

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

1. Can we get an amount of supplies/consumables or a supply budget number based on last couple of year's actuals?

ANSWER:

The majority of the campus has been maintained by a contracted custodial service for 5+ years. The costs of supplies/consumables are not itemized in the overall contract price so this information is not available.

2. What is the associated cost for the fingerprinting or any background or badging that will be performed by the University?

ANSWER:

Austin Peay State University does not provide this service for the vendor. It is the vendor's responsibility to coordinate this and pay any applicable costs. The Tennessee Board of Regents has recommended the following background checks as a minimum:

- **Social Security Number Trace and Address Locator**
- **Multijurisdictional Criminal Data Base**
- **US Criminal Records History**
- **National Sex Offender Registry Query**

Additionally, a fingerprint card must be supplied to Austin Peay State University's Department of Public Safety for each of the vendor's employees working on the Austin Peay campus. The fingerprints will be on a hardcopy card maintained on file – not intended to be processed through any database.

Identification badges will be provided by APSU for \$5.00 per badge. Replacement badges (for lost or stolen badges) will be replaced at a cost of \$25.00 per badge. The cost for these badges will be the responsibility of the vendor.

3. The existing work order system mentioned in the pre-bid conference, can that be explained what system is used and what requirements will be for the contractor?

ANSWER:

The Physical Plant uses a work order system from TMA Systems for maintenance. It is not required that the custodial services vendor utilize this system.

Currently, special event cleaning requests are submitted through the TMA system. Paper copies of these requests are printed and provided to the vendor by the Physical Plant work order clerk. Maintenance issues that are identified by the vendor are transmitted by telephone or e-mail to the Physical Plant work order clerk.

4. Has a decision or determination been made as to the requirements or use of day porters, and if so, how many and in what buildings?

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

ANSWER:

In order to provide flexibility to various vendors, Austin Peay State University does not have a minimum or maximum requirement for specific types of staffing specified. Section 6.4.14 should be considered when proposing a staffing plan.

5. Are you going to provide some actual floor cleaning square footages, i.e., for vct, terrazzo, carpet, etc.

ANSWER:

We do not have a comprehensive list of flooring types for the entire campus.

6. Since the contract starts over the summer, will the full detail clean of all the buildings be under way or will the new contractor be required to perform a full detail clean under the shortened time frame?

ANSWER:

Summer camp schedules are still being finalized at the time of this response. Assume that approximately 50% of the annual summer residence hall cleaning will be completed prior to July 1, 2012. The vendor under contract on July 1, 2012 will complete the annual residence hall cleaning prior to August 15.

7. May we please get a copy of the current contract?

ANSWER:

Currently we are not releasing this information due to the information contained is not what we are current requesting. This is to limit confusion.

8. Summer camps and events are to be billed as regular service or additional billed?

ANSWER:

Cleaning of rooms used by summer camps is additional billed services. Cleaning of meeting rooms and common space used during the normal business hours (e.g. Clement, University Center) is regular service.

9. Any responsibility for cleaning of the athletic equipment in the Foy Center, i.e., weights, machines, etc.?

ANSWER:

The vendor is not required to clean athletic equipment in the Foy Center. The University Recreation staff is responsible for this.

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

10. As discussed in the pre-bid meeting, can you further clarify the weekend staffing requirements and weekend scope of work (which buildings require service and what services need to be delivered?)

ANSWER:

The following areas are to be cleaned 7 days a week:

Residence hall and apartment complex common areas (public restrooms, lobbies, corridors, study areas, community kitchens, etc)

Library common areas (including restrooms)

University Center public areas

Foy Student Recreation Center public areas (restrooms, showers, corridors, lobbies, etc)

11. Page 38 of the RFP states “the custodial service will require a minimum of a two (2) shift operation” Can you clarify this further as to what shifts you would like staffed and a minimum number required for the day time “porter” service?

ANSWER:

In order to provide flexibility to various vendors, Austin Peay State University does not have a minimum or maximum requirement for specific types of staffing specified. Section 6.4.14 should be considered when proposing a staffing plan.

The requirement for “two shift operation” is to indicate that there are custodial needs during business hours (e.g University Center) and custodial needs that cannot be provided during business hours (e.g. classrooms). The “off hours” services can be provided during the evening or during the early morning.

12. Page 41 states “(telephone charges are considered as reimbursable to the University)” Can you clarify this statement? (are the two phone line charges all reimbursable or is it just the long distance?) If all charges are reimbursable – can you share the monthly costs that these phones are usually charged?

ANSWER:

The phone line “dial tone” and local phone calls are provided by the University at no additional charge to the vendor. Long distance calls will be billed to the contractor.

Modify Section 6.4.6 as follows:

“ . . . ~~Two~~ One campus telephone numbers and ~~two~~ one desk telephones will be provided (long distance telephone charges, are considered as reimbursable to the University and will be billed to the vendor monthly).

Computer network access (including Internet access) will be provided by APSU. One desktop computer is provided by APSU. Any additional necessary computers, printers,

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

scanners, etc shall be provided by the Contractor after coordination with the APSU Office of Information Technology. . .

13. Can you confirm there is no set-up or tear down work of table/chairs/ect. required of the custodial team – only cleaning?

ANSWER:

Within the base contract there is no expectation for set-up or tear down of tables/chairs/etc. A unit price has been requested in Section 6.4.9 for “additional personnel for scheduled event set-up”.

14. Can you clarify the duties and requirements more for the apartments (as discussed in the pre-bid meeting)?

ANSWER:

Daily cleaning activities and paper supply restocking for individual resident rooms / apartments are not part of the vendor’s responsibilities. Custodial services for individual apartment units or individual residence hall sleeping rooms are only required as specified for annual services in Section 6.4.9.

Cleaning activities described for “Residence Halls / Apartments” are for common areas including (but not limited to) lobbies, public restrooms, laundry rooms, corridors, adjacent outdoor walkways and study areas.

15. Can you confirm floor types in the residential spaces (i.e. rooms carpet or VCT --- hallways carpet or VCT)

ANSWER:

The apartment living rooms and bedrooms are generally VCT.

16. As discussed in the pre-bid – can you further clarify the requirements of event cleaning? Are custodians required to be present for events or simply clean after the conclusion of the event?

ANSWER:

Staffing requirements for “non-campus” events will be coordinated individually with the University Facilities office prior to the event.

For “large” APSU campus events, it is expected that staff will be available during the event to clean and re-stock restrooms and respond to emergency needs. This includes men’s and women’s basketball, commencement exercises and ticketed events in the music building concert hall.

Due to the varied usage of the Morgan University Center meeting spaces, it is expected that during the hours of usage listed in section 6.4.11 the vendor will periodically check restroom supplies and condition and clean/re-stock as appropriate.

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

17. On the attachment 6.6 pricing form – Do you want the line item cost for the hourly charges per hour or times four for the two lines that have four hour minimums? (i.e. if cost is \$10.00 per hour do you want \$10.00 submitted or \$40.00 because it is four hour minimum?)

ANSWER:

List the proposed cost “per hour.” In the example provided, \$10.00 would be the entry.

18. In studying the RFP and inspecting sections 4.21 (page 14) and the Pro Forma Attachment (p.24) with regards to Contractor payment, there doesn't appear to be a time frame for reimbursement for services rendered (ie-30 day payable, etc.) Could you please clarify the University's timeframe for bill payment?

ANSWER:

The pro forma is a standard contract and which will be customized. The Tennessee Code Annotated allows for a 45 day payment period. The University strives for N30 for payment of invoices.

19. What is the current annual cost for the custodial services rendered to the buildings listed in the RFP for this contract?

ANSWER:

Prospective vendors should be aware that the scope of the current contract is not identical to the scope of the current RFP.

20. At present, how many janitorial staff members are used to execute the day-to-day cleaning contract as stated in the RFP?

ANSWER:

The current RFP is significantly different from the existing custodial contract so any comparison would be misleading.

21. In attempting to calculate the additional staff necessary to accommodate all of the scheduled events on the Austin Peay campus, it is imperative that both the University and the assigned Contractor have as accurate an estimate as possible of events and the number of attending guests. Obviously, *Attachment 6.4—Section C, Annual Usage of Campus Facilities by On-Campus Groups* is a very thorough attempt at providing such information.

If there are any further indicators-- such as scheduling records of the janitorial part-time staffing required to provide the supplemental cleaning necessitated by the Scheduled Events listed— could you please release them? The dissemination of this information would aid potential bidders in calculating this variable aspect of the RFP, and behoove both the University and the award winning contractor, as it would insure that staffing was adequate while also guaranteeing that costs be kept to a minimum.

ANSWER:

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

Staffing information specifically related to “events” is not explicitly available.

For the Dunn Center, the major athletics’ events are men’s and women’s basketball and women’s volleyball. The schedule for competitions during 2011-12 is available on the athletic department website (www.letsgopeay.com). There are currently five APSU commencement events held on three different days (two ceremonies in May and December, one ceremony in August).

22. Can you please provide all of the information available with regards to the usage amounts of consumables that are to be supplied by the selected janitorial vendor? (ie. How much toilet tissue, paper towels, deodorants, washroom soap, plastic container liners (trash bags), etc. do you anticipate needing annually?)

ANSWER:

The majority of the campus has been maintained by a contracted custodial service for 5+ years. The costs of supplies/consumables are not itemized in the overall contract price so this information is not available.

23. Beginning on p.29 and continuing through p.30, under the heading *E.8, Equipment/Inventory*, the RFP states, “Upon completion or cancellation of this Contract, all equipment purchased with funds provided under this Contract shall be returned to the Institution.” Or, alternately, “No equipment shall be purchased under this contract.” Further review of the RFP revealed no equipment list to be provided by the Institution. This is not problematic, but these statements seem a bit unclear, and contradictory.
- a. Obviously, the award of this contract will mandate the purchase of numerous janitorial implements, and likely some costly items (such as vehicles to move about campus). Is it the intent of this RFP, that equipment used by the Contractor to provide services on the Austin Peay campus remain with the University at the conclusion of this contract’s term? Does this apply to chemicals and paper products as well (consider p.40, 6.4.4 *Supplies, Materials, and Equipment*)?
- b. This question is intended solely for clarification purposes, and to insure that all bidders and the Institution are operating from the same standards and specs. It is provided to protect both the University and the Contractor, from unnecessarily committing to cost which need not be applied to the RFP, calculated in annual billing by the vendor, and passed on to the University in the billing process.

ANSWER:

The Pro Forma is the standard contract and will be modified when the bid is awarded. The successful contractor should rely on the information in 6.4.4 as to the supplies, materials and equipment.

24. On page 46, under the headings Level 1-Orderly Spotlessness and Level 2-Ordinary Tidiness, the final desired specification is listed as, “All area lighting is operational.” Is the intent of this spec that custodial staff informs maintenance staff when there are lighting issues (or other mechanical issues) on campus? Or is it the intent of the scope of this contract that the contractors replace bulbs in non-functioning light fixtures? And if so, is it the intent of the RFP

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

that the expense of these bulbs be borne by the contractor? Is the bid to incorporate maintenance issues as well as janitorial services?

This bears clarification and interpretation as, on page 40, section 6.4.4 *Supplies, Materials, and Equipment*, the first sentence stipulates that, "the contractor will provide the necessary supplies, materials and equipment at its own cost and expendable supplies, including but not limited to, toilet tissue, paper towels, deodorants, washroom soap, plastic container liners (trash bags) vacuum cleaners, buffing machines, scrubbing machines, wet and dry vacuums, carpet cleaners/steam cleaners, etc. necessary to complete all work required."

Can you verify that this paragraph is intended to insure that items requested in the RFP are to be vendor supplied, but the clause "included but not limited to" does not imply additional demands will be made of the contractor without additional compensation?

ANSWER:

The vendor is not required to provide or replace any light bulbs in area lighting fixtures. The vendor should notify the APSU Physical Plant work order clerk of any non-functioning lighting or other obvious maintenance problems.

The vendor is responsible for providing all equipment and supplies necessary to meet the requirements of the RFP. Any additional service request that is outside the scope of the RFP will be subject to additional compensation as negotiated within the framework of the RFP.

25. On page 41, section 6.46, there is a stipulation that office space and six night time parking spaces can be made available to the selected contractor. Are these six spaces available during day-time hours as well, or are they needed for other University entities during that time? How much do additional parking credentials cost?

ANSWER:

The six parking spaces described in Section 6.4.6 would be adjacent to the Shasteen building. This is intended to accommodate vendor vehicles (vans, trucks, golf carts, etc) that would typically remain on campus across custodial shifts. Space for these (up to) six vehicles is available 24-hours-a-day, 7-days-a-week.

If parking passes are needed for vendor's employees, these are available for \$61/year. This allows parking in faculty/staff parking areas ("red parking"). Parking along Henry St (north of Bailey St) or Hannum St does not require a permit.

26. What is the seating capacity in the Dunn Center stadium (basketball events)?

ANSWER:

Ticketed capacity for basketball is 4,800

27. What is required for cleaning for football events?

AUSTIN PEAY STATE UNIVERISTY
RFP 12-030
Custodial Services Questions & Answers

ANSWER:

Post game cleaning includes trash pickup in the seating area and all areas inside stadium fence. Also includes cleaning restrooms, locker rooms (home, visitor, officials), boxes (president's box, media box, coaches' boxes), and concourses.

28. Please specify what work is required for events (pre-event, during event and post event).

ANSWER:

This will vary depending on event location and anticipated number of attendees, but typically:

Pre-event: stock restrooms

During event (large events): stock and service restrooms

Post-event: clean event area, common areas, and restrooms

29. Please provide the percentage of events that occur during the day, at night and on weekends separately for athletic events and all other events.

ANSWER:

The majority of APSU events occur during the building operating hours noted on the RFP in section 6.4.11. The notable exceptions are events occurring in the Clement Auditorium and Memorial Health gym in the evenings and on weekends.