

**February 27, 2018**

**Custodial Services Contract**

**Reference Request for Proposal (RFP) #218-35**

**Question & Answer – Specification Clarification II**

Grand Valley State University (GVSU) has the following answers to questions that have been submitted from the pre-bid meeting and site visits to Winter Hall (WIN), Secchia Hall (SEC), Seidman Center (SCB) and the Raleigh Finkelstein Hall (RFH). GVSU’s response are noted in red.

* Page 16 (Site supervision). Can you confirm that you are looking to have a site supervisor for each building on each shift?
	+ The custodial contractor needs to determine what they need in order to complete the tasks listed in the bid document.
* Is it possible to provide us with current expectations on minimum staffing levels per shift per building? (Such as Seidman has 1 FT day porter, 4 FT 2nd shift cleaners Sun-Thur and 2 FT cleaners on Friday).
	+ We currently have one dayporter at SCB, but ultimately staffing requirements need to be determined by the custodial contractor in order to complete the items listed in the bid document.
* You require that a Custodial Manager be on-site daily, Is it your expectation that this Manager will also travel to the Muskegon locations or do you require a separate Custodial Manager for that area?
	+ The custodial contractor needs to determine their staffing levels in order to determine how they will inspect and manage the crew’s ability to complete the tasks on the bid document. We require a quality check in Muskegon at least once a week.
* Please confirm that the specialty floor care such as Strip/Wax, Carpet Cleaning, Upholstery Cleaning and LVT should be included in the Base price for all buildings except Apartment turns (which are at a billable rates)?
	+ Yes, you are to include the items listed above in the base price but we should be able to see what you are charging per square ft. Apartment turns are at billable rates.
* Are we responsible for sorting recyclables or simply emptying to designated locations?
	+ You are to empty recycle bins and put it into the recycle dumpster at each location. Although we are not requesting that recyclables be “sorted”, obvious items should be taken from one bin and placed in the appropriate bin. Housing has specific locations for #1- glass, #2- pizza boxes, and #3- cardboard, metal, plastic. Our recycling/trash company may refuse to dump our trash if regularly misused.
* Can you confirm that there is only 1 laundry area at Secchia Hall as well as 1 Mechanical room?
	+ There is one laundry room and two mechanical rooms at Secchia.
* Do we have any cleaning responsibility in the Mechanical Room?
	+ There is not a responsibility to clean mechanical spaces.
* Please confirm that all offices at Seidman are to be cleaned only 1 time per week?
	+ Private offices are to be cleaned once a week on a routine basis according to Exhibit 2. Please note exceptions listed in Exhibit 5b. Cubicles/Open office areas/suites are to be cleaned nightly.
* Do you have a break out of total square foot of Common Spaces vs Office space at Seidman?
	+ We do not have this broken down. Each private office is approximately 110 square ft.
* You mentioned a day porter at Winter/Secchia. There are not any hours specified for a day porter to be onsite. Could you please clarify a) what time of day they should be onsite? Is the 8 hour window you mentioned intended to be the full amount of time to clean the building? Can the cleaning company bill the University for any additional hours above the 8 hours mentioned.
* The weekend hours are specified to be 4 hours. Is the cleaning company expected to complete the items listed regardless of the amount of time to complete? Would time spent above 4 hours be billed to the university
	+ 8hrs is just a guideline. Bids shall be based on how many hours the cleaning company will require, during daytime hours, to clean the areas you’ve seen based on walkthrough, according to the specifications.
* The Seidman work rooms were not mentioned on the walk through. How many of those are there throughout the building?
	+ Each department has a workroom at Seidman. There are ten of these rooms (1101, 1107, 1039,1052,3117,3041,3013,3020,3048 and 3078) all with sinks and refrigerators.
* Are day porters expected to be onsite during VIP events at Seidman? How many VIP events occur throughout the year?
	+ Yes. There shall be a day porter in the building during VIP events. The event schedules are sent out so that the cleaning company can coordinate schedules based on these events. The actual number will vary.
* Conference, meeting, seminar, auditorium and “specific rooms” will need to be cleaned on the weekend. The specs say that a list will be provided of rooms in use. Are classes conducted on Saturdays? How many classrooms are typically used on Saturday and/or Sunday? Is there a requirement for the common spaces, hallways, rest rooms, to be cleaned in addition to the spaces mentioned?
	+ A complete schedule of “room use” will be sent out. On average, there are 4 classes/day on the weekends at Seidman. We need rooms on these lists cleaned after the booking in addition to all common spaces in use (hallways, restrooms stocked to accommodate).
* Will there be weekend classes held at Finkelstein Hall during the duration of the contract? The specs mention first floor public spaces needing to be cleaned 7 days per week. Will the public spaces on floors in which classes are held also need to be cleaned?
	+ As of the spring summer semester, there is one class a month on Saturday.

**Raleigh Finkelstein Hall (RFH) Questions**

* How many special events will be held at RFH?
	+ This has yet to be determined as the building is not yet open and there isn’t a demonstrated history. Please plan for one each month and accommodate as needed.
* How many weekend classes are in RFH?
	+ As of the spring/summer term there is a class scheduled one Saturday each month.

**Muskegon Questions**

* Is a Dayporter needed in Muskegon?
	+ A Dayporter is not needed in Muskegon
* How often are the Labs cleaned in AWRI?
	+ Labs should follow the standard Lab cleaning schedule w/in the RFP

Bid Opening: Friday, March 16, 2018 @ 10:00 AM

Thank you for your participation,

Valerie Rhodes-Sorrelle, C.P.M.

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