

**Northern Maine Community College**  
**Custodial and Cleaning Services**  
**Request for Proposal**

Northern Maine Community College seeking proposals from qualified individuals and/or organizations to provide contracted custodial/cleaning services.

In responding to this RFP the vendor signifies to be fully informed as the extent and character of the materials, equipment and services required and the terms and conditions specified herein. The vendor represents that the materials, equipment and services can be provided satisfactorily and in complete compliance with the specifications.

Sealed bids, in triplicate, shall be submitted by mail or hand delivery to the following address:

Northern Maine Community College  
Julie Edgecomb-Clark – Custodial & Cleaning Services  
33 Edgemont Drive  
Presque Isle, ME 04769

Bids are due back to the college no later than November 9, 2021 at 2pm. Proposals received after the deadline will not be considered.

Questions concerning this RFP must be sent via email to [jeclark@nmcc.edu](mailto:jeclark@nmcc.edu) and copied to [nlgriffi@nmcc.edu](mailto:nlgriffi@nmcc.edu). The subject of the e-mail should clearly state “Question RE: Custodial and Cleaning Services RFP”. All questions and responses will be posted on the College website at <http://www.nmcc.edu/about-nmcc/news-info/rfps/>. It is the College’s intent to respond to all questions within 1 business day. It will be the vendors’ responsibility to check this site for updates. Deadline for questions is November 1, 2021.

A meeting and pre-bid walk-through will be held on October 26, 2021 at 2pm, commencing at Northern Maine Community College Edmunds Conference Center, located at 33 Edgemont Drive, Presque Isle, Maine. Vendors shall come prepared to fully assess cleaning requirements, including square footage of each floor type. A campus map and building information have been included in this RFP.

This RFP is to assist the College in the selection of a qualified individual or organization (vendor) to provide services as described herein.

Proposals will be reviewed and a preliminary selection will be made. Then, up to **two vendors** will be selected for presentation using the following criteria:

**Selection Committee Criteria**

| <b>Factor</b>   | <b>Weight</b> |
|---|---------------|
| Total Cost for December 1, 2021 – June 30, 2024; July 1 2024 – June 30, 2025; July 1 2025 – June 30, 2026 | 30%           |
| Pertinence and Quality of References  | 20%           |

|  |     |
|--|-----|
| Compatibility with College standards and practices | 40% |
| Proposal Quality, Detail and Organization          | 10% |

A secondary review may be performed and a single vendor will be selected using the following criteria:

| Factor                           | Weight |
|----------------------------------|--------|
| Preliminary review score         | 40%    |
| Compatibility based on Interview | 50%    |
| Presentation quality             | 10%    |

The College reserves the right to consider proposals for modifications at any time before a contract would be awarded, and negotiations would be undertaken with that vendor whose proposal is deemed to best meet the College's specifications and needs.

### **I. PROPOSAL TERMS**

- A. The price quotations stated in the bidder's proposal will not be subject to any price increase from the date on which the proposal is opened at the College to the mutually agreed-to-date of the contract.
- B. The College reserves the right to reject any or all bids, to waive or not waive informalities or irregularities in bids or bidding procedures, and to accept or further negotiate cost, terms, or conditions of any bid determined by the College to be in the best interests of the College even though not the lowest bid.
- C. Proposals must be signed by an official authorized to bind the contractor to its provisions for at least a period of 90 days. Failure of the successful bidder to accept the obligation of the contract may result in the cancellation of any award.
- D. Proposals should be prepared simply and economically providing a straight-forward, concise description of the contractor's ability to meet the requirements of the RFP. Proposals shall be typewritten. No erasures are permitted. Mistakes may be crossed out and corrected and must be initialed in ink by the person signing the proposal.

### **II. CONTRACTOR'S INFORMATION**

The proposal shall include all of the following information (failure to include all the information could result in disqualification):

- A. Vendor's Qualifications -number of years in business
- B. List four (4) references the vendor has provided similar services. Include: Company name, contact name and phone number.
- C. Vendor address, telephone number, and email address

### **III. STANDARD PROVISIONS FOR CONTRACTS**

If a contract is awarded, the selected contractor will be required to adhere to a set of general contract provisions which will become a part of any formal agreement. (Please see attached sample contract).

The term of the contract for the first fiscal year will be December 1, 2021 through June 30, 2024.

The College will not be liable for any costs associated with the preparation, transmittal, or presentation of any materials submitted in response to this RFP.

Either party may terminate the contract by giving thirty (30) days written notice to the other party.

It is intended that this RFP will form the basis of any contract entered into by the College. The College's standard contract will be used for this project (included).

The contract for services shall be for an initial period of thirty-one (31) months. Subject to satisfactory performance, mutually acceptable contract price, and continued agreement with the Maine State Employees Association to bid out this work, an additional 2 periods of 1 year each may be selected. Satisfactory performance shall be determined at the sole discretion of the College. The College may, at its discretion, renew the contract for up to two additional one-year terms, for a maximum total of five years.

#### **IV. BID FORMS and REQUIREMENTS**

Submittals in response to this RFP are to be arranged in the order specified below:

- A. Bid Form (included herewith this RFP)
- B. Cost for December 1, 2021 – June 30, 2024, July 1 2024 – June 30, 2025 & July 1 2025 – June 30, 2026
- C. Description of quality control
- D. Description of substitute employee practices and availability
- E. Description of management and supervisory procedures and practices
- F. Description of safety training procedures
- G. Proposed work schedule/staffing need that will satisfy the requirements of this RFP
- H. Include cost for additional hours/extra services required beyond the scope of this proposal.  
List examples.
- I. References

#### **V. CLEANING SPECIFICATIONS**

Vendor is to provide all cleaning chemicals, equipment and supplies necessary to perform all of the cleaning and custodial services required. All cleaning chemicals are to be approved by Northern Maine Community College prior to being brought on campus. All SDS sheets for all chemicals must be provided to the College before their use. The College reserves the right to have the vendor switch cleaning products if problems arise from their use. Supplies for operation of the building, such as toilet tissue, hand towels, hand soap, and light bulbs will be supplied by the College.

Locations: See Table 1 Below

Table 1 – Contracted Custodial Required Cleaning Areas

| <b>Building</b> | <b>Area</b>        | <b>Work Description</b>                           |
|-----------------|--------------------|---|
| Edmunds         | Library            | Library Area                                      |
| Aroostook       | Hallways           | Aroostook Hall Entrances and Hallways             |
| Aroostook       | Restrooms          | Aroostook Hall Restrooms                          |
| Aroostook       | Classroom          | Aroostook Hall Classrooms                         |
| Christie        | Lobby              | Christie Lobby and Stairwell                      |
| Christie        | Lobby Restroom     | Christie Lobby Restrooms                          |
| Christie        | Student Affairs    | Student Affairs Offices                           |
| Christie        | Development        | Development Offices                               |
| Christie        | IT Offices         | IT Offices (Dave, Jarrod, Chris, Barry, Courtney) |
| Christie        | Hunt 101           | Classroom Hunt 101 Lecture Hall                   |
| Christie        | Lobby Stairwell    | Christie Lobby Stairwell                          |
| Christie        | Nursing            | Nursing Hallway                                   |
| Christie        | Nursing            | Nursing Offices                                   |
| Christie        | Nursing            | Nursing Classrooms                                |
| Christie        | Electrical         | Electrical, Wind Power, Machining Hallways        |
| Christie        | Electrical         | Electrical, Wind Power, & Machining Classrooms    |
| Christie        | Electrical         | Electrical, Wind Power, & Machining Offices       |
| Christie        | Electrical         | Electrical Wing Entrance                          |
| Christie        | Business Hallway   | Christie Business Hallway                         |
| Christie        | Business Offices   | Christie Student Affair Offices                   |
| Christie        | Business Offices   | Christie Financial Aid Offices                    |
| Christie        | Business Offices   | Christie Purchasing Offices                       |
| Christie        | Business Restrooms | Christie Business Restrooms                       |
| Christie        | 2nd Floor          | Christie 2nd Floor Hallway                        |
| Christie        | 2nd Floor          | Christie 205 Classroom                            |
| Christie        | 2nd Floor          | Christie 206 Classroom                            |
| Christie        | 2nd Floor          | Christie 207 Classroom                            |
| Christie        | 2nd Floor          | Christie 208 Classroom                            |
| Christie        | 2nd Floor          | Christie 209 Classroom                            |
| Christie        | 2nd Floor          | Christie 2nd Floor Offices                        |
| Christie        | 2nd Floor          | Christie 2nd Floor Restrooms                      |
| Christie        | 2nd Floor          | Christie 2nd Floor Lounge                         |
| Christie        | Akeley Center      | Akeley Center Hallway and Student Lounge          |

|              |                    |                                     |
|--------------|--------------------|-------------------------------------|
| Christie     | Air Museum         | Air Museum                          |
| Christie     | Fitness / Yoga     | Martin Entrances                    |
| Christie     | Fitness / Yoga     | Fitness Center Lockrooms            |
| Edmunds      | Library            | Library Offices and Conference Room |
| Edmunds      | Entrance / Hallway | Edmunds Entrance and Hallway        |
| Edmunds      | Restrooms          | Edmunds Restrooms                   |
| Edmunds      | Conference         | Edmunds Conference Rooms            |
| Mailman      | 1st Floor          | Mailman First Floor                 |
| Mailman      | 1st Floor          | Mailman First Floor Restrooms       |
| Mailman      | 2nd Floor          | Mailman Second Floor Hallway        |
| Mailman      | 2nd Floor          | Mailman Second Floor Classroom      |
| Mailman      | 2nd Floor          | Mailman 2nd Floor Offices           |
| Martin       | Entrance           | Martin Entrances                    |
| Reed Commons | Dinning Commons    | Bathrooms                           |
| Reed Commons | Keagan Room        | Keagan Room                         |
| Reed Commons | Dinning Commons    | Dining Area and Hallway             |
| Reed Commons | Teaching Kitchen   | Teaching Kitchen                    |
| Snow         | 2nd Floor          | 2nd Floor Hallways                  |
| Snow         | 1st Floor          | 1st Floor Hallways and Lobby        |
| Snow         | 1st Floor          | Snow Hall Restrooms                 |

The listing below is an example of a typical work schedule. Due to the special requests and needs of each building the daily work schedule will vary from day to day. The vendor selected must shall provide workers that possess good communication skills, an understanding of a higher education environment, skill to perform some maintenance and the ability to prioritize work schedules. **Contracted custodial services are to provide (1) employee from 7:00 AM till 4:00 PM and (3) employees from 3:00 PM till 11:00 PM. These hours may changed based on security staff coverage.**

Daily Services:

- Perform daily building maintenance, (change lights, etc.)
- Set-up for daytime events and evening activities
- Schedule projects (waxing floors, rug cleaning, etc) to be completed on non-school days with the Dean of Technology and Facilities approval
- Trash removal
- Clean water fountains
- Mop hallways or lobbies as needed
- Clean all glass
- Vacuum rugs and runners; clean up spots on rugs
- Mop classrooms, clean desks, white boards, and empty pencil sharpeners
- Clean and disinfect toilets, urinals, lavatories, mirrors, toilet stalls, and door handles in all bathrooms and locker rooms. Sweep and mop floors and fill all paper and soap dispensers.
- Spot clean walls and doors
- Other duties as assigned

- Provide coverage/backup to all custodial areas, as needed, under the supervision of NMCC staff

#### Weekly

- Dust wood work and interior glass in hallways
- Exterior Glass
- Clean light fixtures and shades
- Other duties as assigned

#### Monthly

- Shampoo runners and rugs as needed
- Floors buffed
- Dust lights
- Wash windows (interior and exterior)
- Clean all furniture
- Wash all walls
- Clean carpets and runners/apply carpet protector
- Perform other duties as assigned
- Mop all hard surface areas complete
- Clean all windows
- Dust all ledges, sills and furnishings
- Clean student desks
- Clean all door vents and ceiling exhaust grills

#### Annual Maintenance

- Strip and Wax Floors in assigned areas.

## **VI. STAFFING**

- A. All workers assigned to the College will demonstrate, to the satisfaction of the Dean of Facilities and Technology, an attitude of service to students, staff, faculty, parents and guests. Workers will contribute to the overall success of the educational mission of the College and contribute thoughtful suggestions for improvement. Workers will strive for continuous improvement. Further, workers will cooperate with all staff to set a tone of a welcoming and accepting atmosphere for students, faculty, staff, parents and guests.
- B. The selected Vendor will provide qualified staff necessary to perform custodial and cleaning duties specified. Staff turnover shall be minimal. Excess turnover, in the sole judgment of the College shall be grounds for non-renewal of the contract.
- C. Determination of the appropriate levels and schedules of staff are the responsibility of
- D. Vendor is responsible for all recruitment, selection and hiring of employees.
- E. The College reserves the right to require the Vendor to install time clocks, at Vendor expense, and to provide the College with copies of time records.
- F. The Vendor may not bill the College for extra or overtime work unless approved in advance by the College.
- G. The Vendor will be responsible for providing substitute replacement workers for any worker who is absent. The Vendor will replace workers with trained and qualified substitutes with coverage of the entire shift.

- H. Vendor shall provide adequate management supervision of all contracted workers. Management supervision shall include periodic visits to the College for the purpose of evaluating employees, addressing problems and concerns, if any, on-going worker training, and seeking ways to improve services. Additionally, the supervisor shall visit the college no less than once per month. In the event additional supervision is required, at the discretion of the College, it shall be provided, as needed, at no additional cost. Include a description of management and supervision practices with the proposal.
- I. The Vendor will be responsible for providing all required safety training, including training required under Maine and OSHA Employee Right to Know regulations, the OSHA Blood borne Pathogens Standard, and OSHA Asbestos Awareness training as well as any other applicable current or future safety regulation. The College will provide floor plans designating locations where encapsulated asbestos can be found in each of its buildings, as required by law. Training of personnel and providing safety equipment (gloves, safety glasses, etc.) is the responsibility of the Vendor. (The College will cooperate with Vendors to include contracted workers in any training and in-service programs conducted by the College. This does not however, relieve the Vendor's responsibility to assure contracted workers receive all necessary training.) Include a description of safety training and retraining program with the proposal.
- J. The Vendor is responsible for all contracted worker training, including, but not limited to, understanding of Maine Community College System and Northern Maine Community College policies, procedures, and practices, proper cleaning techniques, appropriate public interactions, and appropriate training to perform other assigned duties. Include a description of the training program for workers with the proposal.
- K. Vendor's must ensure that worker's wear attire deemed appropriate by the College. The College reserves the right to require the vendor to provide College approved uniforms to all workers, at vendor expense.
- L. The College has a no smoking or illegal drug, drug paraphernalia or drug look alike policy at all of its facilities, including parking lots, and all other college property. The selected Vendor shall inform all potential workers of this policy and shall assign only those workers who agree to abide by the policy.
- M. Vendor shall perform the following and shall maintain records that may be viewed by the College at College's discretion.
- 1) Criminal background check from the Maine Department of Justice Crime Information Bureau, or other appropriate agency if the potential worker is from out of state.
  - 2) Evidence the worker has taken a drug screening test from a reputable independent test lab approved in advance by the College and has received a negative reading for all illegal drugs and for any legal drug that could impair his/her ability to perform assigned tasks.
  - 3) Evidence the worker graduated from high school or has a general equivalency diploma (GED).
  - 4) Evidence the worker can read English and understand written English directions.
  - 5) Evidence the worker can write in a clear and concise manner.
  - 6) Evidence the worker has received all training required under federal and state law.
- N. All contracted workers work in College facilities at the discretion of the College. The College can require replacement of any worker for any reason not prohibited by law. Vendors are responsible for replacement workers. Vendors are responsible for any costs associated with employment changes as a result of this provision.
- O. All contracted workers for custodial services will be required to staff the campus with individuals who are fully vaccinated for the COVID-19 virus. Proof of vaccination will be required.

## VII. INSURANCE REQUIREMENTS

A signed insurance certificate shall be submitted annually for College approval at least thirty (30) days prior to the commencement of custodial services. Policies issued in connection with the Contract shall contain a provision that they may not be canceled, nor renewed, or materially changed until at least sixty (60) days prior written notice is given to the College.

Insurance policies shall be purchased and maintained in companies approved to do business in the State of Maine. Insurance companies must be rated no less than B+ by A.M. Best. The Contractor shall maintain insurance coverage in the following amounts:

| <b>Commercial General Liability</b>   | <b>Minimum Limits</b> |
|---|-----------------------|
| Each Occurrence   | \$400,000             |
| Aggregate   | \$400,000             |
| <b>Property Damage</b>  |                       |
| Each Occurrence   | \$400,000             |
| Aggregate   | \$400,000             |
| <b>Excess Liability (Umbrella)</b>  |                       |
| Each Occurrence   | \$400,000             |
| Aggregate   | \$400,000             |
| Fidelity/Employee Dishonesty Bond   | \$50,000              |
| <b>Environmental Liability</b>  |                       |
| Each Occurrence   | \$500,000             |
| Aggregate   | \$1,000,000           |
| <b>Auto Liability, Personal Injury/Bodily Injury (including hired &amp; nonowned)</b> |                       |
| Each Occurrence of Combined Single Limit  | \$400,000             |
| Property Damage each Occurrence   | \$400,000             |

**Workers Compensation Insurance -The College will not be responsible for any job related injuries to the Vendor's employees. The Vendor will provide the College with proof of insurance with at least the following coverage limits**

|                        |             |
|------------------------|-------------|
| Each Accident          | \$1,000,000 |
| Disease -Policy Limit  | \$1,000,000 |
| Disease -Each Employee | \$1,000,000 |

Vendors shall provide the College with proof of a performance bond equal to four (4) months proposal price for the duration of the periods described in this RFP.

The college reserves the right to reject any or all bids.  
This RFP shall be referenced in, and considered part of, any final contract.  
See attached Notice to Bidders.

**NOTICE TO VENDORS AND BIDDERS:  
STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL MCCS CONTRACTS**

The following standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the Maine Community College System (collectively "MCCS"). These terms and conditions derive from the public nature and limited resources of the MCCS. **MCCS DOES NOT AGREE TO:**

1. Provide any defense, hold harmless or indemnity;
2. Waive any statutory or constitutional immunity;
3. Apply the law of a state other than Maine;
4. Procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;
5. Add any entity as an additional insured to MCCS policies of insurance;
6. Pay attorneys' fees; costs, including collection costs; expenses or liquidated damages;
7. Promise confidentiality in a manner contrary to Maine's Freedom of Access Act;
8. Permit an entity to change unilaterally any term or condition once the contract is signed;
9. Automatic renewals for term(s) greater than month-to-month;
10. Limitations on MCCS' recovery of lawful damages incurred as a result of breach of the contract;
11. Limitation of the time period under which claims can be made or actions brought arising from the contract;
12. Vendor's terms prevailing over MCCS' standard terms and conditions, including addenda; and
13. Unilateral modifications to the contract by the vendor.

**BY SUBMITTING A RESPONSE TO A REQUEST FOR PROPOSAL, BID OR OTHER OFFER TO DO BUSINESS WITH MCCS, YOUR ENTITY UNDERSTANDS AND AGREES THAT:**

1. The above standard terms and conditions are thereby incorporated into any agreement entered into between MCCS and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
2. The above standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
3. Your entity will not propose to any college or other operating unit of the MCCS any contractual documents of any kind that are not in at least 11-point black font on a white background and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and
4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act; that failure to so identify will authorize MCCS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless MCCS in any and all legal actions that seek to compel MCCS to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between MCCS and your entity.

**Bid Form**

**Custodial and Cleaning Services  
Northern Maine Community College**

To: Northern Maine Community College – Purchasing  
33 Edgemont Drive  
Presque Isle, ME 04769

From: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Having carefully examined:  
Custodial and Cleaning Services - Request for Proposal including its attachments

The undersigned propose to provide the services detailed in this RFP from December 1, 2021 through

June 30, 2022 in the amount of: \$\_\_\_\_\_

July 1, 2022 through June 30, 2023 in the amount of: \$\_\_\_\_\_

July 1, 2023 through June 30, 2024 in the amount of: \$\_\_\_\_\_

Cost per hour for additional hours and services: \$\_\_\_\_\_

Signed by: \_\_\_\_\_

Pre-bid walk-through: October 26, 2021 at 10:00am

Deadline for questions: November 1, 2021

**Bid Close: November 9, 2021 at 2:00pm**