

City of Charleston

Procurement Division

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Charleston, SC 29401



ADDENDUM #4 Q&A

T: (843) 724-7314

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DATE: July 10, 2020

TO: All Bidders

FROM: Robin B. Robinson

RE: 20-P024R – Janitorial Services for the Gaillard Center and MOB

This addendum #4 Q&A to the solicitation is being made for the following reasons:

Q-1 It's our understanding that the total approximate square footage for both facilities (MOB – 93370, and Gaillard Center – 165185) is approximately 262088. Is that correct?

A-1 MOB is approximately 96903, the rest is correct.

Q-2 What are the normal business hours for the MOB?

A-2 8am-6pm Monday to Friday

Q-3 What are the normal business hours for the Gaillard Center?

A-3 8am-6pm Monday-Friday

Q-4 What bonds are required and the associated dollar amounts (if any)?

A-4 Gaillard Management Corporation as additional insured on General Liability insurance and bonded for at least \$100,000.

Q-5 According to the RFP for the Gaillard Center, you are requesting a minimum of 2 staff members (porter and regular staff) during the day, and in addition, at least 3 staff members per shift for cleaning. Is that correct? What are the hours of those 3 shifts?

A-5 The Gaillard Center typically has a staff of 3 on each of the 3 shifts and a Contract Manager; however, COVID-19 has reduced the Gaillard to 2 and the manager during business hours.

The typical shifts are staggered for days off; 1st (8am-4pm) is Mon.-Fri. with Sat. and Sun. off; 2nd (4pm-12am) is Thur.-Mon. with Tue. and Wed. off; 3rd (12am-9am) is Tue.-Sat. with Sun. and Mon. off. We are open to suggestions you feel would work better but would need to be approved by The Gaillard Center.

Q-6 Are there any staffing requirements for the MOB?

A-6 Yes, 1 day porter. The remaining staff (currently 3 or 4 individuals) to service the MOB after offices have closed (6pm to 10pm).

Q-7 What was the name of the previous contractor and the awarded contract amount?

A-7 CMA Services, Inc. The current contract amount is approximately \$133,880 for the MOB side. During a normal operation the Gaillard Center monthly invoice was approximately \$16,000 during our slow months and \$27,000 during our peak months.

Q-8 The awarded contractor is responsible for all supplies, correct?

A-8 Yes.

Q-9 Cleaning staff are responsible for cleaning up after each performance, correct?

A-9 Yes.

Q-10 Will the awarded contractor receive a schedule of the performances?

A-10 Yes we currently communicate the schedule and additional staffing needs with the Contract Manager.

Q-11 Are there on average 2 to 4 events in the theatre per week, and 2 to 3 events in the ballroom per week?

A-11 Probably more like 2-3 in the performance hall and 2-4 in the exhibition hall, with around 16-17 events a month. Most events happen later in the week with most weekends having events.

Q-12 We understand that the City may opt to split the award or to award in lots. That said, our proposal will contain certain built-in efficiencies that will be lost with the loss of square footage. In the event that we are awarded part of rather than the entire contract, may we at that time advise the City of our intent, if applicable, not to accept the award?

A-12 Yes.

Q-13 What are the main reasons you are making a change in service?

A-13 The contract is expiring in October. Our contracts are typically only for 1 year with the option for 4 – 1 year renewals. We have come to the end of the 5 years.

Q-14 What improvements are you hoping to achieve with the next service provider?

A-14 The Gaillard Center plans to be able to take a hands off approach with the service provider. When opening the building we learned a lot and have been heavily involved in day to day operations of the janitorial service. We also hope to have a better form of communication between all parties. Ultimately reliable communication and staffing as requested per the event needs will go a long way in maintaining the standards we strive to achieve.

Q-15 How many contractors have you had in the last 10 years?

A-15 This building was completed in 2015. We have only had 1 contract for this location.

Q-16 What is the square footage of each floor type listed on the SOW?

A-16 For MOB and the Gaillard Center (we do not have a breakdown per side):
Broadloom Wool Carpet- approximately 26,200 sq. ft.
Broadloom Carpet- approximately 3000 sq. ft.
Carpet tiles- approximately 52,800 sq.ft.
Terrazzo- approximately 13,400 sq. ft.
Natural Stone- approximately 4,600 sq. ft.
VCT flooring- approximately 17,800 sq. ft.
1” and 2” tile floors- approximately 10,800 sq.ft.
Hardwood flooring- approximately 2,000 sq. ft.

Q-17 How do you currently communicate with your contractor to ensure all work orders and needs are met?

A-17 Communication is done with the contract manager, we do not have a work order system in place for janitorial but would love to see a more digitized form of communication, tracking of completed work, and inspections.

Q-18 Do you have a mat service or service provider for them?

A-18 Yes we use Uni-First.

Q-19 Is the police substation that is located in the MOB a part of this RFP?

A-19 Yes it is. The employees that clean this office will likely have to have clearance. All of that will go through CPD once the contract is awarded. A P.O.C. will be provided at that time.

Q-20 Is a performance bond or bid bond required for this contract?

A-20 No.

Q-21 Can you tell me how much you are currently paying now to have this service done?

A-21 See A-7.

Q-22 Can you tell me how many janitorial staff members are working at the Gaillard Performance Center? Is the contract requesting a minimum of 6 people 5 days a week? Just verifying.

A-22 See A-5.

Q-23 Can you disclose who the current contractor is and price being paid? To include current hourly rate being charged for special events?

A-23 See A-7. The supervisors are billed at \$10/hr and regular cleaning staff starts at \$9/hr. These rates are the same for regular and event shifts.

Q-24 Due to COVID-19 and practicing of safe distancing, will electronic responses be allowed?

A-24 No. Proposals need to be submitted as specified in the RFP.

Q-25 Are there any bond requirements?

A-25 See A-4 & 20.

Q-26 If company submitting a proposal is already a Minority Business, does that company have to follow the 20% MWBE guidelines?

A-26 The 20% is not a requirement for this project. If you intend to self-perform and/or are a W/MBE that will be self-performing, please complete Affidavit C.

Q-27 Can you briefly explain the “standard cleaning requirements for GMC (95 Calhoun St.): Will we need to staff the building with 2 fulltime 8 hour day porters and a supervisor 8 hours per day? What is meant by “normal operations require 3 shifts”?

A-27 Due to covid-19 situation the Gaillard Center is currently operating on a staff consisting of the Contract Manager, Supervisor, and a regular cleaning staff member. “Normal operations” would be when the center is operating at normal capacity at around 200 events a year. See A-5 for the schedule during that time.

Q-28 GMC: How many events are there normally per month? How often are weekend events scheduled?

A-28 See A-11.

Q-29 GMC: During special events, will the contractor be required to provide a male and a female custodian to cover restroom cleaning?

A-29 Yes.

Q-30 Were the site visits Mandatory?

A-30 They were not.

Q-31 If you are a minority owned business do you have to sign the minority affidavit sections A & B?

A-31 If you are a minority or woman-owned business, you only need to complete affidavits A & B if you are subcontracting any work out. Any vendor that intends to self-perform, needs to complete affidavit C.

Q-32 I do not see anywhere in the RFP that it is necessary to staff 3 people for 3 shifts plus a supervisor. It actually reads 2 and a supervisor. Will you create an amendment making this a contractual requirement?

A-32 Page 37 states "Normal operations require 3 shifts consisting of a supervisor and no less than 2 regular cleaning staff per shift." This would be 1 supervisor for each shift. Currently there is a shared contract manager that we do not count in the shift numbers.

Q-33 Are we able to bill separately for events seeing that the actual number of events and amount of staff needed is unknown?

A-33 The Gaillard Center is currently billed hourly for both regular and event hours for the supervisors and cleaning staff. See A-23 for current rates.

Q-34 What is the current monthly price for 95 Calhoun St. and 2 George St. with the current contractor at each individual location?

A-34 See A-7

Q-35 What is the current hourly rate with the present contractor regarding special events at 95 Calhoun St.?

A-35 See A-23

Q-36 What is the current janitorial staffing model by the present vendor at 95 Calhoun St. and 2 George St. in terms of number of staff for each address, work times, and days? The standard cleaning requirements of the GMC for normal operations at 95 Calhoun St. states 3 shifts of at least 3 people each, but they currently just have the 1st shift working due to reduced operations, correct? What is the current evening work time and days for the janitorial staff at 2 George St.? Does the janitorial staff at 95 Calhoun St. and 2 George St. each just work at their separately addressed locations during normal and reduced operations?

A-36 See A-5. The janitorial staff during normal business work for both sides and clock in and out for billing purposes on the Gaillard Center invoice. The crew working during Covid-19 has stayed on their respective side.
For the MOB staffing See A-6.

Q-37 What is a general estimate of the additional requested number of janitorial staff members for special events at 95 Calhoun St. by the GMC? How often would this exceed the usual minimum of 3 shifts of 3 people? What is the largest request of additional staff members that can be expected in addition to the 3 people that would normally be present?

A-37 For most events we request 2 additional (5 total) janitors, typically during the 2nd shift. Last year the largest request made was 3 additional (6 total) janitors because of 2 large events on the Performance Hall and Exhibition Hall side of the Center.

Q-38 **Disposal – Trash removal off of City property is the responsibility of the contractor.**

- **Would the City please identify if the contractor, or the City provides the Vendor to remove the Recycling from the City property?**
- **Will the City provide an area for a dumpster to be stored outside for Contractor to use for trash removal off of the property?**

A-38 The Gaillard Center and City have trash and recycling dumpsters on site. The pickup schedule for the Gaillard Center 8yd compactor and 2 4yd recycling dumpsters will be determined on a by event basis. The city maintains the schedule for the 2 4yd dumpsters (1 trash and 1 recycling).

Q-39 **Contractor furnished Materials – Floor stripper shall be determined by the recommended product from floor manufacturer. Will the City provide the manufacturer upon award?**

A-39 The Gaillard Center plans to continue the use of Smith & Jones Warrior floor finish and Zip Stripper floor stripper.

Q-40 **Page 35 state that low dusting and high dusting are performed weekly and monthly. Will the City clarify this requirement?**

- A-40** The expectation would be for all areas reachable from an 8ft ladder be cleaned as listed in the RFP, in addition to pole dusting molding, ledges, ceiling corners, air conditioning vents, etc. to prevent dust and cobweb build up to a height of 25'.
- Q-41** **In reference to the High Cleaning requirements on page 40, will the City please provide the height of the vents, light fixtures and walls for high cleaning requirements? Will a lift be needed, and will there be maneuverability for a lift?**
- A-41** See A-40, a lift is not required.
- Q-42** **In reference to the Scheduled Frequencies – Semi-Annual Typical Requirements on page 42, will the City identify the number of blinds and the height of the attachment of the blinds for this requirement?**
- A-42** This item is not applicable to the Gaillard Center.
- Q-43** **In reference to the Miscellaneous Requirements on page 42, will the City please clarify the requirement of completing finishing of all floors during the first 60 days? Will this be a complete strip and wax?**
- A-43** This was an item from construction and is not applicable to the Gaillard Center at this time.
- Q-44** **On page 46 – 48 of the RFP, the City references Curtain Cleaning Bi-Annually. Will the City identify the number of curtains, the type of material, and the length of each curtain?**
- A-44** See A-42
- Q-45** **Event cleaning is not included in the monthly cleaning cost. It is charged by the hourly event price, correct? Also, is the “Hourly Event” price per person used or a team hourly price?**
- A-45** Yes it is currently billed hourly for all janitors, see A-23 for current rates.
- Q-46** **How much square feet are cleaned on non-event days?**
- A-46** During normal business most non-event days are spent recovering for the next event. With that said there is not a general non-event day square footage.
- Q-47** **The Gaillard Center is open 5 days per week plus event days, correct? Are there any days the Gaillard Center is closed, such as Christmas, etc.?**
- A-47** The Gaillard Center currently observes New Year’s Day, Martin Luther King Jr.'s Birthday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving,

Christmas Eve, Christmas Day. These are not guaranteed and are dependent on the event schedule.

Q-48 Are the 2 building connected by indoor walkway or within walking distance of the other?

A-48 The Municipal Office Building (MOB) and the Gaillard Center are all in one building. Walls are what divides the building space between the Gaillard Center and the MOB. The Gaillard Center also has an office on the second floor of the MOB.

Q-49 Is there office space in the Gaillard Center? If so, what is that square footage?

A-49 Yes it is approximately 3800 square feet.

Q-50 Can the City or the Facility Management company provide a breakdown of floor types for the two facilities?

A-50 See A-16.

Q-51 When is the contract start date?

A-51 The intended contract start date is October 1, 2020.

Q-52 Does the scope of work include exterior building window cleaning?

A-52 The City will contract out the exterior window cleaning separately.

Q-53 The City's bid award criteria is referenced on page 29. Will the City share the weights that will be assigned to each criterion?

A-53 That has yet to be determined.

Q-54 The RFP state that event cleaning will take place 2 – 3 times per week on average. What is entailed in event cleaning?

A-54 That information can be found on pages 42-43.

Q-55 Do the hardwood surfaces consist of a polished terrazzo and marble, or a finished terrazzo and marble?

A-55 See A-16. The terrazzo is finished and the marble is polished.

Q-56 How many square feet of resilient flooring is there in the Gaillard Performance Center?

A-56 See A-16.

Q-57 **Page 51 of the RFP says that the square footage for MOB is 96,903 sq.ft. and the Auditorium is 165,185 sq. ft. Does the 165,185 sq. ft. include all square footage of the Gaillard Center?**

A-57 165,185 is the estimated total square footage of the Gaillard Center with the breakdown being the exhibition hall at 43,856 and the performance hall at 121,329.

Q-58 **Since coronavirus will skew the consumables data for the last 3 months, can we get 6 to 12 months of historical data for consumables?**

A-58 The staff count for the MOB is (these numbers are for a normal/fully occupied condition) 82 Females, 89 Males (171 in total). The consumable list for the Gaillard will be on our website.

Q-59 **Is a cost-plus model an option for consumables, particularly at the Gaillard Center? That way, we don't have to build in charges for worst-case scenario (~200 performance nights when you're way down from that at this time), and you can pay only for what you need to maintain sufficient (baseline) stores and to restock each month.**

A-59 Yes that is how the Gaillard Center invoice is currently billed.

Q-60 **Since interior and exterior window cleaning is a requirement of this RFP, please indicate number of windows.**

A-60 See A-52, we do not have a count of windows for internal cleaning.

Q-61 **Are there any objections to the awardee interviewing and potentially hiring incumbent staff since they will have intimate knowledge of the building and the account? We would train them on our standards, any new technologies, and implementation of any new processes.**

A-61 The Gaillard Center would have no objection to that.

Q-62 **Given we're still in the midst of a pandemic, will any consideration be given to accepting electronic proposal submittals to reduce employees' contact with outside packages, unnecessary traffic into your building, and other concerns? (SC Dept. of Mental Health accepted only electronic bids and no paper bids for their recent janitorial RFP.)**

A-62 The City has been accepting proposals and bids via mail, alternate courier (UPS, FedEx, etc.) or hand delivery. If you hand deliver, you will have to call our number to gain access to our building at the address listed on the RFP.

- Q-63 Page 30 Employee ID – Please clarify the identification required for our employees (badge, uniform, picture, etc.)**
- A-63** The Gaillard Center will provide ID cards that include a picture. The respective City or Gaillard Center staff will provide key cards for access to the areas associated with their side of the building.
- Q-64 Page 32 & 45 Compliance – who determines the value of the 10% noncompliance work? It is 10% of what value?**
- A-64** City/MOB & GMC management will make any noncompliance work determinations dependent upon area of concern.
- Q-65 Page 32 & 45 Compliance – would the contractor have the 8 hours to re-perform or will the City have City personnel do this prior to the 8-hour window? If so, who makes this determination?**
- A-65** The contractor would have the opportunity to re-perform the work, both the City/MOB & GMC management will make any quality of work determinations dependent upon area of concern.
- Q-66 Page 32 & 45 - Would all noncompliance charges be discussed with contractor management prior to deductions being made?**
- A-66** Yes
- Q-67 Are all windows to be cleaned inside and out for both the MOB and Gaillard Center? If so, it would be helpful to know number of windows per floor.**
- A-67** See A-52.
- Q-68 What are the current hours for the day porter and three night cleaners on the MOB side?**
- A-68** See A-6
- Q-69 Page 34 – Window Cleaning – When you are asking for the exterior office windows to be cleaned on a monthly basis, are you asking us to clean the outside of the windows on the exterior wall of the building?**
- A-69** See A-52.
- Q-70 Page 34 – Window Cleaning – When you are asking for the interior office windows to be cleaned on a monthly basis, are you asking for the inside of the windows on the exterior wall of the building or the glass bright glass throughout building?**

A-70 All interior glass, to include office door panels, meeting room windows etc.

Q-71 Can we get a window count of how many are in the Municipal Office Building?

A-71 Interior glass only.

Q-72 Being asked to supply urinal cakes, how many urinals are in the building on both the Municipal Office side and how many urinals are in the Performance Center?

A-72 The Gaillard Center has 26 urinals and 5 for the MOB.

Q-73 Is there any carpet cleaning on the bid for the Municipal Offices?

A-73 Only vacuuming & spot removal.

Q-74 Is there any machine scrubbing in the restrooms in the bid for the Municipal Offices?

A-74 No.

Q-75 How many square feet of each floor types are in the Municipal Office?

A-75 See A-16

Q-76 Are there any hand sanitizers dispensers that we would be responsible for filling? If so, what kind of hand sanitizer is used in it (brand & number)? How many dispensers are in the Municipal Offices?

A-76 2 – Purell TFX 1200ml auto dispenser

Gaillard Performance Center

Q-77 Page 36 – *The GMC will require the Contractor to adhere to the GBAC standards of sanitation and cleanliness as we strive to be GBAC certified.*
What training will be required for this? Will all employees need the training or just the supervisor? What is the cost?

A-77 The International Association of Venue Managers (IAVM) is currently working on a pricing structure for event venues. Until they finalize that we do not know the full cost. The training would be for the full staff.

Q-78 Page 36 – How frequently would you like the building to be disinfected? Daily?

- A-78** We are currently disinfecting after setup and after each event. The amount of space and frequency will vary depending on the event schedule.
- Q-79** **Due to an unknown amount of people for the special events, is it possible to bill consumables separately?**
- A-79** See A-59.
- Q-80** **Page 37 – *Carpet shall be vacuumed and spot cleaned regularly with periodic full washing.* How frequent is the full washing required?**
- A-80** On an as needed basis determined by the contractor and the Gaillard Center.
- Q-81** **Page 37 – Do the vacuum, floor scrubber and burnisher have to be ride-on?**
- A-81** The vacuum and burnisher need to be ride-on, the floor scrubber would be ideal but not required.
- Q-82** **Do the backpack vacuums have to be battery powered?**
- A-82** As stated in the RFP we would prefer for them to be if the run time can be +60 minutes. With the layout of the theater cordless it is ideal but not required.
- Q-83** **Page 37 – *Normal operations require 3 shifts consisting of a supervisor and 2 regular cleaning staff per shift.* What are the times set for these shifts?**
- A-83** See A-5.
- Q-84** **Page 38 – *Floor finishing includes cleaning and applying finish to smooth finished concrete, rubber, vinyl, and linoleum, clay and terrazzo floor surfaces.* What finishes are applied to these floor types?**
- A-84** The restrooms have sani-glaze on the tile floor. The Gaillard Center uses the floor finish mentioned in A-39 for the terrazzo and VCT.
- Q-85** **Page 38 – *A number of coats of finish, to be determined by GMC, must be applied.* How many coats will be needed?**
- A-85** 2-3 with the anticipation that only cleaning and additional coats are needed to maintain the floors per the manufacturer recommendation.
- Q-86** **How many sq. ft. of each floor types are in the Performance Center?**

A-86 We do not have a breakdown of floor types per area see A-16 for the full facility breakdown.

Q-87 Are there any hand sanitizers dispensers that we would be responsible for filling? If so, what kind of hand sanitizer is used in it? How many dispensers are in the Performance Center?

A-87 Currently rentals serviced by AlSCO.

If you have any questions, please feel free to call 843-724-7312 or 724-7314. Thank you in advance for your cooperation.

Signature of Acknowledgement

Date

Company Name