



## QUESTION AND ANSWER FOR REQUEST FOR PROPOSALS FOR CUSTODIAL SERVICES

**Dated DECEMBER 6, 2022**

*Q. I want to confirm the site walk is Saturday, December 3<sup>rd</sup> at 9am.*

**A. Yes.**

*Q. Will we be visiting all thirteen buildings, and an approximate end time?*

**A. Yes, we will be visiting all thirteen buildings. We should end around 2:00pm.**

*Q. Who is your current provider?*

**A. The City's current provider is Elite Maintenance Management Systems**

*Q. What is the current contract amount and does that include consumables, and is the scope the same as the current RFP or have there been revisions?*

**A. The current contract amount is \$975,380 and it includes consumables. The scope of work is similar however the City has added services and three buildings since the contract was initially awarded.**

*Q. Page 6 mentions a performance bond, but noticed that the city reserves the right to waive any bond requirement, will the city be requesting a bond for this RFP?*

**A. Yes. A performance bond will be a requirement of the contract award.**

*Q. Regarding the air fresheners, towel dispensers, soap dispensers, is the winning company in charge of purchasing, replacing, and fixing any broken items?*

**A. The Scope of Work under Equipment, Materials and Supplies it is listed that Maintenance and repair will be the responsibility of the Service Provider to maintain.**

**Q.** *Do you know how much the City of Elk Grove is being charged for consumables currently?*

**A.** No. Consumables are included within the contract and is the responsibility of the Service Provider to provide at no additional cost to the City.

**Q.** *Is the current vendor union or non-union?*

**A.** Unknown.

**Q.** *Is the bid only for union?*

**A.** No.

**Q.** *Is the liquidated damages clause in the current contract?*

**A.** Yes.

**Q.** *Has the incumbent janitorial company been assessed any liquidated damages in the past year? If so, how much?*

**A.** No. \$0.00

**Q.** *Will the contractor be allowed to fix the deficiency before liquidated damages are enforced?*

**A.** Yes.

**Q.** *Or will we have to pay the liquidated damages without having the opportunity to cure the problem?*

**A.** No.

**Q.** *On Page 7 of the RFP it states, "The Service Provider shall maintain complete and accurate records with respect to labor costs, material expenses, and other such information required by City that relates to the performance of services and delivery of goods under the contract." Can you please explain what exactly the city will require or provide a sample report?*

**A.** The City requires exactly what is stated. Examples would be the SB 1383 reporting requirements or when the exterior windows were last cleaned for the 2<sup>nd</sup> floor at City Hall.

**Q.** *On page 13 of the RFP, it refers to the Work Schedule. It states that Daily Work Schedule (Attachment H) shall be included in the RFP response. Is this supposed to be Attachment G?*

**A.** Correct. The Daily Work Schedule is Attachment G.

**Q.** Attachment G details the available hours to clean each facility. Can we clean only in those hours?

**A.** Yes.

**Q.** On page 13 of the RFP, under the INTERFERENCE section it states, "The Service Provider shall conduct the work in a manner that shall cause minimal inconvenience to other persons in the area. This work is expected to be done during off-hours (evening, nights or weekends), with the exception of servicing the 9362 Studio Court building, the 'Day Porter' and the police department which are operating twenty-four (24) hours per day, seven (7) days per week". However, on attachment G in the Available Hours section, it shows cleaning times during the day. For example, at 8401 Laguna Palms it shows available cleaning times from 3 pm to 7 pm. A portion of this cleaning time would not be during off hours. Please advise.

**A.** Emptying trash, recycle bins, restocking paper towel, toilet dispensers, wiping down unoccupied conference and break rooms or wet areas can be performed without disruption. The Daily Work Schedule States: The following schedule reflects the recommended hours for cleaning City facilities and does not reflect the hours required for services.

**Q.** To confirm, the awarded contractor is to supply the mats detailed in Attachment H? In other words, are we to include the price of these mats in our pricing?

**A.** Yes.

**Q.** Can the mats be cleaned on site, or do they need to be cleaned off site?

**A.** The mats maybe vacuumed onsite however cleaned per the Mat Services section in the Cleaning Scope Definitions.

**Q.** The pricing page says pricing is for initial 3-year term of the contract. Does this mean that we cannot raise our pricing annually due to minimum wage increases? Is this pricing to be flat for the first 3 years?

**A.** Pricing shall be fixed per the contract term.

**Q.** Can the city please detail specifically how the bids will be evaluated on Attachment B - EVALUATION and SELECTION CRITERIA . For example, can you identify the % allocation for each of the 5 categories below:

*Firms Qualifications, Experience, and References  
Qualifications and Experience of Personnel and Staffing  
Work Plan*

*Quality and Responsiveness of the Proposal  
Rates and Fees*

**A.** Review and Selection Process Staff will evaluate the merits of the proposals received in accordance with the evaluation factors stated in this RFP and formulate a recommendation. For each evaluation criteria, proposals will be evaluated on their relative strengths, deficiencies, and weaknesses as stated in Attachment B: Evaluation and Selection Criteria.

**Q.** *I noticed that the Corporation Yard has no square footage listed in the RFP. Is there a square footage that you can provide?*

**A.** The square footage for the Corporation Yard is approximately 4,500.

**Q.** *Will floor plans of the different buildings/facilities be made available?*

**A.** The floor plans of the different buildings/facilities will be handed out at the mandatory pre-bid meeting.

**Q.** *In the current contract, you mentioned the contract value being \$975,380. Is that the annual value or the total contract value?*

**A.** \$975,380 is the total contract value.

**Q.** *What is the current monthly charge of the current contractor?*

**A.** \$19,000

**Q.** *Term of current contract?*

**A.** 2-years

**Q.** *Is there additional location/s or scope of work added from the previous contract?*

**A.** Yes. The initial contract had 3 Addendums

**Q.** *Will the awarded contractor provide the paper products/toiletries for this project?*

**A.** Yes.

**Q.** *What are the consumables, toiletries, chemicals and supplies needed for this project?*

**A.** They are listed in the Scop of Work of the RFP.

**Q.** *What is the cleaning schedule for this project?*

**A.** It is listed in Attachment G: Daily Work Schedule.

**Q.** *Do you anticipate the due date being pushed since you have received a ton of questions and the proposals are due next Monday?*

**A.** No. Proposals are due Tuesday December 13<sup>th</sup> by 2:00PM.

**Q.** *Do you know how many staff are currently fulfilling the current contract?*

**A.** The current provider has 21 employees Live Scanned and eligible to work the contract.

**Q** *Do you know how many staff are currently fulfilling the specific cleaning requirements at the Event Hall on Friday & Saturday Evenings?*

**A.** No. Anyone of the current custodial staff members are eligible to clean the Event Hall.