

**RFP 07-21**

City of Concord, New Hampshire  
Purchasing Division



**ON-CALL CLEANING SERVICES**

Prepared for, and in coordination with the

**GENERAL SERVICES DEPARTMENT  
PUBLIC PROPERTIES DIVISION**

Proposal Documents  
Specifications  
Contract Documents

Firm: \_\_\_\_\_

**Proposal Due Date/Time: October 1, 2020 Not Later than 2:00 PM**

**Non-Mandatory Preproposal Conference and Site Walk:  
September 24, 2020 at 2:00 PM**

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# City of Concord, New Hampshire

## PURCHASING DIVISION

311 NORTH STATE STREET  
CONCORD, NH 03301  
(603) 230-3664 FAX: (603)230-3656  
[WWW.CONCORDNH.GOV/PURCHASING](http://WWW.CONCORDNH.GOV/PURCHASING)

### REQUEST FOR PROPOSALS

The City of Concord, New Hampshire wishes to engage the services of a qualified private firm(s) to provide the City with ON-CALL CLEANING SERVICES. Each firm submitting a proposal must be lawfully engaged in the service of performing Cleaning Services in the State of New Hampshire.

An overview and detailed specifications are provided later in the Request for Proposal (RFP).

A non-mandatory preproposal conference will be held on **September 24, 2020 at 2:00 PM**. The conference and site walk will be held at:

**Concord City Auditorium  
2 Prince Street  
Concord, NH**

Proposals must be received **no later than 2:00 PM on October 1, 2020** from interested firms, to be eligible for consideration by the City. Proposals may be submitted in hard copy to the Purchasing Manager, Combined Operations & Maintenance Facility, 311 North State Street, Concord, NH 03301 and must be clearly marked,

#### **"RFP 07-21, ON-CALL CLEANING SERVICES"**

Requests for Proposals may be issued only by the Purchasing Manager, or his designee, to authorized firms, and are not transferable unless authorized by the Purchasing Manager.

Complete copies of RFP 07-21 are available from the Purchasing Division, City of Concord, Combined Operations & Maintenance Facility, 311 North State Street, Concord, NH 03301 (603-230-3664) or on-line at [www.concordnh.gov/purchasing](http://www.concordnh.gov/purchasing).

**All proposals received will be considered confidential and not available for public review until after a contract has been awarded.**

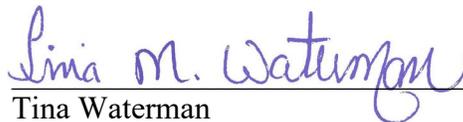
The City reserves the right to reject any or all proposals or any part thereof, to waive any formality, informality, information and/or errors in a proposal, to accept the proposal(s) considered to be in the best interest of the City, or to purchase on the open market if it is considered in the best interest of the City to do so. Failure to submit all information called for is sufficient reason to declare a proposal as non-responsive and subject to disqualification.

**Failure to submit all information as detailed on the Proposal Submission Checklist and/or submission of an unbalanced proposal are sufficient reasons to declare a proposal as non-responsive and subject to disqualification.**

All proposals are advertised, at the City’s discretion, in various publications and are posted publicly as detailed below:

<b>Name</b>	<b>Advertising Medium</b>	<b>Address</b>	<b>Phone/Fax</b>	<b>Email and Web Address</b>
City of Concord, NH	Posted on City Website and in Lobby	311 North State Street, Concord NH 033301	603.225.8530 603.230.3656(fax)	<a href="mailto:purchasing@onconcord.com">purchasing@onconcord.com</a> <a href="http://www.onconcord.com/purchasing">www.onconcord.com/purchasing</a>
Associated General Contractors	Bid House	48 Grandview Drive, Bow NH 03304	603.225.2701 603.226.3859(fax)	<a href="mailto:plansroom@agcnh.org">plansroom@agcnh.org</a> <a href="http://nh.agc.org">http://nh.agc.org</a>
Construction Summary of NH	Bid House	734 Chestnut St, Manchester NH 03104	603.627.8856 603.627.4524(fax)	<a href="mailto:info@constructionsummary.com">info@constructionsummary.com</a> <a href="http://www.constructionsummary.com">www.constructionsummary.com</a>
Bid Ocean	Bid House	PO Box 40445, Grand Junction, CO 81501	866.347.9657 877.356.9704(fax)	<a href="mailto:bids@bidocean.com">bids@bidocean.com</a> <a href="http://www.bidocean.com">www.bidocean.com</a>
McGraw Hill Construction	Bid House	880 Second Street, Manchester NH 03102	603.645.6554 603.645.6714(fax)	<a href="mailto:Priscilla_littlefield@mcgraw-hill.com">Priscilla_littlefield@mcgraw-hill.com</a> <a href="http://www.construction.com">www.construction.com</a>
New England Construction News - CDC News	Bid House	100 Radnor Rd S-102, State College, PA 16801	1.800.652.0008 1.888.285.3393(fax)	<a href="mailto:mweaver@cdcnews.com">mweaver@cdcnews.com</a> <a href="http://www.cdcnews.com">www.cdcnews.com</a>

CITY OF CONCORD, NEW HAMPSHIRE

  
Tina Waterman  
Purchasing Manager

9/3/2020  
Date

# GENERAL TERMS AND CONDITIONS

## 1. DEFINITIONS:

The term “contract” shall also mean agreement.

The term “proposal” shall also mean quotation, bid, offer and qualification/experience statement.

The term “Service Provider” shall include all proposers, offerors, bidders, suppliers, vendors and contractors, and shall include their successors, transferees and assignees. Unless otherwise required by the context, “Service Provider” includes any of the Service Provider’s consultants, sub consultants, contractors, and subcontractors.

## 2. PREPARATION OF PROPOSALS:

Proposals shall be submitted on the forms provided and must be signed by the Service Provider or the Service Provider’s authorized representative. The person signing the proposal shall initial any corrections to entries made on the proposal forms.

Service Providers must quote on all items appearing on the proposal forms unless specific directions in the advertisement, on the proposal form or in the special provisions allowed for partial proposals. Failure to quote on all items may disqualify the proposal. When proposals on all items are not required, Service Providers shall insert the words “no proposal” where appropriate.

Alternative proposals will be considered, unless otherwise stated, only if the alternate is: (1) Described completely, including, but not limited to, sample(s), if requested, and specifications sufficient so that a comparison to the request can be made; and (2) Submitted as part of the base proposal response, i.e. it shall not be a separate document which could be construed as a second proposal.

Unless otherwise stated in the Request for Proposal, the Service Provider agrees that the proposal shall be deemed open for acceptance for sixty (60) calendar days subsequent to submittal to the City of Concord or as modified by addendum.

Any questions or inquiries must be submitted in writing, and must be received by the Purchasing Manager no later than seven (7) calendar days before the Request for Proposals due date to be considered. Any changes to the Request for Proposals will be provided to all Service Providers of record.

The Service Provider shall not divulge, discuss or compare this proposal with other Service Providers and shall not collude with any other Service Provider or parties to a proposal whatsoever. (Note: No premiums, rebates or gratuities permitted either with, prior to, or after any delivery materials are allowed. Any such violation will result in the cancellation and/or return of materials, as applicable, and the removal from Proposal List).

The name of manufacturer, trade name, or catalog number mentioned in this Request for Proposal is for the purpose of designating a minimum standard of quality and type. Such references are not intended to be restrictive, although specified color, type of material and specified measurements may be mandatory. Proposals will be considered for any brand which meets or exceeds the quality of the specifications listed. On all such proposals, the Service Provider shall specify the product they are proposing and shall supply sufficient data to enable a comparison to be made with the particular brand or manufacturer specified. Failure to submit the above may be sufficient grounds for rejection of the proposal.

When samples are required, they must be submitted free of cost and will be returned unless otherwise specified.

Items left for demonstration purposes shall be delivered and installed free of charge and shall be removed by the Service Provider at no cost to the City. Said demonstration units shall not be offered to the City as new equipment unless mutually agreed to.

The Service Provider may be required to supply proof of compliance with proposal specifications. When requested, the Service Provider must immediately supply the City with certified test results or certificates of compliance. Where none are available, the City may require independent laboratory testing. All costs for such testing, certified test results or certificates of compliance shall be the responsibility of the Service Provider.

**Unless otherwise stated, all prices are F.O.B.: Destination. No charge for packing or drayage will be allowed. All deliveries are to be pre-paid, C.O.D.'s will not be accepted. Each shipment shall be identified by Purchase Order and/or Request for Proposals number, commodity description and packing list. All items, packages, etc. shall have clearly identifiable external markings or tags for ease of identification.**

### **3. TAX:**

The City is exempt from all sales, use and federal excise taxes. The City's tax exemption certificate will be provided to the successful Service Provider upon request. Proposal prices shall not include these taxes.

### **4. PRICING:**

Unless otherwise specified all prices listed are firm for the term of the contract. All prices should include all labor, material and transportation costs, and any discounts offered. No fuel surcharges shall be allowed at any time.

### **5. STANDARD OF CARE, GUARANTEES & WARRANTY:**

Service Provider shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all work performed under this contract. Service Provider warrants that all work shall be performed with the degree of professional skill, care, diligence,

and sound practices and judgment that are normally exercised by recognized professional firms with respect to services of a similar nature. It shall be the duty of Service Provider to assure at its own expense that all work is technically sound and in conformance with all applicable federal, state, and local laws, statutes, regulations, ordinances, orders, or other requirements.

All parts and labor related to contracts must be guaranteed and include a warranty. If any work is unable to be guaranteed, the contractor must inform the City, in writing, prior to the delivery of an item or any work being performed. Non-guaranteed work must be offered at a discount rate from the proposal prices. Inspection, testing and final determination of non-warranty work shall be performed at no cost to the City.

#### **6. ENERGY STAR® COMPLIANCE**

The Service Provider shall provide products that earn the Energy Star® and meet the Energy Star® specifications for energy efficiency. The Service Provider is encouraged to visit [www.energystar.gov](http://www.energystar.gov) for complete product specifications and updated lists of qualifying products.

#### **7. DISADVANTAGED BUSINESS ENTERPRISES**

The City hereby notifies all Service Providers that it will affirmatively insure that in any contract entered into pursuant to this Request for Proposals, disadvantaged business enterprises will be afforded full opportunity to submit proposals in response to this request and will not be discriminated against on the grounds of race, color, national origin, religion, sex, age or disability in consideration for an award.

#### **8. ELECTION DAY CONSTRUCTION POLICY**

Unless otherwise approved by the City, all City contracts that entail any element of construction in the public right of way shall prohibit work during the hours in which Concord is holding a primary, general or special election as determined by the Concord City Clerk. A copy of the complete Election Day Construction Policy can be viewed on-line at [www.concordnh.gov/Purchasing](http://www.concordnh.gov/Purchasing).

#### **9. SUBMISSION OF PROPOSALS:**

Proposals must be submitted as directed in the Request for Proposals, and on the forms provided unless otherwise specified. Proposals must be typewritten or printed in ink. Proposals must be mailed or delivered in person. Proposals that are faxed or e-mailed will not be accepted.

#### **10. PROHIBITED INTERESTS**

By submitting a proposal, the Service Provider certifies that:

- (a) no officer, agent, or employee of the City who has participated in contract document negotiations on the part of the City has a pecuniary interest in the proposal;

(b) no gratuities including, but not limited to, entertainment or gifts were offered or given by Service Provider to any officer or employee of the City of Concord with a view toward securing a contract or securing favorable treatment with respect to the awarding or amending or making of any determinations with respect to the performance of this contract;

(c) the proposal is made in good faith without fraud, collusion, or connection of any kind with any other prospective Service Provider for the same Request for Proposals;

(d) the Service Provider is competing solely on its own behalf without connection with, or obligation to, any undisclosed person or firm; and

(e) the Service Provider presently has no interest and that it will not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required to be performed under this contract, and that no person having such an interest shall be employed in the performance of this contract.

If any prohibited interests come to the attention of Service Provider at any time, a full and complete disclosure of the interest shall be immediately made in writing to the City of Concord. If City of Concord determines that a conflict exists and was not disclosed to the City of Concord, it may terminate the contract at will or for cause.

The rights and remedies of this section shall in no way be considered for be construed as a waiver of any other rights or remedies available to the City Concord under this contract or at law.

#### **11. WITHDRAWAL OF PROPOSALS:**

Proposals may be withdrawn prior to the opening date and time upon written, faxed, e-mailed or telegraphic request of the Service Provider to the Purchasing Manager. Negligence on the part of the Service Provider in preparing this proposal shall not constitute a right to withdraw a proposal subsequent to the proposal opening. Proposals may not be withdrawn for the period as indicated in the Preparation of Proposals or as modified by addenda.

#### **12. SERVICE PROVIDERS INTERESTED IN MORE THAN ONE PROPOSAL:**

If more than one proposal is offered by any one party, or by any person or persons representing a party, all such proposals shall be rejected. A party who has quoted prices to a Service Provider is not thereby disqualified from quoting prices to other Service Providers or from submitting a direct proposal in its own behalf.

#### **13. RECEIPT AND OPENING OF PROPOSALS:**

Proposals shall be submitted prior to the time fixed in the Request for Proposals. Proposals received after the time so indicated shall be returned unopened.

It is the Service Provider's responsibility to take all necessary measures to ensure that the proposal is received by the deadline and in accordance with the City of Concord's requirements regardless of extreme weather or other extenuating circumstances. The Service Provider is required to ensure enough time is allowed for the proposal to be received. If the City of Concord's Offices are closed on the due date of a Request for Proposal, the deadline will automatically change to the next business date that the municipal offices are open.

**14. PROPOSAL RESULTS:**

All proposals received shall be considered confidential and not available for public review until after a Service Provider has been selected. All proposals shall be subject to negotiations prior to the award of a contract.

**NO TELEPHONE REQUESTS FOR RESULTS WILL BE ACCEPTED OR GIVEN.**

**15. TIE PROPOSALS:**

When identical proposals are received, with respect to price, delivery, financial resources, experience, ability to perform and quality, award may be made by a toss of coin, with the following exception: When a tie proposal exists between a local (a business establishment within City limits) Service Provider and an out-of-town Service Provider, preference will be given to the local Service Provider. Any Service Provider having a local agent who is a bona fide resident of the City is considered a local Service Provider. If a tie proposal exists between two local Service Providers, or two out-of-town Service Providers, the decision may be made by a toss of coin.

**16. LIMITATIONS:**

A Request for Proposal does not commit the City to award a contract, to pay any costs incurred in the preparation of a response to this request, or to procure or contract for services, supplies or equipment. The City reserves the right to accept or reject any or all proposals received as a result of this request, or to cancel in part or in its entirety a Request for Proposals, if it is in the best interest of the City to do so.

**17. PROPOSAL EVALUATION:**

In an attempt to determine if a Service Provider is responsible, the City, at its discretion, may obtain technical support from outside sources. Each Service Provider will agree to fully cooperate with the personnel of such organizations.

**18. AWARD OF CONTRACT:**

The City shall issue a Notice of Award to the selected Service Provider and shall send such Notice of Award to all other non-selected Service Providers.

The contract entered into by the City shall be in response to the proposal and subsequent discussions.

It is the policy of the City that contracts are awarded, among other considerations, only to responsive and responsible Service Providers. In order to qualify as responsive and responsible, a prospective Service Provider must meet the following standards as they relate to a request:

- Have adequate financial resources for performance or have the ability to obtain such resources as required during performance;
- Have the necessary experience, organization, technical and professional qualifications, skills and facilities;
- Be able to comply with the proposed or required time of completion or performance schedule;
- Have a demonstrated satisfactory record of performance; and
- Adhere to the specifications of the proposal and provide all documentation required of the proposal

The City reserves the right to refuse to issue an award to any Service Provider that has defaulted upon a contract with the City, the State of New Hampshire, or the Federal Government, or turned such a project over to its surety for completion within the past five (5) years. Awards will not be made to any principal owner or officers that have a 10% or greater interest in a firm or corporation that has defaulted upon a contract with the City, the State of New Hampshire, or the Federal Government within the past five (5) years. Corporations must currently be in good standing with the Secretary of State's Office in the state of incorporation.

The contract will be awarded to a responsive and responsible Service Provider based on the evaluation criteria detailed in the Request for Proposals. The selected Service Provider may be the most qualified and not necessarily the Service Provider with the lowest price.

**19. DISQUALIFICATION:**

In the event Service Provider (or any of its officers, partners, principals, or employees acting with its authority) is convicted of a crime involving a public official arising out or in connection with the procurement of work to be done or payments to be made under this contract, the City of Concord may terminate the contract at will or for cause. Upon termination, Service Provider shall refund to the City of Concord any profits realized under this contract, and Service Provider shall be liable to the City of Concord for any costs incurred by the City of Concord in completing the work described in this contract. At the discretion of the City of Concord, these sanctions shall also be applicable to any such conviction obtained after the expiration or completion of the contract.

**20. PROTESTS:**

This Section sets forth the exclusive protest remedies with respect to the Request for Proposals and any award issued thereunder. Each Service Provider, by submitting its proposal, expressly: (1) recognizes the limitation on its right to protest contained herein; (2) waives all other rights

and remedies; and (3) agrees that the decision on any protest, as provided herein, shall be final. These provisions are included in the Request for Proposals expressly in consideration for such waiver and agreement by the Service Providers. Such waiver and agreement by each Service Provider are also consideration to each other Service Provider for making the same waiver and agreement.

All protests shall be made by filing, in-hand, or first-class mail to the City's Purchasing Manager at 311 North State Street, Concord, New Hampshire, with the protest document received on or before 5:00pm on the date due for such protest.

**A. PROTESTS REGARDING THE REQUEST FOR PROPOSALS:**

Service Providers may protest the terms of the Request for Proposals on the grounds that any aspect of the procurement process described herein is contrary to legal requirements applicable to the procurement. Protests regarding the Request for Proposals shall state the grounds for the protest and shall include all factual and legal documentation to establish the merits of the protest. Protests regarding the Request for Proposals shall be filed as soon as the basis for protest is known to the Service Provider, but in no event later than fifteen (15) calendar days before the proposal due date, provided that protests regarding any Addendum shall be filed no later than five (5) business days after the Addendum is issued.

The City will distribute copies of the protest to other Service Providers, and may, in its sole discretion, request other Service Providers to submit statements or arguments regarding the protest, and may, in its sole discretion, discuss the protest with the Service Provider. No hearing will be held on the protest. The City will issue a decision and deliver it to all Service Providers. The City's decision shall be final and binding on all Service Providers. The City may correct any error, omission or ambiguity identified in the protest and make appropriate revisions to the Request for Proposals by issuing Addenda. The failure of a Service Provider to raise a ground for a protest regarding the Request for Proposals shall preclude consideration of that ground in any protest of an award unless such ground was not and could not have been known to the Service Provider in time to protest prior to the final date for such protests. The City may extend the proposal due date, if necessary, to address any such protest issues.

**B. PROTESTS REGARDING THE AWARD**

Protests regarding the Notice of Award must be received by the City within seven (7) calendar days after the City's issuance of the Notice of Award. Such protest shall state the grounds for the protest and shall include all factual and legal documentation to establish the merits of the protest. The Service Provider shall concurrently file a copy of the protest with the other Service Providers.

Other Service Providers may file, by hand-delivery or first-class mail to the City's Purchasing Manager at 311 North State Street, Concord, New Hampshire 03301, statements in support of or in opposition to the protest within seven (7) calendar days of the filing of the detailed statement of protest.

All protests regarding an award shall be resolved in accordance with the City's Contract Award Protest Policy and Procedure, which may be retrieved on-line at [www.concordnh.gov/Purchasing](http://www.concordnh.gov/Purchasing), or otherwise upon request to the City's Purchasing Manager.

The City shall issue a written decision regarding the protest within thirty (30) calendar days after the protest filing. No evidentiary hearing or oral argument shall be provided except in the sole discretion of the City. The City's decision shall be final and binding on all Service Providers.

**21. CANCELLATION OF AWARD:**

The City reserves the right to cancel the award without liability to the selected Service Provider, except for the return of the proposal bond at any time before a contract has been fully executed by all parties.

**22. RETURN OF PROPOSAL BOND:**

All proposal bonds, except that of the successful Service Provider, will be returned after the City has awarded a contract. The successful Service Provider's proposal bond will be returned upon execution of the contract.

**23. AMENDMENTS:**

A contract may be amended only in writing signed by the selected Service Provider and the City.

**24. CONTRACT:**

Any contract between the City and the selected Service Provider shall include: (1) Request for Proposals and any amendments and addenda thereto; (2) all proposal documents; (3) all contract documents; and (4) the selected Service Provider's proposal in response to the Request for Proposals, and any written clarification to the proposal response. In the event of a conflict in language between the documents referenced above, the provisions and requirements set forth and referenced in the Request for Proposals and contract documents shall govern.

**25. EXECUTION OF CONTRACT:**

The selected Service Provider shall sign (execute) the contract documents and shall satisfy all conditions set forth in the Request for Proposals to enter into the contract and return such signed documents to the City within ten (10) calendar days from the date mailed or otherwise delivered to the successful Service Provider, or as otherwise extended in writing by the City.

Failure of the successful Service Provider to execute the contract and/or furnish acceptable surety bonds within ten (10) calendar days from the date mailed or otherwise delivered to the successful Service Provider shall be just cause for cancellation of the award and forfeiture of the proposal bond, not as a penalty, but as liquidation of damages to the City.

**26. APPROVAL OF CONTRACT:**

Upon receipt of the contract and surety bonds that have been fully executed by the selected Service Provider, the City shall complete the execution of the contract in accordance with local laws or ordinances and return a copy of the fully executed contract to the selected Service Provider. Delivery of the fully executed contract, along with a Notice to Proceed to the selected Service Provider shall constitute the City's approval of the contract with the selected Service Provider.

The contract shall become effective on the date the contract is signed by the City and the selected Service Provider ("Effective Date"). If the selected Service Provider commences any services prior to the Effective Date, all services performed by the selected Service Provider prior to the Effective Date shall be performed at the sole risk of the selected Service Provider, and in the event that the contract does not become effective, the City shall have no liability to the selected Service Provider, including without limitation, any obligation to pay the selected Service Provider for any costs incurred or services performed.

**27. SURETY BONDS:**

At the time of the execution of a contract, the selected Service Provider shall furnish the City with payment and performance bonds in the amount of 100% of the total construction costs, guaranteeing the performance of the work and the payment of all legal debts that may be incurred by reason of the selected Service Provider's performance of the work.

Each bond shall be maintained for the entire length of the construction and any applicable warranty period, with originals submitted to the City's Purchasing Manager, and shall be modified to reflect any price increases.

The selected Service Provider shall be required to furnish fully executed surety bonds in the amount of one hundred percent (100%) of the contract price within ten (10) calendar days following notification of the acceptance of the proposal.

**28. INSURANCE:**

The successful Service Provider shall procure and maintain insurance, in the amounts and coverage as set forth in a Request for Proposals, or otherwise required by the City, at the Service Provider's sole expense, with City approved insurance companies, insuring against any and all public liability, including injuries or death to persons and damage to property, arising out of or related to the goods or Service Provider's performance hereunder.

The City shall be named as an additional insured, as determined by the City, in said policy or policies, and the successful Service Provider shall furnish to the City original Certificate(s) of Insurance evidencing the required coverage to be in force on the date of this Agreement and renewal Certificates of Insurance if coverage has an expiration or renewal date occurring during the term of this Agreement.

In addition to the certificate(s) of insurance, the successful Service Provider shall also provide, as required by the City, an additional insured endorsement. If the policy includes a blanket additional insured endorsement or contractual additional insured coverage, the requirement for an endorsement may be fulfilled by submitting that document along with a signed declaration page referencing the blanket endorsement or policy form. The successful Service Provider shall ensure that all insurance coverage maintained or procured pursuant to this agreement shall be endorsed, as required by the City, to waive subrogation against the City, however this waiver of subrogation requirement shall not apply to any policy that includes a condition that specifically prohibits such an endorsement or voids coverage should the successful Service Provider enter into such an agreement on a pre-loss basis. All certificates shall provide that the City be given thirty (30) days written notice prior to any change, substitution, or cancellation before the stated expiration date.

The City's examination of, or failure to request or demand, any evidence of insurance hereunder, shall not constitute a waiver of any requirement and the existence of any insurance shall not limit the Service Provider's obligation under any provision hereof.

Except to the extent of comparable insurance acceptable to, or express waiver by the City, the Service Provider shall, or shall cause any carrier engaged by the Service Provider, to insure all shipments of goods for full value.

If the contract with the Service Provider involves the performance of work by the Service Provider's employees at property owned or leased by the City, the Service Provider shall furnish such additional insurance as the City may request in respect thereof, but in any event and without such request, workers' compensation insurance and unemployment compensation insurance as required by laws of the State of New Hampshire and public and automotive liability and property damage insurance. In no event shall such employees of the Service Provider be deemed to be the employees of, or under the direction or control of the City for any purpose whatsoever.

**29. DELIVERY:**

Deliveries are to be made only to the City as set forth on the purchase order and in accordance with accepted commercial practices, without extra charge for packing or containers.

Deliveries that do not conform to the specifications or are not in good condition upon receipt shall be replaced promptly. Deliveries shall be inside the building, and accepted weekdays between the hours of 8:30 AM and 3:30 PM unless otherwise stated. Delivery arrangements must be made with requesting department prior to delivery.

**30. INVOICING:**

Invoices are to be submitted in duplicate upon delivery or pick-up to the user department or division. The invoice must include an itemization of all items, supplies, services, equipment or labor furnished; including unit list price, net price, extensions and total amount due. In addition,

on projects that will involve partial/progress payments and/or retainage a summary statement in the following format will be provided with each invoice:

Original Contract Amount	\$\$\$\$\$\$\$\$
Plus/minus Change Orders	\$\$\$\$\$\$\$\$
Total Adjusted Contract Amount	\$\$\$\$\$\$\$\$
Work Completed to Date	\$\$\$\$\$\$\$\$
Less Previous Invoices	\$\$\$\$\$\$\$\$
Less Retainage (if any)	\$\$\$\$\$\$\$\$
Equals: Balance due this Invoice	\$\$\$\$\$\$\$\$
Balance Remaining on Contract	\$\$\$\$\$\$\$\$

**All invoices must reference a valid City of Concord Purchase Order Number.**

**31. PROGRESS PAYMENTS AND RETAINAGE:**

Progress Payments: Any payment from the City to the Service Provider may be negotiated between the City and the Service Provider, but shall be solely determined by the City. After the City has determined such payment, the Service Provider shall bill the City for services rendered in accordance with the contract documents within ten (10) calendar days following the end of the month and the City shall pay the Service Provider within thirty (30) days after receipt of the Service Provider’s invoice.

Retainage: The City shall retain a portion of the progress payments, each month, in accordance with the following procedures:

1. Until work is 50% complete, as determined by the City, retainage shall be 10% of the monthly payments claimed. The computed amount of retainage shall be deposited in a non-interest bearing account established by the City.
2. After the work is 50% complete, and provided the Service Provider has satisfied the City in quality and timeliness of the work, and provided further that there is no specific cause for withholding additional retainage no further amount shall be withheld.
3. Upon substantial completion, the amount of retainage shall be reduced to 2% of the total contract price plus an additional retainage based on the City’s estimate of the fair value of the punch list items and the cost of completing and/or correcting such items of work, with specified amounts for each incomplete or defective item of work. As these items are completed or corrected, they shall be paid out of the retainage until the entire project is declared completed. The final 2% retainage shall be held, in the non-interest bearing account, during the one/two year warranty period and released only after the City has accepted the project.

**32. AUDIT:**

For a period of at least three (3) years after completion of any contract, it is the responsibility of the Service Provider to make available at the Service Provider's place of business, upon demand, all price lists, documents, financial records and other records pertaining to purchases made and/or work performed under contract for the purposes of audit by the City of Concord.

**33. INSPECTION & EVALUATION:**

The City of Concord reserves the right to inspect the Service Provider's facilities during operating hours to determine that the level of inventory is adequate for the City's needs. The conditions and operations of the facility shall be taken into consideration in making the award of this contract.

**34. COMPLIANCE WITH LAWS:**

**(A) RSA CHAPTER 281-A, WORKER'S COMPENSATION**

The selected Service Provider shall comply with the requirements of RSA chapter 281-A, Workers' Compensation Law.

**(B) RSA CHAPTER 277-A, SAFETY DATA SHEETS:**

To the extent applicable, the selected Service Provider agrees to comply with RSA chapter 277-A.

The selected Service Provider shall submit a Material Safety Data Sheet (MSDS) for each toxic or hazardous substance or mixture containing such substance, pursuant to RSA 277-A when deliveries are made. The selected Service Provider shall deliver all containers properly labeled pursuant to RSA chapter 277-A.

Failure to submit an MSDS and/or label on each container shall constitute a violation of the contract and render Service Provider liable for any damages. Failure to submit MSDS and/or labels on each container may further result in civil or criminal penalties, including debarment and action to prevent the Service Provider from selling said substances, or mixtures containing said substances within the City. All Service Providers furnishing substances or mixtures subject to RSA chapter 277-A are cautioned to obtain and read the law referenced above.

**(C) RSA CHAPTER 277:5-a, OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION CERTIFICATION:**

All Service Provider signing a contract to work on a construction, reconstruction, alteration, remodeling, installation, demolition, maintenance, or repair of any public work or building for the City with a total project cost of \$100,000 or more shall comply with the requirements of RSA chapter 277:5-a.

**(D) RSA CHAPTER 282-A, WARRANTY OF TITLE AND AGAINST INFRINGEMENT (UCC):**

The successful Service Provider agrees to indemnify and defend the City of Concord from all claims and losses resulting from alleged and actual patent infringements and further agrees to hold the City of Concord harmless from any liability arising under the Uniform Commercial Code, RSA chapter 382-A, 2-312 (3).

**(E) CITY OF CONCORD'S ORDINANCES, FUGITIVE DUST AND NOISE ORDINANCES**

All work shall be conducted in conformance with the City's Code of Ordinances, Title I, General Code including but not limited to:

1. Chapter 11, Public Nuisances, Article 11-3 (Fugitive Dust); and
2. Chapter 13, Public Health, Article 13-6 (Noise).

The City's Code of Ordinances can be viewed at [www.concordnh.gov](http://www.concordnh.gov).

**(F) NON-DISCRIMINATION**

In connection with the performance of the Services, the selected Service Provider shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the selected Service Provider, including, but not limited to, civil rights and equal opportunity laws. This may include the requirement to utilize auxiliary aids and services to ensure that persons with communication disabilities, including vision, hearing and speech, can communicate with, receive information from, and convey information to the selected Service Provider. In addition, the selected Service Provider shall comply with all applicable copyright laws. During the term of this contract, the selected Service Provider shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, physical or mental handicap, marital status, sexual orientation, gender identity, gender expression or national origin and will take affirmative action to prevent such discrimination. If this Agreement is funded in any part by monies of the United States, the Service Provider shall comply with all the provisions of Executive Order No. 11246 ("Equal Employment Opportunity"), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Selected Service Provider further agrees to permit the State or United States access to any of the Service Provider's books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

**(G) OTHER LAWS AND REGULATIONS**

In addition to the laws and regulations set forth herein, the Service Provider shall keep fully informed of all state and national laws and municipal ordinances and regulations in any manner affecting those engaged or employed in the work, or the materials used in the work, or in any way affecting the conduct of the work, and of all such orders and decrees of bodies or tribunals

having any jurisdiction authority over the same. If any discrepancy or inconsistency is discovered in the plans, drawings, specifications or contract for the work in relation to any such laws, specifications or contract for the work in relation to any such laws, ordinances, regulations, orders or decrees, the Service Provider shall forthwith report the same to the City's Project Manager in writing.

The Service Provider shall at all times observe and comply with such laws and ordinances and shall cause all agents and employees to observe and comply with such laws, ordinances, regulations, orders and decrees; and shall protect and indemnify the City and its officers, agents and servants against any claim or liability arising from or based on the violation of any such laws, ordinances, regulations, order or decrees, whether by the Service Provider or the Service Provider's employees or subcontractors.

**35. PCI-DSS: PAYMENT CARD INDUSTRY STANDARD SECURITY STANDARD:**

To the extent applicable, Service Provider is responsible for the security of cardholder data which Service Provider possesses or otherwise stores, processes, or transmits on behalf of the City of Concord. Service Provider shall abide by the rules and regulations set forth in the PCI-DSS.

**36. DEFAULT, TERMINATION OF CONTRACT FOR CAUSE AND REMEDIES:**

Any one or more of the following acts or omissions of the selected Service Provider shall constitute an event of default hereunder ("Event of Default"): (a) failure to perform the services satisfactorily or on schedule; (b) failure to submit any report required hereunder; and/or (c) failure to perform any other covenant, term or condition of this contract.

In the Event of a Default, the City shall have the right to terminate the contract. To terminate the contract, the City shall provide written notice to the Service Provider of such termination. Such written notice shall state the contract violation(s) and be delivered to the Service Provider's address as identified in the contract documents. This notice shall provide the Service Provider with fifteen (15) calendar days from the date of delivery, to correct the violation(s) to the City's satisfaction. Should the Service Provider fail to satisfactorily correct all violations within (15) fifteen calendar days, the City may terminate the contract immediately upon delivery of a Notice of Termination to the contractor. Such termination shall become effective immediately or as otherwise determined by the City.

Notwithstanding the above, the Service Provider shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of any contract, and the City may withhold any payments until such time as the exact amount of damages due the City is determined.

In the event of termination for cause, all finished or unfinished work, services, documents and materials prepared by the Service Provider under the contract shall become the City's property.

The City may also terminate this contract in accordance with any other applicable contract provision.

**37. TERMINATION FOR THE CONVENIENCE OF THE CITY:**

The City may terminate any contract at any time by giving written notice to the Service Provider of such termination and specifying the effective date thereof, at least fifteen (15) days before the effective date of such termination.

If the contract is terminated by the City as provided herein, the Service Provider shall receive all amounts due and not previously paid in accordance with the contract prior to the date of the written notice and compensation for work thereafter completed as specified in the notice. No amount shall be allowed or paid for anticipated profit on unperformed services or other unperformed work.

In the event of termination for convenience, all finished or unfinished work, services, documents and materials prepared by the Service Provider under the contract shall become the City's property.

**38. LIQUIDATED DAMAGES:**

In the event that the Contractor fails to satisfactorily complete the work contemplated and provided for under this contract, on or before \_\_\_\_\_, the City shall deduct from the payments due the Contractor each month, the sum of \_\_\_\_\_ dollars (\$ \_\_\_\_\_) plus engineering charges per day for each calendar day of delay, which sum is agreed upon not as a penalty, but as fixed and liquidated damages for each day of such delay, to be paid in full and subject to no deduction. If the payments due the Contractor are less than the amount of such liquidated damages said damages shall be deducted from any other monies due or to become due the Contractor or shall be paid by the Contractor's surety.

**39. SELECTED SERVICE PROVIDER'S RELATION TO THE CITY:**

In the performance of the awarded contract the selected Service Provider is in all respects an independent contractor and is neither an agent nor an employee of the City. Neither the selected Service Provider nor any of its officers, employees, agents or members shall have authority to bind the City or receive any benefits, workers' compensation or other emoluments provided by the City to its employees.

**40. OWNERSHIP OF PROPOSALS AND REPORTS:**

The proposals and all materials and other documents submitted with such proposals and all supplementary materials submitted in connection with any clarification of any submitted proposal and in connection with the negotiation of any proposal with the City (collectively, "Proposal Materials") shall upon submittal become the absolute property of the City and may be used by the City in connection with the Request for Proposals and for such other purposes as the City may choose without engaging the Service Provider and without any compensation therefore being paid to the Service Provider.

The Service Providers understand that in submitting its Proposal Materials to the City, Service Providers are delivering all such materials to the City in consideration of a potential award of a contract. Service Providers in doing so agree that it has received such consideration and other good and valuable consideration sufficient to transfer all right, title and interest in and to the Proposal Materials to the City who shall have and retain all copyright, trademark, other intellectual property and other intangible rights, and all ownership, right, title and interest in and to the Proposal Materials.

In addition, all data, materials, plans, reports and documentation prepared pursuant to any contract between the City of Concord and the successful Service Provider shall belong exclusively to the City.

**41. ANTI-TRUST PROVISION:**

The selected Service Provider hereby agrees that it will assign to the City all cause of action that it may acquire under the anti-trust laws of the State of New Hampshire and the United States as the result of conspiracies or combination of contracts in restraint of trade which affect the price of goods or services obtained by the City under any contract if so requested by the City.

**42. FORCE MAJEURE:**

To the extent that the selected Service Provider is prevented by Force Majeure from carrying out, in whole or part, its obligations under this contract and the selected Service Provider gives notice and details of the Force Majeure to the City as soon as practicable (and in any event within five (5) business days after becoming aware of the Force Majeure event or circumstance), then the applicable deadlines in effect at the time of the Force Majeure may be extended up to (60) calendar days or as otherwise determined by the City at its sole discretion. The selected Service Provider shall use commercially reasonable and diligent efforts to eliminate or avoid the Force Majeure and, thereafter, promptly and diligently resume performing its obligations under this contract. As used herein, "Force Majeure" shall mean any event or circumstance that prevents either Party from performing its obligations under this Agreement, which event or circumstance (i) is not within the reasonable control, and is not the result of the fault or negligence, of the Party claiming Force Majeure, and (ii) by the exercise of reasonable due diligence, the Party is unable to overcome or avoid or cause to be avoided. Force Majeure will not be based on economic or financial hardship. In addition, a delay or inability to perform substantially attributable to a Party's failure to timely take the actions necessary to obtain and maintain all necessary permits, a failure to satisfy contractual conditions or commitments (unless otherwise caused by an event of Force Majeure), or lack of or deficiency in funding or other resources, shall each not constitute a Force Majeure. Force Majeure shall include, without limitation, events such as: fires; floods; lightning strikes; ground sliding; and earthquakes.

**43. ACCESS TO PUBLIC MEETINGS**

All City of Concord public meetings are accessible for persons with disabilities. Any person who feels that he or she may be unable to participate in a City of Concord public meeting due to

a disability should, to the extent possible, call (603) 225-8570 at least 48 hours prior to the meeting so that a reasonable accommodation can be arranged.

For meetings held in the City Council Chambers, any person who is unable to access the upper level of the Council Chambers to address the City Council or any other public body may use the podium and/or microphone located at the lower level of the Council Chambers. Other reasonable accommodations may be available upon request.

**44. NON-APPROPRIATIONS:**

The City of Concord's obligations to pay any amount due under a contract are contingent upon availability and continuation of funds for the purpose. The City may terminate the contract at any time, due to the non-appropriation of funds, and all future payment obligations of the City cease on the date of termination.

**45. ASSIGNMENT OR SUB-CONTRACTING:**

None of the work or services covered by the contract shall be assigned in full or in part, or sub-contracted without the prior written approval of the City.

**46. EXCLUSIVITY:**

This contract will be for the goods/services described herein; however, this contract should not be considered exclusive. As deemed necessary, the City reserves the right to obtain these goods/services from any other Service Provider.

**47. NOTICES:**

Any notice under this contract shall be made to the addresses and persons specified in the contract. All notices, requests, statements or payments shall be made in writing. Notices required to be in writing shall be delivered by hand delivery, overnight delivery, or email. Notice by hand delivery or overnight delivery will be deemed to have been received when delivered. Notice by e-mail will be deemed to have been received when such e-mail is transmitted, so long as a copy of such e-mail notice is delivered immediately thereafter by hand delivery, overnight delivery, unless confirmation of successful transmission is received, including by way of a reply to the e-mail by the receiving Party. A Party may change its address and contact information by providing notice of the same in accordance with the provisions of this Article.

**48. PROVISION REQUIRED BY LAW DEEM INSERTED:**

Each and every provision and clause required by law to be inserted in this Request for Proposals and any subsequent contract shall be deemed to be inserted herein and this Request for Proposals and contract shall be read and enforced as though it were included herein, and if through mistake or otherwise any such provision is not inserted, or is not correctly inserted, then upon the

application of either party, the Request for Proposals and/or contract shall forthwith be physically amended to make such insertion or correction.

**49. SEVERABILITY:**

In the event any of the provisions of this Request for Proposals or contract are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Request for Proposals or contract will remain in full force and effect.

**50. CHOICE OF LAW AND VENUE:**

All disagreements and disputes, if any, arising under the terms of any contract, either by law, in equity, or by arbitration, shall be resolved pursuant to the laws and procedures of the State of New Hampshire, in which State any contract shall be deemed to have been executed. No action at law, or equity, or by arbitration shall be commenced to resolve any disagreements or disputes under the terms of any contract, in any jurisdiction whatsoever other than the State of New Hampshire and Merrimack County.

The Service Provider agrees that it consents to the jurisdiction of the courts of the State of New Hampshire and, as well as to the jurisdiction of all courts from which an appeal may be taken from such courts for the purpose of any suit, action or other proceeding arising out of any of their obligations hereunder or with respect to the transactions contemplated hereby, and expressly waives any and all objections it may have to venue in any such courts.

*FAILURE TO ACKNOWLEDGE THIS REQUEST FOR PROPOSALS MAY RESULT IN WITHDRAWAL FROM THE PROPOSAL LIST FOR THIS COMMODITY OR SERVICE.*

*FAILURE TO COMPLY WITH THESE REQUIREMENTS COULD RESULT IN THE CANCELLATION OF AN ORDER OR CONTRACT.*

## RFP 07-21, ON-CALL CLEANING SERVICES

### SCOPE OF WORK

#### GENERAL INFORMATION:

1. **Work to be performed:** The Contractor agrees to perform in a workmanlike manner and according to standard practices all work described. Such work will be performed at the Concord City Auditorium located at 2 Prince Street, Concord, NH 03301
2. **Services:** to be performed according to cleaning specifications provided by The City. Satisfactory performance will be measured to APPA Level 2 “Ordinary Tidiness” or better. Performance will be assessed on a periodic basis by The City.
3. **Schedule** is to be on a “Will-Call” per event basis with no less than 7 calendar days’ notice. Some weekend and evening work will be required.
4. **All manpower and cleaning equipment** will be provided by the Contractor, including vacuums, mops, brooms, cleaning rags, personal protective equipment, and hand tools.
5. **All consumable janitorial supplies** will be provided by the City including trash liners, paper goods, cleaners, disinfectants, and soap dispenser refills. Specialty items provided by the Contractor will be billed as separate items in addition to the cleaning charge.
6. **Trash and debris** may be removed to the City owned compactor on the premises. “Lost and Found” items shall be bagged and turned over to the City for return or disposal.
7. **Extra Services**, not listed in the cleaning specifications, will be done on a will-call basis as needed, and if significant, will be listed as a separate charge.
8. **Worker Qualifications:** All workers to be properly trained in cleaning procedures and methods standard in the industry, including disinfection procedures specified by the US Centers for Disease Control and Prevention (CDC) designed to reduce the spread of the Human Coronavirus. No person shall be allowed on the property who is not directly involved in the performance of the janitorial services. While on City premises, all contractor employees must wear attire that identifies them as contractor’s employee with identification visible from both the front and the back.
9. **Workplace safety:** The Contractor shall agree to abide by all federal, state, and local laws, rules, and regulations prohibiting discrimination in employment and controlling workplace safety.

10. ***Security/Confidential Information:*** The Contractor shall be responsible for all keys issued to him/her. All doors and windows shall be closed and locked upon completion of cleaning operations in the area. The Contractor agrees that any information received or obtained by the Contractor or Contractor's employees during the course of the work specified in the Agreement which concerns the personal, financial or other affairs of the client, its customers, and employees shall be kept in full confidence and shall not be revealed to any other person, firm, organization or entity except where required by law.
11. ***Contract Additions/Addendums:*** Written additions /addendums or adjustments agreed to by both parties shall not negate the rest of the contract, merely expand or redefine any points contained within.

#### BASE SERVICES:

##### **Lobby and Reception Areas and Dressing Rooms**

- Empty waste receptacles and replace liners. Wash receptacles as needed
- Vacuum all carpets and mats
- Vacuum all hard floors, damp mop as necessary
- Dust all horizontal surfaces of desks, chairs, tables and other furniture
- Damp wipe all horizontal surfaces with disinfectant
- Remove fingerprints and marks from around light switches and door frames
- Clean glass doors inside and out
- Spot clean walls and painted surfaces
- Remove cobwebs
- Ensure all areas are arranged neatly

##### **Lavatories**

- Stock toilet tissue, hand towels, facial tissues and hand soap
- Empty waste receptacles and replace liners. Wash receptacles as needed
- Clean and polish mirrors
- Wipe hand towel dispensers /hand dryers
- Wipe down doors and sills, remove all dust and marks
- Clean and sanitize all toilets/basins. Polish all bright work
- Remove splash marks from walls and partitions around basins
- Mop clean restroom floors with disinfectant

##### **Orchestra & Balcony**

- Raise Seats
- Sweep Between Seats

- Sanitize Chair Backs, Armrests, and Seats
- Vacuum Carpets
- Clean Orchestra Pit
- Vacuum Carpet on Stairs to Balcony
- Clean Light and Sound Board Area

### **Stage Area**

- Mop stage as necessary

### **Exterior Areas**

- Police trash on all three sides of the building
- Ensure catch basins in the parking lot area are clear of debris.

### **ADDITIONAL/ALTERNATE SERVICES**

#### **Add/Alt 1 - High Touchpoint Cleaning**

The intent of this element is to disinfect areas previously cleaned in circumstances where a full cleaning is not warranted, such as after rehearsals or brief visits by potential renters. This work will be priced on a “per occurrence” basis.

- Following CDC guidelines disinfect; tables, doorknobs, light switches, countertops, handles, toilets, faucets, sinks, etc.

#### **Add/Alt 2 - Cleaning Attendant**

The intent of this element is to staff events and provides continuous custodial coverage for the duration of a performance or show which may exceed the 2-hour limit between cleanings recommended in the NH Governor’s “Safer at Home” Economic Reopening Taskforce Covid-19 Reopening Universal Guidance. The attendant would circulate throughout the facility during the performance and intermission cleaning and applying disinfectant where required. This work will be priced on a “per hour” basis with a 3-hour minimum.

- Following CDC guidelines disinfect; tables, doorknobs, light switches, countertops, handles, chair backs, toilets, faucets, sinks, etc.
- Restock toilet tissue, hand towels, facial tissues and hand soap
- Empty waste receptacles and replace liners
- Mop clean restroom floors with disinfectant
- Police trash on all three sides of the building

### **Add/Alt 3 – Miscellaneous Cleaning Services**

The intent of this element is to provide miscellaneous custodial services outside the above scopes of work. Locations may include City Buildings other than the City Auditorium. Specifications would include all customary cleaning and disinfection services as noted above. This work will be priced on a “per hour” basis.



THE UNDERSIGNED ACKNOWLEDGES:

1. THAT HE/SHE IS AN AUTHORIZED AGENT OF THE FIRM SUBMITTING THIS QUOTATION
2. THE RECEIPT OF THE FOLLOWING ADDENDA \_\_\_\_\_
3. ACCEPTANCE OF THE CITY'S GENERAL TERMS AND CONDITIONS (OTHER THAN THOSE EXCEPTIONS LISTED ON THE SPECIFICATIONS EXCEPTION FORM)
4. THE FIRM SUBMITTING THIS PROPOSAL HAS NEVER DEFAULTED ON ANY CITY OF CONCORD, STATE OF NEW HAMPSHIRE, OR FEDERAL GOVERNMENT CONTRACT

COMPANY: \_\_\_\_\_

SIGNED BY: \_\_\_\_\_

PRINTED OR TYPED NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

TELEPHONE NUMBER: \_\_\_\_\_ FAX NUMBER: \_\_\_\_\_

TOLL FREE NUMBER: \_\_\_\_\_ E-MAIL: \_\_\_\_\_

CELL PHONE NUMBER: \_\_\_\_\_ PAGER: \_\_\_\_\_

PRIMARY POINT OF CONTACT: \_\_\_\_\_

PLEASE FILL OUT, SIGN AND RETURN TO:

The City of Concord  
Tina M. Waterman  
Purchasing Manager  
311 North State Street  
Concord, NH 03301  
603-230-3664  
603-230-3656 (Fax)  
[twaterman@concordnh.gov](mailto:twaterman@concordnh.gov)

**Due Date/Time: Not later than 2:00 PM on October 1, 2020**

CITY OF CONCORD, NEW HAMPSHIRE  
SPECIFICATIONS EXCEPTION FORM

In the interest of fairness and sound business practice, it is mandatory that you state any exceptions taken by you to our specifications.

It should not be the responsibility of the City of Concord to ferret out information concerning the materials, which you intend to furnish.

If your bid/quotation does not meet all of our specifications you **must** so state in the space provided below:

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Proposals on equipment, vehicles, supplies, service and materials not meeting specifications may be considered by the City, however, all deviations must be listed above.

If your proposal does not meet our specifications, and your exceptions are not listed above, the City of Concord may claim forfeiture on your proposal bond, if submitted.

Signed: \_\_\_\_\_  
**I DO** meet specifications

Signed: \_\_\_\_\_  
**I DO NOT** meet specifications as listed in this bid; exceptions are in the space provided.

Failure to submit this form with your RFP response may result in your Proposal being rejected as unresponsive.

## Request for Taxpayer Identification Number and Certification

**Give Form to the  
requester. Do not  
send to the IRS.**

▶ Go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9) for instructions and the latest information.

Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.	
	2 Business name/disregarded entity name, if different from above	
	3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only <b>one</b> of the following seven boxes.	4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
	<input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate	Exempt payee code (if any) _____
	<input type="checkbox"/> Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____ <small>Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.</small>	Exemption from FATCA reporting code (if any) _____
	<input type="checkbox"/> Other (see instructions) ▶ _____	<small>(Applies to accounts maintained outside the U.S.)</small>
	5 Address (number, street, and apt. or suite no.) See instructions.	Requestor's name and address (optional)
6 City, state, and ZIP code		
7 List account number(s) here (optional)		

### Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

**Note:** If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number	
	-
OR	
Employer identification number	
	-

### Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

**Certification instructions.** You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.

**Sign Here**

Signature of U.S. person ▶

Date ▶

### General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

**Future developments.** For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to [www.irs.gov/FormW9](http://www.irs.gov/FormW9).

### Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.

- Form 1099-INT (interest earned or paid)

- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

*If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.*

**CITY OF CONCORD, NEW HAMPSHIRE**  
**THE FOLLOWING INDEMNIFICATION AGREEMENT SHALL BE, AND IS HEREBY**  
**A PROVISION OF ANY CONTRACT**

To the fullest extent permitted by law, Consultant shall protect, indemnify, save, defend and hold harmless the City of Concord, including its officials, agents, volunteers and employees (“Indemnified Parties”), from and against any and all liabilities, obligations, claims, damages, penalties, causes of action, costs, interest and expenses, including but not limited to reasonable attorney and paralegal fees, which Indemnified Parties may become obligated or suffer by reason of any accident, bodily injury, personal injury, death of person, economic injury, or loss of or damage to property, arising indirectly or directly under, out of, in connection with, or as a result of the Vendor’s contract with the City or the activities of Consultant or its agents, employees, contractors or subcontractors. In any case, the foregoing provisions concerning indemnification shall not be construed to indemnify the City for damage arising out of bodily injury to persons or damage to property caused by or resulting from the sole negligence of the City or its employees.

In addition, and regardless of respective fault, Consultant shall defend, indemnify and hold harmless the Indemnified Parties for any costs, expenses and liabilities arising out of a claim, charge or determination that Consultant’s officers, employees, contractors, subcontractors or agents are employees of the Indemnified Parties, including but not limited to claims or charges for benefits, wages, fees, penalties, withholdings, damages or taxes brought in connection with laws governing workers compensation, unemployment compensation, social security, Medicare, state or federal taxation, and/or any other similar obligation associated with an employment relationship.

The Consultants obligations to defend, indemnify and hold harmless the Indemnified Parties hereunder shall survive the term of the Consultants contracts.

**COMPANY** \_\_\_\_\_

**TAXPAYER IDENTIFICATION NUMBER** \_\_\_\_\_

**AUTHORIZED SIGNATURE** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**TELEPHONE** \_\_\_\_\_

**TOLL-FREE NUMBER** \_\_\_\_\_

**FAX NUMBER** \_\_\_\_\_

**E-MAIL ADDRESS** \_\_\_\_\_

Failure to submit this form with your RFP response may result in your Proposal being rejected as unresponsive.

**City of Concord, New Hampshire**  
**RFP 07-21, ON-CALL CLEANING SERVICES**  
**Insurance Requirements for All Contractors**

*Additional Coverage is Required if Checked* *Minimum Limits Required*

**Commercial General Liability**

General Aggregate	\$2,000,000
Products-Completed Operations Agg.	\$2,000,000
Personal and Advertising	\$1,000,000
Each Occurrence Injury	\$1,000,000
Fire Damage (Any One Fire)	\$ 50,000
Medical Expense (Any One Person)	\$ 10,000

- Occurrence
- Claims Made

**Additional Coverage to Include**

- |   |    |
|---|----|
| <input type="checkbox"/> Owners & Contractors' Protective – Limit | NA |
| <input type="checkbox"/> Underground/Explosion and Collapse       |    |

**Commercial Automobile Liability**

Combined Single Limit	\$ 500,000
	\$1,000,000

- Any Auto, Symbol 1
- Include Employees as Insured

**Additional Coverage to include:**

- |   |    |
|---|----|
| <input type="checkbox"/> Garage Liability               | NA |
| <input type="checkbox"/> Garage Keepers Legal Liability | NA |

**Workers Compensation**

NH Statutory including Employers Liability	
- Each Accident/Disease-Policy Limit/Disease-Each Employee	\$100,000/\$500,000/\$100,000

**Commercial Umbrella**

May be substituted for higher limits required above	\$1,000,000
---	-------------

Follow Form Umbrella on ALL requested Coverage

**Other**

- |   |    |
|---|----|
| <input type="checkbox"/> 1. Professional/Errors & Omissions | NA |
| <input type="checkbox"/> 2. Builders Risk – Renovation Form |    |
| All Risk completed value form including Collapse            | NA |
| Sublimit for Soft Cost Coverage                             | NA |

(X) **The City of Concord must be named as Additional Insured by written endorsement with a waiver of subrogation favoring the City with respect to general, automobile and umbrella liability**

## PROPOSAL SUBMISSION CHECKLIST

In order to be considered responsive, each prospective CONTRACTOR must submit the following documents, in **one (1) original and one (1) identical copy** as part of his/her proposal:

1. Proposal Sheet
2. Specifications Exception Form
3. Form W-9
4. City of Concord Indemnification Agreement
5. Acknowledgement of City Insurance Requirements

**The successful CONTRACTOR must submit, prior to contract signing, his/her insurance certificate (naming the City of Concord as an Additional Insured) that meets the minimum required types and levels of coverage**

City of Concord, New Hampshire



**Finance Department**  
**Purchasing Division**  
**COMBINED OPERATIONS & MAINTENANCE**  
**FACILITY 311 NORTH STATE STREET**  
**Concord, NH 03301**  
**(603)230-3664 FAX (603)230-3656**

Reference: RFP 07-21

**If you choose not to propose, please complete the questionnaire below and return it with your response by the proposal opening date. Your assistance in helping us to analyze no proposal rationale is very much appreciated. Thank you.**

\* \* \* \* No Proposal Questionnaire \* \* \* \*

A “no proposal” is submitted in reply to the City of Concord Request for Proposals, RFP 07-21, ON-CALL CLEANING SERVICES, for the following reasons:

- \_\_\_\_\_ Item/Service not supplied by our company.
- \_\_\_\_\_ Proposal specification (give reason(s), e.g., too restricted, not clear, etc.):  
\_\_\_\_\_
- \_\_\_\_\_ Profit margin on municipal quotations too low.
- \_\_\_\_\_ Past experience with City of Concord (give specifics, e.g., payment delay, proposal process, administrative problems, etc) \_\_\_\_\_
- \_\_\_\_\_ Insufficient time allowed to prepare and respond to quotation request.
- \_\_\_\_\_ Quotation requirement too large \_\_\_\_\_ or too small \_\_\_\_\_ for our company.
- \_\_\_\_\_ Priority of other business opportunities limit time/other resources available to deliver or perform according to proposal specifications.
- \_\_\_\_\_ Other reason(s), please specify: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Company Name and Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: ( ) \_\_\_\_\_

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Typed/Printed Name & Title)

**NOTICE OF AWARD**

Date: \_\_\_\_\_

TO: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY PROJECT NO. RFP 07-21

PROJECT: ON-CALL CLEANING SERVICES

CITY CONTRACT NO.: RFP 07-21

CONTRACT FOR: ON-CALL CLEANING SERVICES

You are notified that your Proposal received on \_\_\_\_\_, 2020 for the above Contract has been considered and accepted for you to provide ON-CALL CLEANING SERVICES for the **CITY**. All terms, conditions, specifications and prices shall be in accordance with the **CITY'S** Request for Proposals (RFP 07-21) and the **CONTRACTOR'S** proposal opened on October 1, 2020.

The **CITY** shall pay to the **CONTRACTOR**, the sum of:

SEE ATTACHED

One original of the Agreement accompanies this Notice of Award.

You must comply with the following conditions precedent within ten (10) calendar days of the date of this Notice of Award, which is by \_\_\_\_\_.

You must deliver to the **CITY**:

1. One fully executed counterpart of the Agreement; and
2. Your insurance certificate(s), naming the **CITY** as an additional insured, meeting the minimum required types and levels of coverage.

Failure to comply with these conditions within the time specified will entitle the **CITY** to consider your proposal abandoned and to annul this Notice of Award.

Within ten (10) calendar days after you comply with these conditions, the **CITY** will return to you one fully signed counterpart of the Agreement and issue a Notice to Proceed and purchase order.

CITY OF CONCORD, NEW HAMPSHIRE  
(CITY)

**BY** \_\_\_\_\_  
(AUTHORIZED SIGNATURE)

PURCHASING MANAGER  
(TITLE)

Copy to GENERAL SERVICES DEPARTMENT, PUBLIC PROPERTIES DIVISION

## AGREEMENT

**THIS AGREEMENT**, made this \_\_\_\_\_ day of \_\_\_\_\_ by and between The City of Concord, New Hampshire, hereinafter called the “**CITY**” and \_\_\_\_\_, doing business as (an individual) or (a partnership) or (a corporation), hereinafter called the “**CONTRACTOR**”.

**WITNESSETH:** That for and in consideration of the payments and agreements hereinafter mentioned:

1. The **CONTRACTOR** will commence and provide the ON-CALL CLEANING SERVICES for the **CITY**. All terms, conditions, specifications and prices shall be in accordance with the **CITY’S** Request for Proposals, RFP 07-21, and the **CONTRACTOR’S** proposal response opened on October 1, 2020.
2. The **CONTRACTOR** will furnish all of the material, supplies, tools, equipment, labor and other services necessary to provide the ON-CALL CLEANING SERVICES detailed by RFP 07-21.
3. The **CONTRACTOR** will commence the work required by the **CONTRACT DOCUMENTS** within \_\_\_\_\_ calendar days of the date of the **NOTICE TO PROCEED**. Completion time for the project will be \_\_\_\_\_. This Agreement may be renewed, upon mutual consent, for up to four (4) additional one (1) year periods.
4. The **CONTRACTOR** agrees to perform all of the **WORK** described in the **CONTRACT DOCUMENTS** and comply with the terms therein for the fixed fee for services provided with the cost proposal submitted by the **CONTRACTOR**. The contract price shall be:

SEE ATTACHED

5. The term “**CONTRACT DOCUMENTS**” means and includes the following:
  - (A) REQUEST FOR PROPOSALS RFP 07-21
  - (B) RFP 07-21 PROPOSAL RESPONSE DATED \_\_\_\_\_
  - (C) CITY OF CONCORD REQUIRED CONTRACT FORMS
    1. SPECIFICATIONS EXCEPTION FORM
    2. FORM W-9
    3. INDEMNIFICATION AGREEMENT
    4. INSURANCE CERTIFICATE
  - (F) LETTER OF AWARD DATED \_\_\_\_\_
  - (D) NOTICE OF AWARD DATED \_\_\_\_\_
  - (E) AGREEMENT

(F) NOTICE TO PROCEED

(G) PURCHASE ORDER

(H) ADDENDA NO. \_\_\_\_\_ DATED \_\_\_\_\_

6. The **CITY** will pay the **CONTRACTOR** in the manner and at such times as set forth in the General Terms and Conditions such amounts as required by the **CONTRACT DOCUMENTS**.
7. This Agreement shall be binding upon all parties hereto and their respective heirs, Executors, administrators, successors and assigns.

**IN WITNESS HEREOF**, the parties hereto have executed, or caused to be executed by their duly authorized officials, this Agreement in one (1) original.

**CITY:**

CITY OF CONCORD, NEW HAMPSHIRE

BY \_\_\_\_\_

Name/Title: Tina Waterman, Purchasing Manager

(SEAL)

ATTEST:

\_\_\_\_\_

Name \_\_\_\_\_

Title \_\_\_\_\_

**CONTRACTOR:**

\_\_\_\_\_

By \_\_\_\_\_

Name \_\_\_\_\_

(Please Type)

Address \_\_\_\_\_

\_\_\_\_\_

(SEAL)

ATTEST:

\_\_\_\_\_

Name \_\_\_\_\_

(Please Type)

**NOTICE TO PROCEED**

Dated: \_\_\_\_\_

TO: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY PROJECT NO. RFP 07-21

PROJECT: ON-CALL CLEANING SERVICES

CITY CONTRACT NO.: RFP 07-21

CONTRACT FOR: ON-CALL CLEANING SERVICES

\_\_\_\_\_  
(Name of Contractor)

You are notified that the Contract Time under the above contract will commence to run within \_\_\_\_\_ calendar days of the date of this Notice to Proceed. By that date, you are to start performing your obligations under the Contract Documents. In accordance with the Agreement, the date of completion for this contract shall be not later than \_\_\_\_\_. The Agreement may be renewed, upon mutual consent, for up to four (4) additional one (1) year periods.

Before you may start any Work the General Terms and Conditions provides that you must deliver to the CITY:

1. Certificates of insurance, naming the CITY as additional insured, which you are required to purchase and maintain in accordance with the Contract Documents; and

CITY OF CONCORD, NEW HAMPSHIRE  
(CITY)

**BY** \_\_\_\_\_  
(AUTHORIZED SIGNATURE)

PURCHASING MANAGER  
(TITLE)

Copy to GENERAL SERVICES DEPARTMENT, PUBLIC PROPERTIES DIVISION

