

# HOUSEKEEPING/CUSTODIAL RFP

## FREQUENTLY ASKED QUESTIONS

**UPDATED FEBRUARY 9, 2018**

**Q 1:** The RFP indicates daily services. Are these services required on weekdays only, or seven days per week?

**A 1:** *Per Section 1.07.04, services provided under this contract are required at a minimum of six (6) days a week (Monday-Friday, Sunday). It is requested that the contractor arrive no earlier than 5:00 p.m. Monday-Friday. Sunday hours may be determined by the contractor and usually consist of 3-5 hours, depending on the number of weekend trainings offered at the ESC.*

**Q 2:** What is the value of the previous contract for custodial cleaning services?

**A 2:** *The value of the previous contract will not be disclosed due to the following reasons:*

- *the scope of work and responsibilities have changed*
- *a value-add component has been included in the RFP*

**Q 3:** What is the approximate number of events held at the facility each year that require cleanup at the additional cost of \$125/per event (Section 1.06.04)?

**A 3:** *The number of events held at the facility each year requiring cleanup would be estimated at 5-10 events per year. These events would be communicated in advance and coordinated with the contractor.*

**Q 4:** How many hard copies of the proposal are required at submission?

**A 4:** *A single copy of the proposal is required at submission. Should a proposer choose to submit additional copies, please limit additional copies at two (2).*

**Q 5:** What are the floor types in the building and what is the square footage breakdown of each?

**A 5:** *Flooring throughout the facility is both carpet and vinyl composition tile (VCT).  
Approximate square footage for carpet in the Administration Building is: 32,000 sq. ft.  
Approximate square footage for VCT in the Administration Building is: 8,000 sq. ft.  
Approximate square footage for carpet in the Training & Technology Center is: 30,000 sq. ft.  
Approximate square footage for VCT in the Training & Technology Center is: 44,000 sq. ft.*

**Q 6:** Are there specific cleaning machines that must be used?

**A 6:** *The use of acceptable cleaning solutions and machines meeting health and safety standards and that will not cause undue damage or harm to the current state or life of the flooring is requested.*

# HOUSEKEEPING/CUSTODIAL RFP

## FREQUENTLY ASKED QUESTIONS

**UPDATED FEBRUARY 9, 2018**

**Q7: If a proposer was unable to attend the pre-bid mandatory meeting, is the proposer still eligible to submit a proposal?**

**A 7:** *Yes. The Pre-Bid conference held on Wednesday, February 7, 2018 was optional.*

**Q 8: Should a proposal include the floor care price as a stand-alone item or rolled into the monthly janitorial pricing?**

**A 8:** *It is requested that the proposer provide the annual cost of floor care as a stand-alone item on the Proposal Response Form. The date of annual floor care will be determined by the ESC and communicated to the contractor. Invoicing for the annual cost of floor care will be conducted separately and upon completion.*

**Q 9: What are the expectations for interior and exterior window-cleaning?**

**A 9:** *Per section 1.07.04, the expectations for window-cleaning exist for only interior windows sills and windows on interior doors of offices, hallways, and stairwells. External window cleaning is not required under this RFP.*

**Q 10: Who is responsible for the purchase of supplies identified in 1.07.05 and other necessary supplies such as paper goods and air fresheners?**

**A 10:** *The approved contractor is expected to furnish all goods necessary to meet the terms of section 1.07.04. This includes the furnishing of all goods listed in section 1.07.05 and the replenishing of dispensers for hand towels, soap, air freshener and toilet tissue. Proposers should consider these costs and include them in the monthly fee provided on the Proposal Response Form. There is no invoicing from the contractor to the ESC for supplies and/or materials purchased unless previously discussed and prior-to-purchase written approval is provided by the ESC.*

**Q 11: What is the number of Education Service Center employees and what is the average number of outside visitors?**

**A 11:** *The ESC currently employs approximately 280 full-time team members. The average number of outside visitors can vary from 100-300 visitors a day based on the number of trainings and/or conferences offered on-site. Every effort will be made to communicate an estimate of the number of daily, evening, and weekend trainings as well as any upcoming high volume events. The ESC hosts approximately 3-5 high volume events annually.*