



ADDENDUM III

SUBJECT: Request for Competitive Sealed Proposals – Annual Contract for Custodial Services, (RFCSP 23-059, 6100016583), Scheduled to Close: Wednesday, August 23, 2023; Date of Issue: Friday, July 7, 2023

FROM: Denise Gómez-Esquivel, C.P.M, CPPB
Procurement Administrator

DATE: August 21, 2023

THIS NOTICE SHALL SERVE AS ADDENDUM NO. III - TO THE ABOVE REFERENCED REQUEST FOR COMPETITIVE SEALED PROPOSALS

THE ABOVE-MENTIONED REQUEST FOR COMPETITIVE SEALED PROPOSALS IS HEREBY AMENDED AS FOLLOWS:

1. ADD: Exhibit V – Restroom Assessment, this document will be posted as a separate file.

2. ADD: 004- Scope of Services, 4.3 Personnel, 4.3.3 O and 4.3.3 P, is hereby added as follows:

4.3.3 O On-site supervisor is not needed for the daily tasks at library branches, but supervisor is needed when tasks are performed such as shampoo cleaning and floor maintenance. On-site supervisor is required at all times at Central library only if city decides to award full services to the contractor.

4.3.3 P On-site supervisor is needed for the for all non-routine tasks irrespective of the time task is performed.

3. DELETE: 004- Scope of Services, 4.2 General Requirements, 4.2.3 Day Porter, is hereby removed.

4. CHANGE: 004- Scope of Services, 4.3 Personnel, 4.3.3 a and 4.3.3 c are hereby amended as follows

4.3.3 a Check-in with branch manager on daily basis or based on operation requirement to make sure work is done by the custodian. Check-in via phone or email works unless there are issues communicate by the facilities manager or branch manager.

4.3.3 c Inspect areas of all buildings on weekly basis or based on operation requirement to ensure completion of Tasks described in this contract and correct immediately any discrepancy to include attendance and missing supplies.

5. CHANGE: 004- Scope of Services, 4.3 Personnel, 4.3.3 d is hereby amended as follows

4.3.3 d Provide a report and the credit back to the city for the non-performed on time task, e.g. scheduled floor and carpet maintenance, and any other task which the scheduled time has reached or overlapped the next same scheduled task. The credits will be determined by multiplying average time taken to finish non-performed tasks by the hourly rate provided for the special function hours on the price schedule. The average time taken will be discussed with the respondent and calculated accordingly.

6. CHANGE: 004- Scope of Services, 4.21 Contractor Furnished Supplies and Equipment, 4.21.1 is hereby amended as follows

4.21.1 Contractor shall furnish all cleaning and custodial maintenance supplies and commercial equipment necessary to perform the services specified under this contract to all library facilities except the central library. The contractor needs to provide only Sanitary products to the central library.

7.CHANGE: 004- Scope of Services, 4.16 Sanitary Product Dispenser, 4.16.1 is hereby amended as follows

4.16.1 Contractor is responsible for furnishing sanitary products: Stay Free Pads, Playtex Tampons, Kotex, Tampax Tampons, Maxithins or equals at all library facilities under this contract. The grade of this product must be acceptable to the City and changes in brand may be done only with written permission of the City. The sanitary products must be compatible with the dispenser. Please see Exhibit IV - Sanitary Dispenser diagram to understand dispenser and product specifications.

8.CHANGE: The deadline for proposal submission has been changed to **September 13, 2023, 2:00 PM Central Time.**

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, PRE-SUBMITTAL CONFERENCE:

On Monday, July 17, 2023, the City of San Antonio hosted a Pre-Submittal Conference to provide information and clarification for the Annual Contract for Custodial Services. Below is a list of questions that were asked at the pre-submittal conference. The City's official response to questions asked is as follows:

Question 1: Who is the current provider of the custodial services?

Response: Selrico, Inc is the current provider of the custodial services.

Question 2: Is it possible for SBEDA prime contractors who do not qualify to receive credit for incorporating certified DBEs as subcontractors in their bid proposal?

Response: No. Prime Contract Program points are awarded for meeting the 51% scope of work requirement by adding up prime and SBEDA eligible subcontractors' contribution to the entire contract value; for this project, points will be awarded to SBEDA eligible prime respondents that are certified as an SBE, or an SBE and an M/WBE. If the vendor utilizes subcontractors that are certified as an SBE, or an SBE and an M/WBE, in addition to being certified as a DBE, then their participation will count, but not if that subcontractor is a DBE only.

Question 3: How many times day porter services called in the past?

Response: Past year day porter services were requested 20 times. However, 4.2.3 Day porter services are being removed from the contract as the city has requested one custodian full time at each library branch. Please see 004 Scope of Services, 4.3.1. Please see item 3 above for the changes in the Day porter services.

If the city needs custodial services after the library operational hours on the evenings and weekend, the city will use 4.9 special function hours.

As day porter services are removed, respondent did not have to provide pricing on the RFCSP Attachment B Price Schedule, Item D, 1 and 2.

Question 4: If a subcontractor is both AABE and WBE, would 25% or 32% be required to meet the requirements?

Response: As per the SBEDA solicitation language for this project, the respondent agrees to subcontract or self-perform at least seven percent (7%) of the contract value to a certified African American Business Enterprise (AABE) firm headquartered or having a significant business presence within the San Antonio Metropolitan Statistical Area (SAMSA). This seven percent (7%) subcontracting goal will also count toward the twenty-five percent (25%) M/WBE subcontracting goal.

Question 5: Does the respondent have to be working in San Antonio for one year prior?

Response: The vendor does not have to be located in the San Antonio Metropolitan Statistical Area in order to respond to this solicitation, but they will not be SBEDA eligible. SBEDA eligibility requirements are as follows:

- Current certification from South Central Texas Regional Certification Agency (SCTRCA) as a small business enterprise (SBE).
- Headquartered in one of the eight counties: Atascosa, Bexar, Bandera, Comal, Guadalupe, Kendall, Medina and Wilson (San Antonio Metropolitan Statistical Area) OR show significant business presence if located in San Antonio Metropolitan Statistical Area for at least 1 year (per response due date) AND have 20% of their total employees located in the branch location.

QUESTIONS SUBMITTED IN ACCORDANCE WITH SECTION 003, RESTRICTIONS OF COMMUNICATION:

Question 6: What is the total square footage for vinyl composite tile (VCT) and carpets at each branch, including central library?

Response: The City does not have information on the square footage of VCT and carpets at each library branch, including central library. However, please see 4.17 Public Operating Hours/Staff Preparation Hours/Approximate Square footage for the total square footage at each location. The respondent may visit the branches to understand the total square footage for VCT and Carpets.

Question 7: Are there any summer programs/seasonal events that may increase consumables?

Response: The City does not have information on summer programs/events that may increase consumables. Based on past experience, libraries usage is consistent.

Question 8: Will supervisor be required to be on site for any or all non-routine work/task scheduled during non-staff preparation hours?

Response: Yes, supervisor is needed to be on site for all non-routine work irrespective of whether task is performed during Public operating hours, Non-public operating hours, Staff preparation hours and non-staff preparation hours.

Question 9: During special events, does the event sponsor provide custodial supplies for the event?

Response: As per 4.19.3 Special Events, respondent shall provide hourly rates for the services to event sponsor which includes labor, chemical and cleaning supplies. However, respondent may refuse to perform services for event sponsor if respondent is unable to negotiate a contract that is acceptable to both respondent and event sponsor. Custodial requirement at special event(s) is a contract between respondent and the event sponsor. City is not a party between respondent and event sponsor.

Question 10: How are the credits calculated for non-performed tasks?

Response: The city will collaborate with the respondent to allow sufficient time to finish non-performed tasks. If tasks are not performed or there is an overlap, then the credits will be determined by multiplying average time taken to finish non-performed tasks by the hourly rate provided for the Special Function hours on the price schedule. The average time taken will be discussed with the respondent and calculated accordingly. Please see Item 5 above. The RFCSP has been modified accordingly.

Question 11: Can the city provide a copy of the most recent twelve months of invoices and payment?

Response: Please submit an open record request to obtain a copy of the most recent twelve months of invoices.

Question 12: What is the current annual contract value?

Response: Current contract annual amount is approx. \$1.2 million.

Question 13: Can the city clarify the current process of restroom washdown?

Response: As per 004- Scope of work, 4.18.10, the respondent shall wash down restrooms on a weekly basis which is also a current process.

Question 14: What is the number of restrooms at Central library?

Response: Please see Exhibit V – Restroom Assessment, Item 1 above. The RFCSP has been revised accordingly.

Question 15: Is there staff parking available for contractor?

Response: Parking is free for respondents at all library branches except central library. However, respondent will be able to validate the parking for up to three hours at the Central library.

Question 16: Is there storage available at Central library for storing large equipment?

Response: No, storage is not available at Central library to store large equipment.

Question 17: Can the city provide a list of floor schedule for the last twelve months by locations to understand when each location had floor stripped and wax or carpet cleaned?

Response: Carpet cleaning and floor maintenance was done quarterly to all locations. However, in this contract, the respondent shall perform service as defined in the 004 Scope of Work.

Question 18: What are the expectations for daily check-in by supervisor at each branch? Is it required to be in person? Also, 4.22.4 indicates a supervisor is not needed during operational hours but in 4.3.3 states that supervisor must check-in daily and inspect building?

Response: The supervisor is expected to check in with each branch manager on daily basis or based on operation requirements to verify tasks are done properly and in accordance with the scope of work. Check-in via phone or email works unless there are issues communicate by the facilities manager or branch manager. The supervisor shall inspect the building once a week or based on operation needs to ensure completion of tasks described in the scope of work and correct any discrepancy immediately. Please see item 2 and 4 above. The RFCSP has been modified accordingly.

The on-site supervisor is not needed at library branches for daily tasks however supervisor is required to be onsite during shampoo carpet and floor maintenance. The on-site supervisor is needed all times at Central Library only if city choose to award full service option to respondent.

Question 19: Is the respondent responsible to provide consumables such as paper towels, toilet paper, soap etc. for the libraries? If so, can the respondent billed separately or cost plus?

Response: As per 004 Scope of Work, 4.21.1, the respondent is responsible to provide cleaning and custodial maintenance supplies and equipment necessary to perform the services specified in the scope of work for all library branches except central library. Please see item 6 above. The RFCSP has been modified accordingly. No, respondent will not be allowed to billed separately. Respondent shall bundle pricing of the consumable into monthly rate. Only sanitary products will be allowed billed separately based on markup. Please see Attachment B – Price schedule, Item E.

Question 20: Is there a minimum wage a requirement?

Response: No, minimum wage is not a requirement but respondent proposals will be evaluated based on proposed wages and benefit plan.

Question 21: Who is the incumbent service provider?

Response: Please see response to Question 1.

Question 22: Are the janitorial cleaning schedule only on the days the library has been occupied?

Response: Yes, janitorial cleaning schedule only on the day's library is open.

Question 23: Can the city disclose anticipated budget for this solicitation?

Response: Budgetary information will not be released for this solicitation.

Question 24: Are there any specific or particular areas of services city is looking to be improved?

Response: City will discuss with the awarded vendor about the areas of improvement.

Question 25: Does the city have a list of consumable supplies with historical usage?

Response: No, city does not have a list of consumable supplies with historical usage.

Question 26: What days per week are the porter services required?

Response: Please see response to Question 3.

Question 27: What is Quantity 60 mentioned on the Price schedule, Item A?

Response: The term of the contract is three years with two, one-year renewals. Quantity 60 represents total number of months in five years.

Question 28: Does the respondent need to use estimated hours listed on the Price schedule?

Response: Yes, respondent shall use estimated hours listed on the Price schedule, Item D.

Question 29: How many custodians work at the Central library, both shifts?

Response: Eleven custodians works at the Central library. Out of eleven, ten custodians are the city's staff and one custodian is augmented.

Question 30: How many tampons/pads does the dispenser hold?

Response: City does not have information as city will piloting this project upon custodial award contract. However, it is recommended to see manufacturer manual.

Question 31: What is the cost for product in the sanitary dispenser?

Response: The City does not have information on the cost of the sanitary dispenser product.

Question 32: What is the type of toilet tissue, hand towels and hand soap at the Central library?

Response: White 2-ply item#12375 toilet tissue, EnMotion item # 89460 hand towels and GOJO hand Soap used at Central library.

Question 33: Will respondent needs to provide hand sanitizer at Central library or branch libraries?

Response: Yes, as per 004 Scope of work, 4.21.2 d, respondent needs to provide hand sanitizer at all library facilities except Central library. Please see item 6 above. The RFCSP has been modified accordingly.

Question 34: How many sets of restrooms per floor at Central library?

Response: Please see response to Question 14.

Question 35: Is the SBEDA requirement a total of 25% M/WBE, which includes the 7% AABE or is the 7% AABE requirement an addition to the 25% M/WBE requirement?

Response: Please see response to Question 4.

Question 36: Can the city provide a usage history for sanitary products, toilet paper, paper towels, trash lines, soap, hand sanitizer, doggie waste bags as well as product descriptions as to what is being currently provided?

Response: Please see response to Question 25.

Question 37: Is it possible to get a count on the number of restrooms and associated fixtures(toilet/urinal/sink) by location or a floor plan indicating such?

Response: Please see response to Question 14.

Question 38: Can the city provide an estimate of the amount of square footage by floor type (carpet/VCT/other hard surface floors) by locations?

Response: Please see response to Question 6.

Question 39: Is this solicitation subject to special wage requirements? If so, is there a mechanism for adjustment of the billed amount if wage requirements change during the term of the contract?

Response: Please see response to Question 20.

Question 40: Who is the current provider of the custodial Services?

Response: Please see response to Question 1.

Question 41: Can City provide incumbent contract value?

Response: Please see response to Question 12.

Question 42: What is considered periodic cleaning regarding break room cleanings?

Response: The respondent shall clean the break room based on the usage of the room. It is respondent responsibility to keep breakroom clean at all times, including refrigeration, microwave and stove.

Question 43: Restroom at Las Palmas/Benavides are required to be cleaned three times daily, is the respondent responsible to restock the restroom three times daily as well?

Response: The respondent shall restock the restroom on as needed basis. The respondent shall make sure at all times there is enough supplies in the restroom.

Question 44: How many times in the previous year was Graffiti removal required?

Response: The city submitted a request for services five times last year for the removal of graffiti.

Question 45: How often are flyers, banners, and campaigns signs being posted annually?

Response: Approximate three to four times were flyers, banners, and campaigns signs posted annually. However, it depends on the events and elections.

Question 46: How many election events were scheduled in the previous year?

Response: Three election events were scheduled in the previous year.

Question 47: How often are High Touch Areas services requested weekly?

Response: As per 004- Scope of work, 4.18.26 High Touch Areas, the respondent shall perform services on as required basis.

Question 48: What is the current list of products used for cleaning services?

Response: Incumbent vendor uses Spartan products and Boardwalk products at library branches. At central library, City uses Buckeye eco-friendly products. However, the respondent may select different products that satisfy city's requirement.

Question 49: What are the monthly quantities of the cleaning products used?

Response: Please see response to Question 25.

Question 50: What are the monthly quantities required to be provided to each location for the following item: Stay free pads, Playtex Tampons, Kotex, Tampax Tampons, and Maxithins?

Response: Upon award of this contract, city will start piloting the project that allows free sanitary products to patrons so at this time city does not have information on the monthly quantities of sanitary products required at each location.

Question 51: How often do these sanitary products needs to be resupplied?

Response: As per 004 Scope of work, 4.18.39 Sanitary Dispenser, the respondent shall refill the dispenser on as needed basis or informed by the branch manager.

Question 52: What is the amount of cleanable square feet?

Response: Please see response to Question 1.

Question 53: What is the amount of carpeted square feet and hard floor surface square feet?

Response: Please see response to Question 1.

Question 54: Is there a storage room for products and supplies available to the contractor at each location?

Response: Yes, janitorial closet is available at each location to store products and supplies.

Question 55: 4.16.1 states to refer attachment K for sanitary dispenser, but there is no attachment K. Please clarify.

Response: Please see Exhibit IV Sanitary Dispenser Diagram. Please see item 7 above. The RFCSP has been modified accordingly.

Question 56: How many day porters are being budgeted/have been used in the previous years? Is there expectation for one porter to cover each location or Will they float between locations?

Response: Please see response to Question 3.

Question 57: Is the respondent responsible for cleaning at night for the San Antonio Health Department since the building are linked? If not, who is responsible for the common area at night/day time if health department is not utilizing this contract?

Response: No, the respondent is not responsible for cleaning at the San Antonio Health Department. As per Scope of work, 4.18.11 Las Palmas/Benavides Learning center, the respondent is responsible for providing custodial services to hallway, restroom and meeting room.

Question 58: Are the sanitary dispensers uniform at all locations? Can the city provide make and model for dispenser? Also, it is mentioned that if dispenser were to change then respondent are responsible for the difference, does the city have any expectation in the next three to five years to change dispenser?

Response: As per 004- Scope of work, 4.16.2, Currently, dispensers are located at four library branches: Maverick, Mission, Parman and Semmens and the dispensers are uniform at these locations. Please see Exhibit IV Sanitary Dispenser diagram. The city is working to install dispenser at all remaining location during the term of the contract and the city will strive to keep it uniform all remaining locations.

As per 004- Scope of work, 4.16.3, the respondent is not responsible for repairing or replacing sanitary dispenser under this contract. Respondent is only responsible for the supply of sanitary products.

Question 59: Who is the current incumbent?

Response: Please see response to Question 1.

Question 60: Is the current contract based on last award?

Response: The city has made changes to the scope of work in the released solicitation.

Question 60: What year was contract awarded?

Response: The previous contract was awarded in 2018.

Question 61: Besides daily consumption of consumable, are there any periods of time that may cause a spike in usage i.e. Summer programs, Christmas break, spring break etc. If so, is it possible to have a count for the entire contract period?

Response: Please see response to Question 7.

Question 62: Under 4.17, city listed public operating hours and staff preparation hours. Is it possible, in simple terms, to list the service as day or night, or both. Day hours to be consider as full period of operation hours?

Response: The city would like to keep it listed public operating hours and staff preparation hours. The respondent may consider custodian working hours based on 4.3 Personnel, 4.3.1 as a day shift or night shift, or both based on your business model.

Question 63: Under 4.18.11, Las Palmas/Benavides states that restrooms are to be cleaned three times daily and on an as-needed basis. Please explain what the city means by "as needed" basis.

Response: Example: Let's say the respondent finished three visits, and after that, if there is a water spill on the floor then the respondent shall clean it. It is respondent responsibility to keep the restroom clean at all the times.

Question 64: Raising/lowering flags, Meeting room set-up, Flyers, Posters, Banners and Campaign Signs, Minor Landscape Maintenance, Landa trashcans regardless of the distance. Are all of these requirements considered typical custodial or a Porter hybrid with maintenance duties?

Response: Yes, raising/lowering flags, meeting room set-up, flyers, posters, banners and campaign signs are considered

custodial duties under this contract.

Question 65: As stated in 4.18.17, frequency of parking lots twice daily, is there a size limit as there may be wide variances of size?

Response: There is no size limit. However, upon award, the respondent shall check with the facilities manager to understand the parking size as some branches might have adjoining parks.

Question 66: As stated in 4.21.4, if the city replaces the dispenser, the respondent must offer supplies that matches upgraded dispenser, so what happens if there is an excess of refills? What happens if a change in dispenser necessitates a considerable cost for the respondent?

Response: If the change in dispenser necessitates a considerable cost, the city will collaborate with respondent before deciding on upgrading the dispenser and may allow change in pricing through a change order.

Question 67: Could the city clarify quantity 60 on the price schedule, Item A?

Response: Please see response to Question 27.

Question 68: On the price schedule, there is a Total column, is this to be inferred to as extend monthly price for an annual cost?

Response: Total column will be multiplication of unit price and Quantity.

Question 70: How many augmented staff are at Central Library? And who is the current vendor providing augmented service at the central library?

Response: Currently, one custodian is at Central library on augmentation. Incumbent vendor provides augmented services.

Question 71: How many years has the central library been augmented? And what has been the annual number of augmented hours?

Response: Augmented services are part of the current contract. Currently, weekly 56 hours are used.

Question 72: Is the labor only for the central augmentation services?

Response: Yes, labor only for central augmentation services.

Question 73: Are the resupplying of hand sanitizer required? Do all libraries use sanitizer? If so, can respondent choose the type?

Response: Yes, as per scope of work, 4.21.2 d, the respondent needs to supply hand sanitizer for all libraries except central library. Yes, respondent can choose the type.

Question 74: Is the service performed day or night?

Response: It is based on the type of task. Please see 004- Scope of work.

Question 75: Does the pricing for supervisor roll into the monthly cost or is it a separate line item? Is there a minimum number and is there a set number of hours that must be worked?

Response: Yes, respondent shall roll supervisor pricing into monthly cost. Minimum number and number of hours are not set for the supervisor. However, supervisor shall perform all tasks described in the 004-Scope of work.

Question 76: The city requested proposed number of custodians under Attachment A Proposed plan but there is no requirement of supervisor?

Response: Please see 004 Scope of Work, 4.3.3 Supervisor to understand the requirement.

Question 77: What is the cleanable square footage at each facility?

Response: Please see response to Question 6.

Question 78: Does the respondent have to be in the Mentor Protégé program?

Response: A respondent does not currently have to be registered with the Mentor Protégé Program. If awarded, and if the awardee is not registered with the program, they must register to meet the SBEDA requirements of the contract.

Question 79: Does each library have adequate storage and secure rooms for cleaning supplies, chemicals, equipment and disposable products?

Response: Respondent will be provided janitorial closet at each library location.

Question 80: Does the prime has to cover 51% of the contract or can it be dispersed as long as the Prime owns 51% of the company?

Response: If the respondent is SBEDA eligible and is certified as a Small Business Enterprise (SBE), they will receive five (5) evaluation preference points. Additionally, if the respondent is also certified as a Minority and/or Women-Owned Business Enterprise(M/WBE), they will receive five (5) evaluation preference points. Lastly, if the respondent is also certified as an Emerging Small Business Enterprise (ESBE), they will receive ten (10) evaluation preference points. When the Prime is certified is SBEDA eligible, points will be awarded for meeting the 51% scope of work requirements by adding up Prime and SBEDA eligible subcontractors' contributions to the entire contract value.

Question 81: When does the contract begin?

Response: Please see 005- Supplemental terms & conditions, Original contract term.

Question 82: Can chemical dispensers be installed in the janitorial closet?

Response: Respondent can install chemical dispenser wherever water access is available in the Janitorial closet. Not all library locations have water access in the janitorial closet.

Question 83: Will all locations have feminine hygiene installed?

Response: Yes, eventually all library facilities will have sanitary dispenser installed.

Question 84: Which locations currently have the feminine dispensers and what additional dispenser will be added?

Response: Please see 004-Scope of work, 4.16.2 for the locations currently dispensers are installed. The rest of library facilities dispenser will be installed during the term of the contract.

Question 85: Please clarify what cleaning supplies, equipment and chemicals are provided at the Central Library?

Response: Please see response to Questions 32 and 48.

Question 86: Is hand sanitizer required to be purchased at all locations, if so how many locations currently have them and please provide the name of the product and dispenser size?

Response: Yes, respondent required to supply hand sanitizer at all location except central library. Currently at all locations, SC Johnson professional Touch free silver dispenser stand with Instafoam sanitizer item IFC1TF.

Question 87: Please provide a list of current subcontractors/vendors and they types of services and/or products provided on current contract.

Response: Please submit Open Records Request through the City's Clerk's office using below link to request detailed information regarding previous awarded contracts, including SBEDA points application, vendors and their subcontractors, scope of work assigned to the solicitation etc.

<https://www.sa.gov/Directory/Departments/CE/Open-Government-Request>

Question 88: Please provide the name of the company providing waste management services?

Response: City of San Antonio Solid waste department provides waste management services.

Question 89: Who is the current incumbent contractor and what is the total current contract value?

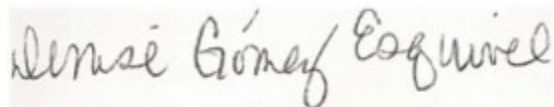
Response: Please see response to Questions 1 and 12.

Question 90: Please confirm who is responsible for the maintenance and repair of the sanitary boxes in the restrooms?

Response: City is responsible for the maintenance and repair of sanitary dispenser. Please see 004- Scope of work, Sanitary Product dispenser, 4.16.3.

Question 91: Please confirm locations that provide supplies/consumables and equipment?

Response: Please see response to Question 19.



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