

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

**Date:** June 27, 2016

**NOTICE OF CONTRACT**

**COMMODITY:** Window Washing Services

**CONTRACT NO.:** 8002042

**NIGP:** 910-8100

**VENDOR:** Cliffhangers of New England **VENDOR # :** VC # 231031

**CONTACT PERSON(S):** Victor Cruz  
**Tel. No.:** 1-800-930-9274  
**Fax No.:** 860-246-2600  
**E-Mail:** [Victor@Cliffhangers.Com](mailto:Victor@Cliffhangers.Com)

**EFFECTIVE FROM:** June 1, 2016 **Through:** May 31, 2019

**TERMS:** Net 30 Days

**PAYMENT:** Payments shall be made via ACH\*. Use the following link to enroll with the State Treasury: <http://www.nh.gov/treasury/Divisions/DocsForms/Tforms.htm?inc=P>

**QUESTIONS:** Direct any questions to Matt Johnson, 603-271-3146 or [Matthew.Johnson@NH.Gov](mailto:Matthew.Johnson@NH.Gov)

**PRICING STRUCTURE:**

Agency	Location name	STREET	CITY (NH)	County	7/1/2016-4/30/2017	5/1/2017-4/30/2018	5/1/2018 - 4/30/2019	Extended Totals
BFAM	Laundry Building	127 Pleasant Street	Concord	Merrimack	\$1,176.00	\$1,176.00	\$1,211.00	\$3,563.00
BFAM	Transportation Garage	129 Pleasant Street	Concord	Merrimack	\$263.00	\$263.00	\$271.00	\$797.00
BFAM	Warehouse	131 Pleasant Street	Concord	Merrimack	\$376.00	\$376.00	\$388.00	\$1,140.00
Courts-Ext only	Concord Circuit Court	32 Clinton Street	Concord	Merrimack	\$937.00	\$937.00	\$965.00	\$2,839.00
DAS	Depart. of Safety Building	33 Hazen Drive	Concord	Merrimack	\$989.00	\$989.00	\$1,019.00	\$2,997.00
DAS	Department of Justice	33 Capitol Street	Concord	Merrimack	\$1,618.00	\$1,618.00	\$1,665.00	\$4,901.00
DAS	DOT, Materials & Research	5 Hazen Drive	Concord	Merrimack	\$877.00	\$877.00	\$903.00	\$2,657.00
DAS	Emergency Operations Ctr	110 Smokey Bear Blvd	Concord	Merrimack	\$2,503.00	\$2,503.00	\$2,579.00	\$7,585.00
DAS	Health & Human Services Bldg.	29 Hazen Drive	Concord	Merrimack	\$1,778.00	\$1,778.00	\$1,832.00	\$5,388.00
DAS	John O Morton Building	7 Hazen Drive	Concord	Merrimack	\$1,872.00	\$1,872.00	\$1,928.00	\$5,672.00
DAS	Johnson Hall	107 Pleasant Street	Concord	Merrimack	\$5,568.00	\$5,568.00	\$5,735.00	\$16,871.00
DAS	Legislative Office Bldg. (North State)	33 North State Street	Concord	Merrimack	\$1,456.00	\$1,456.00	\$1,499.00	\$4,411.00
DAS	Legislative Office Bldg. (Spring)	61 South Spring Street	Concord	Merrimack	\$1,456.00	\$1,456.00	\$1,499.00	\$4,411.00
DAS	Storrs Street Garage (Enclosed Stairs)	Storrs Street	Concord	Merrimack	\$625.00	\$625.00	\$643.00	\$1,893.00
DAS	Londergan Hall	101 Pleasant Street	Concord	Merrimack	\$4,342.00	\$4,342.00	\$4,472.00	\$13,156.00
DAS	Medical & Surgical Bld.	109 Pleasant Street	Concord	Merrimack	\$2,260.00	\$2,260.00	\$2,328.00	\$6,848.00
DAS	Motor Vehicle	23 Hazen Drive	Concord	Merrimack	\$766.00	\$766.00	\$789.00	\$2,321.00
DAS	Old Labor Building	19 Pillsbury Street	Concord	Merrimack	\$1,062.00	\$1,062.00	\$1,094.00	\$3,218.00
DAS	Records & Archives Bldg	71 South Fruit Street	Concord	Merrimack	\$725.00	\$725.00	\$746.00	\$2,196.00
DAS	Spaulding Hall (Dept of Labor)	95 Pleasant Street	Concord	Merrimack	\$5,568.00	\$5,568.00	\$57.50	\$11,193.50
DAS	State House	107 North Main Street	Concord	Merrimack	\$2,283.00	\$2,283.00	\$2,352.00	\$6,918.00
DAS	State House Annex	25 Capitol Street	Concord	Merrimack	\$1,659.00	\$1,659.00	\$1,709.00	\$5,027.00
DAS	State Library	20 Park Street	Concord	Merrimack	\$1,079.00	\$1,079.00	\$1,112.00	\$3,270.00
DAS	Storr's Street Warehouse	12 Hills Avenue	Concord	Merrimack	\$1,327.00	\$1,327.00	\$1,367.00	\$4,021.00
DAS	Upham-Walker House	18 Park Street	Concord	Merrimack	\$741.00	\$741.00	\$763.00	\$2,245.00
DAS	Walker Building	17 Fruit Street	Concord	Merrimack	\$3,497.00	\$3,497.00	\$3,602.00	\$10,596.00
DAS	Bridges House	21 Mountain Road	Concord	Merrimack	\$827.00	\$827.00	\$851.00	\$2,505.00
DAS	Discovery Center	2 Institute Drive	Concord	Merrimack	\$1,565.00	\$1,565.00	\$1,611.00	\$4,741.00
F&G	Fish and Game	11 Hazen Drive	Concord	Merrimack	\$427.00	\$427.00	\$440.00	\$1,294.00
F&G	Fish and Game, Bld #2	17 Hazen Drive	Concord	Merrimack	\$460.00	\$460.00	\$474.00	\$1,394.00
Judicial Branch	Admin Office of Courts	2 Charles Doe Drive	Concord	Merrimack	\$1,006.00	\$1,006.00	\$1,036.00	\$3,048.00
Judicial Branch	New Hampshire Supreme Court	One Charles Doe Drive	Concord	Merrimack	\$832.00	\$832.00	\$857.00	\$2,521.00
Judicial Branch	Superior Court Center	17 Chenell Drive, Suite 1	Concord	Merrimack	\$319.00	\$319.00	\$328.00	\$966.00
Judicial Branch	Supreme Court	Noble Drive	Concord	Merrimack	\$1,197.00	\$1,197.00	\$1,233.00	\$3,627.00
Liquor	Headquarters & Warehouse	50 Storrs Street	Concord	Merrimack	\$646.00	\$646.00	\$665.00	\$1,957.00
NHES	Tobey Building (aka TOBEY School)	Tobey Road (off S. Fruit Street)	Concord	Merrimack	\$2,155.00	\$2,155.00	\$2,220.00	\$6,530.00
NHH	APS Building	36 Clinton Street	Concord	Merrimack	\$4,043.00	\$4,043.00	\$4,165.00	\$12,251.00
NHH	Bayberry House	5 Howard Rd	Concord	Merrimack	\$585.00	\$585.00	\$602.00	\$1,772.00
NHH	Brick House	91 Pleasant Street	Concord	Merrimack	\$665.00	\$665.00	\$685.00	\$2,015.00
NHH	Cottage House	95 Pleasant Street	Concord	Merrimack	\$5,513.00	\$5,513.00	\$5,678.00	\$16,704.00
NHH	Gray House	93 Pleasant Street	Concord	Merrimack	\$590.00	\$590.00	\$607.00	\$1,787.00
NHH	Howard Recreation Building	99 Pleasant Street	Concord	Merrimack	\$1,513.00	\$1,513.00	\$1,558.00	\$4,584.00
NHH	Liberty House	119 Pleasant Street	Concord	Merrimack	\$735.00	\$735.00	\$757.00	\$2,227.00
NHH	Pond Place (House)	125 Pleasant Street	Concord	Merrimack	\$837.00	\$837.00	\$862.00	\$2,536.00
NHH	Yellow House	89 Pleasant Street	Concord	Merrimack	\$1,027.00	\$1,027.00	\$1,058.00	\$3,112.00
OEP	NH Office of Energy and Planning	4 Chenell Drive	Concord	Merrimack	\$1,136.00	\$1,136.00	\$1,170.00	\$3,442.00
Racing/ Charitable	Racing & Charitable Gaming Comm.	57 Regional Drive Unit 3	Concord	Merrimack	\$389.00	\$389.00	\$401.00	\$1,179.00
Courts-Ext only	Franklin Circuit Court	7 Hancock Terrace	Franklin	Merrimack	\$1,119.00	\$1,119.00	\$1,153.00	\$3,391.00
DES	Franklin Wastewater Plant	528 River Street	Franklin	Merrimack	\$710.00	\$710.00	\$732.00	\$2,152.00
<b>MERRIMACK COUNTY</b>					<b>\$75,099.00</b>	<b>\$75,099.00</b>	<b>\$71,671.50</b>	<b>\$221,869.50</b>

**INVOICING:**

Itemized invoices shall be submitted to the individual agency after the completion of the job/services and shall include a brief description of the work done along with the location of work.

Contractor shall be paid within 30 days after receipt of properly documented invoice and acceptance of the work to the State’s satisfaction.

The invoice shall be sent to the address of the using agency under agreement.

The invoice shall be sent to the following addresses:

<b>Courts</b>	<b>DAS</b>
Bureau of Court Facilities 25 Capitol Street, Room 115 Concord, NH 03301 Attn. Dylan Mclokin	Administrative Services General Services 25 Capitol Street, Room 408 Concord, NH 03301
<b>Judicial Branch</b>	<b>Liquor</b>
Administrative Office of Courts 2 Charles Doe Drive Concord, NH 03301 Attn. Accounts Payable	NHSLC Accounts Payable 50 Storrs Street Concord, NH 03301 Attn. Accounts Payable
<b>NHH</b>	<b>NH Racing/ Charitable Gaming</b>
New Hampshire Hospital 36 Clinton Street Concord, NH 03301 Attn. Accounts Payable	NH Gaming Commission 57 Regional Drive Unit #3 Concord, NH 03301 Attn. Sudhir Naik

**SCOPE OF SERVICES:**

This service is optional to Agencies and is not guaranteed.

Windows shall be considered washed clean and free of streaks, smears, visible soap residue, accumulated dirt, stains tarnish or other foreign debris and has a uniform clean appearance. Frames shall be scrubbed to all dried dirt, insects, debris and other materials so as to be considered clean by a representative of the State. Any permanent stains will be considered when determining the cleanliness of a window. The Contractor shall not be responsible for any permanent stains that currently exist on windows. The Contractor shall be responsible to notify the State regarding any permanent stains as the work is being accomplished.

Window cleaning shall be accomplished using a cleaning agent formulated for use on the surfaces being cleaned. Spills, splashes, drips, etc. shall be wiped dry. Adjacent surfaces shall be included in the cleaning process.

Window cleaning shall be completed in a reasonable time frame as mutually agreed upon with agency and Contractor. The Contractor shall submit a proposed schedule to the state agency requesting cleaning all windows at each facility at least twenty (20) days prior to each cleaning period. Each facility will be cleaned annually.

The movement of any furniture is entirely the responsibility of the Contractor. All water and cleaning solution drippings shall be thoroughly removed and wiped dry before returning items to their original locations. Contractor shall not stand on furniture or windowsills.

The Contractor shall supply all of the equipment and chemicals necessary to complete the job. All equipment and chemicals must be in strict compliance with O.S.H.A. and other regulatory agencies. The State of New Hampshire is interested incorporating the use of environmentally preferable, or “green” cleaning products into their cleaning service operations wherever possible. In order for such products to be considered green, they must be certified by either the Green Seal or EcoLogo appropriate standard. Such independent, third-party certifications verify compliance with the

environmental criteria indicated in the standard as well as the product's cleaning performance. Contractor may visit the website for Green Seal at [www.greenseal.org](http://www.greenseal.org), and EcoLogo at [www.ecologo.org](http://www.ecologo.org) to obtain more information on the process, existing standards and lists of certified products.

All window ledges and sills are to be cleaned. Any other surface that the Contractor may need to stand on or use to perform the job must also be cleaned.

The Contractor shall protect all roof systems at all times. If a building does not have built in catwalks or walkways, the Contractor must supply and use 4' x 8' x ¾" plywood. No equipment can be affixed to any part of a building without prior approval from the Contracting Officer or his/her designee.

If staging or ground equipment is used, the Contractor must protect all surfaces. The Contractor is responsible for any damage to sidewalks, grass or subsurface structure. Prior approval is required before using staging or other heavy ground level equipment.

All equipment is to be secured at the end of each workday. The State shall not be responsible for any damage, vandalism or theft of Contractor supplies and equipment.

The Contractor shall furnish all safety devices, equipment, barriers and barricades as required insuring against damage to buildings, grounds and / or injuries to visitors or employees. Said equipment shall comply with all State and federal safety regulations.

The Contractor must coordinate access to roofs and water supply with the State.

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

The State shall require correction of defective work or damages to any part of the building or its appurtenances when caused by the Contractor's employees, equipment or supplies. The Contractor shall place in satisfactory condition all defective work and damages rendered thereby or any other damages incurred. Upon failure of the Contractor 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 Contractor.

The Contractor must immediately report any damage or breakage that occurs to the Contracting Officer.

The Contractor shall be responsible for any roof damage in the areas he/she has walked on or staged equipment for fulfillment of the Contract. Roofs will be inspected prior, during and after work is performed by a representative of the State.

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

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

In the event that some scheduled work activity in various parts of a building interferes with the normal scheduled window cleaning in an area, the cleaning schedule shall be rearranged to complete the window cleaning after such operation is over.

The Contractor 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 must observe all regulations or special restrictions in effect at the State Agency where the work is being performed.

The Contractor shall furnish all personnel with uniforms, which must be neat and clean in appearance with picture identification that is visible at all times.

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

All services performed under this Contract shall be performed between the hours of 8:00 A.M. and 4:00 P.M. 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 will be paid for any off-hour work.

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The work staff shall consist of qualified persons completely familiar with the products and equipment they shall use. The Contracting Officer may require the Contractor 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 Contractor or their personnel shall not represent themselves as employees or agents of the State.

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

The Contractor'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.