



RFP #78-0181 Campus-wide Janitorial Services

Addendum 1  
Questions and Answers

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RFP #78-0181 is hereby amended to incorporate the following questions, answers, and clarifications:

Q1: **Section 1: General Information, Item H (2) Other Qualification Standards (Bullet #2)** makes references to **Section III, Paragraph F** of the RFP. Please confirm this should read as **Section III, Paragraph E (Not Paragraph F)** of the RFP.

A1: Confirmed. Instructions related to providing references are in **Section III, E**.

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Q2: **Section 1: General Information, Item U. Termination of Agreement** states the following: “Any agreement resulting from this RFP may be terminated in whole or in part by UCH (for cause and/or for convenience) with a written sixty (60) day notice without penalty. Any agreement resulting from this RFP may be terminated in whole or in part by Supplier (for cause only) with a written ninety (90) day notice without penalty. Whereas, **Attachment C, Sample Agreement, Section VI Termination Clause** allows for “either Hastings or Contractor to terminate the agreement without cause with a 30-day written notice. Please clarify.

A2: The agreement with the vendor awarded this contract will incorporate the 60/90 –day language. 30-day notice is too short for this industry.

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Q3: **Section 1: General Information, Item I (5) Proposal Format Guidelines – Responses to Program Requirements** – is this a separate section title as described below? Please confirm the following outline is correct.

Statement of Company Background  
Management Overview  
Vendor Qualification and Experience

Vendor Organization and Staffing

**Responses to Program Requirements (answers to #1 -4 are above in their own section and Sections III through VII of the RFP are provided below in this section.**

- Section A. – Company Profile
- Section B – Service Capability
- Section C – Technology Capability
- Staffing and qualifications
- Account References

Vendor Commitment to sustainability

Supplemental Information

Price Quotation

UC Hastings New Vendor Form

A3: Confirmed. Outline is correct.

For further clarification:

- Items #1 - #4, and #6 - #8, are individual questions.
- Item #5 refers to the group of questions III.A through III.E.
- Sections IV – VII each have items that should be addressed either by an answer, or an acknowledgement.
- Item #9, the New Vendor Information Form, is required of the awarded vendor, and does not need to be turned in with your RFP response.

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Q4: **Section III: Supplier Capability, Item A, Company Profile, Number 5** requests bidders to include copies of Service Level Agreements – are you looking for specific Key Performance Indications or a legal agreement; please clarify.

A4: Provide the **Key Performance Indicators** your firm uses in typical janitorial services contracts.

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Q5: **Section III: Supplier Capability, Item B, Bidder’s Service Capability Number 13** inquires about employee’s being bonded - will UCH accept Crime/fidelity insurance in lieu of bonding?

A5: The college will accept a program that appropriately protects the college. Bonded, or insured to a substantially similar level, are both acceptable. The college will review that with the awarded firm.

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Q6: Pricing

Health Insurance goes up every March and Wage and Pension go up in August, to clarify these escalation increase as per the union contract are not accepted? Health Insurance increase is not known and we do not find out until that time.

A6: UCH acknowledges and accepts wage/pension increases occur during the contract period. These are to be handled between the contractor and employees.

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Q7: During meeting it was stated that increase per year could not exceed 2% for contract price, please confirm if this is accurate? Health Insurance and Pension and Wages are higher than this per year. Please advise if this is correct.

A7: UC Hastings is currently running an operational budget deficit and thus will entertain price changes in accordance with the RFP terms – first year no change, then once per year, with proper notice, and your price change **proposal** capped at 2%.

Bidders should view this as a multi-year agreement, anticipate and forecast any possible increases, account for the scope of work listed in the RFP, and bid accordingly, all in the context of firm monthly pricing and with the stated allowable price increases.

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Q8: Background Checks.  
With the large amount of background checks out there, is there a standard background check that is needed? What information is needed to be provided?

A8: UCH does not have a standard for this. UCH will rely on the contractor to show due diligence has been performed prior to sending someone to work on college property. UCH would expect a typical check to show name, alias(-es), employment history, criminal history. This can be discussed further with the successful bidder.

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Q9: Launder of towels.  
Are they done onsite and are machines available or do they need to go offsite?

A9: Onsite with UCH machines.

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Q10: Staffing Breakdown.  
Staffing was provided by union, but is there a breakdown of staff per building?

A10: 100 McAllister (The Tower): Three (3)  
198/200 (+376 Larkin) McAllister: Three (3) day, Seven (7) night  
**new: One (1) Saturday (day)**

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Q11: Will UCH management provide the current Janitorial staff list to include name, seniority date, pay rate and sick leave available? If not, will UCH confirm as accurate the information provided by the incumbent and the Union as being accurate?

A11: UCH will confirm the information with the awarded contractor.

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Q12 Does the existing staff perform the duties associated with the twice yearly major student move in and move out process? Except for major functions or extra ordinary events, are there occasions when UCH will request extra staff?

A12: The tasks in the RFP and Attachments F & F-1, are completed by existing staff. Move-ins/move-outs are performed with extra staff.

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Q13: Do you have the square footage of sidewalk(s) to be cleaned? If not, we will measure.

A13:

Street	Building	L	W	Sq. Ft.
<b>McAllister</b>	100	168	15	2520
	198	147	15	2205
	200	117	30	3510
<b>Hyde</b>	198	264	13	3432
	200	264	13	3432
<b>Larkin</b>	376	153	13	1989
<b>Golden Gate</b>	376	182	13	2366
	333	94	13	1222
	200	117	13	1521
	198	75	10	750
<b>Leavenworth</b>	100	136	12	1632

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Q14: Is UCH satisfied with the present cleaning quality?

A14: UCH is competing due to the contract term expiring, not due to performance issues of the incumbent.

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Q15: Are audited financials a must or will UCH accept tax returns and CPA prepared compilation reports?

A15: Tax returns and CPA-prepared reports are acceptable. Bidders need to demonstrate they have the financial capacity to undertake this contract.

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Q16: Is UCH open to alternative pricing methods?

A16: Yes. Note, any alternative method should be proposed *in addition to* the current request for pricing by building by month.

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Q17: Could we please get the cost of the Janitorial services for the last three years, and or a copy of the current Janitorial contract please?

A17:

<u>Janitorial Contract Pricing</u>	<u>FY 2014-2015</u>	<u>FY 2015-2016</u>	<u>FY 2016-2017</u>	<u>7/1/17 - 12/31/17</u>
100 McAllister	\$ 17,052.75	\$ 17,393.81	\$ 18,611.38	\$ 19,392.38
198 McAllister	\$ 31,808.04	\$ 32,444.20	\$ 34,715.29	\$ 36,173.29
200 McAllister	\$ 24,551.04	\$ 25,042.06	\$ 26,795.00	\$ 27,920.00
376 Larkin	\$ 101.09	\$ 103.11	\$ 110.33	\$ 115.33
	<b>3-YEAR CONTRACT PRICING</b>			<b>TEMP. EXTENSION</b>

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**Additional Item:**

Section IV, A. / Custodian Services (Day) 198, 200, & Garage / Arrive M-F at 7:30  
Is hereby amended to M-S.

See Q&A 10 for staffing level.

Now: three M-F, **one S.**

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Name of Bidding Firm

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Name of authorized signer

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Signature and date

