

RFP: 1112-10 Cleaning Services

Question: Can you provide the name of the cleaning service incumbent and the amount of their current contract? Any info is appreciated.

Answer: The name of the incumbent is Grosvenor Building Services. The amount paid to them for the past year was \$1,135,387

Question: Can you please email the bid documents for the above mentioned bid? Is there a prebid scheduled?

Answer: All documents are available at [www.palmbeachstate.edu/purchasing.xml](http://www.palmbeachstate.edu/purchasing.xml)

Question: Is a performance bond required upon award of this project?

Answer: no

Question: If a performance bond is required, what percentage of the contract amount?

Answer: There is no performance bond required

Question: Will an Irrevocable Letter of Credit be accepted in lieu of a bond?

Answer: There is no performance bond required

Question: What is Palm Beach State College currently paying for the services outlined in this solicitation?

Answer: The amount paid to the incumbent for the past year was \$1,135,387. This amount does not include cleaning chemicals or consumable supplies. However, the new contract WILL include cleaning chemicals and consumable supplies as part of the fixed price. This price also does not include the cleaning of the CRC Bldg. 108 on the Lake Worth Campus.

**Question: Who will be responsible for receiving the RFP?**

Answer: The Purchasing Manager, Jodi Hart. Details of submission requirements are within the bid document.

**Question: The pre-bid meeting is scheduled to begin at 8:30a on the 10<sup>th</sup>. Will there be a scheduled walk-through of the buildings on each campus on that day?**

Answer: There will be walk-through of the buildings of the Lake Worth and Palm Beach Gardens Campuses that are covered in the contract following the pre-bid meeting. Contact information will be available at the Pre-bid meeting for individuals to contact the appropriate Facility Managers for a tour the Belle Glade and Boca Raton Campuses at a later date.

**Question: Please provide detailed information on the consumable restroom products, can liners, and cleaning materials.**

Answer: The information provided in Exhibit E is the information that we have available.

**Question: What does "SEL" stand for?**

Answer: It is a typographical error meant to be CEL which stands for Center for Early Learning (a childcare building).

**Question: Please provide the names and identification of type of building (i.e. classroom, administrative, etc.) for the buildings included – all that was provided was building number and square footage breakdowns.**

Answer: Generally speaking buildings listed in Exhibit G and H are classrooms in the square footage breakdown found in Exhibit H. Buildings with AD as the prefix before the building number are generally administrative office space and AU in the prefix generally indicates an Auditorium space. Other buildings are generally classrooms except as shown as support spaces in the detailed information listed under Exhibit H.

Question: What are the contact names for each of the Facilities Managers for each location?

Answer:

Lake Worth = Terry Bernhardt

Email: [Bernhardt@palmbeachstate.edu](mailto:Bernhardt@palmbeachstate.edu)

Palm Beach Gardens = Frank Atkins

Email: [Atkinsf@palmbeachstate.edu](mailto:Atkinsf@palmbeachstate.edu)

Belle Glade = Brandon Langenwalter

Email: [Langenwb@palmbeachstate.edu](mailto:Langenwb@palmbeachstate.edu)

Boca Raton = Donald Ulbricht

Email: [Ulbrichd@palmbeachstate.edu](mailto:Ulbrichd@palmbeachstate.edu)

Question: Please define if the usage for Furniture polish and stainless steel cleaner is: by cans or by cases per month.

Answer: See Case Quantities Chart for answer.

Question: Please provide model number for Gojo Soap Model number for Soap Foaming

Answer: (Grainger #) CB49

Question: The usage of Starco Fast & Easy Strip and Pref Ultima Floor Wax is in 5gallon containers or regular 1 gallon containers?

Answer: See Case Quantities Chart for answer.

Question: Define the usage amount in SJ Host Carpet Cleaner? Gallons? What is this item referring to?

Answer: See Case Quantities Chart for answer.

Question: Define the usage amount in Host Dry Carpet Cleaner? Gallons? What is this item referring to?

Answer: See Case Quantities Chart for answer. This is the product used for dry cleaning the carpet.

Question: The pricing worksheet is based on 12 months and 4+ weeks per month with 5 days per week. The actual working hours for the College is shortened because of various holidays and a shortened work week during the Summer. How should the pricing worksheet be completed? Should we put the correct hourly wage in or should we modify the total calculation?

Answer: Do not modify the formulas within the pricing worksheet. Do not lower your charges to compensate for the number of days entered into the worksheet. Input the correct number of hours.

Question: The bid requires providing consumable restroom products, can liners and cleaning chemicals. A list of items was included, however in order for the bidders to include the correct cost, it is necessary to know the product brand names, sizes and quantities per case, etc. Please provide us with that information so bidders can arrive at an accurate cost for those items.

Answer: See Case Quantities Chart for answer.

Question: Please confirm if the requested references, specifically underlined sentence is a requirement or a preference.

References:

Provide a list of at least four (4) references for work of a similar nature or scope. Please include name, job title, company name, address, phone number and email address. It should also include a brief description of the services provided, approximate square footage and date range performed. Provide evidence of successful history of college or university academic building janitorial services within the last two years (minimum 250,000 square feet).

Answer: It is a requirement to list references. It is a preference there is a successful history of college or university academic building janitorial services within the last two years

Question: Can you bid on a single campus?

Answer: No

Question: Can you please provide case quantities for the cleaning products?

Answer:

CASE QUANTITIES	CONTAINERS OR ITEMS PER CASE	AMOUNT PER CONTAINER	DESCRIPTION
TOILET PAPER	12 ROLLS		Green Heritage # 700 1000' 2 ply
PAPER TOWELS	12 ROLLS		Kimberly Clark Professional 1000' item # 0100010
30X37 CLEAR CAN LINERS	500 LINERS		Berry 10 micron item # HR033710N
40X48 CAN LINERS BLACK	150 LINERS		Berry 22 micron item# HR434822B
43X48 CLEAR LINERS	200 LINERS		Berry 16 micron item 3 HR434816N
GO JO	2 CONTAINERS	2 LITERS	
TRIBASE	4 CONTAINERS	2 LITERS	
SHIELA SHINE	12 CANS	10 OZ	
NABC	4 CONTAINERS	2 LITERS	
GLASS CLEANER	4 CONTAINERS	2 LITERS	
INDUSTRIAL CLEANER 105	4 CONTAINERS	2 LITERS	
SUDNCLEAN	12 CANS	19 OZ	
GENTLE SCRUB	12 BOTTLES	1 QT	
DFEN DISINFECTANT	12 CANS	15.50 OZ	
HIGH SHINE	12 CANS	17 OZ	
GYM REMOVER	12 CANS	6.50 OZ	
FURNITURE POLISH	12 CANS	17 OZ	
SJ HOST DRY CARPET CLEANER	4 BUCKETS	12 LBS.	
SPRAY BUFF (SNAPBACK)	4 BOTTLES	3.75 LITERS	
FLOOR WAX	1 EA PAIL	5 GAL. PAILS	Spartan Ishine liquad high gloss
FLOOR STRIPPER	1 EA PAIL	5 GAL. PAILS	Spartan LOE
C FOLD PAPER TOWELS	16 PKS	150 TOWELS PER PK	item #REN06114 10.125inx13 - 10 cases per year
MULTI FOLD PAPER TOWELS	16PKS	250 TOWELS PER PK	Unisource item #U23120 - 56 cases per year

**Question:** In regards to Appendix B; the tabs that list a minimum number of pages required; are the pages one-sided (just front) or two-sided (front and back)? For example; limit to “5 pages”?

**Answer:** One-sided pages (just front).

**Question:** Do you provide our managers a phone line?

**Answer:** A connection for phone and computer is provided in room ETA222 on the Lake Worth Campus. An email account with the College will be established for this vendor. The actual telephone and computer equipment is to be furnished by the successful vendor.

**Question:** Who provides the Golf Carts?

**Answer:** The successful vendor would need to provide any golf cart or other vehicles they deem required to carry out the duties of this contract.

**Question:** Can the new vendor Interview current Staff if awarded contract?

**Answer:** The successful vendor will be able to interview the current vendor’s staff. This has been confirmed with the current vendor.

**Question:** Do you provide radios?

**Answer:** No. Please note that it is a requirement of the contract that at least one of the vendor’s day porters on each campus MUST carry a radio that will communicate with PBSC’s radio system. Currently PBSC uses Motorola Radius CP200 equipment.

**Question:** Can you provide the specs on consumables?

**Answer:** See Case Quantities Chart for answer.

**Question:** In regards to the spreadsheet, the porter hours will total  $216 \times 4.34 \times 12$  months = 11,249.28. Will this be adjusted to accommodate the 4-day schedule and holidays or will the awarded vendor only bill for hours used (porter hours will correct themselves by only billing for hours used)?

Answer: The successful vendor will include a credit on each monthly invoice that applies to porter hours that were not used. As part of the proposal, please add a third tab to the Pricing Workbook and name that tab "Porter Credit". On that tab, state the DAILY credit that would be deducted for each day (holidays, Fridays in the summer) that the porters are not required to work. This credit should be the total dollar amount that would be subtracted from the monthly invoice for each DAY that the porters do not report to work. For example, if your proposed credit is \$500, and the month of June includes 4 Fridays where PBSC was closed, then the June invoice would include a \$2,000 credit to be subtracted from the monthly base price.

**Question: If the porter hours self correct, how will you handle the price per month for regular services to accommodate the 4-day week?**

Answer: See previous answer for an explanation.

**Question: Are we to calculate all services to compute an annual total of hours and divide by 12 months (average monthly hours)?**

Answer: Yes, that is correct. PBSC will be billed the same base, fixed-price each month, even for months that require a 4-day work week. Therefore, in the pricing workbook, bidders should propose the average number of weekly cleaning hours, taking into account the 4-day work week during summer months. For example, a 40 hour per week employee may be proposed as only 38 hours per week (weighted average), since that employee works 4-day weeks during the summer period.

**Question: Does this price include additional services or consumables above and beyond the base contract?**

**If yes, how much was the base contract for?**

Answer: The base price of \$1,135,387 that PBSC paid its current vendor in the last year did NOT include cleaning chemicals or consumable supplies. This price also does not include the cleaning of the CRC Bldg. 108 on the Lake Worth Campus. Finally, in the Pricing Workbook, there is an area to complete entitled "Miscellaneous Pricing" for additional work such as floor care or carpet care.

These additional prices should include the cost of both labor and any materials required to perform these additional task.

**Question: Is the scope of work for the current solicitation the same as Grosvenor's current Scope of Work?**

Answer: No. The new scope of work includes industry best-practices and also includes chemicals and consumable supplies as part of the base price. Also building CRC 108 has been added to this contract.

**Question: Other than the day porters outlined in the RFP's scope of work, does PBSC have any other staffing requirements?**

Answer: PBSC is not requiring a minimum number of custodians at each campus. However, PBSC places great importance on staffing levels and will not accept levels that are below industry standards. The bidders' staffing plan is worth 150 out of the 500 possible evaluation points. Points in this category will be lost if the bidder proposes insufficient staffing levels as determined by the PBSC evaluation team.

**Question: How many people does Grosvenor's currently use to clean each facility? (Supervisors, floor techs, staff, ect.)**

Answer: Grosvenor's currently employs 62 employees to service the College's current contract. Note that the services and area in the bid specifications vary from the current contract.

**Question: Please provide detailed information (manufacturer, sizes, etc) on the consumable rest room products, can liners and cleaning chemicals?**

Answer: See Case Quantities Chart for answer.

**Question: Please provide the names and identification of type of building (i.e. classroom, administrative, etc.) for the buildings included - all that was provided was building number and sq. ft. breakdowns**

Answer: Answered above

Question: What does CEL stand for?

Answer: Answered above

Question: The total "net square feet" to be cleaned does not equal the individual rooms that are not "blacked out". It appears as though Room 202 is not included to be cleaned. Should this room be included?

Answer: Spreadsheet corrected

Question: Who is the current service provider providing cleaning services to the college?

Answer: Grosvenor

Question: It states that they work 4 days a week during the summer. Is this correct?

Answer: Yes

Question: The specifications call for a substantial amount of "project cleaning" of carpets using the Host method. There are literally many hundreds of thousands of square feet of cleaning required; however, the list of cleaning products that were used during the eight months listed was very minor. Can you look into this and get back to us?

Answer: The quantities of host cleaning product listed in Exhibit E are the quantities used at the College by the current vendor to clean carpet. Please review the Case Quantities Chart above and note that each case listed in Exhibit E has 4 buckets and each bucket is 12 lbs.

Question: Just to confirm, the bid package requires only one (1) original proposal, the Pricing Worksheet and the USB. Is this correct?

Answer: Please submit only one (1) original proposal, the Pricing Worksheet in printed and bound format and one USB drive with a PDF file of the proposal and the pricing workbook in Excel format.

Question: In the walk thru meeting, it was mentioned that the awarded contractor shall submit their contract to PBSC for the janitorial services. Is this correct? Does a copy of that contract need to be included in the bid package?

Answer: The awarded contractor will be responsible to provide a contract representative of the terms and conditions of this RFP within 7 days of being notified of the evaluation committee selection. This contract does not need to be submitted prior to that notification.

Question: Is there a detailed outline of consumables we are to bid on (manufacturer, product type, brand, product number, etc.)? If specific consumables are not identified, may we propose the product of our choice?

Answer: See Case Quantities Chart above. Products to be used must meet all requirements of the bid documents and be similar to those listed in Case Quantities Chart.

Question: Because we will be supplying paper products, liners, soaps, etc, could the college please be more specific in the type of product it requests for use. These products vary greatly in price, and by offering additional guidance and insight, it could help the college contain costs, as well as see a more even field specific to quotation submittals.

Answer: See the detail of the case Quantity Chart above.

Question: What is the current hourly rate paid, as well as benefit package, that each in-house custodian currently is paid.

Answer: It is not the intent of this contract to immediately replace all in-house custodial staff working directly for the College. A College Custodian I position has a salary range between \$21,253 - \$42,110 plus approximately 28% in benefits.

Question: On Page 24, B-9 "Campus Specific requirements" Specific to Lakeworth; the campus calls for a non-working supervisor and on the following page (25) a manager. These are two separate and distinct individual positions, or are they one in the same?

Answer: These are two separate and distinct individual positions. The Lake Worth supervisor is non-working (non-cleaning) and only works at the Lake Worth campus. The Account Manager is also full-time but is the overall person responsible for the entire contract (all four campuses) and may have to split time across all four locations.

Question: With respect to the protest bond; does the college want any information to be included with the submitted proposal?

Answer: By submitting a proposal, the submitting company agrees to the terms and procedures set forth in Florida Statutes 120.57 and SBE 287 regarding filing of protest and protest bond requirements.

Question: In regards to RFP# 11/12-10 we would like to request the current vendor pricing for cleaning services for the facilities referenced in the RFP for Palm Beach State College.

Answer: Already answered above

Question: Several sections of the "Proposal Response Format," RFP Appendix B (RFP pages 35-36), have page limits. May we supplement required sections with a proposal appendix?

Answer: Yes, but please be advised that: 1) PBSC will score your proposal based upon the content within the actual proposal, 2) PBSC is not required to thoroughly review any submitted Appendix, and 3) the Appendix may not exceed 30 pages (single side) in length.

Question: Day Porter specifications (RFP page 13) state Food Service cleans during the day and we are responsible to clean dining areas at night which could infer once per day. The Day Porter SOW says porters wipe down tables, remove trash, and sweep/mop café areas after peak periods. Please clarify.

Answer: The second item of Exhibit I reads "Police/check all café..." This item should be removed from Exhibit I. The food service vendor now performs this duty as part of that contract. The 7th item refers to "...commons areas to include café areas, corridors, lobbies..." The reference to café areas should be removed from this item. The 12th item refers to "...hard surface floors in common/café areas..." The reference to café areas should be removed from this item. The kitchen prep areas are cleaned by the food service vendor. The dining areas are cleaned all day and afternoon when the café is open by the food service vendor. The cafeteria dining rooms are only cleaned by the Custodial contract at night.

Question: Fitness/Aerobic specs require us to dust/disinfect equipment (RFP page 15), but it appears that College staff now clean equipment per specs in Item B9, RFP page 24, at the Eissey Campus. Please clarify.

Answer: All vendors should figure on cleaning the Fitness/Aerobic areas on campuses where they exist per the appropriate cleaning specifications found on page 15. The College staff at the Palm Beach Gardens campus will additionally clean the actual exercise equipment during the day time after each use. This will not relieve the successful vendor from following the specifications for cleaning equipment that are included in the bid.

Question: Specification for the Child Care facilities (RFP page16) requires us to clean/disinfect horizontal surfaces and points of contact. Does this include toys, or are toys cleaned by College staff?

Answer: Toys in the child care areas are cleaned by College staff.

Question: Regarding use of the HOST system: Are we required to utilize the HOST Spot Removal Kit versus conventional carpet spotting kits? Is all vacuuming to be done with HOST power vacuums (e-Vacs)?

Answer: The spot cleaning of carpet is covered under the Special Treatment of Carpet Section of the Green Cleaning Policies and Procedures that are found in Exhibit C. Pile lifting and project cleaning of carpeted areas is done with the HOST power vacuums. The actual vacuums used for routine vacuuming must comply with the requirements set forth in the Low Environmental Impact Cleaning Policy section of the Green Cleaning Policies and Procedures that are found in Exhibit C.

Question: Is there a Camp Plan in place for the Host Carpet Cleaning Program

Answer: No, there is not a Camp Plan currently in place.

Question: Is there a computer based mapping/scheduling program in use that could be utilized for this contract by the successful bidder?

Answer: The College has no such program at the present time.

Question: What is the annual amount paid to the current vendor for cleaning services per year at each of the campuses?

Answer: answered above

Question: Can you tell me if the RFP and Bid Tour were mandatory for the above RFP.

Answer: Please refer to page 31 of the bid document for the answer to this question.

**Question: How many day porters are required?**

Answer: Refer to section B10 of the RFP document.

**Question: Is the vendor responsible for all supplies?**

Answer: Refer to sections B17, B18 and Exhibit E of the RFP document. Note: In Exhibit E: Current Usage of Consumables, vendors should note that rows 22 (Sani-wipes-case) and 23 (Soap-foaming-case) are actually sanitizing wipes and liquid products supplied by PBSC for all sanitizing locations across campus. These two sanitizing products will continue to be supplied by the College to all locations and will not be part of this contract.

**Question: Who is the current contractor?**

Answer: Answered above

**Question: How much is PBSC currently paying the contractor?**

Answer: Answered above

**Question: Can a vendor bid on only one campus?**

Answer: Answered above

**Question: Is this based on the lowest bidder?**

Answer: Evaluation is made based on the points based criteria listed in the RFP on pages 32 and 33

**Question: How often is pressure washing done?**

Answer: Pressure washing frequencies are shown on pages 15 and 24 of the RFP document.

**Question: Can you please explain the key system deployed on Campus? Specifically, how will keys be distributed for use by the contractor (# of key rings per Campus)?**

Answer: The key system used by the College is a patented Schlage keyway system. All keys necessary to fulfill all duties specified by this request for proposal will be supplied by the College to the successful vendor at no cost. The cost associated with lost keys is covered in section B27 of the bid specifications.

**Question: Can you identify any areas or buildings that have restricted access (staff must be escorted by occupant or security only)?**

Answer: Certain areas are off limits to the successful vendor. Most all of these areas are not part of this request for proposal. There are however a few media storage areas on all campuses that are to be cleaned under this contract that are only accessible during the day by the porters of the successful vendor, escorted by College staff. This totals 4 to 5 rooms.

**Question: Can you define the responsibility of the cleaning staff relative to laboratory “broken glass/instrument” container/box handling?**

Answer: The College has separate contracts in place for the removal of such material and this is not part of the services sought under this request for proposal.

**Question: Are there any bio-hazard waste (red bag) waste handling requirements on Campus? If so, can you define the contractor’s involvement in handling?**

Answer: Red bag Bio-hazardous waste is handled by a specialty contractor and is not part of the services sought under this request for proposal.

**Question: Are there any lab animal research/vivarium areas on Campus? If so, can you define the cleaning responsibility in these areas?**

Answer: There are no live animals in any lab of the College. Certain Biology Labs do use cat cadavers that are stored by the lab technicians of the College after use. The cleaning requirements for these labs are listed under Laboratory/Prep/Instruments/Dental lab on page 18 of the bid specifications.

**Question: We noticed the presence of VAT (vinyl asbestos tile) inside an administrative area of the library – can you confirm if VAT is present and its locations throughout Campus?**

Answer: The LLRC on the Lake Worth campus does contain some VAT (vinyl asbestos tile) flooring. There are a few other locations elsewhere on the Lake Worth Campus where VAT floors can be found. The successful vendor will have access to complete records of the inventory of all asbestos materials still remaining in place at the College.

Question: Given supplies will now become the responsibility of the contractor, can you explain how/where supplies will be stored? Will the contractor have secured storage provided where only its personnel can access?

Answer: All buildings that are to be cleaned as part of this request for proposal have lockable janitor closets for the storage of both equipment and supplies. Many of the larger buildings include large lockable storage rooms that will be exclusively available for the equipment and material storage of the successful vendor.

Question: Can you provide the name and point of contact of the current janitorial/paper products supplier(s) that are servicing the Campuses?

Answer: Most paper products come from Unisource.

Question: Can you provide specific locations of recycling collection points and compactors (possibly resend the Campus maps with these identified on the drawings) so we can understand the distances to be covered and corresponding evaluation of best/most efficient means of transporting waste and recyclables to these locations? Are golf/utility carts or other vehicles employed at any of the Campuses for this purpose?

Answer: The recycling collection points on the Lake Worth and Belle Glade campuses are in the location of the main dumpster/compactors. At the Lake Worth Campus this is adjacent to Building #335 and in Belle Glade this is adjacent to Building 102. On the Boca Raton Campus the paper/cardboard is east of Building 102, while co-mingle products are collected adjacent to Building 103. The Palm Beach Gardens Campus collects paper/cardboard east of buildings 104 & 106 and comingle products adjacent to building 117. The College does not provide any vehicles for the use of the vendor.

Question: During the pre-bid meeting the question was raised about the specific product names/item numbers of the supplies in use – will this information be provided?

Answer: See the detail of the case Quantity Chart above.

Question: With respect to the In-House Custodial workers – should we assume the responsibility for providing all equipment and supplies for these personnel and the buildings to which they are assigned? Or do they already have campus-owned equipment/supplies?

Answer: The successful vendor is not responsible for supplying supplies and equipment for the in-house custodial workers. They already have their own equipment and supplies.

Question: On Page 28 of the RFP document it states that gas powered equipment may not be stored inside any building. Is there a secure area on any of the Campuses where such equipment may be stored (i.e., Hot water pressure washer)?

Answer: All four campuses have fenced-in locked storage yards where equipment may be stored. None of this storage area available for use of the vendor is under cover.

Question: On Page 28 of the RFP document it states that criminal background checks are a requirement. Can you establish a standard for this that all competitors must be in compliance (given costs are variable for a local background check vs. national, etc.)? This will ensure a level playing field.

Answer: The College will accept a local background check for all employees that are hired to work under this contract. However, the College will also ask for complete list of full names and D.O.B's, in case PBSC decides that we want to do further checking. This information will need to be supplied for all new or replacement employees hired by the successful vendor under this contract.

Question: Relative to citizenship and legal eligibility, is it a reasonable request that all firms utilize the E-Verify system to ensure this standard is maintained by all contractors?

Answer: The RFP states on page 20: "Service Provider represents and warrants that all Service Provider employees designated to perform services at PBSC locations are either citizens or legally eligible to work in the United States." PBSC does not dictate the procedures used by the vendor to meet this requirement. The requirement must be met and it is the vendor's responsibility to utilize its own appropriate methods to meet this requirement.

**Special Note 1:** In Exhibit E: Current Usage of Consumables, vendors should note that rows 22 (Sani-wipes-case) and 23 (Soap-foaming-case) are actually sanitizing wipes and liquid products supplied by PBSC for all sanitizing locations across campus. These two sanitizing products will continue to be supplied by the College to all locations and will not be part of this contract.

**Special Note 2:** In Exhibit I: Day Porter SOW, vendors should note that the 5<sup>th</sup> item incorrectly states that the paper products and soap for the restrooms is supplied by the client. As noted in the RFP document, PBSC will now require the successful vendor to supply all consumables, supplies and paper products as part of the base contract.