



County of El Paso Purchasing Department
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ADDENDUM 3

To: All Interested Proposers
From: Linda Mena, Inventory Bid Technician
Date: July 13, 2009
Subject: Bid # 09-056, Janitorial Services for the County Courthouse

Please Note on Addendum 1 - question #13

13. Is a performance bond required?

Yes, if the Proposer's submittal exceeds \$100,000.00 per year.

Correct answer is --- No performance bond required.

The Purchasing Department received questions relating to the above referenced proposal; the response to the following question:

1. Is the vendor free to specific day porter hours at the Medical Examiners Building?

Yes, as long as the work is completed and it does not disrupt the normal course of business. There is currently no janitorial services performed at night, however, "noisy" services such as vacuuming and floor machines are scheduled to be performed before or after hours to avoid disrupting operations.

2. Are the day porters expected to make coffee, clean refrigerators, or wash any dishes?

No. All County employees/departments are responsible for cleaning their own dishes, refrigerators, microwaves, coffee pots, etc. and the *inside* of kitchenette cabinets. Contractor is only required to clean the kitchenette counters, table, sink, faucet, and floor, including the areas *surrounding* the equipment, if it is exposed. For example, if the floor area to the side or underneath a refrigerator is exposed where dirt/debris accumulates, this is considered part of the floor, not the refrigerator, and the contract is expected to clean the floor area.

3. Are the day porters expected to receive directions from the staff of the county?

Yes, from the Facilities Management Department, usually in response to emergency cleanup for spills, restrooms, receiving janitorial supplies, etc. The contractor may specify if the County is permitted to contact the Day Porter directly or if the County will need to contact the Contractor's office or supervisor; either method is acceptable, as long as there is an immediate access/response, within reason.

4. It is our understanding that we do not have to stock paper towel dispensers in the County Courthouse, the Tax Office and Jury assembly, as the County utilizes hand dryers instead. Could you please confirm or clarify?

The vendor does not have to stock paper towels in any public restrooms where there is a hand dryer. All of the public restrooms in the Courthouse have electric hand dryers, and electric hand dryers were just added to the MDR Building restrooms in May 2009.

5. We are missing a bid sheet for all of the facilities. We have only the bid sheet for the County Courthouse. Have these bid sheet been provided yet, and if so where can we have access them?

All three bid sheets are posted on the County Purchasing website in the bid.

- Page 16, Tab 1A is for the Courthouse, Tax Office, and Jury Assembly Hall, which MUST be bid together as one unit.
- Page 17, Tab 1B is for the Medical Examiner's Office.
- Page 18, Tab 1C is for the County Administration Building (aka MDR Bldg).

6. Are there any accommodations by the county to provide compensation for any added work or extra work created by factor such as construction clean up, special request, etc.?

See Page 9, paragraph 7F

7. Is there a provision that would enable a vendor to increase the contract price in the event of an increase in the minimum wage?

See Page 6, paragraph 5

8. Does the County have a problem resolution procedure for the vendor? Specifically what steps does the vendor take to resolve any outstanding issues?

See Page 10, paragraphs 8, 9, and 10.

9. Regarding the quarterly requirement for floor work, would the selected contractor be required under the quarterly requirement to complete all the work on a fixed day, or perform the required work over a longer time period?

It is at the discretion of the contractor, as long as the work is scheduled at rotating quarterly intervals for carpet shampoo. The vendor may do the service all at once, or, for example, divide the work by floors, so that they are completed in a staggered schedule throughout the year.

10. Would it be a requirement that a full time 40-hour per week supervisor be on suite and available at the County Courthouse during the contract period.

Due to the size of the Courthouse, Tax Office, Jury Assembly Hall, and County Administration Building, and the sensitive nature of the departments located there, it is strongly preferred that there be constant supervision of the custodians at night, or when the majority of services are performed. The Day Porter does not require constant supervision, however, the vendor must have an established procedure to deal with normal daily cleanup directives where the County either contacts a supervisor directly, or the Day Porter directly.

11. Are we expected to clean cluttered workstations and floor area?

No. For daily/nightly cleaning, all County employees are responsible for their own work stations, desks, computers, office equipment, personal photos, decorations, plants, etc. If a floor area, furniture, shelving, etc. is obstructed by clutter, the contractor is expected to clean around the clutter, within reason as best as possible. If the County employee requests more detailed cleaning, they will be required to clear the area to be cleaned.

However, ¶7C, D requires the contractor to provide 24 hours notification when carpeting will be shampooed and floor tile will be stripped/waxed, specifically so that the area can be cleared.

12. Is the MDR building available for cleaning at night?

Yes.

13. How would the County Courthouse Administrators rate the performance of the cleaning staff?

The County will rate the performance based on the quality, quantity, and thoroughness work is completed without prompting, in relation to the Schedule of Cleaning. Number of complaints, professionalism, communication, effective problem resolution, and how corrective action is taken will also be taken in to consideration.

14. What is the length of time the successful bidder will be given to correct long term cleaning deficiencies present in the building?

The contractor is not expected to correct any current deficiencies immediately, but is expected to correct deficiencies as the schedule allows in relation to the Schedule of Cleaning. For example, if a floor needs to be stripped and waxed now, the Contractor is not expected to perform the service immediately; however when planning the future strip/wax schedule, the contractor is expected to schedule the worse areas first, and the areas in better condition later in the cycle.

15. How much is currently the County paying for the MDR building?

\$3,675.60 per month.

16. How much product is being used for paper towels, toilet tissue, hand soap, trash can liners, etc... regarding the MDR building?

Approximate:

- Toilet Paper and Paper Towels, please see Addendum 1, Exhibit A.

- Hand Soap: 1-2 Cases/month
- Large Trash Liners: 1 Case/month
- Small (Office) Trash Liners: 1-1.5 Cases/month

17. Is the cleaning being done at night, or do you need a porter during the day at the MDR building?

The cleaning is being done at night, and there is one day porter that comes in around 11:00 am. A similar schedule is strongly preferred.