

Fort Bend County RFP 21-041

Q & A #1

Question 1: Who is the incumbent?

Answer: High Quality Cleaning Services

Question 2: Is this being bid due to service issues or the contract renewals are up?

Answer: Contract renewals are up.

Question 3: Is it a requirement for every member of the cleaning crew to speak English or can there be a lead at each building for the night crew that speaks English?

Answer: See: 22.5 & 22.14; just as long as they can read, speak & write English

Question 4: Section 22.13 states there should be a form attached for the attendance record, but there is nothing in the RFP. Can you please provide this? If not, we can provide our own.

Answer: Please provide your own.

Question 5: Section 24.1.4.2 states that Ceramic Tile has to be Auto Scrub entire floor. This will drive the cost up significantly and normally is done on weekly or monthly basis, with mopping being done nightly. The cost to put a machine at each location will drive the price up as well. Is Fort Bend County open to reducing the frequency on this to weekly or monthly? How many pick up services are allowed to have the contract once its awarded?

Answer: See Sections: 23.2, 23.3, 23.4, 24.5

Question 6: At the Dew House First Floor, does Fort Bend County have any idea how many events occur each month? It is tough to price this out not knowing how many events happen each month. A price per hour could be more feasible approach for this section.

Answer: Currently due to COVID; cleaned once a month, but events when scheduled could be 4 a month

Question 7: Would it be possible to get the breakdown of types of floors for each location with what percentage is carpet, tile, etc?

Answer: VCT 100% to VCT 90% w/ 10% carpet depending on location

Question 8: When evaluating each RFP that is turned in by each company, will there be any points awarded in the Section "Understanding Scope of Work" for companies that actually went on individual site walks at each location? Based off visiting every site, I do not see how a company could possibly bid this the right without actually putting eyes on each site.

Answer: No

Question 9: Can you confirm the following locations need to be Top Scrub (Section 24.5.3.2) every 45 days?

Answer:

- a. Mustang Community Center? *Yes*
- b. Fifth Street Community? *Yes*
- c. Four Corners Multi-Purpose Community Center?
2 Kitchen, Classroom; 4 Corners Community Center
- d. Landmark Community Center? *Not the Gym*
- e. Pinnacle Senior Center? *Yes*

Question 10: Which sites do not have trash dumpsters? For the sites that do not have trash dumpsters, can the cleaning crew leave in one of the barrels that the Fort Bend County employees change out or does the trash need to be hauled off?

Answer: Mustang needs to be hauled off. Landmark, as well, until they receive receptacle for that location.

Question 11: Can you please provide the earliest start times that the cleaning crew can start cleaning and also when the cleaning crew has to be out of that specific location?

Answer: See Section 22.11 ; each location varies depending on staff and or event (currently not accepting due to COVID). It can be as early as 4pm keeping inconsideration of outside restrooms. Pinnacle 7:30pm – 7:30am.

Question 12: Ashley mentioned at the Mission Bend Boys and Girls Club that the VCT was not on a set schedule for the 45 day Top Scrub program. Can you please clarify what the expectation is here?

Answer: The entire building except gym and two offices that have carpet.

Question 13: At the Landmark Community Center, will this cleaning contract include the floor maintenance for the basketball gym floor? Specifically talking about the sand and recoat that is typically done each year on most basketball gyms where sand screens are used and a oil or water based gym floor finish is applied. If this is to be included, can this be a line item instead embedded in the monthly price?

Answer: No

Question 14: What are the procedures related to COVID-19 due to transmission rate reduction measures as it relates to this service provision for normally occupied/inhabited spaces?

Answer: Currently staff are at locations but no events; will discuss when COVID is lifted.

Question 15: We propose a monthly, rotating QA/QC review on selected sites. The end result of that performance review would mean 2 visits to each location in the course of the first two quarters of the base contract year. Would this be acceptable to the County or does the County have a program in place to cover this aspect of contract fulfillment?

Answer: Section 23.0; Parks reviews daily, if issues will inform vendor and Purchasing. If issues not rectified, then will recommend Purchasing to place on court for cancellation of contract and re-award.

Question 16: The solicitation calls out a negotiations phase prior to final award. Will this include multiple offerors, the top 3 rate respondents or only the apparent/anticipated awardee?

Answer: The apparent most highly qualified respondent.