

Rockingham County Finance Office
119 North Road
Brentwood, NH 03833
Charles Nickerson, Senior Director of Finance
cnickerson@co.rockingham.nh.us
603-679-9340

Proposal Submission Deadline:
12/10/2025 at 7:30 a.m. ET
Proposal Opening is noted on #3
in the middle of page 2.

REQUEST FOR PROPOSALS
Janitorial & Housekeeping Services
Rockingham County New Municipal Building

You (ORGANIZATION) are hereby invited to submit a proposal in accordance with the specifications outlined in this Request for Proposal (RFP). All necessary information required to complete your submission is contained within this document. Please refrain from adding our e-mail addresses to your marketing or distribution lists. Failure to comply may result in your domain being blocked, which could hinder the receipt of future proposals or communications from you.

Rockingham County, New Hampshire (Rockingham County) is a public entity composed of various departments, including general administrative offices, a nursing home, an assisted living facility, a correctional facility, facilities operations, and offices of Elected Officials such as the Commissioners, the Delegation, County Attorney, High Sheriff, Register of Deeds, and Treasurer.

QUESTIONS?

For questions specific to the product or service listed in this RFP, please direct inquiries to the contact listed in the upper-left corner of this page. For questions regarding the proposal submission process, please contact rfp@co.rockingham.nh.us.

Please note: Any alteration or modification of documents or proposal forms downloaded from Rockingham County or Public Purchase is strictly prohibited. Such actions may result in disqualification from the proposal process.

INSTRUCTIONS

Proposals can be submitted through one of the following methods:

1. Hard Copy Submission

Submit two (2) copies, or one (1) copy along with a thumb drive, in a sealed envelope labeled
"RFP – Janitorial & Housekeeping Services"

Deliver to:

Rockingham County Commissioners
94 North Road
Brentwood, NH 03833

2. Email Submission

Email your proposal as a PDF attachment to rfp@co.rockingham.nh.us. Ensure that no submissions are sent to any other Rockingham County email address, as this may result in disqualification. File attachments must not exceed 20 MB in total. If your attachments exceed this limit, send multiple emails as needed. You will receive a confirmation email within one business day. If you do not receive confirmation, please contact the individual listed in the upper-left corner of this document.

3. Online Submission

Proposals may also be submitted online via Public Purchase. Account registration is free, but please allow 24 hours for activation. Visit the [Public Purchase: Rockingham County Home Page](https://www.rockinghamcountynh.org/rfpbidding), or www.rockinghamcountynh.org/rfpbidding for more information and the submission link.

Submission must include:

- Organization legal name with DBA if applicable.
- Tax ID.
- Completed, signed, current Form W-9
- Physical address and mailing address (if different).
- Organization representative name and contact information (phone, fax, and email).
- Itemized pricing (including shipping or freight, if applicable).
- Cut sheets, specifications, brochures, etc. for all products quoted, if applicable.
- Equivalents must be clearly identified, with all variations from the specification annotated and are subject to approval.
- Complete details about warranty and service availability.
- The proposed start and completion time schedule for after bid has been awarded.
- Insurance requirements, non-appropriations and indemnification obligations.

Proposal Openings

Authorization to open proposals will be given during the regularly scheduled Rockingham County Board of Commissioners meeting on **12/11/2025** at 1:00 pm ET. Please note that proposals will not be reviewed during this meeting. Instead, they will be forwarded to the respective departments that issued the RFP for thorough review after the meeting. Proposals will be awarded or rejected once Rockingham County has completed a comprehensive evaluation and comparison of all submissions.

Meetings are held in the Lobby Conference Room at the Rockingham County Municipal Building, 94 North Road, Brentwood, NH. Meeting schedules are subject to change. For the latest updates, or for information on how to request Zoom access, please visit www.rockinghamcountynh.org/events.

Proposal Award

Proposals will be formally awarded and publicly announced at a regular scheduled Rockingham County Board of Commissioners meeting held in the Lobby Conference Room located in the Rockingham County Municipal Building, 94 North Road, Brentwood, NH. Meeting schedules are subject to change. For the latest updates, or for information on how to request Zoom access, please visit www.rockinghamcountynh.org/events. Following the announcement, formal notification of the award decision will be provided.

Pricing

Proposal prices must remain valid for a period of sixty (**60**) days from the proposal opening date and must remain firm once the proposal is awarded to the successful organization(s).

- Vendors holding a state bid/contract are encouraged to offer the corresponding pricing.
- If any variations, such as discounts or penalty clauses, may affect the proposed price, please specify them clearly in your submission.

Additional Materials

Organizations may be invited to participate in the final selection process following the review and screening of all proposals. This process may include providing additional information, such as cost adjustments or other clarifications, as requested by Rockingham County.

Performance Clause

In the event that the successful organization or Rockingham County defaults on any stipulations outlined the RFP, and such default is not corrected within thirty (30) days of receiving written notice, either party may opt to cancel the agreement.

Contractual Obligations

Should the proposal require contracts for the provision of materials, equipment, or services, the Rockingham County Board of Commissioners reserves the right to review and amend these contracts to ensure compliance with county legal requirements. All agreements or contracts requiring our signature must be submitted in Microsoft Word format to facilitate efficient review and tracking. All contracts must include Non-Appropriation and Indemnification clauses, as specified in the RFP. Sample language for these clauses is provided below.

Non-Appropriation

Rockingham County is obligated to pay only such contract amounts that can lawfully be made from funds budgeted and appropriated for that purpose during Rockingham County's then current fiscal year, subject to annual approval by the Rockingham County Delegation. Should Rockingham County fail to budget, appropriate, or otherwise make available funds to make payments under this contract, such contract shall be deemed terminated at the end of the then current term. Rockingham County agrees to deliver prompt notification after any decision to non-appropriation is made, but failure to give such notice will not extend the term beyond such Original or Renewal Term.

Indemnification

To the fullest extent permitted by law, (ORGANIZATION) shall protect, indemnify, save, defend and hold harmless Rockingham County, 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, or loss of or damage to property, arising indirectly or directly under, out of, in connection with, or as a result of this Contract or the activities of (ORGANIZATION) or its agents, employees, contractors or subcontractors, and even if caused in whole or in part by any negligent or intentional act or omission of Indemnified Parties.

In addition, and regardless of respective fault, (ORGANIZATION) shall defend, indemnify and hold harmless the Indemnified Parties for any costs, expenses and liabilities arising out of a claim, charge or determination that (ORGANIZATION) 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.

(ORGANIZATION'S) obligations to defend, indemnify and hold harmless the Indemnified Parties hereunder shall survive the term of this Contract.

Rockingham County shall not be required to defend or indemnify (ORGANIZATION) or its agents, employees, contractors or subcontractors or any professional service provider.

Insurance Requirements

The organization shall maintain insurance coverage throughout the duration of this proposal. Subcontractors engaged by the organization must also maintain the required coverage. Any requests for modifications to these insurance requirements must be submitted in writing with the proposal and will be subject to evaluation.

1. Coverage Requirements

The organization must have professional liability/errors and omissions insurance with limits of no less than \$1,000,000 per occurrence. The insurance certificate and coverage must be issued by a carrier authorized to conduct business in the State of New Hampshire, with an A.M. Best Company rating of "A" or better.

2. Workers' Compensation Insurance

The organization shall carry workers' compensation insurance as mandated by the State of New

Hampshire.

3. **Comprehensive General Liability Insurance**

The organization must maintain a comprehensive general liability insurance policy, including contractual liability coverage, with limits of no less than \$1,000,000 per occurrence.

4. **Motor Vehicle Insurance**

The organization must carry motor vehicle insurance, including coverage for bodily injury, property damage, and uninsured motorists, with a combined single limit of no less than \$1,000,000 per accident.

5. **Insurance Certificate**

The organization shall provide an insurance certificate confirming the required coverage. Certificates must be filed with Rockingham County and included with the proposal submission. A 30-day notice is required for cancellation or material changes to coverage, and notices must be sent directly to the Rockingham County Commissioners' Office, 119 North Road, Brentwood, NH 03833.

NOTICE:

1. The Rockingham County Board of Commissioners reserves the right to accept or reject any proposals or parts thereof, select the proposal deemed to be in the best interest of Rockingham County, and waive any formalities in the bidding process.
2. Proposals are subject to public review and cannot include proprietary, confidential, or restricted information that conflicts with New Hampshire's Right to Know law.
3. The information provided in this RFP is solely for the purpose of preparing proposals detailing costs and services for Rockingham County. Organizations are expected to carefully review these specifications. Failure to meet specified conditions may result in invalidation.
4. Although believed to be accurate, the information provided herein is not warranted and should be verified independently.
5. Rockingham County reserves the right to award contracts to multiple providers.
6. All modifications to the specifications must receive prior approval from Rockingham County.
7. Any variations, including discounts or penalty clauses, that may affect pricing, must be clearly specified in the proposal.
8. Payment for satisfactory work completion or product delivery is subject to Rockingham County's standard accounts payable process.

DETAIL OF ITEM(S), SCOPE OF SERVICE(S), SERVICES

A. SPECIFICATIONS

See specifications and Scope of Service on Page 5.

B. PRICE SHEET

An itemized price proposal is required with submission unless otherwise noted.

C. MANDATORY SITE VISIT

Mandatory Site Visit in Person: Vendors submitting proposals are required to attend a mandatory site visit on (Monday, November 24th at 10:00 am, at the Rockingham County Municipal Building, 94 North Road, Brentwood, NH 03833. Proposals from vendors who have not made a site visit will be considered invalid.

D. SPECIFICATIONS

Commercial cleaning services for Rockingham County's New Municipal Building located at 94 North Road, Brentwood, NH 03833.

The building houses the Rockingham County Commissioners' Office, Registry of Deeds (102 North Road), Sheriff's Department (96 North Road) and County Attorney's Offices (100 North Road), and Department of Corrections In-House Treatment Facility (98 North Road). Please see the scope of services and Appendices for more detailed information pertaining to each department/office. The Department of Corrections is *not* part of the Scope of Services (see below).

Proposals must include a full list of services, management procedures, and staff training tools required for services. Please provide references from three organizations your company currently services, including their contact information.

Required: Criminal Justice Information Services (CJIS) compliance training will be required for all employees who have access to the County Attorney's Office and/or the Sheriff's Office.

Please estimate for Two (2) Cleaning Shifts: Daytime and After Hours or Overnight, or a modified shift that would cover both daytime and after hours cleaning requirements.

Scope of Services:

Departments: Commissioners' Office, County Attorney's Offices, Registry of Deeds, Sheriff's Office

Areas to be cleaned: All office spaces for the various departments. All common or public areas (i.e. lobbies, elevators, stairs, conference & meeting rooms, amphitheater, copy rooms, hallways, kitchens, bathrooms/restrooms, showers, gym). Some areas may only be cleaned with supervision.

EVERYDAY – DAILY – Monday through Friday

- Removal of all TRASH & recycling throughout offices and community spaces throughout the building.
- Clean GLASS on entry doors & spot clean interior of windows as needed.
- Sweep & Dry Mop TILE/VINYL FLOORS & Spot Wet Mop if necessary (i.e. Lobbies, Gym, Locker Room, Restrooms, Interview Rooms, Meeting Rooms, etc.).
- Sweep/Clean exterior entrance WALKWAYS.
- Dust all horizontal surfaces (i.e. furnishings, file cabinets, counters) excluding personal desks unless approved by staff; daily or as needed.
- Disinfect all HORIZONTAL SURFACES (i.e. counters & tables) in all PUBLIC AREAS.
- Clean and disinfect ALL RESTROOMS, including toilets, showers, sinks, floors, mirrors etc.; replenish paper products and fill dispensers.
- Disinfect ALL KITCHENS (i.e. counters, sinks, exterior of large and small appliances, microwaves, and replenish paper products and fill dispensers, etc).
- Organize all chairs to an orderly position in ALL public areas, meeting and conference rooms.

WEEKLY in addition to the previous section:

- Sweep and Vacuum all FLOORS (i.e. conference & meeting rooms, offices, hallways, public spaces, lobbies, elevators, stairways, etc).
- Wet Mop all TILE FLOORS (i.e. lobby, restrooms, locker rooms, gym, etc.).
- Remove any cobwebs throughout.
- Disinfect all CONFERENCE & MEETING ROOM(s) tables, wipe down chairs & organize all chairs to an orderly position. – Weekly or Bi-Weekly
 - Dust Amphitheater Conference Room (approximately 100 fixed seating).
- Disinfect all Gym Equipment and lockers.
- Disinfect counters and telephones in Employee & Public Areas.
- Spot clean walls and doors throughout as needed.
- Clean all Kitchens and disinfect sinks and appliances.

MONTHLY in addition to previous sections:

- Dust **ALL WINDOW BLINDS**.
- Wipe **ALL WINDOWSILLS**.
- Wipe **ALL** switch plates, doors & door casings.

SEMIANNUALLY in addition to previous sections:

- Steam Extraction Carpet Cleaning.
- Deep Clean and Polish vinyl/tile flooring.

ANNUALLY in addition to previous sections:

- Fully Wash Interior & Exterior Windows.

See Appendices A-D beginning on page 7 for more detailed cleaning requirements information and preferred cleaning hours and/or schedule for each department/office.

Tools and Training:

- Establishing job routines.
- Creating and implementing standardized, systematic procedures.
- Vendor is responsible for supplying equipment, cleaning materials and tools that efficiently disinfect and sanitize.
- Please provide a list of tools and products used by your organization for cleaning purposes.
- Rockingham County will be responsible for providing hand soap and paper products (i.e. toilet paper and paper towels for all the restrooms and kitchen areas).

Management:

- Maintain consistent staffing ratios in order to perform cleaning requirements.
- Provide adequate staffing for 5 days per week.
- Responsible for all staffing and payroll to include salary, benefits, taxes and insurance.
- Perform quality control inspections.
- Monthly review with senior management at Rockingham County.

Areas to Service:

- Common and main access areas such as lobbies, restrooms, offices, copy rooms, conference and meeting room(s), kitchen(s), corridors and hallways, elevators, stairways, ancillary areas, etc. See scope of services on page 5 and appendices starting on page 7.

Other:

- Provide Safety Data Sheets
- ***The County Facilities Operations department shall approve the use of specific chemical products/agents by the successful bidder that receives the award.***

APPENDICES

APPENDIX A – Commissioners’ Office Cleaning Requirements/Details

DAYTIME CLEANING

Commissioners’ Office: Business Hours or Daytime cleaning. The Commissioners’ Executive Assistant will need to be present to allow access to the offices, the Commissioners’ Board Room, lobby conference room, and amphitheater. **Business hours are Monday – Friday from 8:30 am to 4:30 pm.**

Daily:

- Clean lobby bathrooms to include:
 - Sweep and mop floors, wash mirrors, disinfect sinks, toilet bowls, both sides of toilet seats and base, replenish toilet tissue, hand soap, and towels.
 - Spot wash all walls, doors and door frames
 - Remove trash (recycling and trash) and replace liners
- Sweep and mop lobby floor
- Both of these areas can be cleaned after hours or overnight.

Weekly:

The Lobby Conference Room and Commissioner’s Board Room – To be cleaned on Fridays or Mondays during normal business hours.

- Remove trash (recycling and trash) and replace liners
- Wash and disinfect all counters and tabletops
- Spot wash interior windows
- Amphitheater – Vacuum floors, dust, wipe and disinfect all tabletops
- Vacuum and mop all areas
- Dust all flat surfaces (windowsills, top of refrigerator, cabinets etc.)
- Clean kitchen area including appliances, and disinfect sink

Semi-annually:

- Steam Extraction Carpet Cleaning throughout.
- Deep Clean and polish vinyl/tile flooring throughout.

APPENDIX B – Sheriff’s Office Cleaning Requirements/Details

DAYTIME CLEANING

Rockingham County Sheriff’s Office: Business Hours or Daytime cleaning while staff is present as secured areas would need to be cleared or unlocked prior to anyone entering. **Business Hours are Monday – Friday 8:00 am to 4:00 pm.**

*****Criminal Justice Information Services (CJIS) compliance training required. Any employee with access to the Sheriff’s Offices and 1st Floor would be required to go through CJIS compliance training.**

- Clean bathrooms - Daily to include:
 - Wash mirrors, disinfect sinks, toilet bowls, toilet seat and base, replenish toilet tissue, hand soap, and towels. - Daily
- Dust all flat surfaces (windowsills, tables, cabinets, etc.) - Daily as needed
- Wash/disinfect all counters, tabletops - Daily as needed
- Remove all trash (recycling and trash) and replace liners - Daily.
- Spot wash interior windows - Daily as needed.
- Booking area - Daily
 - Wash mirrors, disinfect sinks, toilet bowls, toilet seat and base, replenish toilet tissue, hand soap
 - Wash/disinfect all counters, tabletops daily as needed.
 - Remove all trash (recycling and trash) and replace liners - Daily.
 - **Booking Area will need to be checked and cleared prior to entry.**
- Vacuum or mop all areas and offices - Weekly with main lobby and hallways being done Daily or a few times per week dependent on weather, salt/sand.
- Clean Kitchen areas (and disinfect sinks) - Weekly.
- Sally Port, mopped - Weekly (min) or as needed
- Steam Extraction Carpet Cleaning - Semi-annually.
- Deep Clean and Polish vinyl/tile floors – Semi-annually
- Specialty areas (Armory, Evidence, file storage, equipment storage) **would not** require routine cleaning.

APPENDIX C – County Attorney's Office Cleaning Requirements/Details

AFTER HOURS CLEANING

County Attorney's Office: After Hours Cleaning Only. Business Hours are 8:00 am to 4:00 pm Monday – Friday.

***** Criminal Justice Information Services (CJIS) compliance training required. Any employee with access to the County Attorney's Offices and 2nd Floor would be required to go through CJIS compliance training.**

- Clean bathrooms Daily to include:
 - Wash mirrors, disinfect sinks, toilet bowls, toilet seat and base, replenish toilet tissue, hand soap, and towels. - Daily
- Vacuum/Mop all areas - Weekly
- Dust all flat surfaces (windowsills, tables, cabinets, etc.) - Daily as needed
- Wash/disinfect all counters, tabletops - Daily as needed.
- Remove all trash (recycling and trash) and replace liners - Daily
- Spot wash interior windows - Daily as needed
- Clean Kitchen areas (and disinfect sinks) - Weekly
- Steam Extraction Carpet Cleaning - Semi-annually
- Deep Clean and Polish vinyl/tile floors – Semi-annually

APPENDIX D – Registry of Deeds Cleaning Requirements/Details

AFTER HOURS CLEANING

Rockingham County Registry of Deeds: After Hours Cleaning Only. Business Hours are Monday – Friday 8:00 am to 4:00 pm.

- Bathrooms to be cleaned - Daily
 - Wash/disinfect and deodorize all basins, bowls, both sides of toilet seats and toilet bases
 - Disinfect and polish all bright work on lavatory fixtures and dispensers
 - Spot wash all walls, doors and door frames
 - Clean mirrors
 - Sweep, wash and disinfect flooring
 - Empty trash & sanitary receptacles, replace liners, remove trash to designated area
 - Replenish toilet paper, paper towels and soap as needed
- Clean Kitchen areas
 - Wash and disinfect sinks, counters, kitchen tables - Daily
 - Wash outside of appliances - Weekly.
- Dust all flat surfaces (windowsills, tables, cabinets, cubicle tops, counter tops) – Daily
- Wash/disinfect all counters, tabletops - Daily
- Remove all trash (recycling and trash) and replace liners – Daily
- Sweep, dry mop and wash all tile flooring - Daily in needed areas, minimum weekly (i.e. kitchen, bathrooms)
- Spot wash interior windows - Daily as needed
- Vacuum all areas - Daily in needed areas, minimum weekly.
- Wash interior windows - Quarterly
- Steam Extraction Carpet Cleaning - semi-annually.
- Deep Clean and polish vinyl/tile flooring - semi-annually