c) Wipe and sanitize water dispensers and water cooler bottles;

4.01.04 Monthly Tasks (First Week of Each Month)

- (a) Dust wall art, display pieces, and artifacts throughout Library, including dedicated rooms;
- (b) Apply wax and machine buff lower floor meeting room (composite wooden floor);
- (c) Refill aerosol dispensers and replace batteries;

4.01.05 Seasonal Tasks (Twice per Year During First Week of April & October)

- (a) Re-set clocks and change batteries;

4.02 Work Requirements - Police Department:

4.02.01 Daily Tasks (Monday - Friday)

- (a) 5 Restrooms: Restock paper products, soap. Empty trash, complete wipe down including doors, toilets, urinals, showers, mirrors. Sweep/vac and wash floors. Spot clean walls. Empty women's room feminine boxes;
- (b) Vacuum all carpets and wash all floors;
- (c) Empty Trash Barrels, Recycling Bins, and Shredders, replace liners in bins; clean any trash barrels that are dirty;
 - Top Floor : Approx. 20 trash barrels, 3 recycling bins, 1 shredder;
 - Bottom Floor: empty 10 trash barrels, empty 1 recycling bin;
- (d) Wash and Wipe down exterior doors, clean glass in doors;
- (e) Clean both sides of Dispatch window;
- (f) Spot clean interior doors;
- (g) Kitchen: wipe table and countertops down, refrigerator and stove doors, wash out sink, wash water dispenser and coffee machines; clean microwave inside and out;

- (h) Wipe down counters in all departments, tables, desks, and multi-use flat surfaces; copy machine screen and printers;
- (i) Dust furniture, shelving and equipment horizontal surfaces;
- (j) Vacuum Stairs, wipe down all hand rails;
- (k) Remove black marks on walls;

4.02.02 Weekly Tasks

- (a) Wash and buff all linoleum floors;
- (b) Sweep out lower bays;
- (c) Clean floor sink;

5. PRICING:

5.01 Library:

Cost Per Hour: \$_____ x No. hours per week ____ (Not to exceed 25) =

Cost Per Week: \$_____

5.02 Police Department:

Cost Per Hour: \$_____ x No. hours per week ____ (Not to exceed 25) =

Cost Per Week: \$_____

Total Cost Per Week: \$_____

6. CONSULTANT INFORMATION:

Name of Proposer: _____

Company: _____

Mailing Address: _____

Phone Number: _____ Fax: _____

Email: _____

Signature of authorized agent for company: _____

The Board of Selectmen for the Town of Gilford reserves the right to accept or reject any and all proposals deemed in their sole judgement, to be in the best interest of the Town.