Addendum No. 2 – ITN 16-03-STP: Custodial Services for USFSP

Purchasing Services
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February 11, 2016

Invitation to Negotiate No. 16-03-STP

Entitled: Custodial Services for USFSP

Opening Date: February 18, 2016 at 3:00 p.m.

Addendum No. 2

Review the following changes/additions/clarifications to Invitation to Negotiate (ITN) No. 16-03-STP Custodial Services for USFSP to be addressed in submitted proposals:

In addition to the vendors questions and the University’s answers below (Pages 2 through 10) please find the following attachments on the Tampa Purchasing website http://www.usf.edu/business-finance/purchasing/public-bids/pur-itn-8.aspx that will support them:

- Price Sheet – General AND Price Sheet - Turn Around Cleaning (deep cleaning)
- Current vendor (C&W Services) work schedule
- Room Layouts
VENDOR QUESTIONS/USFSP ANSWERS:

Q1. We understand that Dorm room turnovers occur 4 times per year (2 major/2 minor). The cleaning activities for these turnovers are to be included in our base services bid – correct?
A1. Yes, the turnover cost should be included on the “Custodial Price Sheet” found on the link below. Please see the “Cleaning Frequency Chart” also found on the link below for an idea of what is included in the Turn Around Cleaning. http://www.usf.edu/business-finance/purchasing/public-bids/pur-itn-8.aspx

Q2. Please provide the current vendor’s staffing levels and work schedule.
A2. This can be found on the link below, then, click on “Current Vendor Schedule.”

Q3. It was stated that the average annual value of the current contract is $260,541 per year. Does this amount include requests for extra services?
A3. Yes.

Q4. What is the frequency and nature of special events beyond the base scope of work?
A4. These can be sporadic but are roughly 5-6 times a year.

Q5. Are all cleaning activities performed during daytime hours? Or is there also night time cleaning currently performed (Terrazzo floors, Carpet cleaning, Upholstery cleaning?)
A5. There is currently night time cleaning performed specifically in the USC Student Union. The housing portion of the contract includes daytime cleaning only with the possibility of emergency cleaning need after hours. The Wellness Center requires cleaning between the hours of 5:30pm to 7:30 am.

Q6. How long has the current vendor been performing custodial services at this location?
A6. 3 years.

Q7. What is the average daily population? (Info required to estimate consumable supply usage)
A7. This varies depending on the time of year and if there are major events on campus. The USC Student Union has roughly between 800-1200 people going in and out of the facility.

Q8. What is the current janitorial service cost?
A8. $260,541 annually.

Q9. Who is the current janitorial service vendor?
A9. C&W (previously known as DTZ).

Q10. Is the current janitorial service scope the same or different from the scope outlined in ITN 16-03 STP?
A10. The current scope is the same as ITN 16-03-STP on Pages 3-9.
Q11. What is the annual budget for the services outlined in ITN 16-03-STP?
A11. The budget will be determined based on vendor responses.

Q12. Please provide a list of attendees to the mandatory Pre-Proposal Conference.
A12. This was sent out in an email from pmorris4@mail.usf.edu to all those on the sign-in sheet.

Q13. What company is the current contractor for this project?
A13. C&W (previously known as DTZ).

Q14. Has the current contract gone to full term including any extensions or options?
A14. Yes.

Q15. Is this procurement the same scope of work as the previous contract? What are the changes in this procurement versus the previous contract?
A15. The current scope of work is the same as ITN 16-03-STP on Pages 3-9. The only notable change is that the existing work schedule calls for 7 custodians. (1 full-time working manager, 4 full-time custodians, and 2 part-time custodians). ITN 16-03-STP calls for 1 full-time working manager, 5 full-time custodians, and 1 part-time custodian.

Q16. What is the current annual dollar value of the current contract?
A16. $260,541

Q17. What holidays does USFSP observe? During these holidays, is the Contractor required to clean?
A17. The University observes the following holidays however all areas may require cleaning during those holidays dependent on that area’s needs.

**University Holidays**
- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

Q18. What days are the Contractor not required to clean?
A18. This is dependent on area needs.

Q19. Is the cleaning frequency different during the summer months? If so what are the differences?
A19. No, the cleaning frequency chart found on the link below should be adhered to all year.
Q20. What is the population of each building [students, faculty, and visitors]?
A20. RHO is 350, USC Residence hall is 200, and foot traffic in other areas are dependent on many other variables.

Q21. For the RHO, do we clean inside the dorm rooms [housing areas]?
A21. During turnover only will residential room spaces be cleaned. Daily cleaning throughout the year will not include residential room spaces.

Q22. What are the specified times to clean each building?
A22. Housing Buildings: 8:00 AM - 8:00 PM daily
USC Student Union: Mon-Fri 7:00 AM – 11:00 PM, Sat & Sun 9:00 AM – 9:00 PM
Wellness Center: any time after 5:30 PM and before 7:30 AM

Q23. ITN page 3, Account Management. Please provide requested qualifications of the account representative.
A23. See page 23 paragraph #51 in the ITN 16-03-STP document.

Q24. ITN page 3, Financial and Operating Reporting. Please provide examples of performance and operational reports noted in this paragraph.
A24. Provide the company’s balance sheet and income statement.

Q25. ITN page 3, Staffing Development...Key Staff. By Key Staff, is USFSP referring to Corporate Management Staff or On-Site Operational Staff resumes? In place of On-Site Operational Staff resumes, may the Bidder provide “job descriptions”?
A25. We are asking for resumes of the corporate management staff responsible for overseeing the contract.

Q26. ITN page 4, Staffing Specifications. The first sentence requires the Bidder to “staff this project with full-time employees, not temporary or part-time employees”. The last bullet point requests “1 part time housekeeper in the Wellness Center...” Please clarify.
A26. The sentence was a typo. The Wellness Center having a smaller space to clean only requires one part-time custodian. However, a Level 1 APPA cleaning is required in the Wellness Center.

Q27. ITN page 4, Staffing Specifications. Is it a requirement that exactly three [3] full-time housekeepers be bid for RHO and three [3] full-time housekeepers be bid for USC and one [1] part-time housekeeper be bid for the Wellness Center. We are able to provide alternatives. Is that correct? Is the above staffing just for day staff; for night staff; or for both?
A27. The requirement for staffing is stated at the bottom of Page 4 in ITN 16-03-STP. Your response must address this. However, an alternative may be submitted “in addition to” what is required in ITN 16-03-STP. Alternatives must be clearly marked with the label “Alternative Recommendations.” The required staffing is for both day staff and night staff.
Q28. ITN page 5, *Employee Processing and Management*. What is the cost of the USFSP background and finger print and will the Contractor be responsible for that cost? Is there a specified uniform? Who is responsible for the cost of the picture ID?

A28. We require a background check but not fingerprinting. The vendor will be responsible for the background check cost. A USFSP uniform is required. The vendor is responsible for the cost of the ID.

Q29. ITN page 6, *Green Cleaning Program*. “…custodial products, supplies, and tools are purchased in bulk for all buildings on campus…” Please clarify if the Contractor is responsible for paying for and purchasing hand towels, hand soap, trash can liners, toilet tissue, seat covers, and feminine hygiene items?

A29. Yes, the vendor is responsible for purchasing all items listed.

Q30. ITN page 6, 1. *Scope*. Please clarify that the Contractor must use only Ready to Dilute [RTD] cleaning chemicals. Can the Contractor use Ready to Use [RTU] chemicals? Can the Contractor use different paper/plastic/hand soap manufacturers than are currently being used?

A30. The awarded vendor must use Ready to Dilute (RTD) cleaning chemicals. Yes, to the second part of the question, but you must coordinate this with the area managers and receive approval from them.

Q31. ITN page 8, *Entry Way Program*. Does the Contractor furnish and pay for the costs of the “exterior and/or interior grills, grates, or floor mats?”

A31. No, the awarded vendor is not required to pay for those costs.

Q32. ITN Page 9, *Future Program Goals*. Please confirm that the Bidder is not responsible at this time for any “Future Goal Programs” and they are not to be included in our proposal in response to ITN 16-03-STP?

A32. The vendor is not responsible at this time and does not have to include it in the proposal.

Q33. ITN page 13, *IMPORTANT NOTICE*. Please explain what is meant and included in the “Turnaround of Residence Hall One [RHO] and University Student Center [USC]”?

A33. Turnaround includes complete (deep) cleaning of each Residence Hall room in RHO and USC. Full turnaround of both buildings, approximately 550-575 beds, happens in May after Spring Semester ends. Housing Operations will provide schedule of turnaround cleaning to vendor. In August, a turnaround cleaning will occur in RHO after Summer Semester ends; this is for approximately 250 beds. A full list of what is required for turnaround cleaning is included in the “Cleaning Frequency Chart.” Go to the link below and click on http://www.usf.edu/business-finance/purchasing/public-bids/pur-itn-8.aspx

Q34. ITN page 16-17, paragraph 23, *Right to Terminate*. The first sentence on page 17 mentions a “surety”. What bonds of any type are required and what amount?

A34. No bonds are required. This was a typo.

Q35. ITN page 17, *FEID Number*. "Vendors are required to complete and return the W-9 Form attached herein with their proposal response." Please provide the W-9 Form for us to complete.

A35. W-9 Form will only be required from the awarded vendor and is not required with proposal.
Q36. ITN page 19, *Equal Opportunity*. "Note: Failure to return the completed and signed Equal Employment Opportunity Certification with your response will disqualify your ITN from consideration." Please provide the EEOC form for us to complete.

A36. Form is included on pages 24 and 25 of the ITN.

Q37. ITN page 27, states, "To receive payments by Electronic Funds Transfer; please complete the attached Electronic Payment Authorization Form to start electronic payment process." Please provide the Electronic payment Authorization Form.

A37. Form will only be required of the award vendor for EFT payments.

Q38. ITN *Cleaning Frequency Chart*. On the Cleaning Frequency Chart, what does “daily” mean for each of the three [3] buildings? 3, 5, 6, or 7-day cleaning?

A38. The wellness center is 5 days a week all other areas require 7 days a week cleaning.

Q39. Under the most recent Custodial Services contract for these three [3] USFSP buildings, what dollar amount was deducted for poor performance?

A39. None.

Q40. Please clarify. Are the costs for turnaround/turnover to be included in our cost to USFSP under ITN 16-03-STP?


Q41. Please clarify that there are 550 total beds for turnaround/turnover, and that 550 beds are turned over two [2] times per calendar year and that approximately 50-70 beds are turned over two [2] times per year.

A41. **May Turnover**

   RHO - 4 Single Bedroom Suites: 316
   2 person Shared Studio Suites: 6 (12 bedspaces, as it is two students per room)
   2 bedroom shared suite: 7 (28-56 bedspaces, as there are 4-6 people per room)
   USC - 2 person shared rooms: 99 rooms (198 bedspaces, rooms have two students per room)
   RA rooms: 5 (Single occupancy)

**August Turnover**

   RHO: 4 Single Bedroom Suite: Approximately 112 (4 floors)

**Summer Conference Turnover**

   RHO: Depends on number of rooms used for conferences, this is not a deep cleaning, only quick clean as defined in frequency chart.
   USC: Depends on number of rooms used for conferences, this is not a deep cleaning, only quick clean as defines in frequency chart.
Q42. Please clarify that USFSP is seeking a level three-year total cost of accomplishing the specifications for ITN-16-03-STP.

A42. Provide a yearly cost for the three year period. Go to link http://www.usf.edu/business-finance/purchasing/public-bids/pur-itn-8.aspx Click on “Custodial Price Sheet.”

Q43. Please clarify that fingerprinting of our employees is not necessary.

A43. Fingerprinting is not required. However, a background check is required.

Q44. Please clarify that the winning Contractor will negotiate KPIs with USFSP and that those KPIs will be the standard for any monetary deductions.

A44. Key Performance Indicators (KPI’s) will be assigned percentage points with a maximum expected percentage to be obtained by the awarded vendor. Falling below the required percentage level will place 20% of vendors profit at risk. KPI’s and resultant risk is negotiable.

Q45. Please clarify that there is no asbestos in any of the three [3] buildings associated with ITN-16-03-STP.

A45. There is no asbestos in the three buildings.

Q46. Please clarify that the cost of walk-on/walk-off mats in ITN 16-03-STP are borne by USFSP, and the Contractor’s responsibility is just to vacuum.

A46. The cost will be borne by USFSP. Yes, the contractor’s responsibility is to vacuum and clean the mats.

Q47. Please clarify that the meaning of part-time housekeeper for the Wellness Center is only 25 hours per week.

A47. Yes, the current vendor spends 23 hours cleaning the Wellness Center per week.

Q48. Please clarify that the student rooms are not part of the “daily” cleaning and that the only time they are cleaned is for emergencies and turnaround/turnover.

A48. Yes this is correct, Daily cleaning does not include inside residential student rooms.

Q49. Please confirm that the expected KPI goal for the first year is 85% and that it will go to 90% the second year of the contract and 95% for the third year.

A49. Percentages will be agreed upon during negotiations.

Q50. Please confirm that the daily housing common area to be cleaned is 36,700 square feet [SF] to be cleaned seven [7] days per week in the Residence Hall One [RHO] and the Residence Hall attached to the University Student Center [USC]. And that these areas are to be cleaned between 8:00 AM and 8:00 PM.

A50. Correct, housing common areas are cleaned 7 days a week, and can be cleaned between 8:00AM - 8:00PM with a total of 36,700 square foot.

Q51. Please provide a Price Sheet to be included in our proposal for ITN 16-03-STP.

Q52. Please clarify that you are requiring separate pricing for turnover/turnaround and daily cleaning, and hourly rates for emergencies.

A52. Go to: http://www.usf.edu/business-finance/purchasing/public-bids/pur-itn-8.aspx and click on “Custodial Price Sheet.” Please provide your emergency after hours plan in your proposal, include pricing, if applicable.

Q53. Please clarify that the request for a call center is basically an after-hours number for emergency response.

A53. Yes, please include an emergency on-call system for any after-hours custodial needs.

Q54. Please clarify that a Working Manager is included in the 6.5 FTEs required for ITN 16-03-SP.

A54. Yes.

Q55. Please clarify that USFSP will provide radios for communication during this contract. How many? Please clarify that the Contractor has no responsibility for costs of service and repair of radios, unless the radio is lost, stolen, or intentionally broken.

A55. Yes, this number will be agreed upon with awarded vendor. The contractor will not be responsible for general maintenance and repair but will be responsible if the radio is lost, stolen, or intentionally broken.

Q56. At what time of day does FedEx or UPS typically deliver to Purchasing Services at 4202 East Fowler Ave, AOC 200, Tampa, FL 33620?

A56. FedEx and UPS deliveries are to USF Tampa Campus Central Receiving typically by late morning. Central Receiving promptly delivers to USF Tampa Purchasing Servicing Services building. Regardless, vendors are solely responsible to ensure delivery of proposals by due date and time per Item #1 on page 12 of the ITN.

Q57. Please clarify that the FEID number is no longer required in our proposal.

A57. It is no longer required in the proposal.

Q58. Please clarify that the W-9 Form is no longer required in our proposal.

A58. It is no longer required in the proposal.

Q59. Is the Contractor required to furnish hand sanitizer and hand sanitizer stations? How many?

A59. Yes in housing areas, there are 2 hand sanitizers on each floor, no more than a total of 30 for both residence halls. 5 hand sanitizers are required for the wellness center. 12 in the USC Student Union.

Q60. Is there a specific requirement to continue to use current toilet tissue, hand towel, hand soap, and can liner manufacturers’ products?

A60. No, but new products must be approved by area managers.

Q61. Please describe the area that will be the Contractor’s offices. Square footage? What internet and telephone connections will USFSP provide?
A61. Office is approximately 150-200 sq ft. Phone and Internet will be paid by vendor.

Q62. Please provide copies of KPI forms and quality assurance/quality control forms currently in use.
A62. These will be provided to the awarded vendor.

Q63. The question we have is will the awarded Vendor’s name and awarded price be posted on the website?
A63. An Intent to Award notification will be posted with the vendor’s name. The award price will not but it is public record.

Q64. Who is the incumbent contractor and how long have they been providing their services?
A64. C&W (previously known as DTZ). Three years.

Q65. What is the current contracted monthly price and yearly price?
A65. The current yearly price is $260,541.

Q66. Can you provide us with the bid tab sheet form the last bid opening?
A66. Yes, upon specific request for the document. Note it only names vendors that proposed and the awarded vendor.

Q67. Is it possible to get the current supply usages from the current contractor?
A67. The current contractor spends roughly $3,000 - $4,000 per month in supplies.

Q68. Is the scope/size of this bid identical with the current contract?
A68. Yes.

Q69. Are there any significant changes from the last bid?
A69. See answer to question #15 above.

Q70. Is the contract being bid out due to poor performance from the incumbent contractor?
A70. No.

Q71. Can you designate the percent of the items for criteria of the selection for short list?
A71. See #2. EVALUATION CRITERIA on Page 10 of ITN 16-03-STP. The evaluation criteria is not weighted. Short listing is at USF’s option.

Q72. Can you provide the cleanable SF of RHO for daily cleaning?
A72. The daily cleaning for housing common areas (USC and RHO) is 36,700 Sq. Ft.

Q73. We understand that the ITN requests Staff Pricing to be submitted as per the outline on page 5 of the ITN. However, in order to provide for a more apples-to-apples comparison, would the University consider distributing a pricing form?

Q74. Please provide the number of dorm room changes overs completed for the past school year (2014-2015)
A74. Typically between Fall Semester and Spring Semester there are 50-60 room changes, where a bed space is cleaned per turnaround specifications which can be found in the frequency chart.

Q75. Please provide a copy of the pre-bid sign in sheet.
A75. This was sent out in an email from pmorris4@mail.usf.edu to all those on the sign-in sheet.

Q76. Is the 2nd page of the RFP the Title page?
A76. Page 2, of ITN 16-03-STP is referred to as the Acknowledgement Form and is referenced on Page 12, in the middle of the page as “standard Invitation to Negotiate form.” It must be completed, signed, and included with the proposal.

Q77. Is there a specific pricing sheet or form we need to submit?

Q78. Detail description of what is expected and required in a turnover? (All floors need to be stripped and waxed, or can they be buffed if that’s all that is needed)

Q79. We are required to refill Air freshener dispensers /batteries as well as Hand sanitizer in common areas. Can we get a count of each dispenser as well as type and count of batteries needed?
A79. Housing-Vendor is responsible for hand sanitizers in hallways, a max of 30 hand sanitizers total in housing common areas. If batteries are required, vendor is responsible for replacing. There are 5 in the Wellness center and 12 in the USC Student Union.

Q80. Can we get a current consumption usage of Consumables?
A80. We do not have a list of the current consumption usage, however the current vendor averages about $3,000 to $4,000 a month in supplies.

Q81. Parking Permits for employees will we need to supply that? How much are they?
A81. Yes. $56 per vehicle annually for a “Special” parking permit at outside lot. $374 per vehicle annually for a “Vendor” parking permit can park in Gold designated parking lots close to buildings. Parking Services number for questions is 727-873-4480.
Q82. Can we receive a current employee schedule both day and evening positions?

Note: Please note receipt of this addendum by signing and returning with your proposal response

__________________________________________
Authorized Signature & Date

__________________________________________
Print Name

__________________________________________
Company Name