

STATE OF NEW HAMPSHIRE  
Department of Administrative Services  
Division of Procurement and Support Services  
Bureau of Purchase and Property  
State House Annex  
Concord, New Hampshire 03301

Date: July 24, 2019

NOTICE OF CONTRACT

COMMODITY: JANITORIAL SERVICES

CONTRACT NO.: 8002550

NIGP: 910\*

VENDOR: Steri Clean, LLC  
12 Parmenter Road  
Londonderry, NH 03053

VENDOR #: 278386

CONTACT PERSON(S): Steve Niemaszyk  
Tel. No.: 603-505-7456  
E-Mail: [sniemaszyk@stericleanonline.com](mailto:sniemaszyk@stericleanonline.com)

EFFECTIVE FROM: July 1, 2019 through June 30, 2021

PRODUCTS & PRICING: XX, if applicable

PAYMENT & TERMS: Payment method (P-Card or ACH). **Payments shall be made via ACH or Procurement Card (P-card = Credit Card) unless otherwise specified by the state of New Hampshire. Use the following link to enroll with the State Treasury for ACH payments:** <https://www.nh.gov/treasury/state-vendors/index.htm> Eligible participants shall negotiate their own payment methods with the successful Vendor.

INVOICING & PAYMENTS: Invoices shall be submitted after completion of work to the requesting agency. Payment shall be paid in full within thirty (30) days after receipt of invoice and acceptance of the work to the State's satisfaction.

F.O.B.: F.O.B. Destination to any location within the State of New Hampshire

ORDERING: State agencies will place their orders by electronic order entry, by e-mail, by FAX, or they may establish a standard delivery order. Eligible participants will utilize their own individually established ordering procedures.

BALANCE OF PRODUCT LINE ITEMS

During the term of contract, the state may purchase other items in relation to Janitorial Services from the successful Contractor's Balance of Product Line. All services ordered will include all shipping/charges.

<b>Location:</b> <b>Department of Natural and Cultural Resources</b> <b>172 Pembroke Road</b> <b>Concord, NH 03301</b>	<b>Section A</b>		<b>SECTION C</b>
	Daily Rate		Emergency Cleaning
	July 2019 - June 2020	July 2020 - June 2021	Emergency Rate Per Hour
<b>Agency - DNCR</b>			
This location requires five (5) cleanings per week (5 days/week x 52 = 260 cleanings per year)			
Service at location begins 7/1/2019	\$69.00	\$69.00	\$25.00 /hour

<b>Maintenance Schedule and Specifications</b> <b>Department of Natural and Cultural Resources</b> 172 Pembroke Road, Concord, NH 03301 Contact: Leanne Lavoie 603-271-2376 <a href="mailto:leanne.lavoie@dncr.nh.gov">leanne.lavoie@dncr.nh.gov</a> Nightly Maintenance / 5 Days: Monday through Friday (After 4 PM)	
<b>Nightly Maintenance</b>	
Clean Mats	All entrances
Glass / Mirror Cleaning	All mirrors, glass partition, doors, entrances, and view window doors
Lavatory Cleaning	All toilets, urinals, counters, sinks, fixtures, partitions, dispensers, waste and sanitary receptacles, and walls; and restock toilet paper, paper towels, and hand soap dispensers
Spot Clean Walls, Doors, Light Switches	All
Sweep Floors	All
Vacuum Carpets	All high traffic areas and conference rooms; all other areas daily as needed (or a minimum 1x per week)
Wash Lavatory and Kitchen Floors (with cleaner/disinfecting solution)	All
Kitchen Cleaning	All sink, counter, tables, and straighten chairs; restock paper towels and hand soap dispenser
Waste Receptacle Emptying	Only lavatories, kitchen, conference rooms, and office common areas; replace liners; and place in outside dumpster
Conference Room Cleaning	All table tops and straighten chairs
<b>As Required</b>	
Machine Scrubbing / Floor Recoating	All floors
<b>Every Other Night Maintenance</b>	
Low Dust	All, <i>no employee desks</i>
<b>Weekly Maintenance</b>	
High Dust	All
Drinking Fountain Cleaning	All
<b>Quarterly Maintenance</b>	
Dust Ceiling Diffusers	All

- I. **Building Specifications:** The Contractor shall be responsible for the provisions of janitorial services for the Department of Natural and Cultural Resources, which consists of:

Square Footage: 21,000  
 Bathrooms: 2 (open to the public)  
 Flooring: 85% Carpet / 15% Linoleum  
 Employees: 75 +/-

On average, 50 people from the general public enter/use the building on a daily basis.

II. **Additional Requirements:**

- Criminal / Background check is required
- All lights to be turned off nightly upon completion
- Contractor shall remove trash from State's collection area; place in outside dumpster
- Contractor shall remove recycling from kitchen; place in outside dumpster
- Contractor shall supply all consumables except for trash can liners, paper products (toilet paper and paper towels) and hand soap. Contractor shall be responsible for notifying the State when can liners, paper products, and hand soap are needed; the State shall be responsible for the purchase of such products.

III. **Exceptions to the Nightly Maintenance frequency schedule:** The areas below are infrequently utilized and therefore may not require the nightly maintenance as outline in the schedule. The Contractor shall monitor the areas on a nightly basis and maintain/clean as necessary with a "minimum" frequency maintenance schedule as stated below:

- Women's Shower (1) - as needed / minimum 1x per week
- Men's Shower (1) - as needed / minimum 1x per week
- Mop Sink / ADA Shower (1) - as needed / minimum 1x per week

IV. **Exclusions:** The following provisions are not to be included as part of the Nightly Maintenance schedule. These provisions shall be the responsibility of the State:

- Collection of trash at employee desks
- Collection of recycling in offices or common areas
- Cleaning computer lab, server room, storage areas and mechanical/electrical equipment room

**SCOPE OF SERVICES:**

Vendor shall supply all labor, tools, transportation, materials, equipment and permits as necessary and required to perform services as described herein.

The Vendor agrees that any damage or injury to buildings, materials, and equipment or to other property during the performance of this service will be repaired at their own expense.

All services performed under any awarded Contract(s) shall be performed as described in Exhibit B, Locations and Requirements. The Vendor may schedule work during other work times, provided that they obtain prior approval of the Facility Contact Person.

The Vendor will not be required to work holidays, unless otherwise agreed upon by the using agency. Daily rate will apply to any holiday worked.

In the event that any State work activities interfere with the normal scheduled cleaning, the required cleaning may be rescheduled with approval of the Facility Contact Person.

Prior to placing an individual in a State Facility, the Contractor shall provide a processed Criminal Records Release Form to the Facility. Forms can be found at <https://www.nh.gov/safety/divisions/nhsp/ssb/crimrecords/>. All Criminal Records Release Forms shall be no more than one (1) year old. Only individuals approved by the agency shall be allowed to work in said facility. Depending on the facility, enhanced security checks may be required.

The Vendor shall assign a person to be the Contract Supervisor. The Contract Supervisor shall participate in regular meetings with the Contracting Officer, or designee, to conduct a general review of the services provided. The Contact Supervisor shall solve technical problems and prepare work schedules in compliance with Contract requirements. The Contact Supervisor shall be responsible for the establishment and continuation of an approved quality control program.

The Vendor shall provide and maintain daily work schedules and project schedules for all work staff engaged in the performing the services of the Contract. Said work schedules shall indicate which operations are to be performed and the day, week, and/month for accomplishment of the services. The schedule shall be as follows:

Nightly Requirements	List all services to be performed.
Weekly Requirements	The day in the week that work will be performed.
Monthly Requirements	The week in the month that work will be performed.
Quarterly Requirements	The week and month that work will be performed.
Semi-Annual Requirements	The week and the month that work will be performed.

The Vendor shall, upon request by the Contracting Officer or Site Contact, provide a work distribution and staffing plan including the minimum number of workers and supervisory personnel assigned to each facility, specific tasks for each individual, and the amount of time allotted for each individual.

It is expected that the Vendor and its personnel will maintain a condition of excellence meeting the requirements of the Contracting Officer. The Contracting Officer, or designee shall be the sole judge of the level of cleanliness and compliance with the requirements of the Contract; their decision as to acceptance shall be final. Should the Contracting Officer deem the work provided as unacceptable, the Vendor will be provided with up to five (5) days period to cure said default. If the Vendor does not cure the default after that period or if the Contracting Officer finds a subsequent instance of work which is deemed unacceptable, said failure shall be grounds for immediate termination of the Contract.

The Vendor shall instruct work staff not to disturb any papers or personal property on desk, tables or cabinets. The use of State phones or equipment is strictly prohibited. No smoking on or in State facilities by work staff shall be allowed.

The Vendor shall be responsible in the event of theft or destruction of State property or personal property of State employees by work staff. All unclaimed articles found in or about the work areas by work staff shall be immediately turned over to the Facility Contact Person.

The Vendor shall provide all cleaning and/or floor products and materials necessary for the work staff to perform their respective duties and shall submit a list of items to be provided. The Vendor is required to use EcoLogo or Green Seal cleaning bio-degradable materials. The State will provided paper products, hand soap, and can liners.

The Vendor shall provide Material Safety Data Sheets to the State with the delivery of any and all products covered by RSA 277-A, the Workers Right to Know Act.

Each piece of the Vendor's equipment shall be maintained in a high state of cleanliness and repair. Any equipment that is unsafe or requiring repair shall be immediately removed from State property and replaced with working equipment. Any equipment left on State property by the Vendor is solely the Vendor's responsibility. Any of the work staff's personal property brought onto State property is solely the Vendor's responsibility.

All supplies and cleaning equipment, including work clothing and tools, are to be kept in a neat, clean manner in assigned places only. All work staff are to remain in their assigned area during work periods, keeping all spaces locked in which they are not working unless otherwise instructed. All work staff are expected to work in a manner that will maintain security in the best interest of the State.

All rooms provided by the State for the convenience of the Vendor shall be considered part of the area being cleaned and shall be serviced accordingly.

The Vendor may also be required to lock and unlock specific doors or active and deactivate security systems as outlined in Exhibit B. The Vendor may be asked to place signs at designated areas and to turn off all lights (unless otherwise instructed).

If the Vendor fails to secure a facility or set the security alarm properly which results in an alarm condition, the Vendor shall be required to compensate the State for any costs incurred. These costs may be for security services performed by State personnel or by third parties on behalf of the State. These costs shall be the actual third party costs or in the case of State personnel, a cost of fifty (50) dollars an hour.

The Vendor shall establish and implement methods of ensuring that all keys issued to the Vendor by the State are not lost or misplaced and are not used by unauthorized persons. No keys issued to the Vendor by the State shall be duplicated. The Vendor shall report the loss of keys or access cards to the Contracting Officer. In the event keys are lost, the Vendor shall be required, upon direction of the Contracting Officer, to rekey or replace the

affected lock or locks; however, the State, at its option, may replace the affected lock or locks or perform rekeying. When the replacement or locks or rekeying is performed by the State, the total cost of rekeying or the replacements of the lock(s) shall be deducted from the monthly payment due to the Vendor. In the event a master key is lost or duplicated, all locks and keys for that system may be replaced by the State and the total cost deducted from the monthly payment due to the Vendor. It is the responsibility of the Vendor to prohibit the use of keys issued by the State by any persons other than the work staff.

The Vendor and its work staff shall report fires, hazardous conditions, and items in need of repair, including but not limited to dead lights, leaky faucets, slow drains, and toilet stoppages.

Mechanical equipment controls for heating, ventilation, and air conditioning systems shall not be adjusted by the work staff.

Water faucets or valves shall be turned off after the required usage has been accomplished.

The movement of furniture to allow accessibility for the performance of cleaning services is entirely the responsibility of the Vendor.

Failure by the Vendor to adhere to the "Definitions of Work and Work Standards" and Location Requirements shall be subject to payment deduction for non-performance.

### **Definitions of Work and Work Standards**

All work performed under this contract shall be accomplished in accordance with the following definitions. The accompanying standard shall be used in the evaluating the work to determine its acceptance or rejection.

*Burnishing* (aka Spray Buffing): shall be accomplished with a high speed buffing machine and a tampoco brush and periodic buffing with a cylindrical floor machine using fine steel wool pads to remove traffic marks, heavy soil, etc.

A floor is considered properly burnished when all waxed or acrylic finished areas have been buffed sufficiently for a maximum gloss, the surface dirt has been removed and the floor has a uniform appearance.

*Carpet Cleaning*: shall be accomplished by using an approved commercial steam or hot water extractor type machine using a detergent compatible with the type of carpet being cleaned. All furniture must be removed prior to the start of work and replaced when the carpet is dry.

A carpet is considered clean when all soil and embedded dirt and grit have been removed, it is free of all stains and has been restored to its original appearance as wear and tear will allow. Immediately after cleaning, the carpet is only slightly damp to the touch.

*Carpet Vacuuming*: shall be accomplished with a commercial type vacuum with a rotary brush or brush/beater bar and shall not cause damage to furniture, doors, trim or other objects. Vacuum all chairs using a clean vacuum brush.

A carpet is considered properly vacuumed when it is free of all dust, grit, staples, paper clips, dirt, lint, and debris (except for embedded dirt and grit), including corners, edges, and under furniture.

*Ceiling Diffuser Maintenance*: shall be accomplished using a detergent solution suitable for the job and compatible with the material being cleaned. Care should be taken not to stain the ceiling.

A ceiling diffuser is considered clean when it is free of dust, dirt, stains, tarnish, streaks, film, lint, cleaning marks, and has a uniform clean appearance.

*Check-off List* – Facilities may opt to use check off lists to insure that work is being completed as defined in the requirements for that facility.

*Cleaning* (e.g. wall, doors, door grills, ledges, metal surfaces, furniture, and cabinets) – shall be accomplished by damp cleaning of all surfaces of the object using a germicidal detergent solution.

A surface is considered properly cleaned when it is free of film, dirt, stains, tarnish streaks, lint, cleaning marks, and has uniform clean appearance. Painted surfaces must not be unduly damaged. Hard finish wainscoting

surfaces must be bright, free of oil, streaks, and deposits. Metal surfaces shall be without deposits.

*Cleaning (mats)* – shall be accomplished when a commercial type vacuum. All mats shall be lifted and the surfaces beneath shall be clean and free of dirt and dust. All embedded dirt and grit shall be removed. A mat is considered properly cleaned when it is free of all dust, dirt, lint, and debris including embedded dirt and grit including the area under the mat.

*Cleaning (Light Fixtures)* – shall be accomplished by dusting all accessible components of incandescent and fluorescent light fixtures including bulbs and tubes with a cloth or yarn duster. Clean fixtures with a damp cloth.

A light fixture shall be considered clean when all dust has been removed from accessible components and the fixtures are clean and free from lint, streaks, and deposits.

*Damp Mopping* – shall be accomplished using cotton or sponge yarn mops, appropriate stain removal agents, heated water, and detergent. If required using as small amount of water as possible.

A floor is considered properly damp mopped when all dirt, dust, marks, film, streaks, debris, and standing water has been removed.

*Dusting* – shall be accomplished with a rag or cloth and dusting compound to minimize airborne dust and bacteria.

*Floor Refinishing* – consists of stripping and waxing (restorative maintenance). It is used to even out the floor appearance. Stripping and waxing should be performed when interim maintenance does not leave floors to an acceptable level. Unacceptable levels will occur as floors show heavy traffic lane wear, heavy soiling, heavy build-up along edges, etc.

*Low Level Dusting* – dust all low level ledges, furniture and fittings to a height of six (6) feet from the floor. Dust telephones in corridors.

Low level dusting is considered properly complete when all dust, dust streaks, cobwebs, lint, litter, and dry soil shall be removed from surfaces of desks, chairs, file cabinets, other types of office furniture, and equipment, ledges, window sills, handrails to a line of six (6) feet from the floor.

*High Level Dusting* – dust all high level areas including furniture, ledges, ceilings, walls, and structural components above six (6) feet from the floor.

High level dusting is considered properly complete when all dust, cobwebs, dust streaks, lint, litter, and dry soil shall be removed from surfaces of ledges, furniture, ceilings, walls, and structural components to a line above six (6) feet from the floor.

*Machine Scrubbing/Floor Recoating* – is used to even out the floor appearance by removing top layers of finish and recoating to build the base finish. Scrub and recoating should be performed when preventative maintenance does not leave floors to an acceptable level. Unacceptable levels will occur as floors show slight traffic lane wear, scratches, soil, etc.

*Receptacle Emptying* – includes all trash receptacles including sanitary disposal containers. Trash liner replacement is included as required.

*Resilient Flooring* – is designed to be durable, resistant to stains and water, and comfortable to stand and work on. The most common types of resilient flooring are made from materials like vinyl, linoleum, and rubber.

Routine maintenance (daily/weekly as needed), sweep/vacuum floors regularly to remove loose dirt, sand dust. Prevent stains by wiping spills promptly.

Stripping a Resilient Tile Floor:

1. Walk through area noting problem spots; remove all sticky insoluble substances such as gum.
2. Dust mop the floor to remove any loose soils, paper clips, sand, dust, foreign objects, etc.
3. Strip the base boards and corners using wax stripper and scrub brush.
4. Strip floors, small areas at a time using "floor strippers" according to label directions.
5. Using stripping pads (or equivalent), agitate the area.

6. Remove the stripper using a wet/dry vacuum or mop and bucket with clean water.
7. Flood rinse the area with cool, clean water.
8. Pick up excess water and using a wet/dry vacuum or mop and bucket.
9. A second rinse may be needed.
10. Place caution signs around area until it is completely dry.

#### Building a Shine on a VCT Resilient Tile Floor:

1. Check floor, making sure that it is totally dry and free of any old finish or stripper residue.
  - a. If there is a whitish cast, this could indicate stripper or old finish still remains on the floor. If necessary, re-strip the floor.
2. Floor temperature should be above 54 degrees F for proper curing of finish.
3. Select and apply the proper floor finish.
4. Allow floor finish to dry completely.
5. Apply the proper number of coats of finish per manufacturer's recommendation.

*Grout/Quarry/Ceramic Tile Maintenance* – Remove soil with broom or non-oily dust mop or vacuum, damp mop or spot clean as necessary using pH-neutral cleaner.

Rinse clean area with clean warm water and allow to dry.

Stubborn stains – fiber or nylon scrubbing pads may assist in removing difficult stains (**do not use steel wool**).

Routine grout maintenance does not differ from tile care. (Note: for stubborn grout stains agitation with a nylon pad or brush and a recommended cleaning solution will assist in removing of stains).

For added protection of cement based grout, a sealer may be applied according to the manufacturer's instructions. If unsure whether or not your specific tile requires sealing, stripping, and resealing, contact the tile supplier.

#### *Rubber Tile/Rolled Rubber Floors* –

##### For lightly soiled surfaces:

1. Remove all surface debris, grit, sand, and soil with a broom.
2. Vacuum the entire rubber floor with a high CFM vacuum to assure the finer dirt and grit is removed. **Note:** never use mineral spirits, painter thinners or strippers or any petroleum products to clean the surface.
3. Mop the floor. A regular string mop or a micro fiber flat mop with a mild solution of a neutral pH (7-9) cleaner can be used. Taski profi cleaner or equivalent is an excellent choice for rubber but any neutral clean will work.
4. Damp mop (ONLY do not flood) the surface until you have removed all visible dirt, sand, and grim.

##### For heavily soiled surfaces:

1. Remove all surface debris, grit, sand, and soil with a broom and vacuum with a high CFM vacuum. If the rubber floor is especially dirty it may be necessary to hand mop some of the worst areas before beginning.
2. Depending on the amount of soiling, it may be necessary to clean the surface using only a hand mop or it may require using a power buffer or auto scrubber.
3. When using a buffer or auto scrubber, use only a mild pad or a soft nylon brush. If using a buffer, wet the area and buff only a workable area that can be completely buffed and vacuumed within fifteen (15) minutes.
4. Do not let the cleaning solution stand on the rubber floor for longer periods of time.
5. After the area has been thoroughly buffed, pick-up the solution with a wet/dry vacuum and repeat if necessary. For extremely heavy soils or for restorative cleaning it may be necessary to repeat the process with a more aggressive black pad in order to remove the dirt.
6. Once the surface is satisfactorily cleaned, rinse the surface with clean water. This can be done with a hand mop or an auto scrubber.

All services performed under this Contract(s) shall be performed between the hours indicated for each individual location in the location requirements unless other arrangements are made in advance with the State. Any deviation in work hours shall be pre-approved by the Contracting Officer. The State requires ten-day

advance knowledge of said work schedules to provide security and access to respective work areas. No premium charges shall be paid for any off-hour work.

The Vendor shall not commence work until a conference is held with each agency, at which representatives of the Vendor and the State are present. The conference shall be arranged by the requesting agency (State).

The State shall require correction of defective work or damages to any part of a building or its appurtenances when caused by the Vendor's employees, equipment or supplies. The Vendor shall replace in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Vendor to proceed promptly with the necessary corrections, the State may withhold any amount necessary to correct all defective work or damages from payments to the Vendor.

The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Vendor to dismiss from the work such employees as deems incompetent, careless, insubordinate, or otherwise objectionable, or whose continued employment on the work is deemed to be contrary to the public interest or inconsistent with the best interest of security and the State.

The Vendor or their personnel shall not represent themselves as employees or agents of the State.

While on State property, employees shall be subject to the control of the State, but under no circumstances shall such persons be deemed to be employees of the State.

All personnel shall observe all regulations or special restrictions in effect at the State Agency.

The Vendor's personnel shall be allowed only in areas where services are being performed. The use of State telephones is prohibited.

If **sub-contractors** are to be utilized, please include information regarding the proposed sub-contractors including the name of the company, their address, contact person and three references for clients they are currently servicing. Approval by the State must be received prior to a sub-contractor starting any work.

**QUESTIONS:** Direct any questions to Jeff Haley, 603-271-2202 or [Jeffrey.Haley@DAS.NH.Gov](mailto:Jeffrey.Haley@DAS.NH.Gov)